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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	• 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 3	• 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	• 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.

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Salesforce-Slack-Administrator Exam Sample - Salesforce-Slack-Administrator Study Plan

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Salesforce Certified Slack Administrator Sample Questions (Q197-Q202):

NEW QUESTION # 197
You're a Workspace Admin for your organization's Slack's Business+ instance. You need to report on the number of both daily and weekly active users within your workspace in the last 30 days.
Where can you find this information?
(Select the best answer.)

- A. Message activity analytics
- B. Workspace analytics dashboard
- C. Org analytics dashboard
- D. Analytics members dashboard

Answer: B

NEW QUESTION # 198
You recently started working with a new external organization that will supply crucial ingredients needed to make your products. It's important to be connected with them at a moment's notice, and you've noticed that your emails often go unanswered for long periods of time. You decide to look up your key contact's email on the Slack Connect page but get no results.
What is the reason you can't find the external contact on Slack Connect?

- A. The external organization will not be discoverable as you don't have a Slack Connect channel with them yet.
- B. The external organization has turned off Slack Connect Discoverability.
- C. The external organization is using a free version of Slack.
- D. The external organization has turned off Slack Connect.

Answer: B

Explanation:
Slack Connect discoverability must be enabled by an organization for others to search and find them:
"If an external organization has disabled Slack Connect Discoverability, they will not appear in search results, even if they use Slack."
It is not about whether you already have a Connect channel (A), or necessarily whether they are on a free plan (B - free plans can still accept Connect invites with some limitations). Option C (turning off Slack Connect entirely) would prevent channel creation but is not specifically why search would fail.
(Reference: Slack Administration Study Guide - Slack Connect Discoverability Settings)

NEW QUESTION # 199
You're a member of a public Slack Connect channel that is being used to collaborate with members of a partner organization. You

can see that one of your primary contacts at the partner organization is already a member of the channel, but they're having trouble locating the channel in their Slack instance.

You send them the channel name in a direct message (DM) so that they can search it in Slack, but they still cannot locate the channel.

What is the reason for this?

(Select the best answer.)

- A. The Slack Connect channel may have a different name in the partner organization's workspace.
- B. The employee of the partner organization is not a member of the Slack Connect channel.
- C. The employee of the partner organization does not have posting permissions in the channel.
- D. The Slack Connect channel is private in the partner organization's workspace, so the employee cannot search for it.

Answer: A

Explanation:

In Slack Connect, the same channel can have different names in each participating organization's workspace:

"Slack Connect channels may appear with different names in each organization. Members need to search by the name it appears in their own workspace." Therefore, even though you sent the channel name from your side, the user on the partner organization side needs to find it by the name assigned in their workspace. It is not an issue of membership (A), posting permissions (C), or privacy settings (B) in this case.

(Reference: Slack Administration Study Guide - Slack Connect Channel Management)

NEW QUESTION # 200

An IT administrator at Watch Corp is responsible for launching Slack to the company. The security team has outlined the importance of keeping all applications on all devices updated to the latest version.

How should the IT administrator roll out Slack?

- A. Install the Slack Desktop App to all of their employees' machines, disabling automatic updates.
- B. Install the Slack Desktop App to all of their employees' machines, allowing automatic updates.
- C. Propose that users only use Slack in a browser, so employees only have to worry about updating their browser.
- D. Send an announcement to the company, communicating the steps for how to download and update the Slack app, and outlining why it is important for the security team.

Answer: B

Explanation:

Slack's best practice for maintaining security is:

"Deploy the Slack desktop app to users and allow automatic updates to ensure that users are always running the latest, most secure version." Disabling updates (Option B) would increase security risks. Browser usage alone (Option A) is insufficient for a full Slack experience, and Option D relies too much on user compliance instead of ensuring deployment at scale.

(Reference: Slack Administration Study Guide - Deployment and Security Best Practices)

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NEW QUESTION # 201

What is a way to determine if an external person outside of your organization also uses Slack?

- A. Search for the person's email in the "Slack Connect" section of your sidebar.
- B. Ask your Workspace Primary Owner if they can confirm if the person uses Slack.
- C. Invite them to a Slack Connect channel first to verify whether or not they use Slack.
- D. Search for the person's email in the "People" section of your sidebar.

Answer: A

Explanation:

Slack Connect allows you to:

"Search for external users by entering their email address in the Slack Connect section of your sidebar to verify if their organization uses Slack." Inviting first (B) is less efficient. Asking your Workspace Owner (A) is manual. The "People" section (D) only searches internal directory members.

(Reference: Slack Administration Study Guide - Using Slack Connect Discovery)

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