

Slack Certified Admin Exam

Slack Slack-Certified-Admin

Version Demo

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QUESTION NO: 1

You are a Workspace Owner and the product manager for a snowboard manufacturing company based in Vancouver, Canada.

As product manager for the company's RebelX line, you are responsible for all aspects of production, including managing your supplier relationships. You have a connected channel called #supplier-bindings with one of your suppliers based in Osaka, Japan, and you use this channel to plan shipments of bindings and manage all interactions with this supplier.

Unfortunately, one of the supplier's deliveries has not arrived, and if you don't receive it by next week, your inventory and sales will be negatively affected.

Because of the timezone difference, you need to notify all channel members about the delay so they are aware as soon as possible or tomorrow morning at the start of the business day.

What should you do?

- A. Send a message that includes an @channel and @here to #supplier-bindings.
- B. Send a message that includes an @channel and @everyone to #supplier-bindings.
- C. Send an @everyone in a message to your workspace-wide #general channel.
- D. Direct message your key contact who belongs to the connected channel, so they are directly informed.

ANSWER: A

Explanation:

Send a message that includes an @channel and @here to #supplier-bindings. The key notification in this message is @channel: it alerts every member of the supplier channel, including people who are not currently active in Slack. This is appropriate for a material shipment issue that could affect inventory and sales and requires prompt visibility across the shared working group. Members in Osaka who are outside their normal working hours will receive the notification and can review the message when they begin their business day, while active channel members can see it immediately. Including @here also calls attention to members who are currently active, reinforcing the urgency of the operational update. The message should clearly identify the missing delivery, its potential production impact, and the requested next action so the supplier and internal stakeholders can respond efficiently in the same shared conversation. Slack's channel-wide notification guidance explains that @channel notifies all channel members, whereas @here targets members currently active in Slack. Slack Connect channels are specifically intended to bring external partners into a shared channel for coordinated work. See [Slack's guidance on channel and workspace notifications](#) and the [Slack Connect guide](#).

QUESTION NO: 2

Large Inc is establishing channel-management practices to make channels easier to find and keep active conversations focused.

Which TWO practices should Workspace Admins recommend? (Choose two.)

- A. Use descriptive channel names and consistent naming conventions.
- B. Archive channels when their work is complete, after sharing a redirect if needed.
- C. Use private channels by default so members do not see unrelated channels.
- D. Delete inactive channels so that their messages do not appear in search results.
- E. Require every channel to use the same generic purpose statement.

ANSWER: A B

Explanation:

Using descriptive channel names and consistent naming conventions helps members understand a channel's purpose before joining it. Predictable prefixes and terms also make related channels easier to locate through search and channel browsing, reducing the likelihood that members create duplicate spaces for the same work.

Archiving channels after a project or initiative is complete is also a useful lifecycle practice. Archived channels are closed to new messages while their existing content remains available according to the workspace's retention settings. This keeps active channel lists focused while preserving useful project history as a reference.

See Slack's guidance on [creating and naming channels](#) and [archiving channels](#).

QUESTION NO: 3

A 5,000-employee company with multiple international offices is planning to launch Slack to its entire organization. Their goal is to increase collaboration and build a stronger company culture. The CIO is hesitant to allow members to upload custom emoji to Slack, but she doesn't want to burden her Workspace Admin team with requests for custom emoji uploads.

Which solution addresses the CIO's concerns?

- A.** Allow all members access to upload custom emoji, but communicate and document the appropriate emoji use and uploads.
- B.** Prior to launch, pre-load a set of custom emoji voted on by a council of leaders, and do not allow anyone to request custom emoji uploads.
- C.** Do not allow any custom emoji creation to minimize the risk of members uploading inappropriate imagery.
- D.** Restrict custom emoji uploads to Workspace Owners and Admins, and do not allow anyone to request custom emoji uploads.

ANSWER: A

Explanation:

Allow all members access to upload custom emoji, but communicate and document the appropriate emoji use and uploads is the best solution because it supports the organization's stated cultural and collaboration goals while avoiding an administrative approval queue. Custom emoji are a lightweight, highly visible way for distributed teams to express shared identity, celebrate local offices, recognize colleagues, and make communication more personable. Allowing members to contribute also prevents Workspace Admins from becoming a bottleneck for routine, low-risk requests.

The CIO's concern can be addressed through clear governance rather than restrictive technical controls: document expectations for professional, inclusive, and appropriate emoji; identify who can report questionable content; and apply the company's existing code of conduct to Slack. Slack's guidance notes that members can add custom emoji by default, while owners and admins can restrict that ability if their organization needs tighter control. In this scenario, a communicated policy preserves the benefits of broad participation and establishes behavioral boundaries without creating unnecessary operational overhead. See Slack's guidance on [adding custom emoji and aliases](#) and its [workspace setup guidance](#).

QUESTION NO: 4

What are the main benefits of Workflow Builder? (Choose all that apply.)

- A.** It supports integration with various third-party apps for easy data transfer between services.
- B.** Non-developers can easily automate business processes.
- C.** Templates are available to help users get started quickly.
- D.** Developers and engineers can easily automate efficiencies in their development.

ANSWER: A B C

Explanation:

Workflow Builder's core value is enabling people to standardize and automate repeatable work in Slack without requiring them to write code. "Non-developers can easily automate business processes" is therefore a central benefit: users can create workflows that begin with a link, a scheduled date and time, or an emoji reaction, then guide people through consistent steps such as submitting requests, collecting information, or sending notifications. Slack's Workflow Builder guide explicitly describes the tool as a way to automate routine processes and create workflows directly in Slack.

Workflow Builder can also connect workflows to external services through connector steps and apps. These integrations allow a workflow to send or retrieve information and take actions in supported third-party tools, making it useful for coordinating work across Slack and other services. Finally, Slack provides workflow templates that users can select and customize rather than building every workflow from scratch. Templates help teams adopt common processes quickly while preserving the flexibility to tailor forms, messages, and workflow steps to their needs. See Slack's [Guide to Workflow Builder](#) and its overview of [workflow automation features](#).

QUESTION NO: 5

Bella is a Workspace Admin at a company with 3,500 employees. She is receiving complaints from her colleagues that "Slack is too noisy". Her team is bothered by frequent use of @here and @channel in public channels. She has never evaluated or changed the default settings, so she wants to change how those notifications work in her workspace.

How can Bella change her workspace's messaging restrictions to minimize disruption?

- A. DM each user who uses the @here and @channel mentions and ask them not to do this in large channels.
- B. Set @here and @channel to be used only in private channels, where membership is more limited.
- C. Restrict @here and @channel usage to Owners and Admins only.
- D. Restrict public channel posting to just Owners and Admins.

ANSWER: C**Explanation:**

Restrict @here and @channel usage to Owners and Admins only. This is the appropriate workspace-level messaging restriction for reducing disruptive, channel-wide notifications while retaining the ability for authorized administrators to communicate urgent or important information broadly. In Slack, @channel notifies every member of a channel, while @here notifies members who are currently active; either mention can create substantial notification volume in large public channels. A Workspace Admin can manage this through the workspace's permissions settings and limit who is allowed to use these channel-wide mentions. Applying the restriction consistently at the workspace level addresses the reported issue without relying on individual users to remember informal etiquette or preventing normal participation and posting in public channels. It also gives the organization a clear governance control that is especially useful in a workspace with thousands of employees, where a single broad mention can affect a large audience. Slack documents channel-wide mention controls in its workspace permissions guidance: [Manage channel permissions and settings](#). Additional detail on the behavior of @channel and @here is available in Slack's guide to [notifying a channel or workspace](#).

QUESTION NO: 6

Anastasia is an Org Owner on the Enterprise plan. In the Sales Workspace, Anastasia has noticed a large drop in the percentage of views in public channels.

What should Anastasia do next?

- A. Ask the Sales team to react with :eyes: when they have read a message.
- B. Identify the most active members and ask them to post more in public channels.
- C. Provide additional learning and host a Slack day.
- D. Instruct Sales managers to use more @channel's and @here's in their announcements.

ANSWER: C

Explanation:

Provide additional learning and host a Slack day. A significant decline in public-channel views can indicate that people are not consistently using Slack's shared channels to find and follow work, or that they need help building effective habits around channel-based communication. As an Org Owner, Anastasia should use the analytics signal to guide adoption efforts rather than immediately attempting to increase message volume or require acknowledgment behavior. Targeted learning can show the Sales team how to organize conversations in channels, use notifications appropriately, follow relevant channels, and locate information with search. A Slack day gives the team a structured, practical opportunity to apply these behaviors in real workflows, share tips, and establish common collaboration practices. This approach addresses the underlying adoption and enablement need reflected in the view metric, helping restore meaningful engagement in public channels over time. Slack's analytics resources describe how members with appropriate roles can review workspace and channel activity to understand adoption patterns, while Slack's learning resources support education and change-management initiatives. See [View organization analytics](#) and [Learn how to use Slack](#).

QUESTION NO: 7

The Operations team maintains a user group named @on-call-operations for the current incident responders. The members of the on-call rotation change every week.

Which TWO benefits does this user group provide? (Choose two.)

- A. Members can mention @on-call-operations to notify the current responders.
- B. The on-call roster can be updated by changing the user group's membership.
- C. All user group members automatically become Workspace Admins.
- D. The user group automatically archives incident channels after an incident is resolved.
- E. Creating the user group automatically grants its members access to every private channel.

ANSWER: A B

Explanation:

Members can use @on-call-operations to notify the people currently assigned to the on-call rotation, rather than manually mentioning each responder. This makes urgent communication faster and reduces the chance that a responder is missed when the rotation changes.

User group membership can be updated centrally as responders rotate on and off call. Keeping the group current means teams can continue using the same mention in incident channels and escalation workflows without changing individual names in messages or documentation.

Slack user groups help teams organize and communicate with groups of people who share a role or responsibility. See [Create a user group](#).

QUESTION NO: 8

The IT team wants to use Workflow Builder to standardize common internal processes in Slack.

Which TWO tasks can the team automate with Workflow Builder? (Choose two.)

- A. Collect request details through a form and send the submission to a channel.
- B. Send a recurring message on a scheduled date and time.
- C. Automatically promote every workflow requester to Workspace Admin.
- D. Change the workspace's retention settings when a form is submitted.

E. Convert a private channel into a public channel after a scheduled delay.

ANSWER: A B

Explanation:

A workflow can collect information through a form and route the submission to a channel or designated people. This is useful for repeatable processes such as equipment requests, incident reports, or employee questions because it provides a consistent intake experience and keeps request details in a predictable location.

A workflow can also send scheduled messages. Teams can use scheduled workflows for recurring reminders, status-update prompts, or routine announcements without requiring someone to post the same message manually each time.

Workflow Builder is intended to help teams automate routine work in Slack without writing code. See Slack's [Guide to Workflow Builder](#).