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Topic Break Down

Topic	No. of Questions
Topic 1, Discovery and Planning	16
Topic 2, Design	34
Topic 3, Implementation	29
Topic 4, Integration	1
Topic 5, Adoption and Change Management	30
Total	110

QUESTION NO: 1

When providing your client with an executive summary of their selected grid design, which three key pieces of information should you include?

- A. Workspace(s) and access level
- B. Channel recommendations
- C. Training recommendations
- D. User analytics and KPIs
- E. Grid design benefits and considerations
- F. Admin processes

ANSWER: A B E

Explanation:

An executive summary of a selected Enterprise Grid design should give decision-makers a concise view of the proposed collaboration structure, how people will access it, and the rationale for choosing it. **Workspace(s) and access level** is essential because the workspace model establishes the organizational boundaries for teams, departments, regions, or business functions, while the access model communicates how members can find and enter those workspaces. This lets stakeholders assess the balance between discoverability, security, and administrative control. Slack Enterprise Grid is designed to connect multiple workspaces under one organization while allowing each workspace to support its intended audience and workstream.

Channel recommendations belongs in the summary because channels are the primary location for ongoing work in Slack. Recommendations demonstrate how work will be organized within workspaces and, where appropriate, how shared channels can support collaboration across workspace boundaries. **Grid design benefits and considerations** completes the executive view by documenting the expected value of the recommended model along with important implementation, governance, or adoption considerations. Together, these items enable an informed approval of the architecture before detailed rollout and operational planning begin. See Slack's [Enterprise Grid overview](#) and its [guide to channels](#).

QUESTION NO: 2

During the discovery call with your client you learn that they do a lot of cross functional collaboration, are trying to eliminate as many communication barriers as possible, and work with many external partners.

Taking these factors into consideration, what basic grid design would you recommend for your client?

- A. Two workspaces — a general global workspace and an external workspace
- B. Two workspaces — a general global workspace and a social workspace
- C. One global workspace for all collaboration
- D. Three workspaces — a general global workspace, an external workspace and a social workspace

ANSWER: D

Explanation:

Three workspaces — a general global workspace, an external workspace and a social workspace is the appropriate foundational Enterprise Grid design for this organization. A general global workspace gives employees a shared, organization-wide place for cross-functional channels and discussions. This supports discoverability and reduces the communication silos that arise when teams are separated into narrowly scoped workspaces. An external workspace provides an intentional boundary for collaboration with partners, helping the organization structure outside engagement separately from its internal operating environment while still enabling productive shared-channel work. A social workspace creates a dedicated place for informal communities, employee-interest groups, and culture-building conversations. Keeping these interactions available but distinct helps the primary global workspace remain focused on broadly relevant work while

preserving connection across the company. Together, these three workspace purposes address the client's need for open internal collaboration, substantial external collaboration, and an inclusive communication model. Slack Enterprise Grid is designed to support multiple interconnected workspaces under centralized administration, allowing organizations to establish this type of purposeful workspace structure. See Slack's [Guide to Enterprise Grid](#) and its [Slack Connect overview](#) for related workspace and external-collaboration guidance.

QUESTION NO: 3

Your client is scheduling a Slack launch and they would like to set up user groups for all of their admins.

How should you advise they proceed?

- A. In Slack, open People & user groups, create a user group, and add all workspace admins.
- B. In Workspace Settings, select the Permissions tab for each workspace and add a user group with all admins and owners.
- C. In Org Settings, set up a policy and select create a user group for all owners.
- D. In Org Policies, select the Permissions tab and add a policy and create a user group for all admins.

ANSWER: A

Explanation:

In Slack, open People & user groups, create a user group, and add all workspace admins. A user group is the appropriate Slack feature for organizing a defined audience such as administrators. Once created, the group has a unique handle (for example, @admins) that can be mentioned in conversations and channels, allowing the launch team to communicate consistently with the people responsible for administration and support. Group membership can be managed as admin assignments change, so the group remains a practical launch-readiness and operational-communications tool rather than requiring people to manually identify every administrator each time.

Slack's documented user-group workflow is to create the group from the workspace's member-management area, give it a name and handle, and add the intended members. The workspace's permissions configuration may determine who is allowed to create or manage user groups, but it is not the user-group creation workflow itself. Before launch, the client should also confirm that the designated people have the necessary permission to manage user groups and establish an ownership process for keeping membership current. See Slack's guidance on [creating a user group](#) and [managing user groups](#).

QUESTION NO: 4

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:

Client's use of Slack, number of Admins and Users and different time zones and/or languages are the key considerations because an effective learning plan must match the organization's actual adoption context and the needs of the people who will use and administer Slack. Understanding the client's current use of Slack establishes the appropriate learning starting point: a newer organization may need foundational guidance on navigating Slack and organizing conversations, while an experienced organization may benefit more from advanced collaboration practices, workflow automation, governance, or administrative operations. The number of Admins and Users affects the scope and delivery model for enablement, including the need for administrator-specific sessions, end-user training, champions, reusable documentation, and scalable self-

service resources. Geographic distribution, time zones, and language requirements determine whether training must be delivered in multiple sessions, asynchronously, or in localized formats so that participation and comprehension are equitable across the organization. These factors help a consultant create a practical, inclusive rollout plan that supports sustained adoption rather than merely delivering a one-time training event. Salesforce's Slack guidance emphasizes supporting adoption through structured enablement and change-management activities tailored to the organization. See [Slack's guide for new users](#) and [Slack's workspace guidance](#).

QUESTION NO: 5

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 client will have varying levels of Slack usage maturity across the organization that you will need to cater towards. is correct because the discovery finding identifies two distinct audiences: IT employees who already have experience with Slack and employees elsewhere in the organization who will be new to it. Deliverables should therefore account for different levels of familiarity, confidence, and established working habits. For example, the rollout and enablement plan can give new users foundational guidance on Slack concepts, channel participation, notifications, and daily workflows, while supporting existing IT users in adapting to organization-wide standards and potentially acting as early champions.

This insight also informs the recommended adoption approach, communications, training materials, and change-management plan. A successful launch should not treat the organization as a single uniform user group; it should build on the IT department's existing experience while deliberately preparing new departments for adoption. Slack's guidance for new members emphasizes learning core workspace behaviors and finding the right conversations, which is especially relevant for employees joining during a broader rollout. See Slack's [getting started guide for new users](#) and its [guide for new members](#) for examples of the foundational enablement that a phased launch should address.

QUESTION NO: 6

Which set of use cases best describe the benefits of Workflow Builder that you could share with your clients?

- A. A warm welcome to new teammates; daily syncs and check-ins; a quick way to send info
- B. A warm welcome to new teammates; daily syncs and check-ins; auto-upload documents in a team channel
- C. Daily syncs and check-ins; a quick way to send info; create new Slack Connect channels
- D. A warm welcome to new teammates; auto-upload documents in a team channel; manage a conversation in huddles

ANSWER: A

Explanation:

A warm welcome to new teammates; daily syncs and check-ins; a quick way to send info accurately represents core, broadly applicable Workflow Builder benefits. Workflow Builder is Slack's no-code automation tool for turning repeatable channel processes into consistent workflows. A welcome workflow can automatically introduce new hires to a channel, share useful resources, and prompt initial onboarding actions. Scheduled workflows are well suited to recurring daily standups,

check-ins, and status collection because they can prompt people at a defined time and gather responses in one predictable place. Workflows can also use forms and workflow links to collect structured details or route information to the people and channels that need it, making routine information sharing faster and easier to track. These examples communicate a practical client value proposition: reduce manual follow-up, standardize recurring work, and keep the process in Slack where the team already collaborates. Slack documents Workflow Builder as a way to automate routine processes with configurable triggers and steps, including templates for common workflows. See Slack's [Guide to Workflow Builder](#) and its [workflow templates documentation](#).

QUESTION 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:

Policies & settings documentation and the **Roles and responsibilities matrix** are the appropriate deliverables to review when tailoring Admin Essentials training. Policies and settings documentation records the client's selected Slack governance configuration, including the administrative controls that determine what workspace owners and workspace admins can manage. This provides the configuration-specific context needed to teach admins how they should support users in that organization, rather than delivering only generic product guidance.

The roles and responsibilities matrix complements those settings by documenting how the client assigns operational ownership. It identifies which administrative role or team is expected to perform particular activities, such as user and channel administration, app governance, security-related processes, and escalation handling. Reviewing both deliverables lets the consultant align the curriculum with the permissions available in Slack and the client's intended accountability model. Slack's role descriptions distinguish the administrative capabilities of workspace owners and workspace admins, while organizational policies determine how those capabilities are governed in practice. See Slack's [Types of roles in Slack](#) and its [Guide to Slack admin tools](#).

QUESTION NO: 8

You are holding a discovery session with your client and they mention they have several big initiatives in the next month, so that it may be difficult for all employees to participate in pre-scheduled training activities.

Which two methods of delivery are best for your client's learning experience?

- A. Videos
- B. Customer story
- C. Live training
- D. Documentation
- E. Leadership Ask Me Anything (AMA) Session

ANSWER: A D

Explanation:

Videos and **Documentation** are the best delivery methods because they let employees learn on their own schedules while the organization is managing competing initiatives. Video-based learning is asynchronous: employees can access it when time permits, replay feature demonstrations, and pause or revisit individual topics as they begin using Slack in their day-to-day work. This supports consistent instruction without requiring every learner to be available at a particular time.

Documentation complements video by providing an always-available reference for key workflows, workspace conventions, channel guidance, and answers to common questions. Employees can search it at the point of need, rather than waiting for a training event or needing to remember everything from a single session. A concise, role-relevant resource hub also helps reinforce adoption after initial onboarding and enables new employees to get up to speed later.

Together, these formats create a scalable self-service learning experience that accommodates unpredictable calendars while still giving users practical guidance for successful Slack adoption. Salesforce's Slack adoption guidance emphasizes planning enablement around users' needs and supplying resources that support continued learning. See [Slack Adoption Strategy on Trailhead](#) and [Slack's using Slack resources](#).

QUESTION NO: 9

Your client plans to expand Slack Connect use across several departments. Before enabling broader external collaboration, the client wants a repeatable governance model that balances employee productivity with appropriate oversight.

Which two actions should you recommend?

Select two.

- A. Document an approval and escalation process for external collaboration requests.
- B. Identify the workspaces or channels intended for external collaboration.
- C. Allow all external collaboration requests without review.
- D. Ask employees to use personal Slack accounts for external work.
- E. Require all external collaboration to occur through email instead of Slack Connect.

ANSWER: A B

Explanation:

Documenting an approval and escalation process establishes how external collaboration requests are evaluated, who can make decisions, and how exceptions are handled. Identifying the workspaces or channels intended for external collaboration helps the client apply its design deliberately and communicate clear expectations to employees.

Allowing every external request without review removes the requested oversight. Using personal accounts bypasses organizational controls, while requiring all external work to occur through email does not use Slack Connect to support the client's collaboration goals.

QUESTION NO: 10

Your client is preparing a new Enterprise Grid workspace for launch. The client wants employees to understand where work belongs from the first day, while still allowing the workspace to evolve as new teams and projects emerge.

Which two channel strategy practices should you recommend before launch?

Select two.

- A. Require Workspace Admins to create and approve every future channel.
- B. Establish channel naming conventions and prefixes.

- C. Create all initial channels as private channels to prevent channel sprawl.
- D. Structure all channel names according to the company's reporting hierarchy.
- E. Create a small set of foundational channels for common organizational needs.

ANSWER: B E

Explanation:

Establish channel naming conventions and prefixes gives employees a predictable way to recognize a channel's purpose, such as whether it supports a team, project, help process, or announcement. Consistent names improve channel discovery and help members choose an appropriate location for new work.

Create a small set of foundational channels for common organizational needs provides clear starting points at launch, such as channels for company announcements, Slack support, or frequently used cross-functional processes. These channels should be based on validated business needs rather than an attempt to anticipate every future conversation.

Requiring admins to create every future channel would prevent the organic channel creation that reflects how work develops. Creating all channels as private reduces discoverability, and structuring every channel solely around the org chart can create unnecessary collaboration barriers.

QUESTION NO: 11

Your client has created a public channel for product-release updates. Employees need to ask follow-up questions, but the channel has become difficult to read because responses to each update are posted as separate channel messages.

What should you recommend?

- A. Move all follow-up questions to direct messages with the product team.
- B. Reply to each release update in a thread.
- C. Create a separate public channel for each product-release update.
- D. Ask employees to use emoji reactions instead of posting follow-up questions.

ANSWER: B

Explanation:

Reply to each release update in a thread is the best recommendation. Threads keep follow-up questions, answers, and related discussion connected to the original release update while allowing the main channel to remain a clear chronological record of announcements.

Moving every question to a direct message would reduce visibility for other employees who may have the same question. Creating a new channel for each update would fragment release information, and asking employees to use reactions alone would not provide the context needed to answer detailed questions.