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Exam : Salesforce Slack Consultant

**Title : Salesforce Certified Slack
Consultant**

Version : DEMO

1.A legal firm using Slack needs to ensure that their communication aligns with the requirements of legal hold for potential litigation.

Which Slack feature is most appropriate for them to utilize?

- A. Periodic data exports for backups
- B. Custom retention settings for messages and files
- C. Compliance Exports for ongoing legal investigations
- D. Two-factor authentication for all users

Answer: C

Explanation:

Compliance Exports for ongoing legal investigations Compliance Exports are crucial for legal firms as they allow for the preservation of electronic communications, which is essential for meeting the requirements of legal hold during investigations.

Option A is incorrect because periodic data exports are for general backups and do not specifically cater to legal hold requirements.

Option B is incorrect as custom retention settings manage the lifespan of messages but are not tailored for legal investigations.

Option D is incorrect because while two-factor authentication enhances security, it doesn't address the specific needs of legal hold in potential litigation.

2.An Org Owner is using the Slack analytics dashboard to determine the optimal allocation of resources for different departments using Slack.

Which aspect of the analytics dashboard should they examine to make informed decisions?

- A. Most frequently used emojis
- B. Time spent in voice or video calls
- C. Channel creation and usage statistics
- D. Number of direct messages sent

Answer: C

Explanation:

Channel creation and usage statistics Examining channel creation and usage statistics is crucial for understanding how different departments are utilizing Slack, which can inform resource allocation decisions to improve department-specific communication and collaboration.

Option A is incorrect as the most frequently used emojis do not provide relevant data for resource allocation decisions.

Option B is incorrect because the time spent in voice or video calls, while indicative of communication methods, does not provide comprehensive usage data across departments.

Option D is incorrect as the number of direct messages sent does not offer insights into department-wide Slack usage and needs.

3.During a consultation with a client new to Slack, what question should you ask to align Slack's capabilities with their long-term goals?

- A. "What are your color preferences for the Slack interface to match your company branding?"
- B. "What are your organization's strategic objectives and how do you envision Slack supporting these objectives?"
- C. "How many channels do you think your organization will need in Slack?"

D. "Would you prefer using Slack on desktop or mobile?"

Answer: B

Explanation:

"What are your organization's strategic objectives and how do you envision Slack supporting these objectives?" Understanding the client's strategic objectives and how they envision Slack supporting these goals is crucial. This question helps align Slack's capabilities with their long-term plans, ensuring that the implementation supports broader organizational aims.

Option A is incorrect as color preferences for branding are minor details compared to strategic alignment.

Option C is incorrect because the number of channels is a tactical detail that should follow strategic alignment.

Option D is incorrect as the preference for desktop or mobile use does not directly relate to how Slack can support the organization's long-term objectives.

4. In designing a Slack grid for an organization, what is a best practice to ensure that the design aligns with the organization's communication needs and structure?

A. Tailoring the grid to reflect the organization's structure, with channels dedicated to different departments, projects, and company-wide communication

B. Implementing a single channel for all communications to simplify management and oversight

C. Creating a large number of channels upfront to cover potential future needs

D. Designing the grid based solely on the preferences of the top management team

Answer: A

Explanation:

Tailoring the grid to reflect the organization's structure, with channels dedicated to different departments, projects, and company-wide communication The best practice in grid design is to tailor the structure to mirror the organization's internal structure. This includes creating channels for various departments, specific projects, and broader company-wide communication, ensuring the grid supports efficient and organized communication.

Option B is incorrect because having a single channel for all types of communication can lead to disorganization and information overload.

Option C is incorrect as creating an excessive number of channels upfront may result in underutilized channels and confusion.

Option D is incorrect because the grid design should cater to the needs of the entire organization, not just top management preferences.

5. In an effort to improve productivity, a company using Slack seeks to optimize its channel strategy. What is a key practice they should implement for effective channel management?

A. Automatically add all employees to every channel

B. Use clear and descriptive naming conventions for channels

C. Allow all employees to create channels without restrictions

D. Focus primarily on private channels to keep discussions confidential

Answer: B

Explanation:

Use clear and descriptive naming conventions for channels Using clear and descriptive naming conventions for channels helps users easily understand the purpose of each channel, leading to better

organization and more efficient use of Slack for communication.

Option A is incorrect as adding all employees to every channel can lead to information overload and reduced engagement.

Option C is incorrect because unrestricted channel creation can result in a cluttered and unmanageable workspace.

Option D is incorrect as focusing primarily on private channels can limit open communication and knowledge sharing across the organization.