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Exam : **Slack-Con-201**

Title : Salesforce Certified Slack Consultant

Version : DEMO

1.Your client notices that users are creating workspaces outside of the Enterprise Grid org.
What should you recommend your client do to prevent additional workspaces from being created?
A. Create an admin channel for new workspace requests.
B. Send end-user communication requiring people to only use existing grid workspaces.
C. Automatically deactivate users who try to create new workspaces outside of the grid.
D. Enable domain claiming.
Answer: D
Explanation:
The correct recommendation is to enable domain claiming. In an Enterprise Grid environment, domain claiming is the administrative control that links company-owned email domains to the Enterprise organization and prevents employees from creating unsanctioned Slack workspaces with those domains. This is a policy and governance control, not a communication-only problem.
Option A may help route future workspace requests, but it does not prevent independent workspace creation.
Option B is weak because user communication is advisory, not enforceable.
Option C is not the correct Slack control and would create unnecessary user-management risk. Domain claiming is specifically designed to make the Enterprise org's approved workspaces easier to find, allow eligible users to join the org, and prevent unmanaged workspace sprawl outside the organization. Slack's official documentation explicitly lists preventing unsanctioned workspace creation as a reason to claim domains for an Enterprise organization.
Reference topic: Policies and Settings — Enterprise Grid domain governance, workspace creation control, and domain claiming.

2.Your client is launching their Slack instance on Monday, March 1st and you have decided to offer three Slack User Essentials live training sessions to support their end users. The company is headquartered in San Francisco, and has additional offices in New York and in London.
How should you propose scheduling the three sessions to ensure you can deliver a tailored training experience in Slack?
A. Host one session for San Francisco users prior to March 1st and the other two sessions after March 1st.
B. Host weekly sessions on Mondays at 9am ET, starting on March 1st, ending on March 15th.
C. Host three sessions to accommodate various time zones throughout the week of March 1st.
D. Host three sessions at various times of the week prior to the March 1st launch.
Answer: C
Explanation:
The best answer is to host three sessions throughout the launch week to accommodate the company's geographic spread. A live enablement plan must match the employee population, launch timing, and working time zones. Since the customer has users in San Francisco, New York, and London, one fixed session time creates an avoidable accessibility problem.
Option C supports a tailored training experience because each regional audience can attend during reasonable working hours and ask questions relevant to their local usage patterns.
Option A creates an uneven experience by training only one group before launch and delaying the others.
Option B repeats the same session weekly but does not address regional time-zone needs.

Option D trains before users can experience the live Slack environment, which can reduce relevance and retention. The Slack Consultant exam outline includes Learning and Enablement as a core domain, and the official prep trailmix separates enablement as a dedicated consultant workshop area.
Reference topic: Learning and Enablement — launch training, global user readiness, live training design, and adoption planning.

3.According to best practices, how often should you recommend that your client conduct a Slack policies and settings review to ensure that those policies and settings are driving the intended results?
A. Quarterly
B. Monthly
C. Ad hoc
D. Annually
Answer: A
Explanation:
The best answer is Quarterly. Policies and settings should be reviewed on a predictable cadence because Slack governance is not a one-time configuration task. As user behavior, app usage, external collaboration, compliance requirements, and business structure change, the client must validate whether the current settings still support the intended operating model. Quarterly is frequent enough to identify drift before it becomes operational risk, but not so frequent that the review becomes administratively noisy. Monthly reviews are usually excessive unless the organization is in an active launch or remediation phase. Ad hoc reviews are reactive and create inconsistent governance. Annual reviews are too slow for a collaboration platform where workspace, channel, app, and Slack Connect usage can change rapidly. The Salesforce Slack Consultant domain structure treats Policies and Settings as a major exam area, reinforcing that governance controls must be designed, monitored, and adjusted throughout the lifecycle of the Slack program.
Reference topic: Policies and Settings — governance cadence, settings validation, risk control, and operating model alignment.

4.Your client insists on designing their grid based on the company’s org chart and creating workspaces for each department. Through discovery, you discover that the departments are very collaborative and employees frequently collaborate outside their teams and across departments.
Which grid design best practice is most appropriate for this client?
A. Provide an overarching, easy-to-follow structure to the grid.
B. Create the minimum number of workspaces to meet your users’ needs.
C. Create workspaces based on how information is naturally shared.
D. Create workspaces for each department.
Answer: C
Explanation:
The correct answer is to create workspaces based on how information is naturally shared. Enterprise Grid design should reflect real collaboration patterns, not simply mirror the company’s reporting structure. The discovery finding is decisive: departments frequently collaborate across boundaries, so a strict department-by-department workspace model would create unnecessary silos, increase channel fragmentation, and make cross-functional work harder.
Option A is generally good design language, but it is too broad and does not directly answer the

discovered business need.
Option B can be useful as a simplification principle, but “minimum number” alone is not enough; the structure must map to how work actually happens.
Option D is the trap answer because it follows the client’s stated assumption rather than the consultant’s discovery evidence. Slack’s Enterprise Grid model supports multiple workspaces and multi-workspace channels so organizations can structure collaboration around functional, regional, confidential, or cross-functional work patterns.
Reference topic: Grid Design — discovery-led workspace architecture, information flow, collaboration patterns, and workspace strategy.

5.What is the most effective way to project manage a team in Slack?
A. During the weekly check-in meetings on Zoom, remind teammates to share updates in Slack.
B. Run team sync in channels using automated reminders to save time and keep updates regular and transparent.
C. Send a check-in template to teammates to respond to on a weekly basis.
D. Connect the Jira app to your team channel and ask for weekly updates through the app integration.
Answer: B
Explanation:
The strongest answer is to run team syncs in channels using automated reminders. Slack’s project-management value comes from moving status communication into visible, searchable channels and reducing dependency on synchronous meetings. Automated reminders or scheduled messages help keep updates consistent without relying on a manager to manually chase people. This approach also improves transparency because team members can see updates in context, respond in threads, and preserve decision history in the channel.
Option A keeps the process dependent on Zoom and manual reminders, which underuses Slack.
Option C introduces a template but does not ensure visibility, automation, or channel-based collaboration.
Option D may be useful if Jira is part of the team’s delivery workflow, but the question asks for the most effective Slack-native project management approach, not a tool-specific integration. Slack’s official automation guidance supports scheduled channel messages for recurring reminders, daily standups, and project updates.
Reference topic: Channel Strategy — project channels, recurring updates, async team syncs, transparency, and workflow automation.