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Q&A

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Exam : Salesforce Slack Developer

**Title : Salesforce Certified Slack
Developer**

Version : DEMO

1.You are developing a Slack app that will post notifications in channels but will not interact with users directly.

What type of token should your app request to adhere to security best practices?

- A. User OAuth Token
- B. Bot User OAuth Token
- C. Workspace Access Token
- D. Classic Bot Token

Answer: B

Explanation:

Bot User OAuth Token For an app that posts notifications in channels without direct user interaction, a Bot User OAuth Token is the most appropriate. This token type allows the app to perform channel-specific actions without the broader permissions associated with a User OAuth Token, adhering to the principle of least privilege.

Why not the other options:

- A User OAuth Token provides access with the permissions of a specific user, which is not necessary for simply posting notifications.
- Workspace Access Token is not a standard token type for Slack apps.
- Classic Bot Tokens are for legacy custom integrations and are generally not recommended for new Slack apps.

2.When developing a Slack app for project tracking, what design approach aligns with Slack's aim to make work life more pleasant and efficient?

- A. The app sends real-time notifications for every minor update in the project
- B. Redirecting users to a separate project management tool for detailed project tracking
- C. Mandatory hourly check-ins via the app for all team members to update project status
- D. A dashboard within Slack that provides a summary of project status, with options to drill down for more details

Answer: D

Explanation:

A dashboard within Slack that provides a summary of project status, with options to drill down for more details A dashboard within Slack offering an overview of project status with detailed drill-down options supports Slack's commitment to efficiency and a streamlined user experience. It provides essential information at a glance while offering the flexibility to explore more details as needed.

Why not the other options:

- Continuous notifications for every small update can be overwhelming and counterproductive.
- Hourly mandatory check-ins can be burdensome and disrupt day-to-day work, hindering productivity..
- Redirecting users to a separate tool can disrupt the integrated experience of Slack and reduce efficiency.

3.A company wants to create a Slack app that allows employees to quickly check their leave balance. Which feature would be most appropriate for this functionality?

- A. Develop a bot that sends leave balance updates at regular intervals
- B. Implement an App Home tab where leave balances are displayed continuously
- C. Use slash commands that allow employees to check their leave balance on demand

D. Post leave balances periodically in a common HR channel

Answer: C

Explanation:

Use slash commands that allow employees to check their leave balance on demand. Slash commands are ideal for providing users with the ability to retrieve specific information like leave balances on demand. This approach offers privacy and immediacy, allowing employees to get their leave balance information whenever they need it without waiting for updates.

Why not the other options:

- Regular intervals may not align with when employees want to check their balance.
- It requires navigating away from the user's current workspace, which might be less convenient for quick checks.
- Posting leave balances in a common channel lacks privacy and can lead to information overload.

4. When retrieving sensitive data from a database for use in your Slack app, what security measure should be implemented?

- A. Use encrypted channels to retrieve data and decrypt it securely within the app
- B. Retrieve and display data without encryption for faster processing
- C. Share a common decryption key among all team members for easier data access
- D. Regularly change the database password and distribute it via email to authorized users

Answer: A

Explanation:

Use encrypted channels to retrieve data and decrypt it securely within the app. Using encrypted channels to retrieve data and securely decrypting it within the app is essential for maintaining the confidentiality and integrity of sensitive information. This method ensures that data remains protected during transit and access.

Why not the other options:

- Transmitting data without encryption can expose it to interception and compromise security.
- Sharing a common decryption key among team members can lead to security breaches if the key is mishandled or leaked.
- Regularly changing the database password and distributing it via email can be insecure and lead to potential unauthorized access.

5. Your team is developing a Slack app for booking meeting rooms.

What is the most efficient way to allow users to book a room through Slack?

- A. Create a dedicated channel where users can post their booking requests
- B. Implement a modal form that users can fill out to book a room
- C. Use slash commands to initiate the room booking process
- D. Send direct messages to users with available room options

Answer: C

Explanation:

Use slash commands to initiate the room booking process. Slash commands provide a quick and user-initiated way to start the room booking process. They are efficient for users who want to book a room without navigating away from their current context. A slash command can trigger a modal form or another interactive element to complete the booking.

Why not the other options:

- It can lead to unstructured requests and make it difficult to manage bookings.
- Starting with a modal form requires an additional step to open it, which can be streamlined with a slash command.
- It is not proactive and relies on users waiting for direct messages with options.