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Salesforce Certified Slack Administrator Sample Questions (Q185-Q190):

NEW QUESTION # 185

Mayim, the Chief Human Resources Officer at Large Inc, is concerned that her team communicates mostly via direct messages rather than channels. She wants to know if the HR workspace is lagging behind the rest of the organization. What information should the Workspace Admin provide to help Mayim?

- A. The percentage of messages sent via direct message in the HR workspace to the organization's overall percent of direct messages
- B. Instructions on how to conduct a poll in channel asking members if they've been using channels or direct messages, using emoji for responses
- C. The statistic that HR is typically a more confidential function than other teams and should expect to have more information in direct message
- D. The number of messages posted in the #help-hr triage channel over the past 30 days

Answer: A

Explanation:

The most accurate approach is to use Slack's analytics to compare direct message usage across different workspaces.

Slack documentation states:

"Workspace-level analytics allow Admins to view the percentage of messages sent via direct messages versus public or private channels. Comparing this across teams highlights differences in Slack usage patterns." Only option A directly provides a comparative analysis to see if HR's behavior is different from the rest of the org.

(Reference: Slack Administration Study Guide - Workspace Analytics and Communication Patterns)

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NEW QUESTION # 186

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. Encourage members to add a channel purpose and topic.
- C. Standardize and communicate channel naming conventions.
- D. Change her workspace settings to allow all members to archive channels.

Answer: C

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 # 187

The Sales team at Large Inc is having trouble figuring out the role Slack should play in their work day. The Sales team travels often and prioritizes time with customers. They don't have a lot of time to attend training.

Which two of the four strategies would help increase adoption on the Sales team? (Choose two.)

- A. Install the Salesforce app in the Sales workspace immediately, as this is the number one integration for Sales teams using Slack.
- B. Run a campaign promoting the Slack mobile app, so the Sales team understands the value of mobility and persistent communications.
- C. Survey the Sales team to understand what currently makes their job difficult and determine which apps/integrations and workflows to prioritize.
- D. Send out a weekly email campaign for two months to use Slack with the warning that Slack access will be denied to anyone that joins Slack after the two-month email campaign is finished.

Answer: B,C

Explanation:

Two critical elements in Change Management are understanding user needs and promoting solutions that fit their workflows.

* Running a campaign promoting Slack's mobile app addresses their need for mobility. Slack documentation notes:

"Promoting the Slack mobile app to teams that are highly mobile ensures they remain connected to important communications and workflows."

* Surveying the Sales team will help prioritize relevant integrations and workflows based on real-world challenges they face:

"Understanding end-user pain points is crucial for designing Slack solutions that users find genuinely helpful." Simply installing the Salesforce app without understanding their needs may not be effective, and using threats (option B) is contrary to Slack's recommended adoption strategies.

(Reference: Slack Administration Study Guide - Driving Slack Adoption and Change Management)

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NEW QUESTION # 188

A finance team wants to nominate a team member to be a Slack Workspace Admin.
Which team member's prior experience would make them the optimal candidate for this role?
(Select the best answer)

- **A. The candidate encourages Slack etiquette in channels and frequently answers Slack-related questions from colleagues. They provide feedback to the current Workspace Admins on Slack settings and policies at the company.**
- B. The candidate worked closely with the finance team to set up and request Slack Connect channels with external partners. They also helped design the process for approving Slack Connect channel requests at the company.
- C. The candidate relies on Slack in their day-to-day role and frequently asks the IT team questions about Slack features.
- D. The candidate has experience creating custom integrations to improve the onboarding process for the company's new hires.

Answer: A

Explanation:

Slack recommends that:

"Workspace Admins should be knowledgeable about Slack best practices, support user adoption, enforce etiquette, and provide feedback on policies." The candidate in A already demonstrates leadership in Slack usage, policy understanding, and peer support. B focuses on technical integration (more developer-like), C focuses on Slack Connect specifics (not general admin readiness), and D describes a user who needs support rather than offering it.

(Reference: Slack Administration Study Guide - Choosing Workspace Admins)

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NEW QUESTION # 189

You're a Workspace Admin cleaning up inactive channels.

You find a channel inactive for nine months with important content and one member remaining.

What should you do?

- A. Notify the one channel member that you are keeping the channel active, but limiting posting permissions to admins only.
- **B. Notify the one channel member, then archive the channel.**
- C. Notify the one channel member, then delete the channel.
- D. Notify the one channel member, then rename the channel and add #archived as a prefix.

Answer: B

Explanation:

Slack's guidance for handling inactive channels states:

"Archiving a channel preserves its content and history, allowing it to remain searchable without accepting new posts." Deleting (A) would permanently remove the content. Renaming or limiting posting (C, D) are not standard clean-up procedures for inactive channels.

(Reference: Slack Administration Study Guide - Channel Lifecycle Management)

NEW QUESTION # 190

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