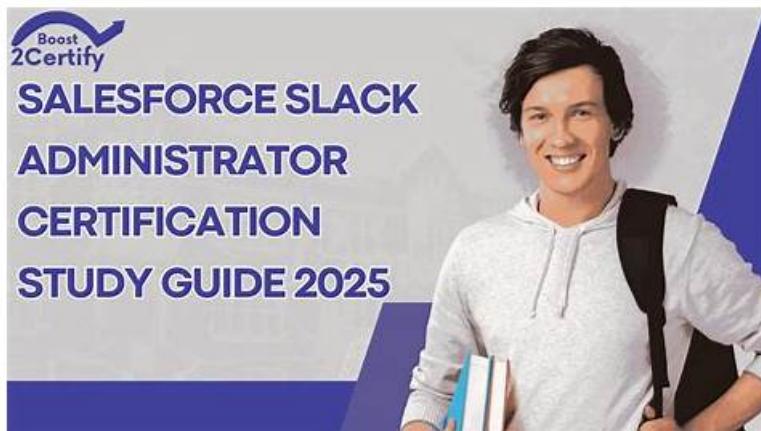


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Salesforce Salesforce-Slack-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<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 2	<ul style="list-style-type: none">User Lifecycle Management: 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.

Topic 3	<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 4	<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.

Salesforce Certified Slack Administrator Sample Questions (Q209-Q214):

NEW QUESTION # 209

You're a prospective customer looking to purchase Slack for your organization of approximately 50 employees. You need to ensure that the plan supports SAML single sign-on (SSO) for authentication.

Which plan(s) fit the requirement?

- A. Business+ and Enterprise Grid
- B. Pro, business+ and Enterprise Grid
- C. Enterprise Grid only
- D. Free, Pro, Business+ and Enterprise Grid

Answer: B

NEW QUESTION # 210

You're an Org Owner at a 10,000-person company that uses Slack across the organization.

In a recent feedback survey, employees have expressed frustrations about silos, lack of transparency, and difficulty locating information.

IT leadership asks you to provide metrics that can be tracked over the course of the next year to measure progress toward increasing transparency.

What type of data would you recommend the team track?

(Select the best answer.)

- A. Percentage of message engagement in org-wide announcements channels in the last six months
- B. Number of multi-workspace channels across the organization
- C. Percentage of messages viewed in public channels vs. in private channels and direct messages (DMs)
- D. Number of weekly active members (i.e., active in the last 7 days)

Answer: C

Explanation:

Slack recommends measuring transparency by:

"Tracking the percentage of messages sent or viewed in public channels versus private channels and DMs. An increase in public activity correlates to increased organizational transparency." While engagement and activity metrics (A, C, D) are useful for other goals, measuring the public vs. private messaging ratio directly addresses transparency concerns.

(Reference: Slack Administration Study Guide - Analytics for Measuring Transparency and Collaboration)

NEW QUESTION # 211

Asher manages a global workplace and facilities team. Currently, his team receives all global requests in a channel called #help-workplace. Because the channel now receives hundreds of requests per day, the support team asks Asher if they can create regional channels to make triaging requests more manageable.

How should Asher respond to this request?

- A. Continue to use one centralized channel to minimize confusion for channel members on where workplace requests should be submitted, but require that members start posts with the name of the region where they're requesting assistance.

- B. Allow each region to create new channels and name them after famous landmarks in their region, then assign regional team members to monitor each channel.
- C. Create new regional channels and name them using the #help-workplace-region format, then assign regional team members to monitor each channel.
- D. Create a private channel for the global workplace team to triage requests from #help-workplace into the appropriate regions.

Answer: C

Explanation:

Slack best practices for managing high-volume help channels recommend:

"Creating regional help channels following a clear, consistent naming convention, such as #help-workplace- region, so requests are easier to route and monitor." This method ensures that requests are properly triaged without confusing users and keeps the support experience scalable.

(Reference: Slack Administration Study Guide - Best Practices for Managing High-Volume Support Channels)

NEW QUESTION # 212

A bank must archive all communications for several years due to a new government regulation. Your compliance department wants to understand how best to meet these requirements for Slack.

Which feature should you leverage to meet these regulatory requirements?

(Select the best answer.)

- A. Enterprise Key Management (EKM)
- B. eDiscovery
- C. Mobile Device Management (MDM)
- D. Data Loss Prevention (DLP)

Answer: B

Explanation:

For long-term archiving and compliance with regulatory requirements:

"eDiscovery integrations allow organizations to collect, archive, and export Slack messages and files to meet legal, regulatory, and compliance needs." DLP (A) focuses on preventing data leaks. MDM (B) secures mobile access, and EKM (C) controls encryption keys but does not inherently archive data.

(Reference: Slack Administration Study Guide - Security and Compliance - eDiscovery Integration)

NEW QUESTION # 213

Oleg is a Workspace Owner, and his company is on the Plus plan.

Oleg's company requires all messages to be saved for the history of the workspace. He has already ensured that only Owners and Admins can delete messages.

Which additional settings should be selected to maintain the message history of the workspace?

- A. Message Retention & Deletion set to "Keep everything" for public channels, private channels, DMs, and not allowing overrides
- B. Message Retention & Deletion set to "Keep all messages but don't track revisions" for public channels, private channels, DMs, and allowing overrides
- C. Message Retention & Deletion set to "Keep all messages but don't track revisions" for public channels, private channels, DMs, and not allowing overrides
- D. Message Retention & Deletion set to "Keep everything" for public channels, private channels, DMs, and allowing overrides

Answer: D

NEW QUESTION # 214

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