

Salesforce-Slack-Administrator Training Questions & Interactive Salesforce-Slack-Administrator Course



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Salesforce Salesforce-Slack-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">Channel and User Group Administration: 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.
Topic 2	<ul style="list-style-type: none">Fundamentals: 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.
Topic 3	<ul style="list-style-type: none">App Administration: 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.
Topic 4	<ul style="list-style-type: none">Enabling Slack Success: 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.
Topic 5	<ul style="list-style-type: none">Workspace Administration: This domain assesses the competencies of Salesforce administrators in creating and managing Slack workspaces to meet organizational needs. Candidates will determine when a new workspace should be created and manage the approval process for workspace creation.
Topic 6	<ul style="list-style-type: none">Security: 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.

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Salesforce Certified Slack Administrator Sample Questions (Q107-Q112):

NEW QUESTION # 107

Your company uses Slack Enterprise Grid.

An employee loses an office device that is logged into Slack.

What should an Org Admin do to mitigate risk?

- A. Notify the Workspace Owner(s) for the workspace(s) the user is a member of so they can temporarily remove the user from their workspace(s).
- B. Ask the user to log out of the device by clicking End all sessions in their Slack settings.
- C. Deactivate the user in Slack, and reactivate them once the device is located.
- **D. Sign member out of the Enterprise Grid org by selecting Sign out of Slack in the admin dashboard.**

Answer: D

Explanation:

Slack's Enterprise Grid security recommendations state:

"Org Admins can remotely sign a member out of all sessions (desktop, mobile, web) via the admin dashboard to immediately prevent further access without deactivating the user." Asking the user (A) is unreliable because they lost the device. Deactivation (B) is extreme if the device may be recovered. Workspace-level action (D) is insufficient for org-wide risk.

(Reference: Slack Administration Study Guide - Managing Lost or Compromised Devices)

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NEW QUESTION # 108

Nicole manages the global onboarding for new hires at her company.

Each time a user joins the company, Nicole ensures they have the correct training materials to get started on their team. She has noticed that new hires are posting in announcement channels on their first day. Hiring is quickly increasing. Nicole has her largest new-hire group starting next week, and an even larger one the week after.

What should she do to ensure she doesn't have to manage incorrectly-posted messages and to ensure she can manage the large number of new hires?

- A. Email a "How to use Slack guide" to new hires before they start.
- B. Create a "How to use Slack guide" and post it in all of the team-specific channels so that the new hires see it.
- C. Create a custom Slackbot response that welcomes teammates to channels when the words "new hire" are used in Slack.
- **D. Use Workflow Builder to welcome teammates to channels with automatic onboarding messages, including a link to "How to use Slack" guides.**

Answer: D

Explanation:

Using Workflow Builder is the best way to:

"Automatically send onboarding messages when users join a channel, providing them with key guidelines like how to use Slack appropriately without requiring manual monitoring." This automates onboarding at scale and reduces Nicole's workload as hiring ramps up.

(Reference: Slack Administration Study Guide - Onboarding Best Practices and Workflow Automation)

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NEW QUESTION # 109

Lindy leads an internal communications team.

Her team wants to use public channels to gain more transparency in their internal communication. Employees currently tend to default to private channels/direct messages out of habit. Lindy needs to show employees the benefits of public channels.

Which initiative should Lindy proceed with to drive behavioral change?

- A. Temporarily disallow the creation of private channels through the admin settings, and share an announcement in Slack stating why and describing the benefits of Slack's search capabilities.
- B. Solicit the help of Slack admins and champions to plan a Slack Day focused on the benefits of public channels and how they unlock the power of Slack's search capabilities.
- C. Work closely with the executive team, and have them mandate public channel usage.
- D. Encourage executives to model this behavior and communicate in public channels themselves.

Answer: D

Explanation:

Slack adoption best practices emphasize:

"Behavior modeled by leadership has the greatest impact on changing how teams communicate. When executives and leaders use public channels, it sets a strong cultural example." Mandating behavior (Option B) or limiting private channel creation (Option A) can cause resistance, while education (Option D) is useful but less impactful than leadership modeling.

(Reference: Slack Administration Study Guide - Building a Public-First Culture)

NEW QUESTION # 110

You recently joined an organization that is on Slack's Enterprise Grid plan and because of your previous Slack Admin experience, you were added as a Grid Owner. You notice the organization is still managing provisioning manually, using a "just-in-time" process. At your last company you saw the benefits of connecting identity provider (IdP) groups to Slack.

Which two aspects of IP group mapping will benefit your current organization?

(Select the TWO best answers.)

- A. It will enable automatic additions and removals of members in an IdP group to Slack Connect channels within your organization.
- B. It will enable member provisioning as a required step for all Org Owners,
- C. It will enable automatic additions and removals of members in an id group to workspaces within your organization.
- D. It will enable automatic approvals and authentications of integrations within your organization
- E. It will enable automatic additions of members in an IdP group to channels within your organization.

Answer: C,E

NEW QUESTION # 111

As an Org Admin in your organization's Slack Enterprise Grid instance, you manage the existing four workspaces. Since your org is rapidly growing, you need a way to communicate upcoming trainings that are available to the entire company.

What is the best action to ensure these communications are seen in each current and future workspace?

(Select the best answer.)

- A. Create a multi-workspace channel for training that exists in each workspace.
C Have each Workspace Admin post in the correct public training channel.
- B. Create an org-wide channel dedicated to company trainings.
- C. Create a Slack Connect channel dedicated to company trainings.

Answer: B

NEW QUESTION # 112

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