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Salesforce Salesforce-Slack-Administrator Exam Syllabus Topics:

Topic	Details
Topic 1	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	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 3	• 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.
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Salesforce Certified Slack Administrator Sample Questions (Q61-Q66):

NEW QUESTION # 61

You're the Workspace Primary Owner of a Slack Free plan. You want to allow all employees in your company to join your workspace when they're ready. You also want to prevent anyone outside your company from accessing your workspace without admin approval.

What should you do?

(Select the best answer.)

- **A. Enable employees to sign up for the workspace using the company's email domain.**
- B. Invite all employees to the workspace by entering their email addresses in the invite
- C. Direct your employers to access Slack through your identity provider (IdP).
flow from the workspace settings page.
- D. Allow all workspace members to invite new members.

Answer: A

NEW QUESTION # 62

Your organization recently purchased the Slack Pro plan.

As the IT lead, you're responsible for setting up single sign-on (SSO).

Which provider is required for the Pro plan?

(Select the best answer.)

- **A. G Suite Auth**
- B. Okta
- C. Azure SAML
- D. Auth0

Answer: A

Explanation:

Slack Pro plan documentation states:

"Slack's Pro plan supports Google Workspace (formerly G Suite) authentication for single sign-on without needing a third-party SAML provider." Azure SAML, Auth0, and Okta are typically used with the Business+ and Enterprise Grid plans where SAML SSO is needed.

(Reference: Slack Administration Study Guide - Authentication and SSO by Plan)

NEW QUESTION # 63

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

Answer: A,B

NEW QUESTION # 64

As an admin, managing apps for every workspace in an Enterprise Grid org can be time consuming and distract you from the most critical tasks.

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

- **A. 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.**
- B. Require end users to rate the complexity of their apps as high, medium, or low risk before submitting an app approval request.
- C. 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.
- D. Identify commonly used apps for your organization once per year, and set those apps to be automatically approved at the org level via whitelisting.

Answer: A

NEW QUESTION # 65

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 # 66

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