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Salesforce Salesforce-Slack-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	• 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 2	• 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 3	• 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 4	• 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.
Topic 5	• 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.

Salesforce Certified Slack Administrator Sample Questions (Q143-Q148):

NEW QUESTION # 143
You're a Slack admin creating a list of default prefixes. You want to provide employees with standard naming conventions to use when they create new channels.
After reviewing existing channels, you determine that there are three types of channels most often created: * Slack Connect channels for collaborating with partners.
* Channels for groups within a line of business.
* Channels to support collaboration on specific engagements.
What are the three best prefixes to add to your default list?
(Select the THREE best answers.)

- A. #team-
- B. #help
- C. #proj-
- D. #ext-
- E. #slack
- F. announce

Answer: A,C,D

Explanation:
Slack best practices for channel naming recommend:
"#team- for department or functional groups, #proj- for project-based collaboration, and #ext- for Slack Connect (external) channels."
#announce (B) is more suitable for announcement-type channels, not team/project work. #help (C) is generally for support channels.
#slack (E) is not a standard naming prefix.
(Reference: Slack Administration Study Guide - Channel Naming Conventions Best Practices)
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NEW QUESTION # 144

You're an Org Admin for a global organization operating in multiple time zones. in your org-wide #help-slack channel, members are reporting that they are receiving notifications outside of their working hours from other members operating in different time zones. In addition to recommending Do Not Disturb (DND) preferences, how can you help promote a digital HQ at your organization and ensure that members are receiving notifications only during working hours? (Select the best answer.)

- A. Enable members to use the Scheduled Send feature so that messages can be sent during shared working hours,
- B. Enable members to set reminders for themselves to send the message during shared working hours
- C. Enable members to view a recipient's local time within their profile before sending a message.
- D. Enable members to set their profile status to Away whenever they are not online.

Answer: A

NEW QUESTION # 145

Marianne, an Org Admin, hears feedback that it's difficult for her members to find channels. She regularly receives requests in the #help-slack channel from members who accidentally created duplicate channels because they weren't aware there was already a channel on a certain topic.
Which action should Marianne's team take first to address the problem?

- A. Restrict new channel creation to admins only.
- B. Standardize and communicate channel naming conventions.
- C. Change her workspace settings to allow all members to archive channels.
- D. Encourage members to add a channel purpose and topic.

Answer: B

Explanation:
The first step to addressing duplicate channels and improving discoverability is:
"Standardizing channel naming conventions, making it easier for members to find existing channels and understand their purpose."
Slack best practices emphasize that a standardized naming system helps with searchability and organization.
Although adding channel topics and purposes (Option C) is also good practice, naming conventions are the first priority.
(Reference: Slack Administration Study Guide - Channel Management and Naming Best Practices)
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NEW QUESTION # 146

Camdin is a Workspace Owner whose last day with the company is Friday, April 1st. Cortez, a fellow Workspace Owner, plans to deactivate Camdin's account at the end of that day.
What will happen?

- A. Cortez will not be able to deactivate the account; he will need to ask a Workspace Admin to deactivate it for him.
- B. The account will be deactivated; Camdin will be signed out immediately and will not be able to log back in.
- C. The account will change to "Inactive"; after 72 hours, Camdin will lose access to Slack.
- D. Cortez will not be able to deactivate Camdin's account; only the Primary Owner can deactivate a Workspace Owner.

Answer: D

Explanation:
In Slack, only the Primary Owner has the ability to deactivate other Workspace Owners.
Slack documentation states:
"Only the Primary Owner can deactivate or transfer ownership of another Workspace Owner's account." Thus, Cortez, despite being a Workspace Owner himself, cannot deactivate Camdin's account.
(Reference: Slack Administration Study Guide - Workspace Roles and Account Deactivation)
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NEW QUESTION # 147

Andrew is the Primary Org Owner for this company's Enterprise Grid org, which consists of three workspaces. Frank, a new

member of the IT department, will be responsible for inviting guests and managing one of the three workspaces' settings. Which role should Andrew give Frank in Slack?

- A. Member
- B. Primary Org Owner
- C. Workspace Admin
- D. Multi-channel Guest

Answer: C

NEW QUESTION # 148

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