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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	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.
Topic 3	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 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	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 6	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.

Salesforce Certified Slack Administrator Sample Questions (Q196-Q201):

NEW QUESTION # 196

Your company is on the Slack Business+ plan and is interested in setting up SCIM provisioning in their identity provider (IdP) to more efficiently manage their Slack user base.

Which two benefits would the company gain from using SCIM provisioning? (Select the TWO best answers.)

- A. Users only need to remember one set of credentials for all the applications they use.
- B. They do not have to pre-provision any users, employees will automatically create an account when they attempt to log in for the first time.
- C. They can pre-provision Multi-Channel and Single-Channel Guests to their workspace
- D. They can deactivate users automatically from their Idp
- E. They can sync custom profile fields to obtain more useful analytics about employees Slack usage.

Answer: A,D

NEW QUESTION # 197

Your Slack Governance Support model includes a group of people designated as Workspace Admins to distribute the workload. What is a key benefit of setting up a user group for the Workspace Admins?

- A. Any @mention of the Workspace Admin user group will notify all of the group members, allowing any Slack member to send questions to the group.
- B. Any Slack member by default can add themselves to the Workspace Admin user group to follow along with their activities.
- C. Any Enterprise Grid member can @mention the user group from any workspace within the Enterprise Grid org to send a notification to all of the user group members.
- D. People that the team works with in Slack Connect can be added to the user group in order to work more closely with the Workspace Admins on certain issues.

Answer: A

Explanation:

Slack user group functionality explains:

"When a user group is @mentioned, all members of the user group are notified, making it easy for others to reach all members at once for questions or updates." Option A is misleading because visibility of user groups depends on workspace settings. B and C are inaccurate - external users cannot be added, and users cannot add themselves to user groups.

(Reference: Slack Administration Study Guide - Using User Groups)

NEW QUESTION # 198

You're the Primary Org Owner for your university's Slack Enterprise Grid. You're responsible for launching Slack to first-year students and faculty members.

What is the most efficient way to set up students as full members and faculty members as Workspace Admins?

(Select the best answer.)

- A. Use SCIM provisioning to create accounts for students and faculty members. Then, update their profile fields to reflect their title by syncing with the SCIM API.
- B. Use "Just-in-time" provisioning to allow students and faculty members to create an account upon first login, eliminating the time and effort with onboarding new accounts. Then, promote each faculty member to Workspace Admin.
- C. Use either "Just-in-time" or SCIM provisioning to invite students and faculty members to Slack. Then, create a user group of faculty members and promote that user group in bulk to Workspace Admins.
- **D. Use SCIM provisioning to create accounts for students and faculty members, and create an identity provider (IdP) group for all faculty members. Then, promote the members of the IdP group in bulk to Workspace Admins.**

Answer: D

Explanation:

Slack recommends:

"Using SCIM provisioning combined with IdP group mapping allows organizations to efficiently manage large groups of users and assign roles based on IdP groups." This way, you automate role assignment (faculty as Workspace Admins) while onboarding users. Options A and D don't promote users automatically. Option C is less efficient compared to pre-provisioning via SCIM and group mapping.

(Reference: Slack Administration Study Guide - SCIM Provisioning and IdP Group Mapping)

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NEW QUESTION # 199

You're a Workspace Owner at a small business that used Slack's Free plan in their first year. However, its business is growing fast enough to justify upgrading to a paid plan.

The requirements:

- * Users want to be able to access their old messages and integrate Slack with their calendars.
- * You want to use Okta to provision users in order to provide additional security and simplicity to the employee onboarding process.
- * Field representatives need to be able to access Slack securely on their company-owned mobile devices.

Based on the requirements, what should you recommend?

(Select the best answer.)

- A. Move to the Slack Enterprise Grid plan.
- B. Stay with the Slack Free plan for another year.
- C. Move to the Slack Pro plan.
- **D. Move to the Slack Business+ plan.**

Answer: D

Explanation:

The Business+ plan is the appropriate recommendation here because:

- * It includes full message history access (unlike the Free plan, which limits access to recent messages only).
- * It supports SAML-based SSO integrations like Okta, allowing for secure user provisioning and onboarding.
- * It provides Enterprise Mobility Management (EMM) integrations for managing and securing Slack access on company-owned mobile devices.

Official Slack documentation confirms:

"Slack Business+ includes enhanced administration and security controls, including SAML-based SSO, user provisioning with

supported IdPs, and mobile device management (MDM) support via EMM." Enterprise Grid (option D) would be overkill for a small growing business unless they required multi-workspace organization and complex compliance features.
(Reference: Slack Administration Study Guide - Plans and Feature Comparison)

NEW QUESTION # 200

You work with a team of developers who are responsible for creating a custom ticketing app at your organization. What should you do to ensure subject matter experts (SMEs) from the developer team are able to continuously manage settings for the custom app?

- A. Promote the SMEs to Org Admin so they can manage the custom app as well as all other apps installed at your organization.
- **B. Add the SMEs as internal app collaborators so they can directly manage the apps settings**
- C. Create a channel where the SMEs can submit suggested changes, and Org Admins can review and decide whether to apply the suggestions.
- D. Encourage the developer team to use Workflow Builder to automate ticketing instead of creating a custom app.

Answer: B

NEW QUESTION # 201

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