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# Question 1

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**Question Type:** MultipleChoice

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Jorge is starting an Employee Resource Group for volunteers at his company to collaborate from across different business units. This group requires a workspace that is visible to all members of his organization, so that they can volunteer to join and follow the group's progress. However, the group's leaders want the rights to approve any members before they join.

Which access level should Jorge set for this workspace?

## Options:

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

## Answer:

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B

## Question 2

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**Question Type:** MultipleChoice

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A company has recently implemented Slack, and many teams have started to use it instead of email. Admins want to help members be more productive in Slack without overwhelming them with too much training.

Which of the below would be the most effective way to increase members' productivity in Slack?

### Options:

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- A- Show employees how they can request new apps to be installed in Slack.
- B- Train everyone on how to create Slack integrations.
- C- Allow employees to install social apps, like Giphy, that will help attract new Slack members.
- D- Connect tools they are already using, like Google Calendar or Box, to Slack.

### Answer:

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A

## Question 3

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**Question Type: MultipleChoice**

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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 Teara change to promote increased communication outside of direct messages?

**Options:**

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- 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 Teara 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:**

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A

## Question 4

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**Question Type:** MultipleChoice

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Kathleen is a Workspace Owner who leads the marketing department at a mid-sized company in Pune, India.

She keeps receiving new campaigns at her desk to review and approve, but she has never heard of these initiatives. Many of her colleagues are equally confused. She has a few key public channels where she has explained to her team that marketing conversations should take place, so she wonders where her team is

communicating. Upon investigation, she discovers that users are creating their own unique channels for each marketing campaign. Subsequently, important employees have been excluded, duplicate projects exist, and information is fragmented.

To enhance transparency and collaboration, Kathleen emphasizes that users should discuss projects together in the agreed-upon channels, as they often involve the same people.

Which settings and permissions should Kathleen change to reinforce this message?

### Options:

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**A-** Change the channel management permission for creating private and public channels to Workspace Admins/Owners only.

- B-** Change the setting for join and leave messages, so they do not show in channels when employees come and go.
- C-** Change the invitations permission to require Workspace Admins/Owners approval.
- D-** Change the channel management permission for managing posting permissions in all channels to Everyone.

**Answer:**

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A

## Question 5

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**Question Type:** MultipleChoice

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Paul leads an accounting team and is implementing a new expense reporting system.

He wants to update employees on the status of the system's rollout to different offices. He also wants to post links to help articles and online trainings that the team can use as resources. However, he wants to maintain control over the flow of information for these updates and would like to minimize off-topic discussion.

Which of the following would help him achieve his goal?

**Options:**

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- A- Create a new public workspace called 'Expenses' with access granted to all employees.
- B- Create a private channel called #expense-system-updates with all employees added.
- C- Create a new invite-only workspace called 'Expenses.'
- D- Create a public announce-only channel for the expense system.

**Answer:**

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B

## Question 6

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**Question Type:** MultipleChoice

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Chandler, who works for Truck Inc, is in charge of developing a new certification program for Truck Inc's drivers. Chandler will be working with a small team of 4 employees, and details of the program must be kept private from the drivers. They are currently using a group direct message to plan the certification program, but some people on the team will be going on vacation soon, and new members will be replacing them.

What should Chandler do next?

**Options:**

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- A-** Create a public channel for co-ordination, but continue using group DMs, and DMs for content that needs to stay private.
- B-** Continue using the group DM, and invite the new members to it.
- C-** Start a new group DM with only the new members of the team.
- D-** Convert the group DM to a private channel, and then invite the new members.

**Answer:**

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B

## Question 7

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**Question Type:** MultipleChoice

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Which of the following scenarios would best justify creating a channel in your company's existing workspace, rather than starting a direct message?

**Options:**

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- A-** When you need to confirm meeting times
- B-** When there is a new line of business at your company



C- When a few Question:s need to be answered quickly

D- When you need to let your manager know you are not feeling well

**Answer:**

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C

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