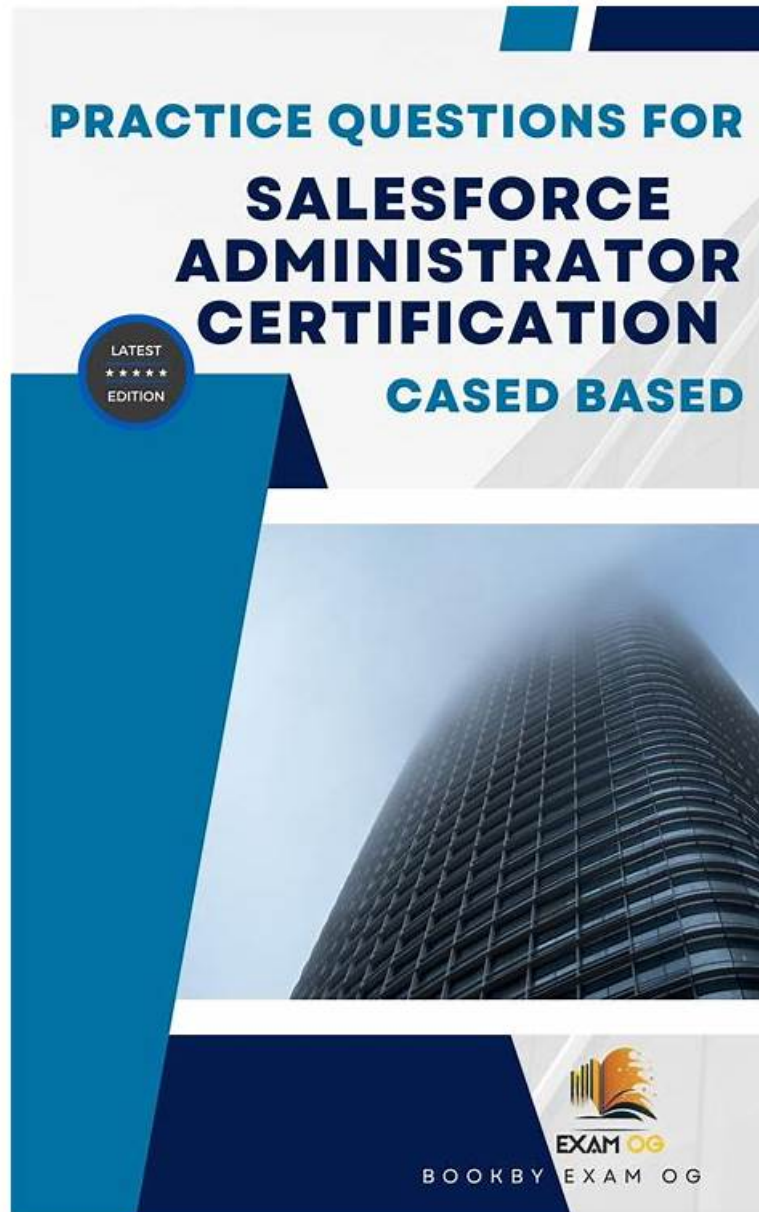


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Salesforce Salesforce-Slack-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">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	<ul style="list-style-type: none">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 3	<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 4	<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 5	<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.
Topic 6	<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.

Salesforce Certified Slack Administrator Sample Questions (Q204-Q209):

NEW QUESTION # 204

In which scenario would the Clips feature be the most useful to support asynchronous work?

(Select the best answer.)

- A. A service representative is troubleshooting a time-sensitive issue in channel with their tier support team.
- B. A project manager is showing their work to the rest of their project team and asking for feedback before the end of the week.
- C. A manager schedules time to thoroughly review a product release with their team.
- D. A manager is actively brainstorming with the leadership team on new department initiatives.

Answer: B

Explanation:

Slack Clips are designed for:

"Recording and sharing video, voice, and screen recordings asynchronously to allow teams to consume and respond on their own schedule." A project manager sharing updates for review (B) is a perfect use case. Time-sensitive troubleshooting (A) and active brainstorming (D) are better suited for synchronous tools like Huddles. Scheduling reviews (C) suggests a live meeting rather than asynchronous communication.

(Reference: Slack Administration Study Guide - Using Clips for Asynchronous Collaboration)

NEW QUESTION # 205

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 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 not allowing overrides

Answer: A

NEW QUESTION # 206

Your organization's Head of Customer Service wants to better support internal collaboration between service agents working through high-priority customer tickets.

As a Workspace Admin, what recommendation should you provide to help service agents collaborate more efficiently in Slack and reduce meetings?

- A. Encourage service agents to use Huddles when troubleshooting high-priority customer tickets.
- B. Enable service agents to post Clips in team channels to provide troubleshooting demos for high-priority customer tickets.
- C. Enable service agents to create a new channel for each high-priority customer ticket and use emoji reactions to expedite responses.
- D. Advise service agents to ask for help in their team channel and troubleshoot high-priority customer tickets in thread.

Answer: A

Explanation:

Slack recommends:

"Use Huddles for lightweight, real-time, informal discussions to troubleshoot quickly without needing to schedule formal meetings." This directly helps service agents collaborate live without adding overhead.

Options A and C are good for async work but do not replace real-time collaboration. Threads (D) are useful but are slower than live discussions.

(Reference: Slack Administration Study Guide - Using Huddles for Efficient Team Collaboration)

NEW QUESTION # 207

Your company just moved to Slack Enterprise Grid after using Slack inconsistently across departments.

Current situation:

* Marketing team: one workspace with hundreds of channels and customizations.

* Sales team: two separate workspaces ("The Greatest Sales Team" and "More Deals More Money") with a few dozen channels each.

What is the best approach for streamlining your Enterprise Grid design while still meeting organizational needs? (Select the best answer.)

- A. Delete the two sales workspaces and create a new workspace called "Sales" since you can't change core workspace details such as the URL. Leave the marketing workspace as-is.
- B. Consolidate "More Deals More Money" and "The Greatest Sales Team," then rename the workspace as "Sales." Then, update the URL to align with your organization's branding. Leave the marketing workspace as-is.
- C. Move all the data out of the two sales workspaces and into the marketing workspace. Rename the marketing workspace to "Marketing and Sales." Archive the two sales workspaces.
- D. Export all the existing workspace data from all workspaces and then import it into your new Enterprise Grid Org as a

single consolidated workspace.

Answer: B

Explanation:

Slack recommends:

"When moving to Enterprise Grid, consolidate where possible but avoid unnecessary disruption. Rename and rebrand workspaces appropriately while keeping existing structures when they serve their users well." This keeps the marketing team undisturbed and consolidates sales into one clean, unified workspace.

(Reference: Slack Administration Study Guide - Enterprise Grid Migration Strategy)

NEW QUESTION # 208

Paul leads an accounting team and is implementing a new expense reporting system.

He wants to update employees on the status of the system's rollout to different offices. He also wants to post links to help articles and online trainings that the team can use as resources. However, he wants to maintain control over the flow of information for these updates and would like to minimize off-topic discussion.

Which of the following would help him achieve his goal?

- A. Create a new public workspace called "Expenses" with access granted to all employees.
- **B. Create a private channel called #expense-system-updates with all employees added.**
- C. Create a public announce-only channel for the expense system.
- D. Create a new invite-only workspace called "Expenses."

Answer: B

NEW QUESTION # 209

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