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QUESTION NO: 1

You ' re an Org Admin who recently joined an organization with multiple workspaces, many of which were redundant.

You now need to create a process that will efficiently allow for new workspace requests and approvals.

What should you do?

A. Enable workspace creation requests via Org Settings.

B. Post the requirements in the #general channel so that your members can see them.

C. Inform users that if they want a new workspace they should reach out to you via direct message (DM).

D. Create a workflow in the #help-admins channel that requires users to provide justification for their request.

ANSWER: A

Explanation:

Enable workspace creation requests via Org Settings. In an Enterprise Grid organization, this built-in feature provides a centralized, governed process for members to request a workspace and for organization administrators to review and approve or deny those requests. It is especially appropriate when an organization has accumulated redundant workspaces because it establishes a consistent intake and approval checkpoint before a new workspace is created. Org Admins and Org Owners can configure workspace-creation permissions in organization settings, allowing requests to be routed to the people responsible for maintaining the organization's workspace structure and standards. This makes requests visible and manageable at the organization level, rather than relying on an informal process that may be difficult to track, apply consistently, or audit over time. The request mechanism also supports intentional workspace governance: administrators can evaluate whether an existing workspace meets the requester's need before approving another one. Slack documents how Enterprise Grid admins can manage workspace creation and enable requests in its Enterprise Grid administration guidance. See Manage workspace creation on Enterprise Grid and Manage your Enterprise Grid organization.

QUESTION NO: 2

You're a Support Agent on the admin team for your organization's Slack Enterprise Grid workspace.

You receive a service request from one of your employees to add 15 new members from a single external company to Slack in order to support a 12-month joint marketing partnership. The team requires multiple channels and members for external collaboration.

How should you respond to the service request?

(Select the best answer.)

A. Approve the employee's request, then invite the external users to your workspace as Multi-Channel Guests with a 12-month expiration date.

B. Advise the employee to initiate one or more Slack Connect channels to collaborate with the external organization. The external organization can set up a free Slack instance if they are not already using Slack.

C. Advise the employee to request the external users be added to your identity provider (IdP) so they can authenticate to your workspace with the same single sign-on (SSO).

D. Advise the employee to set up a separate Slack workspace that is jointly owned by both organizations.

ANSWER: B

Explanation:

Advise the employee to initiate one or more Slack Connect channels to collaborate with the external organization. The external organization can set up a free Slack instance if they are not already using Slack. Slack Connect is designed for sustained collaboration between separate organizations while allowing each company to retain control of its own members, authentication, data governance, and workspace administration. For a joint marketing partnership involving many people and

several channels, channel-based collaboration is more scalable and manageable than bringing external personnel into the Enterprise Grid organization as internally managed accounts. The employee or an authorized workspace/channel owner can initiate Slack Connect invitations for the channels needed by the partnership, and the external organization accepts the invitation from its own Slack organization. This creates a shared channel experience while preserving organizational boundaries and enabling each side to apply its own security and retention controls. Slack documents that Slack Connect supports collaboration with external organizations in channels and direct messages, and it can be used to work with partners, vendors, and clients. See Slack's Guide to Slack Connect and its guidance for using Slack Connect channels.

QUESTION NO: 3

You're a Workspace Admin working with a consulting firm on a six-month internal process-improvement project.

The consultants need access to three project channels in one workspace, but they should not have access to other workspace channels after the engagement ends.

Which two actions should you take?

(Choose 2 answers.)

A. Invite the consultants as Full Members of the workspace.

B. Invite the consultants as Multi-Channel Guests.

C. Set an account deactivation date that aligns with the end of the engagement.

D. Invite the consultants as Single-Channel Guests to the most active project channel.

E. Create a user group for the consultants so they can access all project channels.

ANSWER: B C

Explanation:

Invite the consultants as Multi-Channel Guests because they need access to more than one specific channel without receiving the broad access of full workspace members. Guest access can be limited to the channels required for the engagement.

Set an account deactivation date that aligns with the end of the engagement. An expiration date supports least-privilege access by ensuring the guest accounts are reviewed or deactivated when the consulting work is complete. A full member role would provide unnecessary workspace access, and a Single-Channel Guest role would not meet the requirement to participate in three project channels.

QUESTION NO: 4

You're an Org Admin for a Slack Enterprise Grid organization.

Your Security team requires the ability to control the encryption keys that protect the organization's Slack data and to revoke access to encrypted data if a key is disabled.

What should you recommend?

(Select the best answer.)

A. Use Enterprise Key Management (EKM).

B. Configure SAML single sign-on (SSO).

C. Configure SCIM provisioning.

D. Use the Audit Logs API.

ANSWER: A

Explanation:

Use Enterprise Key Management (EKM). EKM allows an Enterprise Grid organization to use and manage its own encryption keys for Slack data through an external key-management service. If access to a key is revoked or the key is disabled, Slack cannot decrypt the data protected by that key until access is restored.

SAML SSO controls how members authenticate, but it does not give the organization control of encryption keys. SCIM provisioning manages the member lifecycle, such as provisioning and deactivation. The Audit Logs API provides records of activity and administrative events, rather than encryption-key control.

QUESTION NO: 5

What are two benefits of creating user groups for your workspace?

(Select the TWO best answers.)

A. Notifies a group of members who often need to be notified at once. For example: @managers

B. Sets channel management permissions at the workspace level.

C. Sets permissions on who can view your workspace analytics.

D. Assigns default channels to users when they start working at the company.

E. Assigns default Slack app integrations to users when they start working at the company.

ANSWER: A D

Explanation:

User groups provide a practical way to organize people who share a role, function, or recurring communication need. “Notifies a group of members who often need to be notified at once. For example: @managers” is a core benefit because a user group has a unique handle that members can mention in Slack. Using that handle sends a notification to everyone in the group, avoiding the need to mention each person individually and making announcements or requests more efficient.

“Assigns default channels to users when they start working at the company” is also a benefit. Workspace owners and organization owners can associate user groups with channels. When people are added to the user group, Slack can add them to those designated channels automatically. This supports consistent onboarding by ensuring that new members of a department or role are included in the conversations and resources relevant to their work without requiring manual channel invitations for each person.

These capabilities make user groups useful both for scalable communication and for reliably connecting groups of employees to their standard collaboration spaces. See Slack’s documentation on creating and managing user groups and adding user groups to channels.

QUESTION NO: 6

Your company has just hired 10 new employees in the Los Angeles (LA) region. All 10 of these employees are currently working remotely as there is no physical office. You need to enable the LA employees, as well as other employees visiting LA, to discuss events, meetups, and volunteer opportunities.

What is the best way to facilitate this conversation?

(Select the best answer.)

A. Create a group direct message (DM) with the 10 employees in the LA region.

B. Create a Slack Connect channel with the 10 people aligned to the LA region.

C. Initiate direct messages (DMs) with each of the 10 employees aligned to the LA region.

D. Create a public channel (ex. #social-LA) and add the 10 people aligned to the LA region.

ANSWER: D

Explanation:

Create a public channel (ex. #social-LA) and add the 10 people aligned to the LA region. A public channel provides a durable, shared space for location-based community conversations, including local events, meetups, and volunteer opportunities. Because it is public within the workspace, employees who visit, relocate to, or simply have an interest in Los Angeles can discover the channel, review its history, and join the discussion without needing to be individually invited to a private conversation. This supports the stated need beyond the initial ten remote employees and helps build an inclusive regional community even without a physical office.

A descriptive, consistent name such as `#social-la` also makes the channel's purpose and audience immediately clear in Slack search and channel browsing. Slack channels are intended to organize work and conversations around a topic, team, or shared interest, while public channels make relevant information available to the wider organization. Administrators can use a channel topic and canvas or bookmarks to highlight recurring local resources, event calendars, and volunteering information. See Slack's guidance on creating channels and organizing conversations with channels.

QUESTION NO: 7

The Slack implementation team at Large Inc is confirming all of the settings on their new Enterprise Grid organization and wants to make sure that they have appropriately involved the Security team in any critical security decisions.

Which TWO of the following settings are most critical to discuss with their Security team? (Choose two.)

A. Whether to enable admin-approved apps

B. Who is allowed to add custom emoji

C. Who can create and archive channels

D. Who can invite new members

ANSWER: A D

Explanation:

Whether to enable admin-approved apps and who can invite new members are both fundamental security-governance decisions for an Enterprise Grid organization. App approval gives the organization a control point over which third-party and custom integrations can be installed. Because apps can request access to Slack data, act on behalf of users, or connect Slack to external services, the Security team should help define the review criteria, approved-app process, and acceptable risk level. Slack's app-management guidance describes how workspace owners and organization owners can control app installation and approvals: Manage app approval for your workspace.

Controls over who can invite new members directly affect the organization's identity boundary. An invitation can grant an additional person access to workspace conversations, files, channels, and other information available through their assigned role and workspaces. Security involvement ensures that invitation authority aligns with identity lifecycle processes, approved domains, onboarding controls, and least-privilege principles. Slack provides organization-level member management and invitation controls for Enterprise Grid administrators: Manage members in your organization. Together, these settings govern two major paths by which data exposure can expand: connecting external applications and adding people to the Slack environment.

QUESTION NO: 8

You're an Org Admin for an airline's Slack Enterprise Grid. The airline's customer support team uses a ticketing tool to monitor customer support tickets for booking inquiries and issues. The team also uses Slack to discuss these support tickets.

The customer support team wants to create a custom workflow that will post new and urgent tickets in the support team's channel.

Which TWO steps should you take to allow the customer support team to create the workflow?

A. Add members of the customer support team as App Managers under workspace App Management settings.

B. Enable a policy that allows any user role to utilize steps from installed apps when using Workflow Builder.

C. Enable channel email addresses to forward support emails to their dedicated channel.

D. Enable Workflow Builder and webhooks in Workflow Builder.

E. Add a Workflow creation policy to allow "Everyone, except Guests" to create workflows in your Enterprise Grid.

ANSWER: D E

Explanation:

Enable Workflow Builder and webhooks in Workflow Builder because a webhook-triggered workflow provides the connection point for the ticketing system to send information into Slack. The ticketing tool can send an HTTP request to the workflow's unique webhook URL when a new ticket meets the required urgency criteria. After the workflow is triggered, its built-in Slack steps can format and post the ticket details to the customer support channel. Slack administrators control whether webhook triggers are permitted in Workflow Builder, so this setting must be enabled before the team can build this integration.

Add a Workflow creation policy to allow "Everyone, except Guests" to create workflows in your Enterprise Grid because the customer support team needs authorization to create and manage the workflow. On Enterprise Grid, organization owners and admins can set a workflow-creation access policy that determines which member groups may create workflows. Allowing all non-guest members includes the internal support-team members while maintaining the appropriate exclusion for guests. Together, workflow-creation access and webhook-trigger availability allow the team to build a workflow that receives urgent ticket events and posts them into Slack. See Slack's workflow settings and permissions documentation and its webhook-triggered workflow guide.

QUESTION NO: 9

You're a Workspace Owner who has received feedback that employees are missing important information because urgent mentions are being used too frequently.

You want to reduce notification fatigue without preventing teams from using Slack for time-sensitive operational issues.

Which two actions should you take?

(Choose 2 answers.)

A. Publish guidance defining appropriate use of @channel and @here mentions.

B. Provide learning on channel and notification settings.

C. Restrict channel creation to Workspace Owners only.

D. Require teams to use @channel in every operational update.

E. Move all time-sensitive discussions to direct messages.

ANSWER: A B

Explanation:

Establishing guidance for when to use @channel and @here helps employees distinguish messages that require broad, immediate awareness from routine updates. These mentions should be reserved for genuinely relevant and time-sensitive communications because they can generate notifications for many people.

Providing learning on channel and notification settings helps members control how they receive information while remaining aware of important work. Employees can make informed choices about channel notifications, keywords, and their own availability when they understand Slack's notification controls.

Restricting all channel creation does not address inappropriate use of mentions and can make collaboration more difficult. Requiring every message to use @channel would worsen notification fatigue. Moving all urgent work into direct messages would reduce transparency and make operational context harder to find.

QUESTION NO: 10

You lead a team responsible for launching Slack Enterprise Grid to all employees. Your leadership team firmly believes that Slack is currently too noisy and that a workspace dedicated to each major business unit will reduce noise. You want to be thoughtful about the workspace design and create an Enterprise Grid design that will best facilitate collaboration across your company.

What are two actions you should take?

(Select the TWO best answers.)

A. Create a business case for focusing on a thoughtful Enterprise Grid design, and present it to the leadership team.

B. Create success criteria and key design principles for Enterprise Grid, and work with your Slack account team to determine the pros and cons of each Enterprise Grid design model.

C. Create an implementation and project plan with an Enterprise Grid design focused on a multi-workspace business unit model.

D. Create and launch an employee survey to better understand how knowledge is shared across the organization and how teams are using Slack today.

E. Create an implementation and project plan with an Enterprise Grid design that includes one large workspace in order to avoid forming silos.

ANSWER: A B

Explanation:

Creating a business case for focusing on a thoughtful Enterprise Grid design, and presenting it to the leadership team, is appropriate because workspace architecture is a strategic organizational decision rather than simply a technical implementation choice. A business case helps align leadership on the collaboration outcomes the Grid design must support, including reducing unnecessary channel activity while preserving discoverability and cross-functional communication. It also establishes sponsorship for a design that may differ from an assumed business-unit-only workspace structure.

Creating success criteria and key design principles for Enterprise Grid, and working with the Slack account team to determine the pros and cons of each Enterprise Grid design model, provides the structured evaluation needed before selecting an architecture. Design principles can define when a new workspace is justified, how shared channels will support work across organizational boundaries, and how the organization will balance autonomy with consistent governance. Measurable success criteria let the team assess whether the selected model improves collaboration and signal-to-noise as intended. Slack describes Enterprise Grid as a way to connect multiple workspaces while enabling organization-wide administration and collaboration, making an intentional evaluation of workspace models essential. See Slack's Guide to Enterprise Grid and its Enterprise Grid overview.

QUESTION NO: 11

You're an Org Admin investigating reports of unexpected administrative changes in your Enterprise Grid organization.

Your security team wants to use Slack's Audit Logs API as part of its monitoring process.

Which two outcomes can the security team achieve with the Audit Logs API?

(Select the TWO best answers.)

A. Send Slack audit events to a SIEM for centralized monitoring and alerting.

B. Review recorded administrative and member activity during an investigation.

C. Read the full content of every direct message in the organization.

D. Automatically deactivate members when an unusual event occurs.

E. Change retention settings for channels that generate security alerts.

ANSWER: A B

Explanation:

The Audit Logs API can provide audit events to a security information and event management (SIEM) or other monitoring system. This allows the security team to centralize Slack administrative and member activity with events from other systems for alerting and investigation.

The API can also help investigators review recorded actions, such as changes to administrative roles, member account activity, and channel-management events. These audit events provide accountability and context when examining a suspected configuration or access issue.

The Audit Logs API is not a tool for reading message content, changing retention settings, or automatically removing a member's access.

QUESTION NO: 12

You ' re a Workspace Owner, responsible for setting up your company ' s Slack Busi ness+ workspace for the first time.

You want admins to have visibility into request approvals (for invites, apps, Slack Connect, etc.).

What is the best way to set up an approval process within Slack that will require the least effort?

A. Use Workflow Builder to create multiple workflows that allow users to request the necessary approvals from a #help-slack channel.

B. Do nothing, as Slack ' s default settings automatically route approval requests to Workspace Admins through a Slackbot direct message (DM).

C. Post and pin a message with a request template in the #general channel that asks users to submit their requests in the #general channel.

D. Set up a #admins-approval channel, and change the settings for each request type to route approvals to the channel where Workspace Admins can approve.

ANSWER: B

Explanation:

Do nothing, as Slack ' s default settings automatically route approval requests to Workspace Admins through a Slackbot direct message (DM). This is the lowest-effort approach because Slack's built-in administrative approval mechanism already notifies the appropriate workspace decision-makers when a request requiring review is made. Workspace Owners and Workspace Admins can receive and act on these approval requests directly in Slack, providing immediate visibility without first designing custom intake forms, workflows, channels, or manual notification procedures.

This default behavior is especially useful during an initial Business+ workspace setup: it establishes a functional governance baseline while allowing the organization to begin managing app requests and Slack Connect-related approvals right away. Administrators can subsequently adjust request and approval settings if the organization develops a need for a more specialized routing model, but that is not necessary merely to ensure administrative visibility. Slack documents that workspace administrators can manage app-approval settings and approve requests through its administrative controls, and Slack Connect invitations are subject to administrator approval based on workspace settings. See Slack's Manage app approval for your workspace guidance and its Approve Slack Connect invitations documentation.

QUESTION NO: 13

You’re a Workspace Owner at a company that collaborates regularly with a customer whose organization also uses Slack.

A customer account manager needs a secure, ongoing one-to-one conversation with an internal account executive. No other people need access, and there is no need for a shared project channel.

What is the best option?

(Select the best answer.)

A. Create a Slack Connect direct message between the two account managers.

B. Create a Slack Connect channel and invite both account managers.

C. Add the customer account manager as a Single-Channel Guest.

D. Start a standard direct message with the customer account manager.

ANSWER: A

Explanation:

Create a Slack Connect direct message between the customer account manager and the internal account executive. Slack Connect direct messages support secure one-to-one collaboration between people from different organizations that use Slack, without requiring either person to become a member or guest in the other organization’s workspace.

A Slack Connect channel would be appropriate if multiple people from either organization needed a shared collaboration space. Adding the customer as a guest would create an internal workspace account that is unnecessary for a one-to-one external relationship. A standard direct message cannot include someone who is not a member of the workspace unless Slack Connect is used.

QUESTION NO: 14

You ' re a Slack Org Owner at Acme Inc. Several employees report that public channels are difficult to search and find. This results in channel sprawl or duplicative channels being created by employees. The Slack experience is now noisy and confusing. You need a solution to address this while still enabling members to create channels quickly.

What should you do?

(Select the best answer.)

A. Pin your organization ' s Slack Etiquette Guide to the org-wide Slack tips and tricks channel.

B. Post a list of global org-wide public channels in your Slack announcement channels to create awareness amongst employees.

C. Create a process to request public channel creation through Slack admins.

D. Create and communicate a channel naming and creation policy that includes channel structure and naming convention for your organization.

ANSWER: D

Explanation:

Create and communicate a channel naming and creation policy that includes channel structure and naming convention for your organization. This approach directly improves channel discoverability while preserving the ability for members to create channels without an administrative bottleneck. A consistent structure gives employees predictable terms to search for and makes a channel’s purpose, audience, project, department, or location clearer before someone creates a new one. For example, standardized prefixes and descriptive names help employees recognize existing channels that meet their needs, reducing accidental duplicates and the noise caused by fragmented conversations.

The policy should document the organization’s naming format, expectations for checking for an existing channel before creating one, guidance on when to use public versus private channels, and ownership expectations for channel

maintenance. It must also be communicated where employees can easily find and follow it, so the guidance becomes a scalable self-service practice rather than an ad hoc administrative process. Slack specifically recommends channel naming conventions and channel guidelines to help people understand a channel's purpose and find relevant work efficiently. See Slack's guidance for creating channel guidelines and its overview of creating and organizing channels.

QUESTION NO: 15

Your company uses a popular online tool to help monitor inventory in the warehouse. You need to get reports from the tool into Slack by the end of the week.

As a Slack admin, what is the first thing you should do? (Select the best answer.)

A. Set up an automatic email forwarding process outside of Slack to send the reports into Slack.

B. Gather a team to begin developing a custom Slack app.

C. Create a workflow using an incoming webhook once the report is generated.

D. Search the Slack App Directory for an existing Slack app that supports the online tool.

ANSWER: D

Explanation:

Search the Slack App Directory for an existing Slack app that supports the online tool. When an organization needs to connect a third-party service to Slack on a short timeline, checking for an existing integration is the appropriate first step. The Slack App Directory provides a central catalog of available apps, including integrations built by Slack, the service provider, and third-party developers. An established app can often deliver notifications, reports, or automated updates with substantially less implementation effort than a custom-built solution. It also gives the administrator an opportunity to review the app's listed capabilities, installation requirements, supported Slack features, and privacy and security information before enabling it for the workspace or organization. Slack administrators can manage whether apps are allowed, restricted, or require approval, so locating the app is the necessary starting point before assessing and deploying it under the company's app-governance process. This approach supports a fast, maintainable integration path while still allowing the admin to validate that the app meets organizational needs. Slack's documentation describes the App Directory as the place to discover and install apps, while its administration guidance covers controls for reviewing and managing app access. See Slack App Directory and Manage apps for your workspace.

QUESTION NO: 16

As a Workspace Admin, you've been tasked with launching Slack at your company.

You need to provide resources for beginners to learn more about Slack on their own.

What are the two best ways you can help your coworkers access relevant Slack learning materials?

(Choose 2 answers.)

A. Ask members to review the 'Slack tutorials' section of the Help Center.

B. Guide members to the Slack resources library on slack.com.

C. Ask members to complete the Slack Certified Admin program.

D. Invite members to watch the on-demand "How to launch Slack at your organization" webinar.

E. Use the /feedback command or email feedback@slack.com to submit a support request to Slack.

ANSWER: A B

Explanation:

Ask members to review the 'Slack tutorials' section of the Help Center and guide members to the Slack resources library on slack.com because both are self-service learning destinations designed to help people build foundational Slack knowledge at their own pace. Slack's Help Center provides getting-started guidance and tutorials that introduce core activities such as navigating a workspace, communicating in channels and direct messages, and managing notifications. This makes it a practical resource for new members who need immediate, task-oriented assistance while beginning to use Slack.

The Slack resources library complements Help Center tutorials by collecting broader learning content, including guides, articles, webinars, and workplace-use resources. A Workspace Admin can share these destinations in a welcome message, a dedicated onboarding canvas, or a channel for new hires so that beginners have an ongoing place to find material without needing individual training for every question. Providing accessible, on-demand resources supports adoption at scale and lets users select material relevant to their role and experience level. See Slack's Help Center and the Slack Resources Library.

QUESTION NO: 17

You're a Workspace Admin on the Slack Business+ plan. Your company, Hurricane Inc., recently acquired another company, Tidepool Ltd., that uses the Slack Pro plan. You need to consolidate Tidepool's Slack workspace into Hurricane's workspace.

What is the best option for moving Tidepool's channels?

(Select the best answer.)

A. Create new channels in Hurricane's workspace to mirror the channels in Tidepool's workspace.

B. Use the Move Channels page in the admin dashboard to move channels to Hurricane's workspace.

C. Export all public channels from Tidepool's Pro workspace, then import them into Hurricane's Business workspace.

D. Copy all of Tidepool's channels into Hurricane's workspace using Copy Channels on the Channel Management page.

ANSWER: C

Explanation:

Export all public channels from Tidepool's Pro workspace, then import them into Hurricane's Business workspace. Slack's import and export tools are designed for this type of workspace consolidation: an administrator exports the source workspace's eligible data, then imports that export into the destination paid workspace. This approach preserves the exported public-channel conversation history and recreates the channel structure in the destination, providing a far more complete migration than simply creating replacement channels.

For a Pro workspace, Slack's standard export includes public-channel messages and related data that can be used in a workspace import. The destination must be on an eligible paid plan, and a Workspace Owner or other appropriately authorized administrator should review the import process, map users as needed, and choose the relevant import settings. Because Hurricane is on Business+, it can use Slack's workspace import capabilities to bring the exported public-channel data into its existing workspace.

Slack documents the supported export and import workflow, including the data available in standard exports and the steps for importing data into a Slack workspace, in its Guide to Slack import and export tools and Import data into Slack.

QUESTION NO: 18

Lydia, an Org Admin on Enterprise Grid, wants to appoint members from her company ' s corporate events team to invite external guests to Slack. However, these corporate events team members are regular Slack members, not Workspace Admins.

Where should Lydia go to allow these individuals to start inviting guests on Slack?

A. Workspace Transfer Ownership page

B. Organization Policies

C. Workspace Invitations page

D. Workspace Settings

ANSWER: B

Explanation:

Organization Policies is the correct location because Enterprise Grid organization-level administration lets Org Admins manage guest access and delegate guest-invitation authority to selected members. This allows an organization to support operational teams, such as a corporate events team, that need to bring external collaborators into Slack without granting those individuals broad Workspace Admin privileges. The policy is applied at the organization level, which is appropriate when the organization wants a consistent, centrally controlled approach to external guest invitations across its Grid workspaces. Lydia can use the organization's people and guest-access controls to designate eligible members as guest inviters, while retaining administrative governance over who is permitted to invite outside users and under what conditions. Slack documents that Enterprise Grid organizations can control guest access centrally and assign members permission to invite guests. See Slack's guidance on managing guest accounts in an organization and its overview of Enterprise Grid administration.

QUESTION NO: 19

As an Org Admin at a healthcare company, you've been tasked with simplifying the experience for getting an upcoming communications project Slack-ready. A team of your organization's employees will work with a dozen rotating consultants at a communications agency to manage several communications campaigns over the next 6 to 8 months.

You'll manage this external collaboration using guests or Slack Connect.

What is the best method for managing this collaboration?

A. Use Slack Connect to allow each organization to manage privacy settings, oversee channel naming, and add their own team members as project needs shift.

B. Provide the communications agency with guest accounts so that they can invite additional external users to the channels as needed.

C. Use Slack Connect in order to automatically sunset the external access to the shared Slack channels after the 8 months is completed.

D. Provide the communications agency with guest accounts so that you can block file uploads/downloads for this work.

ANSWER: A

Explanation:

Use Slack Connect to allow each organization to manage privacy settings, oversee channel naming, and add their own team members as project needs shift. This arrangement is well suited to a multi-month agency engagement with rotating consultants because the healthcare company and communications agency remain separate Slack organizations while collaborating in shared channels. Each organization retains responsibility for administering its own members, so the agency can add or remove its consultants as assignments change without requiring the healthcare company's administrators to create, maintain, and deprovision individual accounts for every consultant. Similarly, the healthcare company can manage its own employees independently.

Slack Connect is designed for secure collaboration between organizations and lets each organization apply its own workspace and organization-level controls to its users. Shared channels provide a durable project space for campaign conversations, files, and workflow while avoiding the operational overhead of externally hosted guest accounts. This model supports clear organizational ownership throughout the engagement and makes it easier to adapt membership as campaign staffing evolves. Slack's documentation describes Slack Connect as a way to work with external organizations in shared channels while each organization manages its own people and Slack environment. See Use Slack Connect to work with other companies in channels and Slack Connect member management.

QUESTION NO: 20

You ' re the Slack Workspace Admin at a mid-sized company. You ' re working on an onboarding strategy that encourages members to self-start and learn about Slack at their own pace.

Which strategy should you choose?

(Select the best answer.)

A. Use Workflow Builder to create an onboarding workflow with webinars and Help Center articles.

B. Host a hackathon that allows new employees to learn about building Slack apps.

C. Use a custom bot to pair employees up, and have onboarding buddies help train new hires on Slack.

D. Host a Slack 101 training for new hires to onboard them.

ANSWER: A

Explanation:

Use Workflow Builder to create an onboarding workflow with webinars and Help Center articles. This approach directly supports self-directed, asynchronous learning because new members can receive structured guidance in Slack and access it when it is most useful to them. A workflow can be triggered when someone joins the workspace or a channel, then send a sequence of welcome messages that introduces key channels, explains expected ways of working, and provides links to curated learning materials such as recorded webinars, internal guides, and relevant Slack Help Center content. This creates a consistent onboarding experience without requiring every new hire to attend a session at a particular time.

Workflow Builder is designed to automate routine processes using steps such as sending messages and collecting information. For onboarding, an administrator can use these automated messages to progressively deliver resources and prompts, helping employees explore Slack independently while still receiving the same foundational guidance. The workflow can also be updated as internal practices or learning resources change, making it a scalable choice for a growing workspace. See Slack's Guide to Workflow Builder and its guide to onboarding new members.

QUESTION NO: 21

Your organization is on the Slack Enterprise Grid plan.

What are three benefits of syncing identity provider (IdP) groups?

(Select the THREE best answers.)

A. Automatically adds or removes members of an IdP group to workspaces within your org.

B. Makes membership for certain channels required to ensure that all members of an IdP group remain members of a channel.

C. Makes membership for certain workspaces required to ensure that all members of an IdP group remain members of a workspace.

D. Automatically assigns system roles.

E. Automatically assigns approved apps to certain groups within your org.

F. Automatically assigns admin roles.

ANSWER: A B C

Explanation:

Syncing identity provider groups on Enterprise Grid lets Slack use the identity provider as the authoritative source for group membership and apply that membership consistently in Slack. "Automatically adds or removes members of an IdP group to workspaces within your org." is a core benefit because changes in the source group can be reflected in workspace access without requiring an administrator to update each member manually. This supports efficient provisioning when someone joins a team and deprovisioning when they leave it.

“Makes membership for certain channels required to ensure that all members of an IdP group remain members of a channel.” is also a benefit. Required channel membership ensures members of a designated IdP group retain access to important team, operational, or announcement channels as their Slack access is managed.

Likewise, “Makes membership for certain workspaces required to ensure that all members of an IdP group remain members of a workspace.” enables centralized, durable access management for the workspaces that a business group must use. These capabilities reduce manual administration and help keep workspace and channel access aligned with the organization’s identity lifecycle. See Slack’s Manage IDP groups for Enterprise Grid guidance and its workspace membership with IDP groups documentation.

QUESTION NO: 22

You're a Workspace Owner and App Manager for your company's Slack Enterprise Grid instance.

The Human Resources (HR) team wants to pilot a Wellness app for employees.

As an App Manager, what are the two key considerations you should understand before installing the app in Slack?

(Select the TWO best answers.)

A. Is this app available in the Slack App Directory?

B. Does the app meet data security policies for your organization?

C. What are the external services or APIs the app is connecting to?

D. Does the app connect with your HR system?

ANSWER: B C

Explanation:

“Does the app meet data security policies for your organization?” is a fundamental pre-installation consideration because installing a Slack app can authorize a third party to access workspace information or act in Slack. An App Manager should ensure that the vendor and the app’s intended use satisfy the organization’s security, privacy, legal, and data-governance requirements before granting that access. This is especially important for an HR-related wellness pilot, where employee information may be sensitive.

“What are the external services or APIs the app is connecting to?” is equally essential because an app’s Slack permissions are only part of its data-flow and security profile. Understanding the external systems involved helps the administrator determine where data may be sent, processed, or stored, and whether those integrations comply with organizational requirements. Slack’s app-review process presents the permissions an app requests and lets administrators review relevant details before approval or installation. Slack also provides controls for managing app approvals and installations, enabling App Managers to apply their organization’s review process consistently. See Slack’s app approval management guide and Slack’s guide to apps.

QUESTION NO: 23

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 for download.

D. Developers and engineers can easily automate efficiencies in their development.

ANSWER: A B

Explanation:

Workflow Builder enables Slack users to standardize and automate repeatable work directly in Slack without needing to write code. “Non-developers can easily automate business processes” is a core benefit because workflow creators can configure triggers and steps through Slack’s visual workflow-building experience. This makes common processes—such as collecting requests, onboarding teammates, routing approvals, sending reminders, and gathering status updates—more consistent and less dependent on manual follow-up.

“It supports integration with various third-party apps for easy data transfer between services” is also a key benefit. Workflows can include connector steps that interact with external services, allowing information entered or generated in Slack to be used in connected business tools. These integrations help teams keep work moving across their existing application ecosystem while using Slack as the collaboration interface. Slack also provides workflow templates as starting points that users can select and customize in Slack; the benefit is using and adapting prebuilt workflow patterns rather than downloading templates as files. See Slack’s Build a workflow in Slack guide and its Guide to Workflow Builder.

QUESTION NO: 24

A Customer Support team wants to automate urgent-ticket notifications in Slack.

The ticketing platform can send an HTTP request when a ticket meets the team’s urgency criteria. The workflow should post the ticket details to the appropriate support channel without requiring an employee to start it manually.

Which two workflow start methods could support this requirement?

(Choose 2 answers.)

A. A webhook request from the ticketing platform

B. A workflow link selected in Slack

C. A channel being archived

D. A member updating a profile field

E. A new workspace being created

ANSWER: A B

Explanation:

A webhook can start a workflow when an external system sends a request to the workflow’s unique webhook URL. This allows the ticketing platform to initiate the workflow when it identifies an urgent ticket.

A workflow link can also start a workflow, but it requires someone to select the link in Slack. It is a supported workflow start method and can be useful as a manual fallback for support staff who need to submit an urgent-ticket notification directly from Slack.

Archiving a channel, updating a profile field, and creating a workspace are not native Workflow Builder triggers for this use case. The webhook is the appropriate automated mechanism because it receives events from the external ticketing platform.