



Salesforce

Slack-Admn-201 Exam

Salesforce Certified Slack Administrator

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DEMO Version

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Question 1. (Multi Select)

[Channel Management]

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

Correct Answer: A, B

Question 2. (Single Select)

[User Management]

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: Each member's access must be set to expire after 90 days.
- B: The member must not be a Workspace Admin or Owner.
- C: The member who is leaving the company must have left all channels.
- D: The IdP must support deprovisioning via SCIM.

Correct Answer: D

Question 3. (Multi Select)

[Channel Management]

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Correct Answer: A, B

Question 4. (Single Select)

[Enterprise Grid Configuration]

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.

Correct Answer: C

Question 5. (Single Select)

[Integration and Automation]

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.

Correct Answer: B



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