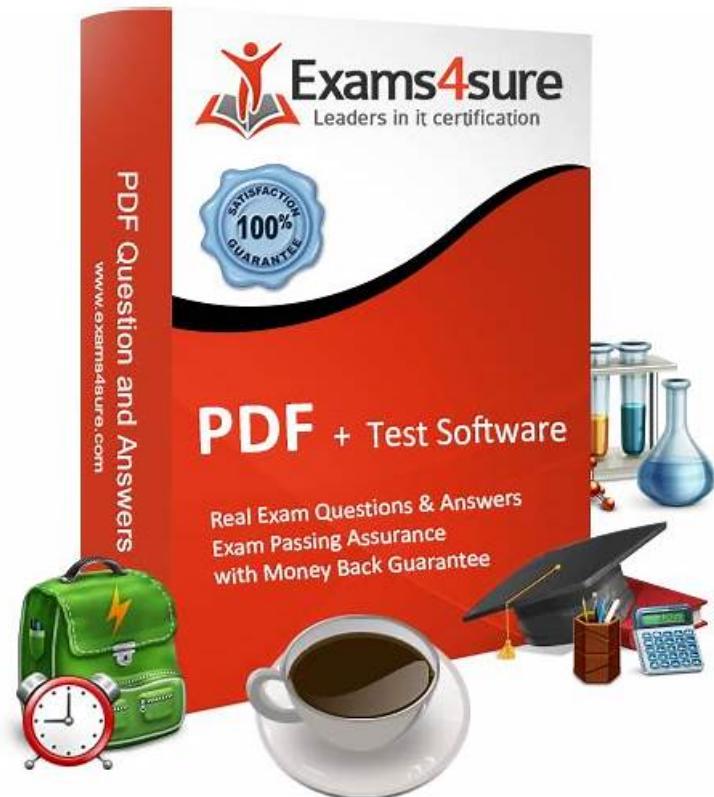


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Salesforce Certified Slack Administrator Sample Questions (Q47-Q52):

NEW QUESTION # 47

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

Answer: C

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)

NEW QUESTION # 48

As an admin, you want to balance the mobile user experience and security. You don't want to force users to log in too often, because it may leave them frustrated and result in lower Slack adoption and usage.

What is the best solution to maintain security and ensure a positive mobile user experience?

- A. Allow users to set their own mobile session duration.
- B. Set a mobile session duration of 2 weeks for all mobile devices.
- C. Allow all users to remain logged in infinitely.
- D. Log all users out of mobile anytime your organization experiences a security threat.

Answer: B

Explanation:

Slack recommends for mobile session management:

"Setting a mobile session duration of around two weeks provides a good balance between security and usability, ensuring users aren't prompted to log in too frequently." Allowing users to set their own session length (A) would reduce security controls. Logging everyone out during any threat (B) is too disruptive for normal operations. Allowing infinite sessions (D) risks serious security exposure.

(Reference: Slack Administration Study Guide - Mobile Security Best Practices)

NEW QUESTION # 49

As an admin, managing apps across every workspace in an Enterprise Grid org can be time-consuming.

What is the most efficient way to manage apps at your organization?

- A. Identify commonly used apps for your organization once per year, and set those apps to be automatically approved at the org level via whitelisting.
- B. Create rules based on a chain of comparisons for each app request to be checked against and then approved or restricted based on the specified criteria.
- C. Require end users to rate the complexity of their apps as high, medium, or low risk before submitting an app approval request.
- D. Identify and restrict all apps that pose the most security risks to your organization, while automatically approving users to download any apps that don't fall within the restricted list.

Answer: D

Explanation:

Slack best practices for app governance recommend:

"The most efficient method is to proactively restrict high-risk apps and automatically allow safe, non-restricted apps, minimizing admin intervention." Annual whitelisting (B) is infrequent and can quickly become outdated. Asking users to self-rate risk (C) is unreliable. Complex rule chains (D) are difficult to maintain.

(Reference: Slack Administration Study Guide - Streamlining App Management)

NEW QUESTION # 50

Medium Inc is on a Standard Slack plan and has recently hired Preethi as a contractor to take care of their food & beverage service. Preethi is on a six-month contract, supporting many teams within the food & beverage department. Each team has set up a public channel to triage requests, and Preethi is responsible for responding to these requests.

What type of workspace access would be most suitable for Preethi?

- A. Member with no deactivation time
- B. Multi-channel Guest with deactivation time in six months
- C. Member with deactivation time in six months
- D. Single-channel Guest with deactivation time in six months

Answer: B

Explanation:

Since Preethi needs access to multiple channels but only for a limited time:

"A Multi-channel Guest is the best choice when someone needs access to more than one channel but does not need full member access across the workspace. You can also set an expiration date for their access." Single-channel Guest would be too limiting, and full Member access would provide more access than necessary, posing a security risk.

(Reference: Slack Administration Study Guide - Managing Guest Access)

NEW QUESTION # 51

Medium Inc's #hr-benefits channel is a default channel designed to educate employees on benefit information and updates. However, it is now filled with requests for benefits help. Sometimes people even post sensitive personal information when asking questions.

Which TWO options, combined, present the best solution to reduce noise in this channel? (Choose two.)

- A. Encourage employees to direct message the HR team with questions and confidential information.
- B. Create a private channel and implement a personal benefits workflow, which doesn't broadcast the sensitive information in the channel.
- C. Limit the posting permissions to Org Admins, plus specific people.
- D. Archive the channel and create a new channel to eliminate the noise.

Answer: B,C

Explanation:

The best way to manage noise while protecting sensitive information includes:

* Limiting posting permissions - According to Slack's official guidance:

"You can restrict who can post to a channel by limiting posting permissions to specific people, ensuring that only authorized individuals can post while others can read."

* Creating a private channel with a personal benefits workflow:

"Private channels are suitable for discussions requiring confidentiality. Workflows can route sensitive questions to HR without public visibility." Encouraging DMs (option C) helps, but it is not a structured or scalable solution for organizational processes.

Archiving the channel (option D) would disrupt access to the historical benefits information and is unnecessary.

(Reference: Slack Administration Study Guide - Channel Management Best Practices and Workflows)

NEW QUESTION # 52

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