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Exam : **Salesforce-Slack-Administrator**

Title : **Salesforce Certified Slack Administrator**

Vendor : **Salesforce**

Version : **DEMO**

NO.1 You're working with other Workspace Admins to define the criteria to approve requests to convert public channels to private.

What is one example of an acceptable reason to convert a public channel to private?

- A.** Members of the workspace do not wish to be notified of new content in the channel.
- B.** Channel membership is low; in the single digits.
- C.** Several members in the channel are also communicating by direct message (DM).
- D.** Channel members need to share sensitive files which should not be accessible by the wider workspace.

Answer: D

Explanation:

Slack best practices state:

"If channel content needs to become more sensitive or confidential, converting a public channel to private helps control access to information." Low membership (B) or duplicate conversations (C) are not valid reasons. Notification preference (A) does not relate to confidentiality.

(Reference: Slack Administration Study Guide - Guidelines for Converting Channels)

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NO.2 What are the main benefits of Workflow Builder? (Choose all that apply.)

- A.** It supports integration with various third-party apps for easy data transfer between services.
- B.** Non-developers can easily automate business processes.
- C.** Templates are available for download.
- D.** Developers and engineers can easily automate efficiencies in their development.

Answer: A B C

Explanation:

Slack's Workflow Builder is designed to:

"Allow non-developers to automate routine tasks without writing code, support integrations with apps and services for enhanced workflows, and provide templates that users can customize." While developers can use Workflow Builder, it is primarily aimed at non-technical users; developers usually prefer building custom apps or using Slack APIs.

(Reference: Slack Administration Study Guide - Workflow Builder Overview)

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NO.3 You're an Org Admin at a company that recently rolled out Enterprise Mobility Management (EMM) to its employees.

You start receiving reports that users are being signed out of Slack unexpectedly after EMM activation.

What is the most likely cause of the sign out?

- A.** The users need to update their device operating systems.
- B.** The members did not set up EMM within the 72-hour window.
- C.** EMM requires users to sign in every 72 hours to ensure compliance.
- D.** When activating EMM, you did not enable "Keep users signed in."

Answer: B

Explanation:

Slack EMM documentation states:

"After EMM is activated, users must complete the EMM setup within a 72-hour window or they will be automatically signed out from Slack." EMM does not force re-authentication every 72 hours (C). Device OS updates (A) are not mandatory for EMM sign-ins. "Keep users signed in" (D) relates to desktop sessions more than mobile EMM enforcement.

(Reference: Slack Administration Study Guide - Enterprise Mobility Management (EMM) Setup Requirements)

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NO.4 You're an Org Admin for your company's Slack Enterprise Grid org. Your organization uses an identity provider (IdP) with SCIM provisioning. Today is the last day of employment for a manager at your company who is a Workspace Admin.

What is the best strategy to ensure the account is no longer active after this Workspace Admin's departure?

(Select the best answer.)

- A.** Deactivate the departing Workspace Admin from all Enterprise Grid workspaces from each workspace's Manage Members page.
- B.** Deactivate the Workspace Admin's account in the IdP, and automatically sync deactivated members from your organization's IdP.
- C.** Manually delete the departing Workspace Admin from your organization's IdP.
- D.** Request an Org Owner deactivate the departing Workspace Admin from the Org Admin dashboard.

Answer: B

Explanation:

According to Slack's official SCIM documentation:

"Deactivating a user in the identity provider (IdP) automatically deactivates the user's Slack account through SCIM provisioning." This ensures the Workspace Admin is promptly deactivated across the Enterprise Grid without needing manual action in Slack itself. Options A, C, and D are manual or inefficient approaches when SCIM is available.

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

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NO.5 Takeshi is an Org Admin on Enterprise Grid. A business leader asks him to create an org-wide channel for a cross-functional company project, but he replies that he needs to create a cross-workspace channel instead.

Which of the following best describes why a multi-workspace channel is more appropriate than an org-wide channel in this scenario?

- A.** There is a limit of ten org-wide channels, and this project would not necessitate creating one.
- B.** Org-wide channels are created by default when Slack is first implemented and cannot be reconfigured afterwards.
- C.** Org-wide channels are discoverable by all workspaces in the same Grid org and should only be used for information that applies to all employees.
- D.** Multi-workspace channels can be archived at the end of the project, but org-wide channels cannot.

Answer: C

Explanation:

In Enterprise Grid, an org-wide channel is intended for communications relevant to all members across all workspaces. Slack documentation states:

"Org-wide channels are automatically shared with every workspace in your organization and should be used for information that applies to everyone, such as company-wide announcements." Since a cross-functional project would involve specific participants and not the entire organization, a multi-workspace channel is a more appropriate and flexible solution.

(Reference: Slack Administration Study Guide - Enterprise Grid Channels and Communication Best Practices)

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NO.6 You're an Org Owner on a Slack Enterprise Grid plan. Due to a legal issue, you need to export all messages and files from a Slack Connect channel.

What is the best way to do this?

(Select the best answer.)

- A.** Use the Discovery API to export all messages and files from the channel.
- B.** Use the Audit Logs API to monitor and report on all messages and files from the channel.
- C.** Use Slack's Import/Export Data tool to export all messages from the channel, and then manually download the files.
- D.** Use the Discovery API to export messages and files from the channel that were sent by your company. Then ask the partners in the Slack Connect channel to do the same.

Answer: D

Explanation:

According to the Slack Enterprise Grid documentation:

"Org Owners and Org Admins can use the Discovery API to export messages and files sent by their organization in Slack Connect channels. Messages and files sent by external partners must be requested from the respective organizations." Because Slack Connect involves multiple organizations, each organization retains ownership of its own data.

Thus, you can only export your company's messages/files via the Discovery API; partners must export their own data.

(Reference: Slack Administration Study Guide - Security and Compliance - Discovery API and Slack Connect)

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NO.7 As an admin, managing apps across every workspace in an Enterprise Grid org can be time-consuming.

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

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

Answer: A

Explanation:

Slack best practices for app governance recommend:

"The most efficient method is to proactively restrict high-risk apps and automatically allow safe, non-restricted apps, minimizing admin intervention." Annual whitelisting (B) is infrequent and can quickly become outdated. Asking users to self-rate risk (C) is unreliable. Complex rule chains (D) are difficult to maintain.

(Reference: Slack Administration Study Guide - Streamlining App Management)

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NO.8 You will be managing a new product launch and have just been assigned a new team of 12 members.

You need to introduce yourself and the project scope.

What should you do?

(Select the best answer.)

- A.** Create a new private channel for the project, invite the team members, and introduce yourself and the project scope.
- B.** Start a group direct message (group DM) with the members on the team introducing yourself and the project scope.
- C.** Start a direct message (DM) with each member individually, introducing yourself and the project scope.
- D.** Create a new public channel for the project, invite the team members, and introduce yourself and the project scope.

Answer: D

Explanation:

Slack advises for project collaboration:

"Creating a public project channel enhances transparency, supports future onboarding, and allows new members to catch up easily." Private channels (A) are better for confidential projects, but transparency is key here. Group DMs (B) are limited and not suited for full project collaboration. DMs (C) are inefficient for team onboarding.

(Reference: Slack Administration Study Guide - Channel Best Practices for Project Work)

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NO.9 Andrew is the Primary Org Owner for his company's Enterprise Grid org, which consists of three workspaces.

Frank, a new member of the IT department, will be responsible for inviting guests and managing one of the three workspaces' settings.

Which role should Andrew give Frank in Slack?

- A.** Member
- B.** Workspace Admin
- C.** Multi-channel Guest
- D.** Primary Org Owner

Answer: B

Explanation:

In Slack Enterprise Grid, a Workspace Admin is the correct role for someone managing settings and guest invitations for a specific workspace.

Slack documentation says:

"Workspace Admins can manage workspace-level settings, invite and manage guests, and perform administrative tasks for their designated workspace." Assigning Frank as a Workspace Admin gives him the necessary permissions to manage the workspace without granting organization-wide control (which is reserved for Org Admins and Primary Org Owners).

Options like Member or Multi-Channel Guest do not have the needed permissions.

(Reference: Slack Administration Study Guide - Enterprise Grid Roles and Permissions)

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NO.10 You're a Workspace Admin at a real estate technology company. Your HR team asks you to simplify how new hires request access to the tools they need.

This onboarding step is currently done manually through emails. Employees are then required to follow up via email to IT support, causing delays.

Given all new hires have access to Slack pre-onboarding, which two Slack features would you recommend to improve these processes? (Select the TWO best answers.)

- A.** Use Workflow Builder to automatically send instructions on how to request access to new tools when new employees join the default #general channel.
- B.** Invite each new employee as a Single-Channel Guest before they join, to give them more advance time to submit tool access requests.
- C.** Use Workflow Builder to automatically post instructions on how to request access to new tools in the default #general channel once per week.
- D.** Use Workflow Builder to create a form for tool access requests, to simplify data collection and reduce wasted time going back and forth in email.

Answer: A D

Explanation:

Slack recommends using Workflow Builder to:

"Trigger onboarding workflows automatically when employees join channels, and use custom forms to collect consistent information and reduce unnecessary communication." Inviting new hires as Single-Channel Guests (Option B) is not relevant because they are expected to have full access pre-onboarding.

(Reference: Slack Administration Study Guide - Automating Onboarding with Workflows)

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NO.11 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.** Build custom apps for all the popular tools that send the alerts to one channel.
- B.** 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.
- C.** Set up Slackbot custom responses to trigger when the word "alert" or "failure" is used in Slack.
- D.** Send an announcement to the company reminding them to be more responsive when receiving

alerts.

Answer: B

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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NO.12 You're a Workspace Owner for a Slack Business+ workspace, working with your security team to launch Slack globally.

You want members to integrate Slack with their daily productivity apps from day one.

What should you do?

- A.** Pre-approve daily productivity apps, and restrict apps that security has already deemed too risky.
- B.** Use an Admin API to manage and approve apps automatically.
- C.** Turn on app approvals, and have users individually request to install each app.
- D.** Pre-approve daily productivity apps, and restrict apps that are not commonly used.

Answer: A

Explanation:

Slack best practices recommend:

"Pre-approving key apps ensures fast adoption while restricting high-risk apps maintains security compliance." Admin API (B) is more technical and unnecessary at launch. Individual requests (C) create friction. Pre- approving apps and restricting non-common ones (D) isn't optimal unless based on risk evaluation.

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

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NO.13 You are Workspace Admin of a small but fast-growing organization on Slack's Free plan.

You need to improve the security of logins and automate provisioning of Slack users to save time and expedite onboarding, while being mindful of costs.

Which Slack feature and plan will suit this need?

- A.** Google Workspace single sign-on (SSO) and user groups on the Slack Pro plan
- B.** Mandatory two-factor authentication (2FA) on the Slack Free plan
- C.** Mandatory SAML single sign-on (SSO) and identity provider (IdP) groups on Slack Enterprise Grid
- D.** SAML single sign-on (SSO) and identity provider (IdP) groups on the Slack Business+ plan

Answer: D

Explanation:

Slack best practices state:

"SAML-based SSO and SCIM provisioning (through IdP groups) are available on the Business+ plan. This enables automation of user management and enhances login security." Google Workspace SSO

(A) without SAML lacks the full control needed. 2FA (B) is a good practice but doesn't automate provisioning. Enterprise Grid (C) would be overkill and costly for a small organization.
(Reference: Slack Administration Study Guide - Identity and Access Management)

NO.14 Large Inc.'s HR Director wants to streamline sharing HR policy information and handling sensitive questions from hiring managers.

HR has its own workspace.

How should you advise the HR Director to use Slack for this use case?

(Select the best answer.)

- A.** Create an org-wide public channel for recruiting and hiring, and add all hiring managers in the organization.
- B.** Create an org-wide private channel for recruiting and hiring, and add all hiring managers in the organization.
- C.** Create a private channel in the HR workspace, and add all hiring managers in the organization.
- D.** Create a public channel in the HR workspace, and add all hiring managers in the organization.

Answer: C

Explanation:

Slack recommends for sensitive HR communication:

"Use a private channel to manage sensitive communications, like hiring and recruiting questions, especially when HR policies and individual discussions are involved." A public channel (A, D) risks sensitive information exposure. Org-wide channels (B) are less appropriate for targeting a specific audience like hiring managers.

(Reference: Slack Administration Study Guide - Managing Sensitive Information in Channels)

NO.15 Which plan(s) support(s) customizable message and file retention features?

- A.** Pro, Business+, and Enterprise Grid
- B.** Business+ and Enterprise Grid
- C.** Free, Pro, Business+, and Enterprise Grid
- D.** Enterprise Grid only

Answer: A

Explanation:

Slack official plan features state:

"Customizable message and file retention policies are available on Pro, Business+, and Enterprise Grid plans." Free plan (C) does not support customizable retention. It's limited to 90 days history unless upgraded.

Enterprise Grid-only (D) is too restrictive.

(Reference: Slack Administration Study Guide - Message and File Retention Policies)

NO.16 Your organization enabled data residency and chose to host your organization's data in the Montreal, Canada region.

Which specific data types will be uniquely stored in this geographic region? (Select the best answer.)

- A.** Messages, files, snippets, workspaces and channel membership information
- B.** Messages, files, snippets, posts and files
- C.** Messages, files, snippets, posts and member profiles

D. Messages, files, data used for analytics, snippets and posts

Answer: C

Explanation:

With Slack's data residency, the following data types are stored in the selected region:

"Messages, files, snippets, posts, and member profiles."

Data used for analytics and some metadata may still be processed globally, but the primary user-generated content is kept within the specified region.

(Reference: Slack Administration Study Guide - Data Residency Overview)

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NO.17 You're an Org Admin who recently joined an organization with multiple workspaces, many of which were redundant.

You now need to create a process that will efficiently allow for new workspace requests and approvals.

What should you do?

A. Enable workspace creation requests via Org Settings.

B. Post the requirements in the #general channel so that your members can see them.

C. Inform users that if they want a new workspace they should reach out to you via direct message (DM).

D. Create a workflow in the #help-admins channel that requires users to provide justification for their request.

Answer: A

Explanation:

Slack documentation for Enterprise Grid states:

"Org Owners and Org Admins can enable workspace creation requests via Org Settings, making the process efficient and standardized." Posting requirements (B) is not a controlled or actionable system. DM requests (C) are informal and untrackable. Workflows (D) are helpful, but Slack has built-in support for workspace creation requests through Org Settings, which is more efficient.

(Reference: Slack Administration Study Guide - Managing Workspace Creation on Enterprise Grid)

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NO.18 You're an Org Owner at a 10,000-person company that uses Slack across the organization.

In a recent feedback survey, employees have expressed frustrations about silos, lack of transparency, and difficulty locating information.

IT leadership asks you to provide metrics that can be tracked over the course of the next year to measure progress toward increasing transparency.

What type of data would you recommend the team track?

(Select the best answer.)

A. Number of weekly active members (i.e., active in the last 7 days)

B. Percentage of messages viewed in public channels vs. in private channels and direct messages (DMs)

C. Number of multi-workspace channels across the organization

D. Percentage of message engagement in org-wide announcements channels in the last six months

Answer: B

Explanation:

Slack recommends measuring transparency by:

"Tracking the percentage of messages sent or viewed in public channels versus private channels and DMs. An increase in public activity correlates to increased organizational transparency." While engagement and activity metrics (A, C, D) are useful for other goals, measuring the public vs. private messaging ratio directly addresses transparency concerns.

(Reference: Slack Administration Study Guide - Analytics for Measuring Transparency and Collaboration)

NO.19 You're a Workspace Admin for an organization on Slack's Enterprise Grid plan. You've been asked to move a public channel from one workspace to another within your organization.

Which two steps should you take before moving the channel?

(Select the TWO best answers.)

- A.** Remove all members from the channel. They will need to be added again after the channel has moved.
- B.** Confirm that you are an admin in both the origin and destination workspaces.
- C.** Confirm that the channel history has been exported.
- D.** Confirm that the Org Owner is prepared to review and approve the channel move request.
- E.** Confirm that all channel members are members of the destination workspace.

Answer: B E

Explanation:

Slack's Enterprise Grid Move Channel guidelines state:

"Before moving a channel, confirm you have admin privileges in both the origin and destination workspaces and ensure that all channel members are members of the destination workspace." Org Owner approval (D) is not necessary unless your organization has custom policies. Exporting channel history (C) is unrelated to the move process. Removing all members (A) is incorrect - you need to maintain membership.

(Reference: Slack Administration Study Guide - Moving Channels Between Workspaces)

NO.20 What actions can Channel Managers take on channels they are assigned?

- A.** Convert channels from public to private
Rename or archive channels
Add and manage other Channel Managers
- B.** Convert channels from public to private
Restore a deleted channel
Access audit logs in Slack
- C.** Add, remove, and edit user roles
Rename or archive channels
Add and manage other Channel Managers
- D.** Convert channels from public to private
Restore a deleted channel
Add and manage other Channel Managers

Answer: A

Explanation:

According to Slack's official documentation:

"Channel Managers can rename and archive channels, convert public channels to private (but not vice versa), and add/manage other Channel Managers." They cannot restore deleted channels (B, D) or manage user roles in the org-wide sense (C).

(Reference: Slack Administration Study Guide - Channel Manager Role Capabilities)

NO.21 Your organization is choosing an identity provider (IdP) and preparing to launch Slack Enterprise Grid.

You want users to start working in Slack as soon as possible.

What is the best way to create new users so they can start working on your Enterprise Grid?

- A.** Add all new users to your Enterprise Grid as guests, so their sign-in process is not disrupted after you choose an IdP and configure SSO.
- B.** Use Slack's built-in authentication, which will prompt members to sign in using their email address and Slack password.
- C.** Downgrade your Slack plan to Business+ and turn off SSO.
- D.** Choose and configure your IdP before configuring single sign-on (SSO), since end users can't sign in to Enterprise Grid without SSO.

Answer: D

Explanation:

Slack requires:

"Enterprise Grid must use an identity provider (IdP) to manage authentication via SSO before users can sign in. SSO must be configured first for member access." Options A and B bypass the necessary authentication process and would create user confusion later.

Downgrading to Business+ (C) defeats the purpose of deploying Enterprise Grid.

(Reference: Slack Administration Study Guide - Preparing Identity Management for Enterprise Grid)