

Salesforce Slack-Dev-201

Salesforce Certified Slack Developer



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Question: 1

A Slack app is being developed for an HR team to collect employee feedback on workplace satisfaction. The feedback needs to be detailed and structured.

Which interactive component would be most suitable for this purpose?

- A. Utilize a bot to ask questions and collect feedback via direct messages
- B. Use an interactive message with buttons for employees to select their satisfaction level
- C. Create a dedicated channel where employees can post their feedback
- D. Implement a modal with a form that includes various fields for detailed feedback

Answer: D

Explanation:

Implement a modal with a form that includes various fields for detailed feedback A modal with a form is ideal for collecting structured and detailed feedback. It allows HR to design specific questions and fields that employees can fill out, providing comprehensive and organized feedback.

Why not the other options:

- Direct messages may not be as structured and could lack the formality and space needed for detailed feedback.
- A dedicated channel can lead to disorganized feedback and lack of privacy for employees.
- Interactive messages with buttons are more suited for quick, simple responses rather than detailed feedback.

Question: 2

Your team is designing a Slack app for company-wide announcements that need to reach all employees efficiently while minimizing disruption.

What design would be most effective for this purpose?

- A. Develop a bot to send individual direct messages to each employee for every announcement
- B. Post announcements in a general company-wide channel where all employees are members
- C. Create a modal that pops up for every user when there is a new announcement
- D. Use an external email service to send announcements, with summaries posted in Slack

Answer: B

Explanation:

Post announcements in a general company-wide channel where all employees are members Using a general company-wide channel for announcements leverages Slack's architecture effectively by providing a centralized place for communication that is easily accessible to all employees without being overly disruptive.

Why not the other options:

- Sending individual direct messages can be intrusive and is not an efficient use of Slack's messaging capabilities.
- Modals are intended for focused interactions and are not suitable for passive content like announcements.
- It relies on an external tool and does not fully utilize Slack's internal communication strengths.

Question: 3

A company wants to develop a Slack app to assist employees with IT support queries. Which Slack surface should be primarily used to facilitate quick and efficient interaction for submitting and tracking these queries?

- A. Implement an App Home for submitting and tracking support queries
- B. Use direct messages to a support bot for each query
- C. Post queries in a dedicated IT support channel
- D. Use Slack's email integration for submitting queries

Answer: A

Explanation:

Implement an App Home for submitting and tracking support queries The App Home provides a dedicated, personalized space for users, making it ideal for submitting IT support queries and tracking their status. This centralized approach enhances user experience by keeping all related interactions in one place.

Why not the other options:

- While direct messages to a bot are useful for initial queries, they lack a centralized view for tracking.
- A dedicated channel could become cluttered and lacks personalization for individual query tracking.
- Using email integration deviates from leveraging Slack's inbuilt features for efficient query handling.

Question: 4

A marketing team uses Slack for collaboration and wants to automate the process of sharing social media analytics within their workspace.

How can this be best achieved?

- A. Manually post social media analytics in a dedicated Slack channel
- B. Use email notifications to share social media analytics with team members
- C. Develop a custom Slack app that automatically posts these analytics
- D. Encourage team members to check the analytics platform individually

Answer: C

Explanation:

Develop a custom Slack app that automatically posts these analytics Developing a custom Slack app that automatically retrieves and posts social media analytics in a Slack channel is the most efficient way to automate this process. It ensures timely and consistent updates without manual intervention.

Why not the other options:

- Manual posting is time-consuming and prone to inconsistencies.
- Email notifications are outside the Slack workspace and do not automate the process within Slack.
- It requires individual effort and does not leverage the collaborative environment of Slack.

Question: 5

When developing a Slack app that sends sensitive data to a server, what is a crucial step to ensure secure communication?

- A. Sending data using plain HTTP to ensure compatibility with all servers
- B. Encrypting the data at the application level before sending it to the server
- C. Using a public server with high traffic for increased anonymity
- D. Frequently changing the server's IP address to avoid detection

Answer: B

Explanation:

Encrypting the data at the application level before sending it to the server Encrypting sensitive data at the application level before transmission is crucial for maintaining security. This ensures that the data remains secure and unreadable in the event of interception during transit.

Why not the other options:

- Using plain HTTP is not secure for transmitting sensitive data, as it can be easily intercepted.
- Using a public server with high traffic does not guarantee security and can expose the data to additional vulnerabilities.
- Frequently changing the server's IP address does not inherently secure the data being transmitted and can complicate legitimate access.

Question: 6

What is an important expectation to meet when submitting an app to the Slack Directory?

- A. The app must offer unique functionalities not found in any existing apps in the Slack Directory
- B. Providing a subscription-based monetization model within the app to ensure ongoing financial viability
- C. The app should be capable of functioning independently without any integration with Slack's APIs
- D. Ensuring that the app adheres to Slack's security standards and has passed a thorough security review process

Answer: D

Explanation:

Ensuring that the app adheres to Slack's security standards and has passed a thorough security review process An important expectation for apps submitted to the Slack Directory is adherence to Slack's security standards, including passing a thorough security review process. This ensures that the app is safe for users and maintains the integrity and security of Slack workspaces where the app will be installed.

Why not the other options:

- While uniqueness is valued, it is not a strict requirement for submission to the Slack Directory.
- The app must integrate with Slack's APIs to provide functionalities within Slack.
- Having a subscription-based monetization model is not a prerequisite for app submission to the Slack Directory.

Question: 7

In which scenario would utilizing the Slack Audit Logs API be most beneficial?

- A. For real-time notification of messages posted in specific channels
- B. When needing to monitor and review changes in user permissions and access to sensitive channels or data
- C. To customize the Slack workspace interface and theme settings for individual users
- D. When designing a Slack bot to automate responses to common queries in a support channel

Answer: B

Explanation:

When needing to monitor and review changes in user permissions and access to sensitive channels or data The Slack Audit Logs API is particularly beneficial for monitoring and reviewing changes in user permissions and access, especially to sensitive channels or data. It allows administrators to keep track of significant security-related changes and ensure that access rights are managed appropriately within the workspace.

Why not the other options:

- The Audit Logs API is not used for real-time channel notifications.
- This API does not deal with customization of workspace interface and themes.
- The Audit Logs API is not designed for building or managing Slack bots.

Question: 8

Your company's Slack app is designed to streamline project management.

What design decision best aligns with Slack's commitment to a simplified, efficient work life?

- A. Integration of a dashboard within Slack that provides an overview of project status and key metrics
- B. The app posts real-time updates in the general channel about every minor change in project status
- C. A bot that sends direct messages to project members every time there is a task update
- D. Requiring users to fill out a detailed form in Slack for every task they complete

Answer: A

Explanation:

Integration of a dashboard within Slack that provides an overview of project status and key metrics
Integrating a dashboard within Slack to provide a consolidated view of project status and key metrics aligns with Slack's ethos of simplifying work life. It allows users to quickly access vital information in one place, enhancing efficiency and user experience.

Why not the other options:

- Continuous real-time updates for every minor change can overwhelm users and clutter the general channel.
- Frequent direct messages for each task update can become disruptive and may lead to notification fatigue..
- Requiring detailed forms for task completion can be tedious and counterproductive, complicating rather than simplifying the process.

Question: 9

Your organization's marketing team wants to receive immediate Slack notifications whenever there's a mention of the company on social media.

Which Slack feature should be implemented for this requirement?

- A. Create a bot to send periodic updates on social media mentions
- B. Use slash commands to allow team members to manually check for mentions
- C. Implement incoming webhooks to automatically post notifications of social media mentions in a marketing channel
- D. Set up an App Home tab where social media mentions are displayed

Answer: C

Explanation:

Implement incoming webhooks to automatically post notifications of social media mentions in a marketing channel Incoming webhooks provide an efficient way to receive real-time external notifications within Slack. For monitoring social media mentions, webhooks can be used to automatically post these notifications in a specific marketing channel, enabling the team to stay updated instantly.

Why not the other options:

- Periodic updates may not be sufficiently timely for monitoring social media mentions.
- Slash commands for manual checks do not offer real-time notifications and require active effort from team members.
- While an App Home tab can display information, it does not provide the same level of immediacy and visibility as channel notifications.

Question: 10

In which situation is it most appropriate to restrict a Slack app to a single workspace?

- A. To maximize the app's compatibility with a wide range of external integrations used across various workspaces

- B. If the app's primary function is to serve as a generic tool for task management applicable to any standard Slack user
- C. To streamline the process of obtaining feedback from a diverse user base across multiple organizations
- D. When the app is designed to meet the specific internal communication needs and policies of a single company

Answer: D

Explanation:

When the app is designed to meet the specific internal communication needs and policies of a single company Restricting a Slack app to a single workspace is most appropriate when the app is specifically designed to address the unique internal communication needs, practices, and policies of a single company. This ensures that the app aligns closely with the company's specific requirements and maintains the confidentiality of its internal communications.

Why not the other options:

- Broad compatibility with external integrations suggests a need for a wider distribution.
- Obtaining feedback from a diverse user base would typically require availability across multiple workspaces.
- A generic tool for task management would likely benefit from being available in more than one workspace.

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