



Free Salesforce Slack-Con-201 Practice Questions

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Question 1

Question Type: MultipleChoice

Your client has placed you in charge of enabling their 4000 users on Slack basics. After delivering live training, you receive a handful of questions about Slack notifications in the #slack-training channel.

What is the best approach to providing a direct response to users?

Options:

- A- Send a direct message (DM) to each user with the answer and encourage everyone to ask you for more info directly.
- B- Post answers to the questions in the #slack-help channel with an @here mention.
- C- Copy and paste the text of the help center into your training channel and pin the post.
- D- Share a link to the relevant Slack Help center article in the #slack-training channel and mention the users who asked questions.

Answer:

D

Explanation:

The best approach is to share the relevant Slack Help Center article in the training channel and mention the users who asked the questions. This response is direct, scalable, and reinforces the correct support behavior. In a 4000-user rollout, the enablement strategy must avoid creating hidden one-to-one knowledge pockets. Sending DMs fragments the answer and prevents other learners from benefiting. Posting in a separate help channel with @here is too disruptive and moves the answer away from the training context. Copying and pasting full help content is inefficient, hard to maintain, and may become outdated. Sharing the Help Center link keeps the answer authoritative, reusable, and easy to reference. Mentioning the users who asked the questions ensures they receive the response while keeping the information visible to the broader training audience. This also trains users to rely on official resources rather than informal workaround advice.

Reference topic: Learning and Enablement --- scalable end-user enablement, post-training support, official help resources, channel-based learning, and knowledge reuse.

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Question 2

Question Type: MultipleChoice

Sentinel Corp's legal team wants to create a separate workspace for all confidential legal conversations. They want to allow all members of the org to see that the workspace exists, but only legal team members should be approved to join.

What access level would you recommend for the workspace?

Options:

- A- Open
- B- By Request
- C- Hidden
- D- Invite only

Answer:

B

Explanation:

The correct access level is By Request. The legal workspace should be discoverable to all members of the Enterprise organization, but access should require approval because the workspace contains confidential legal conversations. "By Request" fits that exact requirement: members can see that the workspace exists and request to join, while the appropriate workspace owners or admins can approve only legal team members or authorized users. Option A, Open, is too permissive because any eligible member could join without approval. Option C, Hidden, is too restrictive because the client specifically wants all org members to see that the workspace exists. Option D, Invite Only, allows controlled membership but removes the self-service request mechanism and is not as aligned with the requirement that the workspace be visible. The consultant should always map workspace access level to sensitivity and discoverability. Confidential-but-visible workspaces generally fit the By Request model.

Reference topic: Grid Design --- workspace access levels, confidential workspace design, discoverability, approval-based access, and Enterprise Grid workspace governance.

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Question 3

Question Type: MultipleChoice

Your client is migrating to Enterprise Grid and is looking for guidance on how to manage guest users that will need to retain the same level of access to Slack post-migration.

What should you suggest?

Options:

- A- Convert guests to full members.
- B- Enable the option to bypass SSO for guests.
- C- Convert guests to multi-channel guests.
- D- Collaborate with guests via a Slack Connect channel.

Answer:

D

Explanation:

The correct recommendation is to collaborate with guests through Slack Connect channels. In an Enterprise Grid migration, guest access must be reviewed carefully because external collaboration should be governed, secure, and intentionally scoped. Slack Connect is the better long-term model for working with external parties because it allows separate organizations to collaborate in shared channels while each organization retains control over its own users, authentication, lifecycle management, and security policies. Option A is dangerous because converting guests to full members gives external users internal membership privileges and can create unnecessary security exposure. Option B addresses authentication behavior but does not solve the access model. Option C preserves a guest construct, but it does not provide the same clean enterprise collaboration model that Slack Connect is designed to support. The question specifically asks how to manage guest users post-migration while retaining collaboration access; Slack Connect preserves the collaboration need without turning external people into internal members.

Reference topic: Delivery and Migration --- Enterprise Grid migration, external collaboration model, guest-user planning, Slack Connect transition, and post-migration access design.

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Question 4

Question Type: MultipleChoice

Creameri Ice Cream Co. has high satisfaction ratings from ice cream customers, but low

employee satisfaction ratings. In the monthly engagement surveys, employees consistently state they are not always aware when shipments are scheduled to arrive and when there are company-wide announcements.

In order to help Creameri Ice Cream Co. improve employee satisfaction, what types of information should you prioritize gathering during your discovery call?

Options:

- A- Learnings from the Creameri Ice Cream Co. employee satisfaction survey
- B- Schedule of Creameri Ice Cream Co. deliveries and expected delays
- C- A list of all other projects Creameri Ice Cream Co. is working on at the moment that may impact employee satisfaction
- D- Insights about existing pain points and how Creameri Ice Cream Co. collaborates today

Answer:

D

Explanation:

The correct answer is D. During discovery, the consultant must understand the client's current collaboration model and the pain points behind the business issue. The problem is not simply that shipments and announcements exist; the issue is that employees are not reliably informed. That points to gaps in communication workflows, channel strategy, announcement practices, operational visibility, and collaboration behavior. Option A is useful background, but the survey has already identified symptoms. The consultant now needs to understand why those symptoms occur. Option B is too narrow because shipment schedules alone will not explain broader employee communication breakdowns. Option C is unfocused and may produce irrelevant project noise. Option D is the strongest because it investigates the collaboration patterns that Slack is meant to improve: how teams communicate today, where information gets lost, who owns announcements, which channels exist, and how frontline or operational updates are distributed.

Reference topic: Discovery --- pain-point analysis, current-state collaboration assessment, employee experience, communication gaps, and business outcome alignment.

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Question 5

Question Type: MultipleChoice

Your Slack client requests your guidance on evaluating eDiscovery and DLP applications for their Slack Enterprise Grid. Specifically, the client's Enterprise Security team wants to understand the access these applications will have to data on their grid.

How would you respond to this question?

Options:

- A- Both eDiscovery and DLP applications require read & write access to Slack data.
- B- eDiscovery applications need only create access to Slack data, whereas DLP applications require both read & write access.
- C- eDiscovery applications need only read access to Slack data, whereas DLP applications require both create & update access.
- D- eDiscovery applications need only read access to Slack data, whereas DLP applications require both read & write access.

Answer:

D

Explanation:

The correct answer is that eDiscovery applications require read access, while DLP applications require both read and write access. The difference comes from the purpose of each control. eDiscovery tools are used by legal, compliance, or security teams to retrieve and preserve Slack data for review, investigation, audit, or litigation support. Their core function is to access content for discovery, so read access is sufficient. DLP tools are different because they inspect content for sensitive information and may need to act on policy violations. That action can include flagging, quarantining, deleting, redacting, or otherwise enforcing rules on messages or files. Because of this enforcement role, DLP integrations require broader read and write capability. Option A is too broad because eDiscovery does not require write access. Option B incorrectly says eDiscovery needs create access. Option C understates DLP's access by describing create and update rather than the broader read/write requirement.

Reference topic: Policies and Settings --- Enterprise Grid security integrations, eDiscovery access model, DLP enforcement, compliance applications, and data protection controls.

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Question 6

Question Type: MultipleChoice

What is the primary benefit of establishing a standard channel naming convention?

Options:

- A- Allow organization and clarity for users.
- B- Enhance the organization's culture and brand.
- C- Prevent unnecessary channel creation.
- D- Allow users to quickly see other members in that channel.

Answer:

A

Explanation:

The correct answer is A. A standard channel naming convention primarily improves organization and clarity for users. In Slack, channels are the structure through which work becomes visible and searchable. Without consistent names, users struggle to understand where work belongs, where to ask questions, and how to find existing channels before creating new ones. Naming conventions such as #help-, #team-, #proj-, #announcements-, or #ext- make the purpose of channels immediately recognizable. Option B may be a secondary benefit if the naming style reflects company culture, but branding is not the main reason to standardize channel names. Option C is partially related because better naming may reduce duplicate or unnecessary channels, but it does not technically prevent channel creation. Option D is incorrect because naming conventions do not show membership; channel member lists and profiles do that. The primary purpose is navigational clarity: users can quickly understand channel purpose, locate relevant work, and follow a predictable collaboration structure.

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Question 7

Question Type: MultipleChoice

Your Enterprise Grid plan client is preparing a presentation for senior leadership and needs to provide a complete count of the number of people in the workspace.

Which org-level metric should you recommend your client use to find this count?

Options:

- A- Full members
- B- Guests
- C- Members who posted
- D- Total membership

Answer:

D

Explanation:

The correct answer is D. If the client needs a complete count of the number of people in the workspace, the correct org-level metric is Total membership. Full members alone would undercount the population because it excludes guests. Guests alone would obviously undercount because it captures only external or limited-access users. Members who posted is an engagement metric, not a population metric; it measures activity, not total people. Senior leadership reporting usually requires a clear rollup metric that represents the entire membership footprint, especially in Enterprise Grid where leadership may need visibility across workspaces, users, guests, and adoption trends. Total membership is the only option that reflects the complete count of people associated with the workspace. The consultant should distinguish between membership metrics and engagement metrics: membership tells how many people are present, while posting metrics tell how many are actively participating. For a complete count, total membership is the only defensible recommendation.

Reference topic: Governance Structure (Owner and Admin Roles) --- org-level reporting, workspace membership metrics, admin analytics, and leadership reporting.

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Question 8

Question Type: MultipleChoice

An attendee at one of your training sessions wants to learn more about using Slack. They don't have a specific topic in mind and want to learn more about the tool at their own pace.

What do you recommend to this attendee?

Options:

- A- Check out the resources in the Slack Help Center.
- B- Reach out to the help desk.
- C- Take the Slack Admin Certification Prep Course.

D- Contact a Slack Admin.

Answer:

A

Explanation:

The correct answer is A. The attendee has a broad, self-paced learning need and does not have a specific issue or admin-level objective. The Slack Help Center is the best recommendation because it provides official, searchable, user-friendly learning material across Slack basics, messages, channels, notifications, huddles, files, search, accessibility, workflows, and workspace usage. Option B is not appropriate because the help desk should be used for support issues, access problems, or organization-specific troubleshooting, not general open-ended learning. Option C is too advanced and misaligned because the Slack Admin Certification Prep Course is for administrative and certification readiness, not basic end-user exploration. Option D is also inefficient because Slack Admins should not become the default route for general self-paced learning questions. The correct enablement model teaches users where to find official resources so they can continue learning independently after training. This scales better and prevents unnecessary support load on admins and IT teams.

Reference topic: Learning and Enablement --- self-paced learning, Slack Help Center, end-user resources, scalable support behavior, and post-training enablement.

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Question 9

Question Type: MultipleChoice

Your client is launching Slack for the first time, using an IDP that supports SSO and SCIM. They want to ensure users will have access to Slack and that admins will be able to seamlessly provision users at launch.

What should you recommend as a best practice prior to launch?

Options:

- A- Set up only SSO ahead of launch.
- B- Set up both SSO and SCIM before launch.
- C- Set up only SSO before launch and evaluate if SCIM is necessary after launch.
- D- Set up only SCIM before launch. SSO can be set up after launch.

Answer:

B

Explanation:

The correct answer is B. If the identity provider supports both SSO and SCIM, both should be configured before launch. SSO provides secure authentication and allows users to access Slack through the organization's identity system. SCIM supports automated user provisioning and deprovisioning, which is essential for launch readiness, user lifecycle management, and administrative efficiency. Option A is incomplete because SSO alone handles authentication but does not automate provisioning. Option C delays SCIM until after launch, which creates avoidable manual work and may produce onboarding inconsistencies. Option D is also incomplete because SCIM provisioning without SSO does not fully satisfy secure login and access requirements. For a first-time Slack launch, identity configuration is not optional cleanup work; it is foundational launch infrastructure. Configuring both SSO and SCIM before launch gives admins control over who gets access, reduces manual invites, supports lifecycle governance, and prevents avoidable access issues during rollout.

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Question 10

Question Type: MultipleChoice

Your client is launching their Slack instance on Monday, March 1st and you have decided to offer three Slack User Essentials live training sessions to support their end users. The company is headquartered in San Francisco, and has additional offices in New York and in London.

How should you propose scheduling the three sessions to ensure you can deliver a tailored training experience in Slack?

Options:

- A- Host one session for San Francisco users prior to March 1st and the other two sessions after March 1st.
- B- Host weekly sessions on Mondays at 9am ET, starting on March 1st, ending on March 15th.
- C- Host three sessions to accommodate various time zones throughout the week of March 1st.
- D- Host three sessions at various times of the week prior to the March 1st launch.

Answer:

C

Explanation:

The best answer is to host three sessions throughout the launch week to accommodate the company's geographic spread. A live enablement plan must match the employee population, launch timing, and working time zones. Since the customer has users in San Francisco, New York, and London, one fixed session time creates an avoidable accessibility problem. Option C supports a tailored training experience because each regional audience can attend during reasonable working hours and ask questions relevant to their local usage patterns. Option A creates an uneven experience by training only one group before launch and delaying the others. Option B repeats the same session weekly but does not address regional time-zone needs. Option D trains before users can experience the live Slack environment, which can reduce relevance and retention. The Slack Consultant exam outline includes Learning and Enablement as a core domain, and the official prep trailmix separates enablement as a dedicated consultant workshop area.

Reference topic: Learning and Enablement --- launch training, global user readiness, live training design, and adoption planning.

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