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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">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 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.

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Salesforce Certified Slack Administrator Sample Questions (Q39-Q44):

NEW QUESTION # 39

You're a Slack Org Owner at Acme Inc, Several employees report that public channels are difficult to search and find. This results in channel sprawl or duplicative channels being created by employees. The Slack experience is now noisy and confusing. You need a solution to address this while still enabling members to create channels quickly.

What should you do?

(Select the best answer.)

- A. Pin your organization's Slack Etiquette Guide to the org-wide Slack tips and tricks channel.
- B. Post a list of global org-wide public channels in your Slack announcement channels to create awareness amongst employees
- **C. Create and communicate a channel naming and creation policy that includes channel structure and naming convention for your organization.**
- D. Create a process to request public channel creation through Sack admins.

Answer: C

NEW QUESTION # 40

Lindy leads an internal communications team.

Her team wants to use public channels to gain more transparency in their internal communication. Employees currently tend to default to private channels/direct messages out of habit. Lindy needs to show employees the benefits of public channels.

Which initiative should Lindy proceed with to drive behavioral change?

- A. Temporarily disallow the creation of private channels through the admin settings, and share an announcement in Slack stating why and describing the benefits of Slack's search capabilities.
- **B. Encourage executives to model this behavior and communicate in public channels themselves.**
- C. Work closely with the executive team, and have them mandate public channel usage.
- D. Solicit the help of Slack admins and champions to plan a Slack Day focused on the benefits of public channels and how they unlock the power of Slack's search capabilities.

Answer: B

Explanation:

Slack adoption best practices emphasize:

"Behavior modeled by leadership has the greatest impact on changing how teams communicate. When executives and leaders use public channels, it sets a strong cultural example." Mandating behavior (Option B) or limiting private channel creation (Option A) can cause resistance, while education (Option D) is useful but less impactful than leadership modeling.

(Reference: Slack Administration Study Guide - Building a Public-First Culture)

NEW QUESTION # 41

The Operations team at Fire Extinguishers Ltd has recently launched Slack and wants to better collaborate when internal alerting systems notify them of a failure. In the past, it was difficult to identify where the alert was coming from and who was responding. Sometimes, the team even missed the alerts.

The Operations team and the Security team both have alerting set up with popular software tools, and the alerts get sent to multiple, unrelated teams.

What should Fire Extinguishers Ltd do to centralize their alerting identification and response?

- **A. Install apps from the Slack App Directory for the tools they use, and have the apps post alerts in a #alerts-all channel for the relevant teams to monitor.**

- B. Send an announcement to the company reminding them to be more responsive when receiving alerts.
- C. Build custom apps for all the popular tools that send the alerts to one channel.
- D. Set up Slackbot custom responses to trigger when the word "alert" or "failure" is used in Slack.

Answer: A

Explanation:

The best practice is to install official, vetted apps for each alerting tool from the Slack App Directory and configure them to post into a centralized channel (such as #alerts-all). According to Slack documentation:

"Integrating alerting tools through approved apps ensures reliable, structured, and centralized notifications.

Centralized channels allow all relevant teams to quickly monitor, identify, and respond to incidents." Building custom apps is unnecessary if existing integrations meet the needs, and reminders or Slackbot triggers do not solve the systemic problem.

(Reference: Slack Administration Study Guide - Integration Management and Best Practices)

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NEW QUESTION # 42

You're an admin for your company's Slack Enterprise Grid org.

There are now too many social channels in a single workspace, and employees report difficulty finding relevant customer information.

What do you recommend as a next step?

(Select the best answer.)

- A. Create a new Social workspace, and make all the channels multi-workspace.
- B. Delete or consolidate some of the social channels since there are too many.
- C. Create a new Social workspace, and move the relevant channels to that workspace.
- D. Delete social channels that have been inactive for more than 90 days.

Answer: C

Explanation:

Slack recommends:

"When social channels overwhelm the workspace and impact findability of work-related content, creating a separate workspace for social and community discussions helps maintain focus and discoverability." Simply deleting channels (B, D) risks damaging community culture. Making channels multi-workspace (A) doesn't solve workspace clutter - it just duplicates visibility.

(Reference: Slack Administration Study Guide - Workspace Design for Scalability and Discoverability)

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NEW QUESTION # 43

Your company uses a popular online tool to help monitor inventory in the warehouse. You need to get reports from the tool into Slack by the end of the week.

As a Slack admin, what is the first thing you should do?

(Select the best answer.)

- A. Gather a team to begin developing a custom Slack app.
- B. Create a workflow using an incoming webhook once the report is generated in the
- C. Search the Slack App Directory for an existing Slack app that supports the online tool.
- D. Set up an automatic email forwarding process outside of Slack to send the reports into Slack.

Answer: C

NEW QUESTION # 44

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