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There is a ton of Salesforce Certified Slack Administrator (Salesforce-Slack-Administrator) prep material available on the internet. But the main thing to notice is their validity and reliability. Many applicants remain unsuccessful in locating the right Salesforce Certified Slack Administrator (Salesforce-Slack-Administrator) practice test and lose their time and money.

Salesforce Salesforce-Slack-Administrator Exam Syllabus Topics:

Topic	Details

Topic 1	• Channel and User Group Administration: This section measures the skills of Salesforce Administrators in setting up and managing Slack channels. Candidates will learn when to use channels versus direct messages or group DMs, as well as when to opt for public or private channels.
Topic 2	• 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	• 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 4	• 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 5	• 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	• 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.

Salesforce Certified Slack Administrator Sample Questions (Q112-Q117):

NEW QUESTION # 112

Your organization is choosing an identity provider (IdP) and preparing to launch Slack Enterprise Grid.

You want users to start working in Slack as soon as possible.

What is the best way to create new users so they can start working on your Enterprise Grid?

- A. Downgrade your Slack plan to Business+ and turn off SSO.
- B. Use Slack's built-in authentication, which will prompt members to sign in using their email address and Slack password.
- C. Choose and configure your IdP before configuring single sign-on (SSO), since end users can't sign in to Enterprise Grid without SSO.
- D. Add all new users to your Enterprise Grid as guests, so their sign-in process is not disrupted after you choose an IdP and configure SSO.

Answer: C

Explanation:

Slack requires:

"Enterprise Grid must use an identity provider (IdP) to manage authentication via SSO before users can sign in. SSO must be configured first for member access." Options A and B bypass the necessary authentication process and would create user confusion later.

Downgrading to Business+ (C) defeats the purpose of deploying Enterprise Grid.

(Reference: Slack Administration Study Guide - Preparing Identity Management for Enterprise Grid)

NEW QUESTION # 113

You're an Org Admin who is tasked with auditing all guest accounts in your company's Slack Enterprise Grid organization. The organization consists of two workspaces.

What is the most efficient way for you to gather this information?

(Select the best answer.)

- A. Export the data using the Export Data tab in the org administration dashboard.
- B. Export the data from the Members section of the org analytics dashboard.
- C. Open a ticket with Slack's Customer Experience team to see which guest accounts are active.

- D. Gather the data from the Manage Members section of each workspace's administration dashboard.

Answer: B

Explanation:
Slack Enterprise Grid provides an Org-level Members analytics section where you can view and export detailed information about all users, including guest accounts.
"Org Admins and Org Owners can export member lists from the Org analytics dashboard, including guest account details like type (single-channel or multi-channel), status, and associated workspaces." Gathering from each workspace (A) is inefficient and manual. Exporting from the Export Data tab (D) relates to message and file exports, not member data. Opening a ticket with Slack (B) is unnecessary for this standard administrative task.
(Reference: Slack Administration Study Guide - Org Analytics and Member Exports)
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NEW QUESTION # 114
As a Workspace Owner on the Slack Business+ plan, you need to set message retention policies for your workspace. You'd like to keep important information in Slack so that employees can search for it, but there are a few channels with messages that you don't need to save for more than one month.
How should you set up your data retention policies?
(Select the best answer.)

- A. Set your global message retention policies for one month, and adjust retention settings for important channels to keep everything.
- B. Keep the default retention settings, but set a message retention policy of one month for channels with less important information.
- C. Set the retention policy for public channels to keep all messages, and allow members to determine how long they'd like to keep messages in private channels.
- D. Set the retention policy for private channels to keep everything, and set the retention policy for public channels to one month.

Answer: A

Explanation:
Slack recommends setting a global policy and making specific exceptions where needed:
"Setting a shorter global retention policy and then setting exceptions to keep important messages longer in specific channels gives you flexibility while controlling overall data retention." Default settings (B) would not provide an organization-wide policy. Allowing members to manage private channel retention (C) can be risky. Setting public retention short and private channels to everything (D) doesn't align with best practices for most businesses.
(Reference: Slack Administration Study Guide - Message Retention and Exceptions)
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NEW QUESTION # 115
What are two triggers that can be used to launch a workflow using Workflow Builder? (Choose TWO)

- A. A new channel is created.
- B. A new member joins the workspace.
- C. A keyword is used in a message.
- D. A specific date and time.
- E. A new member joins a channel.

Answer: D,E

Explanation:
Workflow Builder allows launching workflows based on specific triggers. Slack officially states:
"Supported triggers include when a new member joins a channel and at a scheduled date and time." Keyword usage (A) is not currently a native trigger without a custom app. New channel creation (B) is not a trigger. New member joining a workspace (D) by itself is not a trigger unless tied to joining a specific channel.
(Reference: Slack Administration Study Guide - Workflow Builder Triggers)
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NEW QUESTION # 116

You're an Org Admin for an airline's Slack Enterprise Grid. The airline's customer support team uses a ticketing tool to monitor customer support tickets for booking inquiries and issues. The team also uses Slack to discuss these support tickets.

The customer support team wants to create a custom workflow that will post new and urgent tickets in the support team's channel. Which TWO steps should you take to allow the customer support team to create the workflow?

- A. Enable channel email addresses to forward support emails to their dedicated channel.
- B. Add members of the customer support team as App Managers under workspace App Management settings.
- C. Enable a policy that allows any user role to utilize steps from installed apps when using Workflow Builder.
- D. Enable Workflow Builder and webhooks in Workflow Builder.
- E. Add a Workflow creation policy to allow "Everyone, except Guests" to create workflows in your Enterprise Grid.

Answer: C,D

Explanation:

According to Slack Enterprise Grid documentation:

"To allow users to integrate external tools into workflows, admins must enable steps from apps and allow workflows to include webhook triggers." Also,

"Enabling Workflow Builder and allowing users to create workflows (except Guests) ensures flexibility." While A (App Managers) grants permission to approve apps, it is not needed for creating workflows. Channel emails (C) are unrelated. Workflow creation policy (E) is important too but the critical steps for app usage and webhook integration are B and D.

(Reference: Slack Administration Study Guide - Workflow Builder with External Integrations)

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NEW QUESTION # 117

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