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## Salesforce Certified Slack Administrator Sample Questions (Q193-Q198):

### NEW QUESTION # 193

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

**Answer: B,C**

### NEW QUESTION # 194

You're a Workspace Owner on the Slack Business\* plan. Your company receives a report indicating the leak of trade secrets and needs to conduct an urgent investigation by reviewing Slack content in your public channels.

What is the best way to quickly handle this request?

(Select the best answer.)

- A. Use the Discovery APIS to export the required public channel data.
- B. Contact Slack, and apply to export data from all channels and conversations, including private channels and direct messages (DMs).
- C. Contact Slack, and request access to export the required public channel data.
- D. Use the import/Export Data tool under workspace settings to export the required public channel data.

**Answer: D**

### NEW QUESTION # 195

You're an Org Admin of an Enterprise Grid org consisting of three workspaces: IT, Internal, and Contractors.

An executive wants to create a communication channel with everyone in the IT and Internal workspace, but not Contractors.

What is the best way to create this channel so that it will only be visible to people in the IT and Internal workspaces?

(Select the best answer.)

- A. Create a multi-workspace channel between the IT and Internal workspaces.
- B. Create an org-wide channel, and exclude the Contractors workspace.
- C. Create a channel in the IT workspace, and invite members from the Internal workspace as guests.
- D. Create a Slack Connect channel between the IT and Internal workspaces.

**Answer: A**

Explanation:

Slack recommends:

"Multi-workspace channels allow you to share a channel between select workspaces within an Enterprise Grid org, enabling collaboration across designated workspaces while keeping others excluded." Org-wide channels (A) include all members by default. Slack Connect (B) is for external organizations, not internal collaboration. Inviting Internal members as guests (C) is unnecessary and inefficient.

(Reference: Slack Administration Study Guide - Multi-Workspace Channels)

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### NEW QUESTION # 196

Big Corp uses an IdP (Identity Provider) to manage access for its members to its Plus plan on Slack. Their security team wants to make sure members will be automatically deactivated when they leave the company.

Which of the following must be true to ensure that members are automatically deactivated?

- A. The member who is leaving the company must have left all channels.

- B. The IdP must support deprovisioning via SCIM.
- C. The member must not be a Workspace Admin or Owner.
- D. Each member's access must be set to expire after 90 days.

**Answer: B**

Explanation:

To automatically deactivate users who leave a company, Slack relies on SCIM (System for Cross-domain Identity Management) provisioning. SCIM allows an Identity Provider (IdP) to manage user accounts, including provisioning, deprovisioning, and updating user profiles directly from the IdP.

According to the official Slack documentation for user provisioning:

"When SCIM provisioning is enabled, changes made in your Identity Provider - such as deactivating a user - will be reflected in Slack automatically. Deprovisioning ensures that when someone leaves the company, their Slack account is also deactivated without manual intervention." None of the other options (A, B, or C) are requirements for automatic deactivation. SCIM deprovisioning is the only supported and correct method for automated account deactivation through IdP integrations.

(Reference: Slack Administration Study Guide - User Management and SCIM Provisioning)

### NEW QUESTION # 197

As a Workspace Admin, you've been tasked with launching Slack at your company.

You need to provide resources for beginners to learn more about Slack on their own.

What are the two best ways you can help your coworkers access relevant Slack learning materials?

(Choose 2 answers.)

- A. Guide members to the Slack resources library on slack.com
- B. Ask members to review the 'Slack tutorials' section of the Help Center.
- C. Use the /feedback command or email feedback@slack.com to submit a support request to Slack.
- D. Invite members to watch the on-demand "How to launch Slack at your organization" webinar.
- E. Ask members to complete the Slack Certified Admin program.

**Answer: A,B**

Explanation:

Slack suggests for onboarding users:

"Provide easy access to self-service resources like the Slack Help Center tutorials and the Slack Resources Library to allow beginners to explore at their own pace." The Slack Certified Admin program (C) is an advanced certification, not for beginners.

Watching the webinar (D) helps admins, not general users. Submitting feedback (E) does not provide learning materials.

(Reference: Slack Administration Study Guide - Supporting New Slack Users)

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### NEW QUESTION # 198

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