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Question 1

Question Type: MultipleChoice

Nicole manages the global onboarding for new hires at her company.

Each time a user joins the company, Nicole ensures they have the correct training materials to get started on their team. She has noticed that new hires are posting in announcement channels on their first day. Hiring is quickly increasing. Nicole has her largest new-hire group starting next week, and an even larger one the week after.

What should she do to ensure she doesn't have to manage incorrectly-posted messages and to ensure she can manage the large number of new hires?

Options:

- A-** Create a 'How to use Slack guide' and post it in all of the team-specific channels so that the new hires see it.
- B-** Create a custom Slackbot response that welcomes teammates to channels when the words 'new hire' are used in Slack.
- C-** Email a 'How to use Slack guide' to new hires before they start.
- D-** Use Workflow Builder to welcome teammates to channels with automatic onboarding messages, including a link to 'How to use Slack' guides.

Answer:

D

Question 2

Question Type: MultipleChoice

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.)

Options:

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 3

Question Type: MultipleChoice

What are the main benefits of Workflow Builder? (Choose all that apply.)

Options:

- 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

Question 4

Question Type: MultipleChoice

The marketing team at ACME Ltd has 10 team members, and has a public channel called #marketing- discussion. The team collaborates and shares ideas on this channel. Now, other teams have joined, so the total channel membership is 50.

The marketing director has the following needs:

There is an urgent marketing idea that must be prioritized in tomorrow morning's planning meeting.

The 10 team members are the only ones attending the planning meeting.

The 10 team members need to be notified before the meeting.

Of note, the marketing director sends urgent re-prioritization messages weekly. How should the marketing director reach the marketing team?

Options:

- A-** Send a separate direct message to each of the 10 team members notifying them of the change.
- B-** Create an @marketing-team user group and use the @marketing-team user group in #marketing- discussion to communicate the change in priority to the team that needs to be informed for tomorrow's team meeting.
- C-** Post a message to #marketing-discussion, without notifying anyone.
- D-** Use @here and @channel to notify the entire channel of the change.

Answer:

B

Question 5

Question Type: MultipleChoice

Medium Inc is on a Standard Slack plan and has recently hired Preethi as a contractor to take care of their food & beverage service. Preethi is on a six-month contract, supporting many teams within the food & beverage department. Each team has set up a public channel to triage requests, and Preethi is responsible for responding to these requests.

What type of workspace access would be most suitable for Preethi?

Options:

- A- Member with no deactivation time
- B- Single-channel Guest with deactivation time in six months
- C- Member with deactivation time in six months
- D- Multi-channel Guest with deactivation time in six months

Answer:

B

Question 6

Question Type: MultipleChoice

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.)

Options:

- 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 7

Question Type: MultipleChoice

Brian, an HR manager, discovers an inappropriate custom emoji, and submits a request to Shonda, the Workspace Admin, to delete it.

How should Shonda address this request?

Options:

- A-** Navigate to the 'Customize Slack' page and disable the addition of custom emoji, which will also remove existing custom emoji.
- B-** Direct Brian to the 'Customize Slack' page, where he can delete or replace the inappropriate emoji.
- C-** Navigate to the 'Customize Slack' page, where Shonda can remove the custom emoji.
- D-** Inform Brian that you cannot delete an existing emoji, but can replace it with a more appropriate emoji.

Answer:

A

Question 8

Question Type: MultipleChoice

Andrew is a Workspace Owner and head of HR for a government agency in Munich, Germany. As the head of HR, he manages all aspects of human resources in order to create an engaged workforce and resilient organization.

The HR teams use a variety of technologies, and leadership is implementing a new integrated tool to improve collaboration and productivity. While the tool has many benefits, the adoption rate has been slow due to a lack of internal awareness.

Andrew wants to convince leadership that he needs internal Slack advocates who can lead and support co-workers through the transition. He has a few people in mind who he would nominate as Champions.

Which options appropriately describe Champions? (Choose all that apply.)

Options:

- A-** They are Slack Administrators, so they have the correct permissions to help the company manage change.
- B-** They actively communicate and promote transparency to reinforce the purpose and value of the tool.
- C-** They model best practices, and they can rally the team toward common goals.
- D-** They identify and implement key use cases for the tool and modify them over time to improve the team's workflows.

Answer:

D

Question 9

Question Type: MultipleChoice

Jose works at Globex and is a Slack administrator and Champion.

He receives several Slack direct messages per day from employees looking for more information on a range of topics, such as how to connect apps to their Slack workspace and where to find training materials.

Jose wants to encourage Slack best practices among employees. Which course of action should Jose take in this situation?

Options:

- A-** Ask the employees to search-first for the answer to their Question:s, and if they are still unable to find the answer, post their own Question:s in a public #help channel, where Jose and his team will respond in thread.
- B-** Ask the employees to post their own Question:s in a public #help channel, where Jose and his team will respond in thread.
- C-** Post their Question:s on their behalf in a public #help channel and respond in thread.
- D-** Respond to each employee via direct message with the answer to their Question:s.

Answer:

A

Question 10

Question Type: MultipleChoice

Lindy leads an internal communications team.

Her team wants to use public channels to gain more transparency in their internal communication. Employees currently tend to default to private channels/direct messages out of habit. Lindy needs to show employees the benefits of public channels.

Which initiative should Lindy proceed with to drive behavioral change?

Options:

- A-** Temporarily disallow the creation of private channels through the admin settings, and share an announcement in Slack stating why and describing the benefits of Slack's search capabilities.
- B-** Work closely with the executive team, and have them mandate public channel usage.
- C-** Encourage executives to model this behavior and communicate in public channels themselves.
- D-** Solicit the help of Slack admins and champions to plan a Slack Day focused on the benefits of public channels and how they unlock the power of Slack's search capabilities.

Answer:

B

Question 11

Question Type: MultipleChoice

Jason, an Org Owner on the Enterprise Grid plan, wants to enable additional mobile security features for users who have unmanaged devices.

Which of the following mobile security features is available to Jason?

Options:

- A- Block Workspace access
- B- Restrict access based on IP
- C- Block message copying and the downloads
- D- Make VPN mandatory

Answer:

C

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