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## Salesforce Certified Slack Administrator Sample Questions (Q204-Q209):

### NEW QUESTION # 204

You're a Workspace Owner at a small business that used Slack's Free plan in their first year. However, its business is growing fast

enough to justify upgrading to a paid plan.

The requirements:

- \* Users want to be able to access their old messages and integrate Slack with their calendars.
- \* You want to use Okta to provision users in order to provide additional security and simplicity to the employee onboarding process.
- \* Field representatives need to be able to access Slack securely on their company-owned mobile devices.

Based on the requirements, what should you recommend?

(Select the best answer.)

- A. Stay with the Slack Free plan for another year.
- B. Move to the Slack Pro plan.
- **C. Move to the Slack Business+ plan.**
- D. Move to the Slack Enterprise Grid plan.

**Answer: C**

Explanation:

The Business+ plan is the appropriate recommendation here because:

- \* It includes full message history access (unlike the Free plan, which limits access to recent messages only).
- \* It supports SAML-based SSO integrations like Okta, allowing for secure user provisioning and onboarding.
- \* It provides Enterprise Mobility Management (EMM) integrations for managing and securing Slack access on company-owned mobile devices.

Official Slack documentation confirms:

"Slack Business+ includes enhanced administration and security controls, including SAML-based SSO, user provisioning with supported IdPs, and mobile device management (MDM) support via EMM." Enterprise Grid (option D) would be overkill for a small growing business unless they required multi-workspace organization and complex compliance features.

(Reference: Slack Administration Study Guide - Plans and Feature Comparison)

#### NEW QUESTION # 205

GoodAdvertisements Inc works with several companies to support global advertising campaigns and are on a paid plan. They are preparing for a campaign launch that requires input from multiple companies.

GoodAdvertisements Inc wants the ability to coordinate effectively with the companies before and during their respective launch in a private channel, but it is not clear whether the companies use paid Slack plans.

The Admins at the company want to take security precautions before inviting any outside individuals into their Slack workspace.

What is the best way for the Admins to have the individuals from the outside companies join the Slack workspace and ensure the process scales for future launches with other companies?

- **A. Require that invitations get approval via a #guest-invitation-approval channel so Admins can action the requests and inform project leaders to invite individuals from outside companies as Single-Channel Guests. Set expiry dates for the Single-Channel Guests.**
- B. Have the Admins individually send out Single-Channel Guest invitations.
- C. Ask the outside companies to upgrade to the paid plan. Then, share the launch channel externally to the companies, and set a reminder to unshare the channel when the launch is complete.
- D. Require that invitations get approval via a #guest-invitation-approval channel so Admins can action the requests and inform project leaders to invite individuals from outside companies as Multi-Channel Guests. Set expiry dates for the Multi-Channel Guests.

**Answer: A**

Explanation:

The best practice in Slack for securely collaborating with external partners is:

"Use Single-Channel Guests for external users when collaboration is limited to specific channels. Admins should control guest approvals, ideally via a private approval workflow, and set expiry dates for guest accounts to ensure access is revoked after projects end." Multi-Channel Guests (Option B) provide broader access than necessary, and manually inviting guests (Option C) does not scale well. Asking companies to upgrade (Option D) is unrealistic for scalable collaboration.

(Reference: Slack Administration Study Guide - Guest Management and External Collaboration)

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#### NEW QUESTION # 206

You're an Org Owner on your organization's Slack Enterprise Grid instance. An employee recently quit, and there's concern that the employee exported sensitive information prior to leaving. The security team wants to know what this former employee may have accessed.

What should you do? (Select the best answer.)

- A. Use the member analytics dashboard to confirm the former employee's account activity.
- **B. Access your security information and event management (SIEM) tool to view actions logged by the former employee.**
- C. Export the former employee's access logs from the admin dashboard.
- D. Revoke the encryption key with the Enterprise Key Management (EKM) feature so that the data from the former employee's account is protected.

**Answer: B**

Explanation:

Slack recommends for Enterprise Grid:

"Use your SIEM (Security Information and Event Management) tool integrated with Slack to review detailed logs of user activity and detect any suspicious behavior." The SIEM integration provides deeper, real-time, and historical access tracking, compared to basic admin dashboards or member analytics.

(Reference: Slack Administration Study Guide - Monitoring Security Events and Activity Logs)

### NEW QUESTION # 207

You're a Workspace Primary Owner for a Slack Pro workspace.

App requests from users are overwhelming.

You decide to create an app approval process.

Which two questions should you ask requestors during the app approval process?

(Choose 2 answers.)

- **A. Does the app require a license?**
- **B. What is the urgency level for the app request?**
- C. Are competitors using the requested app?
- D. Does the app support Enterprise Key Management (EKM)?
- E. Does the app support Data Loss Prevention (DLP)?

**Answer: A,B**

Explanation:

Slack's best practices for app approval workflows recommend:

"Gather information on licensing requirements and urgency to prioritize app approvals and ensure security reviews align with business needs." Asking about DLP (A) and EKM (C) are technical security details assessed by IT or Security, not by the requestor.

Competitor usage (B) is irrelevant to Slack security or approval decisions.

(Reference: Slack Administration Study Guide - Managing App Approvals)

### NEW QUESTION # 208

What are two reasons why a company would be interested in using SAML single sign-on (SSO) to authenticate its users on Slack?

(Select the TWO best answers.)

- A. It is a standard security feature that is available on all of Slack's paid plans.
- B. It replaces the need for your admins to have to set up an identity provider (IdP) for Slack.
- **C. It allows employees to use the same login credentials they already use for other applications.**
- D. It allows your organization to control the encryption keys to your users' data within Slack.
- **E. It gives organizations more control over their security policies, including password format requirements.**

**Answer: C,E**

Explanation:

SAML SSO provides:

"Organizations with more control over their authentication policies, including password requirements, session durations, and login behaviors."

"Employees can use their existing login credentials for all applications, including Slack, through SSO integration with the identity

provider." Option B is wrong because SSO depends on having an IdP in the first place. Option C is incorrect because SSO is available only on certain Slack paid plans (not all). Option E refers to Enterprise Key Management (EKM), not SSO. (Reference: Slack Administration Study Guide - Single Sign-On (SSO) Benefits)

## NEW QUESTION # 209

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