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Slack Certified Admin

Slack Slack-Certified-Admin

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QUESTION NO: 1

Brian, an Org Owner on Enterprise Grid, needs to ensure that all Slack data is archived and stored outside of Slack.

What does Brian need to do?

- A.** Turn on Corporate exports to retrieve private data and store it elsewhere.
- B.** Contact Slack to set message and file retention policies at the Organization level to "Keep all messages".
- C.** Enable DLP and quarantine all messages and files that need to be archived.
- D.** Use a third-party eDiscovery app to retrieve and store data in a data warehouse.

ANSWER: C

QUESTION NO: 2

The Sales team at Large Inc is having trouble figuring out the role Slack should play in their work day. The Sales team travels often and prioritizes time with customers. They don't have a lot of time to attend training.

Which two of the four strategies would help increase adoption on the Sales team? (Choose two.)

- A.** Install the Salesforce app in the Sales workspace immediately, as this is the number one integration for Sales teams using Slack.
- B.** Send out a weekly email campaign for two months to use Slack with the warning that Slack access will be denied to anyone that joins Slack after the two-month email campaign is finished.
- C.** Run a campaign promoting the Slack mobile app, so the Sales team understands the value of mobility and persistent communications.
- D.** Survey the Sales team to understand what currently makes their job difficult and determine which apps/integrations and workflows to prioritize.

ANSWER: C D

QUESTION NO: 3

Teara is a Workspace Owner. She has discovered that projects and key decisions are being discussed via direct messages, because public channel message retention settings are set to delete messages after 20 days. The decision regarding this setting was made 2 years ago, and now the setting is no longer required.

Team members are experiencing difficulty creating channels. Teara is wondering if there are other settings she should review that might be contributing to the direct message conversations.

Which settings and permissions should Tera change to promote increased communication outside of direct messages?

- A.** Changing the workspace's message retention and deletion policy for all channels and direct messages to "Keep Everything" and allowing everyone to create channels
- B.** Sending an announcement in the #general channel notifying everyone to move conversations to channels and to DM Tera if you need a channel created
- C.** Changing the workspace's public channel message retention and deletion policy to "Keep Everything", changing the direct message retention and deletion policy to delete messages after 1 day, and restricting the creation of channels to Owners only
- D.** Changing the workspace's public channel message retention and deletion policy to "Keep Everything", changing the direct message retention and deletion policy to delete messages after 1 day, and allowing everyone to create channels

ANSWER: A

QUESTION NO: 4

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.

ANSWER: A B

QUESTION NO: 5

Britt is a Workspace Admin who created a public channel called #bread-buds for co-workers who enjoy bread-making.

The company has had new team members join, and the conversation has become more general about all types of carbohydrates. Britt decides it's time to expand the channel. Rather than rename it, Britt creates a new channel #carbohydrate-chats to be inclusive and start fresh with activity. At the same time, Britt wants to keep #bread-buds so the team can reference baking instructions that have been gathered over the past few years, but she doesn't want anyone posting in it.

What should Britt do?

- A.** Convert #bread-buds to private, archive it, and direct everyone to #carbohydrate-chats.

- B. Delete #bread-buds, reference its messages as needed, and direct everyone to #carbohydrate-chats.
- C. Remove all members from #bread-buds, and invite them to #carbohydrate-chats.
- D. Post a message in #bread-buds redirecting everyone to #carbohydrate-chats, and archive #bread-buds.

ANSWER: A

QUESTION NO: 6

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: C D

Explanation:

Reference: <https://slack.com/intl/en-pk/blog/productivity/automate-tasks-in-slack-with-workflow-builder>

QUESTION NO: 7

Anna, a Workspace Owner, has decided to restrict channel creation in her workspace to Workspace Admins only. This will allow her and the other Workspace Admins to enforce channel naming conventions.

What are two best practices Workspace Admins should follow in this scenario? (Choose two.)

- A. Keep up to date on all channel naming conventions to accurately process requests.
- B. Prepare for a decrease in workload since channel requests will need to be processed less frequently.
- C. Create a process for channel requests.
- D. Appoint other members of their workspace to help with the workload.

ANSWER: A C

QUESTION NO: 8

How many integrations can be installed on a workspace on the Standard plan?

- A. 25 integrations
- B. 10 integrations
- C. Unlimited
- D. 5 integrations

ANSWER: C

Explanation:

Reference: <https://slack.com/intl/en-pk/pricing>

QUESTION NO: 9

The Customer Support team for Large Inc is now using Slack to access the tools and information they need to help customers quickly.

As an Admin, what should you do to set them up for success? (Choose all that apply.)

- A. Allow everyone on the Customer Support team to approve and install the apps they need.
- B. Approve and install apps to integrate their support tools with Slack.
- C. Streamline an incident management workflow.
- D. Organize and name channels in a way that makes information, procedures, and policies easier for people to find.

ANSWER: C D

QUESTION NO: 10

Bella is a Workspace Admin at a company with 3,500 employees. She is receiving complaints from her colleagues that "Slack is too noisy". Her team is bothered by frequent use of @here and @channel in public channels. She has never evaluated or changed the default settings, so she wants to change how those notifications work in her workspace.

How can Bella change her workspace's messaging restrictions to minimize disruption?

- A. DM each user who uses the @here and @channel mentions and ask them not to do this in large channels.
- B. Set @here and @channel to be used only in private channels, where membership is more limited.
- C. Restrict @here and @channel usage to Owners and Admins only.
- D. Restrict public channel posting to just Owners and Admins.

ANSWER: D