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Exam : **Slack-Con-201**

Title : Salesforce Certified Slack
Consultant

Vendor : Salesforce

Version : DEMO

NO.1 You are a Slack consultant helping a client configure Slack Connect. The client is planning a new project with an external partner, and the client asks you whether approval will be required to work with the partner in Slack Connect channels by default.

What guidance should you provide about working with other companies / partners in Slack Connect channels?

- A.** Slack Connect channels require approvals only if Slack Apps require approvals.
- B.** Approval is never required to work with people from other companies in Slack Connect channels.
- C.** Approval is always required to work with people from other companies in Slack Connect channels.
- D.** Approval is sometimes required to work with people from other companies in Slack Connect channels.

Answer: D

Explanation:

The correct answer is D. Slack Connect approval behavior depends on the organization's external collaboration settings, whether the external organization is already verified or trusted, and how the Enterprise Grid policies are configured. It is careless to tell a client that approval is always required or never required. In practice, approvals may be required depending on admin settings, workspace policies, external organization status, and whether the invitation is for a new or already approved relationship. Option A is wrong because Slack Connect approvals are not controlled by app approval settings; app governance and external collaboration governance are separate policy areas. Option B is too permissive and ignores enterprise controls. Option C is too absolute and ignores cases where admins configure more open collaboration rules. The consultant's answer should be precise: approval is sometimes required, and the client should review Slack Connect settings during the Policies and Settings session so the external collaboration model matches their risk posture.

NO.2 You are helping your client prepare for a grid migration. They want to make sure users are prepared for any impact to their workday while the migration is in process.

What should they communicate regarding the end-user experience on the migrating workspace during the grid migration?

- A.** Users can continue to work in their Slack accounts on the migrating workspace while the workspace is being migrated.
- B.** Users are signed out of their Slack accounts on the migrating workspace and the workspace becomes unavailable.
- C.** Users cannot use channels while the workspace is being migrated, but can still direct message each other.
- D.** Users are deactivated at the org level, but can still access the migrating workspace.

Answer: B

Explanation:

The correct answer is B. During a grid migration, users should be prepared for disruption because the migrating workspace becomes unavailable and users are signed out while the migration process completes. This is exactly the kind of operational impact that must be communicated in advance so users do not assume Slack is broken or raise unnecessary support tickets. Option A is incorrect because it understates the migration impact and would create poor launch communication. Option C is also incorrect because the workspace is not partially usable for direct messages while channels are unavailable; the migration affects access to the workspace. Option D is wrong because users are not "deactivated at the org level" as the normal communication point. The consultant should ensure the

migration communication plan includes timing, expected downtime, user sign-out behavior, post-migration login instructions, support contacts, and where users should go if they experience access issues after completion. Clear pre-migration communication reduces confusion and protects user trust during the transition.

NO.3 Which discovery question will best help you understand your client's security concerns and guidelines?

- A.** Which internal teams collaborate most frequently in your current organization?
- B.** Are there groups within the organization that need more restrictive permissions or access than a typical employee?
- C.** What user support model does your organization use today to answer IT and Slack-related questions?
- D.** Is there frequent external collaboration between your organization and external parties such as customers and vendors today?

Answer: B

Explanation:

The correct answer is B . A security-focused discovery question should expose whether the client has different risk profiles across departments, roles, data types, or user populations. Asking whether some groups need more restrictive permissions or access than typical employees directly uncovers security and governance requirements that affect workspace access levels, private channel strategy, guest access, Slack Connect rules, app approvals, retention, DLP, eDiscovery, and administrative role design. Option A is useful for collaboration mapping, but it does not directly identify security concerns. Option C belongs to support- process discovery, not security discovery. Option D is relevant to external collaboration and Slack Connect governance, but it is narrower than the broader security requirement in the question. Security discovery must identify populations that require stronger controls, such as legal, finance, HR, executives, regulated teams, contractors, or teams handling confidential data. This answer gives the consultant the clearest path to designing appropriate policies, permissions, and access boundaries.

Reference topic: Discovery - security requirements gathering, restricted access groups, permission design, and governance-driven discovery.

NO.4 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?

- 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.

NO.5 What are three actions a client should take when preparing for a grid migration?

- A. Accept the migration invitation.
- B. Remove all guests from migrating workspaces.
- C. Address duplicate usernames.
- D. Ensure user emails match SSO.
- E. Disconnect Slack Connect channels.
- F. Remove all apps from migrating workspaces.

Answer: C D E

Explanation:

The correct answers are C, D, and E. Grid migration preparation requires identity cleanup and collaboration-boundary planning before the workspace is moved into Enterprise Grid. Addressing duplicate usernames helps reduce ambiguity and improves post-migration clarity for users and admins. Ensuring user emails match SSO is more critical because user identity matching depends heavily on email alignment between Slack and the identity provider; mismatches can produce duplicate accounts or login problems. Disconnecting Slack Connect channels is also part of migration preparation when external channel relationships cannot simply be carried forward unchanged or require re-establishment under the Enterprise Grid governance model. Option A, accepting the migration invitation, occurs as part of the migration execution flow, but it is not one of the core preparation cleanup actions being tested. Option B is wrong because guests do not need to be removed wholesale; guest strategy should be reviewed and handled deliberately. Option F is also wrong because apps should be reviewed and governed, not automatically removed from all migrating workspaces.

Reference topic: Delivery and Migration - grid migration readiness, identity cleanup, SSO alignment, duplicate user prevention, and Slack Connect migration preparation.

NO.6 Your client is a security-conscious financial services firm implementing Slack for the first time. When planning an introductory Slack 101 learning session, which consideration is most important?

- A. The client's use of Block Kit
- B. The client's eDiscovery app
- C. The client's Data Loss Prevention (DLP) partner
- D. The client's Policies & Settings

Answer: D

Explanation:

The correct answer is D. For a security-conscious financial services firm, Slack 101 training must be shaped by the client's actual policies and settings. Introductory training should not teach generic

Slack behavior that conflicts with configured rules around channel creation, message retention, external sharing, app approvals, guest access, Slack Connect, file uploads, retention, or notification controls. Option A, Block Kit, is irrelevant for a basic end-user training session because Block Kit is used for app interface design, not normal Slack 101 usage. Option B and Option C are important for enterprise security architecture, but end users generally do not need deep training on the specific eDiscovery or DLP applications. What they do need is practical guidance on what they can and cannot do in Slack based on the organization's configured controls. The learning plan must reflect the client's compliance posture so users understand approved collaboration behavior from day one. Reference topic: Learning and Enablement - Slack 101 customization, regulated-industry training, policies and settings alignment, secure collaboration behavior, and end-user readiness.

NO.7 You are working with your client to design and tailor curriculum for their upcoming Admin Essentials training. In order to ensure that the training adequately prepares Admins to support users across the company, you want to confirm which permissions are enabled for Workspace Owners and Admins.

Which two project deliverables should you review to find this information?

- A. Policies & settings documentation
- B. Statement of work (SOW)
- C. Communications plan
- D. Roles and responsibilities matrix
- E. Grid Orientation curriculum

Answer: A D

Explanation:

The correct answers are A and D . To tailor Admin Essentials training properly, you must know what Workspace Owners and Admins are actually allowed to do in the client's environment. The Policies & settings documentation identifies configured permissions, such as who can manage channels, approve apps, invite users, use Slack Connect, create private channels, or perform administrative actions. The roles and responsibilities matrix clarifies which client roles are accountable for specific operational tasks. Together, these deliverables tell you both the technical permission model and the human ownership model. Option B, the SOW, defines scope and deliverables but usually does not list detailed Slack permissions. Option C, the communications plan, governs messaging and audience outreach, not admin capabilities. Option E, Grid Orientation curriculum, is a training asset, not the source of truth for configured permissions. Admin training should never be generic; it must match the client's policy decisions and role assignments exactly.

NO.8 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?

- 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.

NO.9 You have a Slack Connect channel created with your client for your current engagement. Your client is new to Slack and wants to ensure that important information is easily accessible rather than searching within the channel.

What should you advise your client do to accomplish this?

- A.** Pin important messages and bookmark key documents to the channel.
- B.** Encourage team members to only post when absolutely necessary to minimize channel noise.
- C.** Use @channel with every message to notify the entire team of all messages.
- D.** Disable threads to ensure all replies are visible.

Answer: A

Explanation:

The correct answer is A . Pins and bookmarks are the right tools for making important information easily accessible in a Slack channel. Pinned messages help preserve key posts such as decisions, instructions, launch notes, or status summaries. Bookmarks provide persistent access to important documents, project plans, trackers, meeting notes, or external resources directly from the channel header. This is especially useful for a Slack Connect channel with a client because both teams need a shared, low-friction way to find engagement- critical material without repeatedly searching the conversation history. Option B may reduce noise, but it does not create a structured information-access method. Option C is poor Slack etiquette and would create unnecessary notifications. Option D is actively harmful because threads help organize discussion around specific messages; disabling or avoiding them would make the channel noisier, not clearer. A well-managed engagement channel should use pins, bookmarks, clear channel purpose, and disciplined threading.

Reference topic: Channel Strategy - Slack Connect channel hygiene, pinned messages, channel bookmarks, client engagement channels, and information discoverability.

NO.10 Your client is preparing to launch Slack and wants to know if they should have admins create channels or allow users to create channels once they join.

Which response reflects channel strategy best practices?

- A.** Allow users to create and customize their own channels so they have a unique user experience.
- B.** Best practice is for admins to create all project channels for users so there is consistency across departments.
- C.** Organic channel creation is authentic and reflects the way work is done.

D. Admins create a few standard channels with channel prefixes to establish best practices.

Answer: C

Explanation:

The correct answer is C . Slack channel strategy should reflect how work actually happens, and organic channel creation is a core part of that model. Channels are most effective when teams create them around real projects, decisions, customers, functions, incidents, communities, or workflows instead of waiting for admins to centrally manufacture every collaboration space. Option A is too loose because "customize their own channels" without strategy can lead to inconsistency and channel sprawl. Option B is too restrictive; forcing admins to create all project channels slows collaboration and turns Slack into a ticket-driven workspace instead of a dynamic work platform. Option D has some value because standard channels and prefixes can model good behavior, but it does not answer the broader question of whether users should be allowed to create channels. The best practice is not uncontrolled chaos or admin-only creation; it is user-driven, authentic channel creation supported by clear naming conventions, channel purpose guidance, and governance. Reference topic: Channel Strategy - organic channel creation, channel governance, naming conventions, user empowerment, and scalable collaboration design.