

Product Questions: 210

Version: 7.1

Question: 1

[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.

Answer: D

Question: 2

[Enterprise Grid Configuration]

What would be the expected behavior if a team member in Enterprise Grid is added to an IdP (Identity Provider) group with auto-provisioning enabled to a workspace?

- A. The member would be automatically added to the new workspace and would be unable to leave.
- B. The member would be notified that they have a new workspace that they can join and would be unable to dismiss it until they have joined the workspace.
- C. There will be no changes to the member's workspace list.
- D. The member would be automatically added to the new workspace unless it is a hidden workspace.

Answer: D

Question: 3

[Security and Compliance]

Which of the following statements describes the effect of configuring mandatory Two Factor

Authentication (2FA) in Slack?

- A. Members must have a sophisticated and complex password that is updated regularly.
- B. Members must use a biometric reader to authenticate with Slack.
- C. Members use single sign-on (SSO) to handle the exchange of usernames and passwords on behalf of Slack.
- D. Members must submit a verification code along with their password each time they sign in.

Answer: D

Question: 4

[User Management]

Tracy works on a marketing team and needs to collaborate with a marketing vendor for a new project being planned in various channels.

To ensure the project is not delayed, Tracy must approve the new member invitations. Which statement is true about roles in this scenario?

- A. Tracy should use the Admin role for the workspace invite and to approve new members, and she should use the Single-Channel Guest role for the marketing vendor.
- B. Tracy should use the Admin role for the workspace invite and to approve new members, and she should use the Multi-Channel Guest role for the marketing vendor.
- C. Tracy should use the Member role for the workspace invite and to approve new members, and she should use the Multi-Channel Guest role for the marketing vendor.
- D. Tracy should use the Member role for the workspace invite and to approve new members, and she should use the Single-Channel Guest role for the marketing vendor.

Answer: B

Question: 5

[Enterprise Grid Configuration]

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

Question: 6

[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.

Answer: A,B

Question: 7

[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.

Answer: C

Question: 8

[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.

Answer: B

Question: 9

[Change Management and Training]

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: 10

[Security and Compliance]

Cristina is evaluating a Slack app's security and notices that it has the following scopes present: channels:write and chat:write:user.

Based on those scopes, which TWO actions can the app perform in Slack? (Choose two.)

- A. Modify public channels
- B. Upload files
- C. Send messages as a member
- D. Access group direct messages

Answer: A,C

Question: 11

[Enterprise Grid Configuration]

Large Inc is launching Enterprise Grid. They have decided to create a workspace for each line of business, and one workspace for social channels. Members are assigned to two workspaces but are allowed to join other workspaces if they want to.

What is the main benefit of this Grid design?

- A. Workspace Administration efforts can be distributed to representatives from each line of business who know the needs of their business unit best.
- B. Members experience less context switching when they are given the chance to access several workspaces.
- C. There is no added benefit to this Grid design because the Workspace Admin and member experience is the same regardless of how many workspaces you create.
- D. Workspace Administration is centralized and therefore presents less of an opportunity for breaches in org-wide policy and process decisions.

Answer: A

Question: 12

[Security and Compliance]

Which of the following would most make your company a good candidate to use Slack's Enterprise Key Management (EKM)?

- A. Your company's employees primarily use unsecured mobile devices to access Slack.
- B. Your company frequently shares personally identifiable information (PII).
- C. You use Azure for all of your key management.
- D. Your company is in the public sector.

Answer: B

Question: 13

[Security and Compliance]

Amy is an Org Owner on an Enterprise Grid plan.

A workspace Admin informs Amy that a confidential file has been uploaded to a public channel by mistake. Amy needs to remove the file and determine who has downloaded it.

What should Amy do to accomplish this goal?

- A. Using an integrated Data Loss Prevention (DLP) solution, delete the file, and then review the Audit Logs API to see who downloaded the file.
- B. Using MDM, disable file downloads and then use session management to see who was logged in and downloaded the file.
- C. Using a third-party eDiscovery app, delete the file and use data exports to determine who downloaded the file.
- D. Using Slack Enterprise Key Management (EKM), revoke key access for the file, and review the EKM logs to see who downloaded the file.

Answer: A

Question: 14

[Change Management and Training]

A 5,000-employee company with multiple international offices is planning to launch Slack to its entire organization. Their goal is to increase collaboration and build a stronger company culture. The CIO is hesitant to allow members to upload custom emoji to Slack, but she doesn't want to burden her Workspace Admin team with requests for custom emoji uploads.

Which solution addresses the CIO's concerns?

- A. Allow all members access to upload custom emoji, but communicate and document the appropriate emoji use and uploads.
- B. Prior to launch, pre-load a set of custom emoji voted on by a council of leaders, and do not allow anyone to request custom emoji uploads.
- C. Do not allow any custom emoji creation to minimize the risk of members uploading inappropriate imagery.
- D. Restrict custom emoji uploads to Workspace Owners and Admins, and do not allow anyone to request custom emoji uploads.

Answer: A

Question: 15

[Channel Management]

When advising team members on the best practices of threading, what should you tell them is an effective way of using threads?

- A. To use slash commands without disturbing the rest of the channel members
- B. To add responses such as “thank you” or “I’m looking into it” without cluttering the channel needlessly
- C. To make multiple discussions in the same channel easier to follow
- D. To ensure that others in a channel will be notified of new messages

Answer: C

Question: 16

[Change Management and Training]

In Large Inc’s Enterprise Grid design, each business unit has its own workspace, and everyone is also a member of the Global workspace. The Sales team at Large Inc are slow adopters of Slack and have been using email instead of Slack to communicate with peers.

Which of these strategies should the Sales team AVOID using to connect cross-functionally more effectively with Slack?

- A. Move their channels into the Global workspace and convert the default channels to private, to ease the Sales team’s fears about privacy.
- B. Create an org-wide #sales-wins channel so that account representatives can share updates on new customers and celebrate big deals.
- C. Create a #customer-feedback channel for Sales to convey customer concerns to the Product and Engineering teams.
- D. Create an org-wide #help-sales channel where cross-functional partners can turn to Sales with questions and requests for help.

Answer: A

Question: 17

[Channel Management]

You are a Workspace Owner and the product manager for a snowboard manufacturing company based in Vancouver, Canada.

As product manager for the company’s RebelX line, you are responsible for all aspects of production, including managing your supplier relationships. You have a connected channel called #supplier-bindings with one of your suppliers based in Osaka, Japan, and you use this channel to plan shipments of bindings and manage all interactions with this supplier.

Unfortunately, one of the supplier’s deliveries has not arrived, and if you don’t receive it by next week, your inventory and sales will be negatively affected.

Because of the timezone difference, you need to notify all channel members about the delay so they are aware as soon as possible or tomorrow morning at the start of the business day.

What should you do?

- A. Send a message that includes an @channel and @here to #supplier-bindings.
- B. Send a message that includes an @channel and @everyone to #supplier-bindings.
- C. Send an @everyone in a message to your workspace-wide #general channel.
- D. Direct message your key contact who belongs to the connected channel, so they are directly informed.

Answer: A

Question: 18

[Security and Compliance]

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: C

Question: 19

[Integration and Automation]

Which TWO statements are true about workflows? (Choose two.)

- A. It is not possible to create a custom workflow for your team in fewer than five clicks.
- B. Workspace Owners and Admins can view all published workflows created by members of their workspaces.
- C. To see all workflows in a workspace, you need to be an Owner or Admin of that workspace.
- D. It is currently possible for Org Owners and Admins to view all workflows created in an Enterprise Grid org.

Answer: B,D

Question: 20

[Analytics and Reporting]

A project team in charge of implementing Slack plans to check in with their executive team three months after the launch. The goal of this check-in meeting is to define the success of Slack at the organization.

What should the team do to prepare for this milestone most effectively?

- A. Show the progress that has been made on configuring single sign-on (SSO) and training the IT help desk team on Slack's admin capabilities.
- B. Meet with key business units to identify and measure opportunities to improve productivity using Slack.
- C. Prepare to show the executive team the admin console so they understand the depth of settings and policies available in Slack.
- D. Display the number of weekly active members in Slack, trending from the beginning of the launch to the three-month mark.

Answer: B

Question: 21

[Analytics and Reporting]

Mayim, the Chief Human Resources Officer at Large Inc, is concerned that her team communicates mostly via direct messages rather than channels. She wants to know if the HR workspace is lagging behind the rest of the organization.

What information should the Workspace Admin provide to help Mayim?

- A. The percentage of messages sent via direct message in the HR workspace to the organization's overall percent of direct messages
- B. The statistic that HR is typically a more confidential function than other teams and should expect to have more information in direct message
- C. Instructions on how to conduct a poll in channel asking members if they've been using channels or direct messages, using emoji for responses
- D. The number of messages posted in the #help-hr triage channel over the past 30 days

Answer: A

Question: 22

[Change Management and Training]

Anastasia is an Org Owner on the Enterprise plan. In the Sales Workspace, Anastasia has noticed a large drop in the percentage of views in public channels.

What should Anastasia do next?

- A. Ask the Sales team to react with :eyes: when they have read a message.
- B. Identify the most active members and ask them to post more in public channels.
- C. Provide additional learning and host a Slack day.
- D. Instruct Sales managers to use more @channel's and @here's in their announcements.

Answer: C

Question: 23

[Security and Compliance]

Oleg is a Workspace Owner, and his company is on the Plus plan.

Oleg's company requires all messages to be saved for the history of the workspace. He has already ensured that only Owners and Admins can delete messages.

Which additional settings should be selected to maintain the message history of the workspace?

- A. Message Retention & Deletion set to "Keep all messages but don't track revisions" for public channels, private channels, DMs, and allowing overrides
- B. Message Retention & Deletion set to "Keep everything" for public channels, private channels, DMs, and allowing overrides
- C. Message Retention & Deletion set to "Keep everything" for public channels, private channels, DMs, and not allowing overrides
- D. Message Retention & Deletion set to "Keep all messages but don't track revisions" for public channels, private channels, DMs, and not allowing overrides

Answer: C

Question: 24

[Enterprise Grid Configuration]

Clint is a Workspace Owner on the Sales Workspace, and his organization is on Slack's Enterprise Grid plan.

Clint cannot find the option to make the #announcement-sales multi-workspace channel available to all Workspaces in the Org.

Who can give Clint multi-workspace channel permissions?

- A. Org Owners and Org Admins decide who can manage multi-workspace channels in this situation.
- B. Only Org Owners can manage multi-workspace channels.
- C. The Sales Workspace Primary Owner can give multi-workspace channel permissions to Clint.
- D. A Workspace Owner, who already has multi-workspace channel permissions, can give them to Clint.

Answer: A

Question: 25

[User Management]

GoodAdvertisements Inc works with several companies to support global advertising campaigns and are on a paid plan. They are preparing for a campaign launch that requires input from multiple companies.

GoodAdvertisements Inc wants the ability to coordinate effectively with the companies before and during their respective launch in a private channel, but it is not clear whether the companies use paid Slack plans. The Admins at the company want to take security precautions before inviting any outside individuals into their Slack workspace.

What is the best way for the Admins to have the individuals from the outside companies join the Slack workspace and ensure the process scales for future launches with other companies?

- A. Require that invitations get approval via a #guest-invitation-approval channel so Admins can action the requests and inform project leaders to invite individuals from outside companies as Single-Channel Guests. Set expiry dates for the Single-Channel Guests.
- B. Require that invitations get approval via a #guest-invitation-approval channel so Admins can action the requests and inform project leaders to invite individuals from outside companies as Multi-Channel Guests. Set expiry dates for the Multi-Channel Guests.
- C. Have the Admins individually send out Single-Channel Guest invitations.
- D. Ask the outside companies to upgrade to the paid plan. Then, share the launch channel externally to the companies, and set a reminder to unshare the channel when the launch is complete.

Answer: A

Question: 26

[Enterprise Grid Configuration]

Tam Corp sells 15 versions of their software to customers around the world. They have a global team (e.g., sales, engineering, support, and human resources) of 500 employees.

Tam Corp is moving to the Enterprise Grid plan from two workspaces on the Plus plan. On their current Plus plan, they organize one workspace by team (e.g., #sales-team, #engineering-team, and #support-team), and the other workspace is primarily for recruiting discussions and the leadership team.

Leadership does not want the move from Plus to Grid to significantly impact how teams are communicating today.

When considering how to structure the Enterprise Grid, what is the structure that aligns with leadership and allows the teams to communicate most effectively?

- A. Create workspaces for each department and sub-department in the company.
- B. Create workspaces for each product line sold, where each workspace is the "primary" workspace for the employee.

- C. Create workspaces based on how information is shared, and where employees have one "primary" workspace where they spend 80% of their time.
- D. Create one workspace, where each product line sold has its own channel.

Answer: C

Question: 27

[Enterprise Grid Configuration]

A user with a claimed email domain tries to create a new workspace. The user is redirected to the Enterprise Grid org's workspace directory and is asked to join an existing workspace or contact the Grid Org Owners for more details.

True or False: Claiming relevant domains for your Enterprise ensures that all workspaces are subject to the organization's Grid policies, such as message retention, SSO/security settings, and eDiscovery/archiving.

- A. True
- B. False

Answer: A

Question: 28

[Enterprise Grid Configuration]

At which point in the process should you claim your relevant domains for your Enterprise Grid organization?

- A. Any time. Workspaces created prior to domain claiming will be shut down automatically.
- B. Never. Slack will automatically claim the domains for you when you purchase Enterprise Grid.
- C. As soon as possible. This feature is not retroactive, so workspaces created prior to claiming the domain will continue to exist as standalone workspaces.
- D. Before purchasing Enterprise Grid. It is important to claim domains while still on the free plan.

Answer: C

Question: 29

[Integration and Automation]

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

Question: 30

[Security and Compliance]

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: D

Question: 31

[Security and Compliance]

Your company is conducting an internal security assessment of Slack prior to implementation. Which of the following is true about security in Slack?

- A. Workspace Admins can see all direct message content at any time through the Admin console.
- B. Slack data is stored on your company's servers.
- C. Slack data is encrypted at rest and in transit.
- D. Slack members can only access Slack when on the corporate network.

Answer: C

Question: 32

[Change Management and Training]

Marianne, an Org Admin, hears feedback that it's difficult for her members to find channels. She regularly receives requests in the #help-slack channel from members who accidentally created

duplicate channels because they weren't aware there was already a channel on a certain topic. Which action should Marianne's team take first to address the problem?

- A. Change her workspace settings to allow all members to archive channels.
- B. Standardize and communicate channel naming conventions.
- C. Encourage members to add a channel purpose and topic.
- D. Restrict new channel creation to admins only.

Answer: B

Question: 33

[Channel Management]

Asher manages a global workplace and facilities team. Currently, his team receives all global requests in a channel called #help-workplace. Because the channel now receives hundreds of requests per day, the support team asks Asher if they can create regional channels to make triaging requests more manageable.

How should Asher respond to this request?

- A. Allow each region to create new channels and name them after famous landmarks in their region, then assign regional team members to monitor each channel.
- B. Create a private channel for the global workplace team to triage requests from #help-workplace into the appropriate regions.
- C. Create new regional channels and name them using the #help-workplace-region format, then assign regional team members to monitor each channel.
- D. Continue to use one centralized channel to minimize confusion for channel members on where workplace requests should be submitted, but require that members start posts with the name of the region where they're requesting assistance.

Answer: C

Question: 34

[Change Management and Training]

An IT administrator at Watch Corp is responsible for launching Slack to the company. The security team has outlined the importance of keeping all applications on all devices updated to the latest version.

How should the IT administrator roll out Slack?

- A. Propose that users only use Slack in a browser, so employees only have to worry about updating their browser.
- B. Install the Slack Desktop App to all of their employees' machines, disabling automatic updates.
- C. Install the Slack Desktop App to all of their employees' machines, allowing automatic updates.