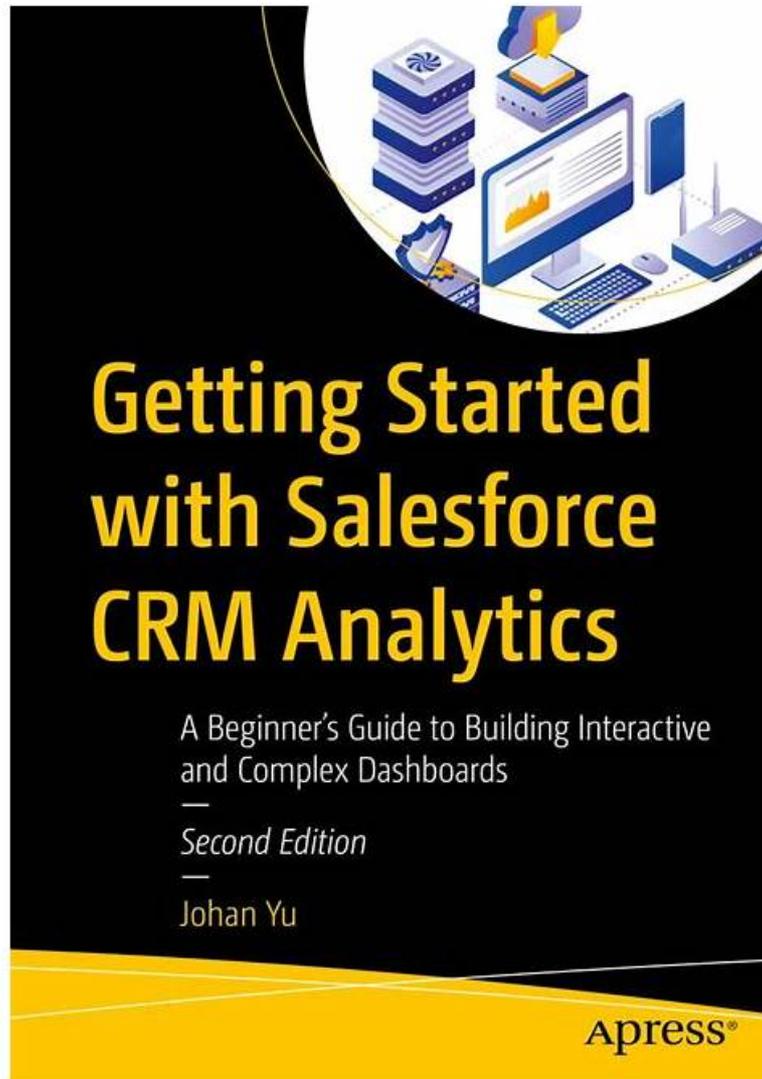


# Salesforce-Slack-Administrator Interactive EBook & Salesforce-Slack-Administrator Latest Test Guide



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## Certified Slack Administrator

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### Salesforce Salesforce-Slack-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none"><li>• <b>Enabling Slack Success:</b> This section focuses on the skills of Admins to develop a vision for Slack within their organization. Candidates will use analytics dashboards to track usage and make recommendations based on data insights, such as channel archival or promoting best practices.</li></ul>
Topic 2	<ul style="list-style-type: none"><li>• <b>Fundamentals:</b> This section of the exam measures the skills of Salesforce Administrators and covers the key privileges and responsibilities associated with each Slack user role. Candidates will identify unique features of Slack's paid plans and understand the common responsibilities shared by Admins and Owners. Additionally, this section emphasizes the importance of workspace and organization-level settings and dashboards, focusing on how they contribute to effective Slack management.</li></ul>
Topic 3	<ul style="list-style-type: none"><li>• <b>User Lifecycle Management:</b> This area focuses on managing user accounts throughout their lifecycle in Slack. Candidates will implement authentication options based on organizational requirements and recommend processes for new account creation.</li></ul>
Topic 4	<ul style="list-style-type: none"><li>• <b>Channel and User Group Administration:</b> This section measures the skills of Salesforce Administrators in setting up and managing Slack channels. Candidates will learn when to use channels versus direct messages or group DMs, as well as when to opt for public or private channels.</li></ul>
Topic 5	<ul style="list-style-type: none"><li>• <b>App Administration:</b> This section evaluates the skills of Slack Administrators in managing applications within Slack. Candidates will summarize the value of interoperability for both decision-makers and end-users while learning to use Workflow Builder for automating tasks.</li></ul>
Topic 6	<ul style="list-style-type: none"><li>• <b>Security:</b> This domain targets Salesforce Security specialists in identifying Slack product security features that meet organizational needs. Candidates will describe how Slack addresses security governance, risk management, and compliance while recommending features that protect sensitive data.</li></ul>

### Salesforce Certified Slack Administrator Sample Questions (Q202-Q207):

#### NEW QUESTION # 202

You're a Workspace Owner for a Slack Business+ workspace. Your organization's sales team expresses interest in working with their customers in Slack. Customer relationships tend to be long term, though representatives tend to transition accounts frequently. Given that the sales rep assigned to a given customer often changes, which best practice process should you establish to allow the sales team to engage with their customers in the Business+ workspace?

- A. Create a new free Slack workspace, and invite the sales team and the customer care teams as full members.
- B. Create new account channels and add the respective customers as Single Channel Guests with an expiration date of 1 year
- **C. Create new account channels and share them with the respective customers using Slack Connect.**
- D. Invite the customers to the respective existing account channels as Single Channel Guests and archive the channels when the relationship ends.

**Answer: C**

#### NEW QUESTION # 203

Your organization is on the Slack Enterprise Grid plan.

Which action can be performed by an Org Owner but not a Workspace Owner?

(Select the best answer.)

- A. Turn on approved apps.
- **B. Manage single sign-on (SSO) settings.**
- C. Set message retention policies.
- D. Reset all members' passwords.

**Answer: B**

#### NEW QUESTION # 204

You're the Primary Org Owner for your university's Slack Enterprise Grid. You're responsible for launching Slack to first-year students and faculty members.

What is the most efficient way to set up students as full members and faculty members as Workspace Admins?

(Select the best answer.)

- **A. Use SCIM provisioning to create accounts for students and faculty members, and create an identity provider (IdP) group for all faculty members. Then, promote the members of the IdP group in bulk to Workspace Admins.**
- B. Use SCIM provisioning to create accounts for students and faculty members. Then, update their profile fields to reflect their title by syncing with the SCIM API.
- C. Use "Just-in-time" provisioning to allow students and faculty members to create an account upon first login, eliminating the time and effort with onboarding new accounts. Then, promote each faculty member to Workspace Admin.
- D. Use either "Just-in-time" or SCIM provisioning to invite students and faculty members to Slack. Then, create a user group of faculty members and promote that user group in bulk to Workspace Admins.

**Answer: A**

Explanation:

Slack recommends:

"Using SCIM provisioning combined with IdP group mapping allows organizations to efficiently manage large groups of users and assign roles based on IdP groups." This way, you automate role assignment (faculty as Workspace Admins) while onboarding users. Options A and D don't promote users automatically. Option C is less efficient compared to pre-provisioning via SCIM and group mapping.

(Reference: Slack Administration Study Guide - SCIM Provisioning and IdP Group Mapping)

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#### NEW QUESTION # 205

You're a Workspace Admin for AcmeTesting Inc., which has standard prefixes: help-, proj-, and announcements-.

What is an appropriate channel name within the AcmeTesting Sales workspace?

(Select the best answer)

- A. #sales-help-services
- B. #acme-sales proj finance
- **C. #help-finance**
- D. #announcements-team

**Answer: C**

Explanation:

Slack recommends:

"Channel names should follow consistent naming conventions and use hyphens between words, e.g., help- finance for a help-related finance channel." Option A incorrectly reverses prefix order. Option B uses incorrect formatting. Option D misuses the prefix format as well.

(Reference: Slack Administration Study Guide - Channel Naming Conventions)

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#### NEW QUESTION # 206

The Slack implementation team at Large Inc is confirming all of the settings on their new Enterprise Grid organization and wants to make sure that they have appropriately involved the Security team in any critical security decisions.



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