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QUESTION 1

During the enablement discovery call, your client confirmed that organization-wide communications are announced to employees by the executive leadership team. Subsequent communications are sent by department and/or director-level leadership with the expectation that they will optimize communications to align with the change management needs of their departments. Which recommendation should be included in your client's Communication Plan to meet these needs?

- A. Designate a department Slack channel dedicated to Slack announcements for each department at the organization.
- B. Do not allow threading in any announcement channels.
- C. Identify one stakeholder to facilitate general communications, as well as others to carry out department-specific communications.
- D. Create both custom emojis and workflows that can be used to gauge employee sentiment and feedback.

Answer: C

Explanation:

The correct recommendation is to identify one stakeholder for general communications and additional stakeholders for department-specific communications. The scenario describes a layered communication model: executive leadership owns broad organizational messaging, while department or director-level leaders adapt follow-up communications to the needs of their own teams. A strong Slack communication plan must mirror that operating model by defining communication owners, audiences, message responsibilities, and delivery channels. Option C directly supports change management because it assigns accountability for enterprise-wide communications and localized reinforcement. This prevents message gaps, duplicate announcements, and inconsistent guidance during launch.

QUESTION 2

In one of your proposed grid design options for a client, you include a social workspace for employees to build culture and to connect on special interests and hobbies. Which workspace access type should you recommend?

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

Answer: A

Explanation:

The recommended access type is Open. A social workspace is intended to help employees build culture, join communities, and connect around special interests or hobbies. That purpose depends on broad discoverability and low-friction participation. An Open workspace allows eligible members of the Enterprise organization to find and join the workspace without approval, which fits a community-building use case.

QUESTION 3

Your client is researching the acquisition of a new company and wants to collaborate on the acquisition in Slack. The acquisition would be a long-term process and would need input from many departments from different workspaces, including finance and legal. Given that the acquisition is still in consideration, this information needs to be kept private. How would you recommend they collaborate?

- A. Through a separate hidden workspace.
- B. Through multi-workspace channels.
- C. Use public channels to collaborate on general acquisition issues, and private channels to collaborate on sensitive information.
- D. House all acquisition related channels in a global workspace and make all channels private.

Answer: B

Explanation:

The best recommendation is to collaborate through multi-workspace channels. The scenario requires long-term collaboration across departments that sit in different workspaces, including finance and legal, while keeping the acquisition private. Multi-workspace channels are designed for this Enterprise Grid pattern because they allow a channel to exist across selected workspaces without forcing every participant into a new workspace or duplicating conversations across separate channels. The channel can be private, tightly scoped, and available only to the required participants from each relevant workspace.

QUESTION 4

You are enabling your client on best practices for a Slack rollout communication plan. Which set of components should you highlight to your client?

- A. Target audience, channel setup recommendations and delivery method
- B. Target audience, objective and delivery method
- C. Objective, channel setup recommendations and delivery method
- D. Objective, channel setup recommendations and target audience

Answer: B

Explanation:

The correct components are target audience, objective, and delivery method. A rollout communication plan must define who the communication is for, what the communication is intended to accomplish, and how it will be delivered. The target audience matters because executives, admins, champions, managers, and end users need different information at different points in the rollout. The objective clarifies the purpose of the message, such as awareness, action, training registration, policy change, launch readiness, or reinforcement. The delivery method defines how the message reaches the audience, such as Slack announcements, email, live sessions, manager cascades, or help channels.

QUESTION 5

Your client firmly believes that a great onboarding experience sets employees up for success. The client wants to start the process with a warm welcome in Slack where new employees can share fun and important information with their new coworkers. What is an ideal and automated onboarding experience in Slack for new employees?

- A. New employees receive a welcome bot message and are prompted to fill out the introduction workflow that will be automatically shared with their team when the workflow is complete.
- B. New employees are prompted by their managers to fill out the introduction workflow that will be automatically shared with their team when the workflow is complete.
- C. New employees receive a message from their manager asking for the new employee to post an introduction to a company-wide #welcome channel.
- D. New employees receive a private welcome bot message congratulating them on joining the team at BestHR with some important information to get started.

Answer: A

Explanation:

The correct answer is an automated welcome bot message that prompts the new employee to complete an introduction workflow, which is then automatically shared with the team. The client wants a warm onboarding experience where employees share fun and useful information with coworkers, and the key word is automated. Option A satisfies both requirements: it initiates the experience through Slack automatically and uses a workflow to collect and distribute the introduction consistently.

QUESTION 6

You are designing a learning session for your client. Your client counterpart has asked that you ensure learners are able to use threads and emoji reactions while working in Slack. Based on Slack's experiential learning approach, what is the best option to ensure your attendees are able to perform these activities after the session?

- A. Set aside time in the session to practice threading and emoji reactions live.
- B. Include a screenshot of threads and emoji reactions on your slides.
- C. Test your attendees with multiple choice questions about threading and emoji reactions.
- D. Ask your attendees to read about threading and emoji reactions in the Slack Help Center after the session.

Answer: A

Explanation:

The correct answer is A. Slack enablement should be experiential, especially for core user behaviors such as replying in threads and reacting with emoji. These are not concepts users master by seeing a screenshot or answering a quiz; they need to perform the actions inside Slack. Setting aside live practice time allows participants to reply in a thread, react to a message, observe how threads keep the main channel clean, and understand how emoji reactions can replace low-value follow-up messages.

QUESTION 7

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.

QUESTION 8

You are a Slack consultant helping a client on Enterprise Grid set up Slack Connect channels that will be used to collaborate with an external partner. The client's Enterprise Grid houses four workspaces: Social, External, Marketing and Finance. Unless modified from the default in the client's Enterprise Grid, which workspaces can channel members request to work with individuals from the external partner?

- A. The External workspace only
- B. All the workspaces housed within the Enterprise Grid
- C. The first workspace created in the Enterprise Grid
- D. The latest workspace created in the Enterprise Grid

Answer: B

Explanation:

The correct answer is B. Unless the Enterprise Grid's Slack Connect settings have been restricted, users are not limited to only an "External" workspace for external collaboration. Slack Connect is an Enterprise Grid capability that can be governed centrally, and by default the collaboration capability can apply across the workspaces in the grid. The client may later decide to restrict external collaboration to selected workspaces, such as an External workspace, but that would be a deliberate policy decision, not the default assumption.

QUESTION 9

You are a Slack consultant working with an Enterprise Grid plan client. The client is new to using Slack and is seeking your expertise to understand the available roles and permissions in Slack. Which Enterprise Grid role would give your client the maximum flexibility to control non-admin member permissions?

- A. Compliance Admin
- B. Users Admin
- C. Roles Admin
- D. Channels Admin

Answer: C

Explanation:

The correct answer is C. Roles Admin. In Enterprise Grid governance, the role model determines who can administer users, channels, compliance, and role assignments. The question asks which role gives maximum flexibility to control non-admin member permissions. The Roles Admin is the best fit because this role is centered on role and permission management rather than a narrow operational function.

QUESTION 10

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.

QUESTION 11

What is the Slack best practice for managing client engagement and collaboration in projects?

- A. Encourage use of email because the client may be new to Slack.
- B. Create a Slack Connect channel that connects all team members for project collaboration.
- C. Only add project team members to the Slack Connect channel when they request to be added.
- D. Add clients to your Slack instance as guests to work together in one channel.

Answer: B

Explanation:

The correct answer is B. Slack Connect is the proper best-practice model for project collaboration with a client because it lets both organizations work together in a shared channel while each organization retains control of its own members, identity, data governance, and administration. This is cleaner than adding client users as guests to the consultant's Slack environment and more effective than defaulting to email.

QUESTION 12

You will be supporting the discussion around approval policies for apps and external collaboration for a client that has been using Slack for three years. You need to identify the right people on the client side to be involved. What is the best question to ask to better understand who should take part in the discussion?

- A. Who is responsible for Slack policies & settings decisions?
- B. Who leads your IT department?
- C. Who is responsible for communication and learning decisions?
- D. Who are your Slack superusers?

Answer: A

Explanation:

The correct answer is A. Approval policies for apps and external collaboration are governance and policy decisions, so the right stakeholders are the people responsible for Slack policies and settings. This may include Org Owners, Org Admins, security, compliance, legal, IT, or collaboration platform owners depending on the client's operating model.

QUESTION 13

You are preparing your client for a migration of two workspaces into a grid. In the pre-migration report, a single user is flagged under the "Duplicated and Illegal Usernames" section of the report. This user has the same username on both of the migrating workspaces, but different email addresses. What is the recommended way to resolve this issue?

- A. Deactivate one of the accounts to remove the conflict.
- B. Make this user a multi-channel guest.
- C. Change one of the usernames so they are not duplicated.

D. Update both user emails to match the email used for SSO.

Answer: C

Explanation:

The correct answer is C. The pre-migration report specifically flags the issue under Duplicated and Illegal Usernames, so the immediate defect to resolve is the duplicated username. Because the same username exists in both migrating workspaces but the email addresses are different, Slack cannot treat the records as the same clean identity without addressing the username conflict. Changing one of the usernames removes the duplicate username condition before the migration proceeds.

QUESTION 14

What considerations should you take into account as you tailor your learning plan for your client?

- A. Client's use of Slack, brand of video conferencing tool, and different time zones and/or languages
- B. Number of Admins and Users, client's use of Cloud storage and different time zones and/or languages
- C. Brand of video conferencing tool, client's use of Slack and number of Admins and Users
- D. Client's use of Slack, number of Admins and Users and different time zones and/or languages

Answer: D

Explanation:

The correct answer is D. A strong Slack learning plan must be tailored to the client's current Slack maturity, audience size, admin/user mix, geographic distribution, and language needs. The client's current use of Slack determines whether training should focus on basic navigation, behavior change, migration differences, advanced workflows, or admin operations. The number of Admins and Users affects scale, delivery method, scheduling, and whether enablement should include live training, videos, office hours, documentation, champions, or self-serve resources. Time zones and languages are critical for global rollout planning because a single live session may exclude entire regions or reduce training effectiveness.

QUESTION 15

During your Experience Discovery Session with a client, you learn that only the IT department is currently using Slack, but the client plans to launch Slack to the rest of the organization soon. How will this information affect your deliverables?

- A. The client will have varying levels of Slack usage maturity across the organization that you will need to cater towards.
- B. The marketing team will require its own Slack support process.
- C. Org-wide channels cannot be adopted across the company.
- D. The client will require two separate sessions for the Slack Governance discussion, one for existing users and another for brand new users.

Answer: A

Explanation:

The correct answer is A. The discovery finding tells you that Slack maturity is uneven across the organization. The IT department already uses Slack, so those users may understand channels, threads, reactions, search, notifications, apps, and basic etiquette. The rest of the organization, however, will be new to Slack and will require more foundational onboarding, communication guidance, and enablement. This affects deliverables because training, support resources, communications, channel strategy, and launch messaging must account for two populations: existing users and new users.

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