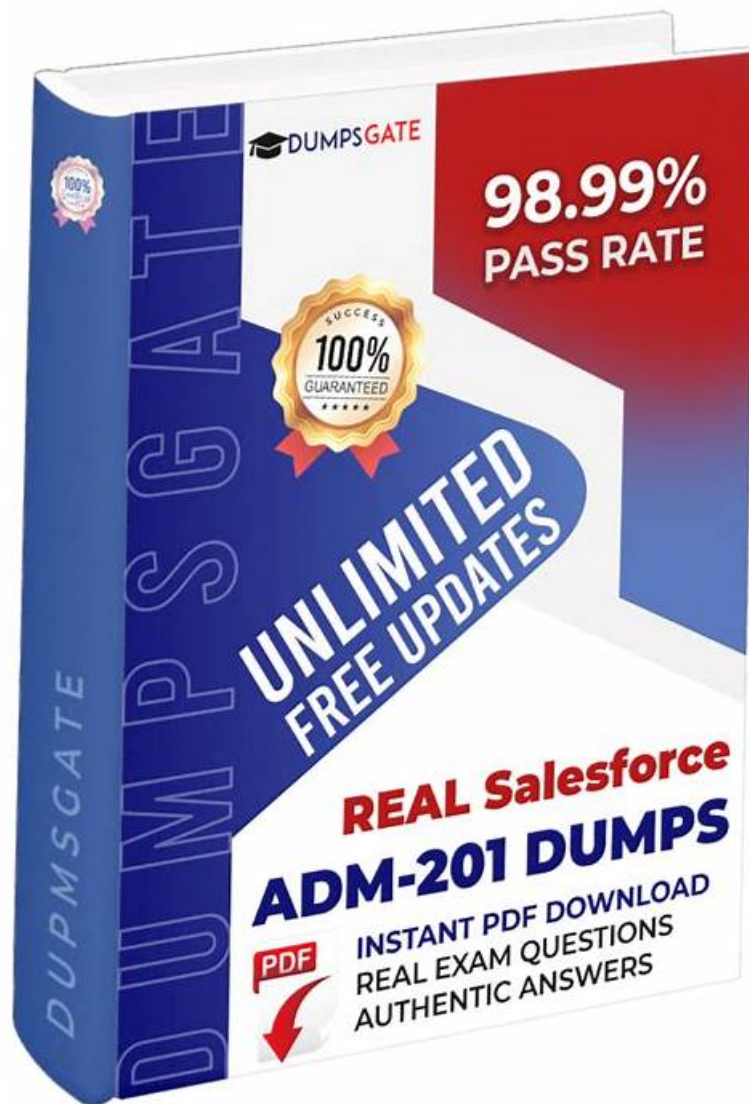


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## Salesforce Certified Slack Administrator Sample Questions (Q178-Q183):

### NEW QUESTION # 178

Tam Corp sells 15 versions of their software to customers around the world. They have a global team (e.g., sales, engineering, support, and human resources) of 500 employees.

Tam Corp is moving to the Enterprise Grid plan from two workspaces on the Plus plan. On their current Plus plan, they organize one workspace by team (e.g., #sales-team, #engineering-team, and #support-team), and the other workspace is primarily for recruiting discussions and the leadership team.

Leadership does not want the move from Plus to Grid to significantly impact how teams are communicating today.

When considering how to structure the Enterprise Grid, what is the structure that aligns with leadership and allows the teams to communicate most effectively?

- A. Create workspaces for each product line sold, where each workspace is the "primary" workspace for the employee.
- B. Create one workspace, where each product line sold has its own channel.
- C. Create workspaces for each department and sub-department in the company.
- D. Create workspaces based on how information is shared, and where employees have one "primary" workspace where they spend 80% of their time.

**Answer: D**

Explanation:

In Enterprise Grid, Slack recommends that:

"Workspaces should be structured to group people based on how information is shared, and each employee should ideally have one primary workspace where they spend about 80% of their time." This minimizes disruption, maintains the current collaboration patterns, and keeps cross-functional communication effective.

(Reference: Slack Administration Study Guide - Enterprise Grid Design Strategies)

### NEW QUESTION # 179

You're a Workspace Owner at Acme Inc.

You notice that the #help-benefits channel receives a large number of off-topic payroll requests.

In which two ways can you help address this issue?

(Choose 2 answers.)

- A. Work with the benefits team to set a clear channel topic, and pin a post that includes the scope of requests/questions that belong in #help-benefits.
- B. Work with the benefits team to help them respond to each individual payroll-related request with a gentle reminder that this channel is for benefits questions only.
- C. Encourage the payroll team to create their own public #help channel in Slack so employees have a place to go with their questions and requests.
- D. Use the share feature in Slack to notify the payroll team of each request that has been posted in the #help-benefits channel via direct message (DM).
- E. Encourage channel owner(s) from the benefits team to add members of the payroll team to #help-benefits to respond to each payroll request.

**Answer: A,C**

Explanation:

Slack recommends:

"Setting a clear channel topic and pinned posts help define scope, and creating dedicated channels (like #help-payroll) directs users to the right place without overloading unrelated channels." Manually redirecting (A, C) or adding payroll staff into a benefits channel (D) doesn't address root cause or improve structure.

(Reference: Slack Administration Study Guide - Channel Organization Best Practices)

### NEW QUESTION # 180

You're an Org Owner for your organization's Slack Enterprise Grid instance.

Your organization has several Slack Connect channels used to communicate with vendors, and you're concerned about unauthorized vendors contacting your members.

Which setting should you enable to prevent this from happening?

(Select the best answer.)

- A. Set up the custom messaging in Guidelines for using Slack Connect with the policy for communicating with approved vendors only.
- B. Disable the Use Slack Connect with free teams option so that only paid workspaces can access your Slack Connect channels.
- C. Restrict Slack Connect to a specific workspace so that only users who have access to that workspace can also access your Slack Connect channels.
- **D. Adjust the Slack Connect for direct messages settings so that only Org Admins and Org Owners can send and accept direct messages (DMs) from outside organizations.**

**Answer: D**

Explanation:

Slack Connect settings allow you to control who can initiate external communications:

"By adjusting the Slack Connect settings for DMs to allow only Org Admins and Org Owners to send and accept DM invitations, you reduce the risk of unauthorized or unapproved vendors initiating contact." Setting up messaging guidelines (A) informs users but does not block action. Restricting to specific workspaces (C) does not prevent DM invites across the org. Disabling free team access (D) is not directly related to vetting vendors.

(Reference: Slack Administration Study Guide - Slack Connect and External Communications Policy)

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#### NEW QUESTION # 181

Your organization is on the Slack Enterprise Grid plan.

What are three benefits of syncing identity provider (IdP) groups?

(Select the THREE best answers.)

- A. Automatically assigns system roles.
- B. Automatically assigns approved apps to certain groups within your org.
- **C. Automatically adds or removes members of an IdP group to workspaces within your org.**
- D. Automatically assigns admin roles.
- **E. Makes membership for certain channels required to ensure that all members of an IdP group remain members of a channel.**
- **F. Makes membership for certain workspaces required to ensure that all members of an IdP group remain members of a workspace.**

**Answer: C,E,F**

Explanation:

Slack's Enterprise Grid documentation clearly states:

"Syncing IdP groups with Slack allows you to automatically manage workspace membership, channel membership, and access control based on IdP group assignments." Key benefits include:

- \* Automatically provisioning and deprovisioning members to specific workspaces (A).
- \* Maintaining mandatory membership in designated channels (B).
- \* Maintaining mandatory membership in designated workspaces (C).

Assigning system roles, approved apps, or admin roles (D, E, F) is not automatically handled through IdP group syncing.

(Reference: Slack Administration Study Guide - Identity and Access Management)

#### NEW QUESTION # 182

You're an Org Admin responsible for managing your organization's three workspaces grouped by business vertical.

Your organization wants to increase Slack usage across departments, and you anticipate new workspace requests.

Given these business requirements, what is the best way to manage requests to create new workspaces?

- **A. Route workspace requests from an org-wide help channel to a private admin-only channel where admins can review business rationale of requests.**
- B. Do not allow end users to request new workspaces; instead, encourage them to create more channels.
- C. Encourage end users to create new workspaces themselves, then link the workspace URL to your organization via domain

claiming.

- D. Review, collaborate, approve, and reject workspace requests in one public, searchable channel.

**Answer: A**

Explanation:

Slack recommends for Enterprise Grid governance:

"Workspace creation requests should be routed to a private admin team for evaluation, ensuring that new workspaces align with business needs, security policies, and organizational strategy." Public channels (A) expose sensitive administrative discussions. C and D bypass proper governance and risk fragmented Slack management.

(Reference: Slack Administration Study Guide - Workspace Creation and Governance)

## NEW QUESTION # 183

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