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Exam : **Slack-Dev-201**

Title : Salesforce Certified Slack
Developer

Vendor : Salesforce

Version : DEMO

NO.1 Your team is developing a Slack app for weekly team status updates. The app needs to present concise information in an engaging format.

Which Block Kit component would be most suitable for displaying these status updates?

- A.** Use a context block to provide a detailed narrative of each team member's update
- B.** Implement a series of section blocks with fields to succinctly outline key points from each team member
- C.** Create an actions block with buttons for team members to post their updates
- D.** Use an image block to display graphical summaries of the updates

Answer: B

Explanation:

Implement a series of section blocks with fields to succinctly outline key points from each team member. Section blocks with fields are ideal for organizing and presenting concise information in a structured and readable format. This allows for clear communication of key points from each team member's weekly status, making the updates easy to follow and visually engaging.

Why not the other options:

*Context blocks are better suited for supplementary information and might not effectively organize multiple team updates.

*Actions blocks with buttons are typically used for interactive elements, not for displaying static information.

*Image blocks, while visually appealing, may not effectively convey detailed textual updates and can be more complex to update regularly.

NO.2 You're developing a Slack app that integrates with a company's project management system. What design choice would best align with Slack's principles of creating a pleasant and productive user experience?

- A.** Automatic notifications in Slack for every minor update in the project management system
- B.** Redirecting users to the project management system's website for all updates
- C.** A daily digest message in Slack summarizing key project updates and tasks
- D.** A bot that sends hourly reminders to team members about their pending tasks

Answer: C

NO.3 A team is building a Slack app to track and manage project deadlines. The app needs to be accessible and provide updates to the entire team.

What design approach should be taken for the most effective interaction with Slack's architecture?

- A.** Create a slash command for team members to manually request deadline updates
- B.** Implement an external website that requires team members to check deadlines outside of Slack
- C.** Use a dedicated project management channel where the app posts deadline updates
- D.** Develop a bot that sends individual reminders to each team member via direct messages

Answer: C

NO.4 A company wants to implement a Slack app for employees to quickly report IT issues.

What is the most efficient feature to use for initiating the IT issue reporting process?

- A.** Set up a dedicated IT support channel where employees post their issues
- B.** Create a bot that employees can message to report IT issues

- C. Use a global shortcut that opens a form for employees to report IT issues
- D. Implement a slash command in various channels for reporting IT issues

Answer: C

Explanation:

Use a global shortcut that opens a form for employees to report IT issues A global shortcut is an effective way to allow employees to report IT issues from anywhere in Slack quickly. It ensures that the reporting process is easily accessible and provides a structured form for capturing the necessary details about the issue.

Why not the other options:

*A dedicated channel can become cluttered and may not offer the quickest response or tracking capabilities.

*Messaging a bot might be less direct and could require navigating through a conversation to report an issue.

*A slash command, while useful, requires employees to remember the command and doesn't offer the same level of immediate, structured input as a global shortcut.

NO.5 Your organization is creating a Slack app for real-time IT support. The app needs to provide an easy way for users to report issues and request assistance.

What is the best user entry point for this purpose?

- A. Develop a bot that proactively asks users if they need IT support
- B. Create an App Home tab for users to navigate to and request support
- C. Use a dedicated IT support channel where users post their issues
- D. Implement a global shortcut for users to initiate IT support requests

Answer: D

Explanation:

Implement a global shortcut for users to initiate IT support requests A global shortcut provides a quick and accessible way for users to initiate IT support requests from anywhere in Slack. This method is user-friendly and efficient, allowing for immediate access to support without disrupting the user's workflow.

Why not the other options:

*A proactive bot might become annoying and is not user-initiated, which can reduce the effectiveness of the support process.

*Posting issues in a dedicated channel can lack privacy and may not be efficient for individual support requests..

*Requiring users to navigate to the App Home for support requests is less immediate and can disrupt their workflow.

NO.6 You are developing a Slack app that uses OAuth tokens.

How should you securely store these tokens to ensure the safety of user data?

- A. Encrypt the tokens and store them in a secure, access-controlled database
- B. Store the tokens in a plaintext file within your app's source code repository
- C. Keep the tokens in a public cloud storage for easy accessibility
- D. Email the tokens to your app's administrator for manual handling

Answer: A

Explanation:

Encrypt the tokens and store them in a secure, access-controlled database Encrypting OAuth tokens and storing them in a secure, access-controlled database is the safest method. This ensures that the tokens are protected and only accessible by authorized personnel, reducing the risk of unauthorized access.

Why not the other options:

*Storing tokens in plaintext within source code repositories is highly insecure and exposes them to potential leaks or breaches.

*Storing sensitive tokens in public cloud storage without proper encryption and access controls can lead to security vulnerabilities.

*Emailing tokens can expose them to interception and is not a secure method of handling sensitive data.

NO.7 Your team is developing a Slack app for quickly creating and assigning tasks within a project management channel.

Which feature would be most appropriate to initiate the task creation and assignment process?

A. Implement a global shortcut that opens a modal for creating and assigning tasks

B. Develop a bot that users can message to create and assign tasks

C. Create a channel where users post tasks as messages, which are then assigned manually

D. Use a slash command in the project management channel for task creation

Answer: A

Explanation:

Implement a global shortcut that opens a modal for creating and assigning tasks A global shortcut provides a quick and accessible way for users to initiate the task creation process from anywhere in Slack. Opening a modal through this shortcut offers a structured and focused interface for users to create and assign tasks, enhancing the workflow's efficiency.

Why not the other options:

*Messaging a bot might be less immediate and could require additional interaction steps compared to a global shortcut.

*Posting tasks in a channel can lead to disorganization and doesn't provide a structured approach for task creation.

*A slash command, while useful, is limited to the channel it's used in and may not provide the same level of accessibility and structured input as a global shortcut with a modal.

NO.8 When would it be most beneficial to implement the Discovery API in a Slack environment?

A. For creating an analytics dashboard that tracks employee productivity based on message activity within Slack

B. When there is a requirement to monitor and prevent potential data leaks by analyzing file uploads and message content in the workspace

C. To develop a feature that automatically responds to users' messages within Slack channels based on keywords

D. For customizing notification settings and preferences for users within a Slack workspace

Answer: B

Explanation:

When there is a requirement to monitor and prevent potential data leaks by analyzing file uploads

and message content in the workspace The Discovery API is particularly useful for monitoring and preventing potential data leaks. It enables organizations to analyze file uploads and message content across their Slack workspace, which is crucial for data-loss prevention and ensuring the security of sensitive information.

Why not the other options:

- *The API is not primarily intended for productivity tracking.
- *The Discovery API is not designed for developing automated response features.
- *It does not deal with customizing user notification settings and preferences.

NO.9 When is it most appropriate to use the Audit Logs API in your Slack workspace?

- A.** For real-time interaction and messaging within Slack channels
- B.** To create and manage custom Slack emojis and themes for your workspace
- C.** When you need to track and analyze user activities and security-related events in the workspace for compliance and auditing purposes
- D.** To develop interactive Slack bots that respond to user queries within channels

Answer: C

Explanation:

When you need to track and analyze user activities and security-related events in the workspace for compliance and auditing purposes The Audit Logs API is particularly useful for tracking and analyzing user activities and security-related events within a Slack workspace. This is essential for maintaining compliance, conducting audits, and ensuring security by providing insights into how the workspace is being used and by whom.

Why not the other options:

- *The Audit Logs API is not designed for real-time messaging and interaction.
- *The Audit Logs API does not deal with the creation and management of custom emojis or themes.
- *The Audit Logs API is not used for developing or managing interactive bots.

NO.10 In what scenario is it most appropriate to use Slack's Discovery API?

- A.** When developing a feature within a Slack app to customize the user interface for individual users
- B.** For integrating Slack data with an internal tool designed for sentiment analysis of messages within the company
- C.** To comply with regulatory requirements by archiving all communications and files shared within a Slack workspace for a certain period
- D.** To enhance the real-time messaging capabilities of a Slack bot used for customer support within the workspace

Answer: C

Explanation:

To comply with regulatory requirements by archiving all communications and files shared within a Slack workspace for a certain period The Discovery API is ideal for scenarios where there is a need to comply with regulatory requirements by archiving communications and files. This API allows organizations to access and export data from Slack, including messages and files, which is essential for compliance archiving and eDiscovery purposes.

Why not the other options:

- *The Discovery API is not used for customizing user interfaces.
- *The Discovery API's primary use case is not for sentiment analysis of messages.

*The API is not intended to enhance real-time messaging capabilities of bots.

NO.11 When is the use of the Slack Admin API most beneficial for a Slack workspace administrator?

- A.** To customize the layout and interface of the Slack workspace for each user
- B.** To implement a feature within a Slack app that translates messages into different languages in real-time
- C.** For tracking the number of messages sent by each user to encourage more active participation in the workspace
- D.** When creating a centralized system for managing workspace settings, such as channel creation and app installations, across multiple workspaces in an organization

Answer: D

Explanation:

When creating a centralized system for managing workspace settings, such as channel creation and app installations, across multiple workspaces in an organization The Slack Admin API is extremely useful for creating centralized systems for managing workspace settings. It enables administrators to control various aspects like channel creation, app installations, and overall workspace configurations across multiple workspaces within an organization, ensuring consistency and adherence to company policies.

Why not the other options:

- *The Admin API is not designed for customizing the user interface on an individual level.
- *The Admin API is not typically used for tracking individual user message activity.
- *Translating messages is not a function of the Admin API, but rather a feature that would be handled by a specific Slack app or integration.

NO.12 A company wants to develop a Slack app to streamline their incident management process. The app should quickly gather incident details from the reporter and notify the relevant team. What design approach should be used for this app?

- A.** Create a channel where users can post incidents, and others react with emojis to acknowledge
- B.** Use a modal form to collect incident details and then automatically post these details in a dedicated incident management channel
- C.** Send automated direct messages to team members when a new incident is reported
- D.** Develop a custom slash command to log incidents without further interaction or notification

Answer: B

Explanation:

Use a modal form to collect incident details and then automatically post these details in a dedicated incident management channel A modal form is an effective way to gather structured incident details. Automatically posting these details to a dedicated channel ensures the right team is notified promptly, facilitating quick response and transparency.

Why not the other options:

- *Relying on users to post incidents in a channel can lead to unstructured data and may miss crucial details.
- *Automated direct messages to team members can be disruptive and lack context if not linked to a central incident channel.
- *A slash command alone does not provide a structured way to collect detailed information or notify relevant teams effectively.

NO.13 Your Slack app retrieves confidential information from a database.

What practice should you implement to ensure the data is securely communicated within Slack?

- A.** Store the confidential information in a publicly accessible Slack channel for easy access
- B.** Use Slack's built-in encryption to send confidential data through direct messages
- C.** Only communicate non-sensitive summaries or indicators in Slack channels, keeping detailed confidential data off Slack
- D.** Regularly change Slack channel names where confidential data is discussed

Answer: C

Explanation:

Only communicate non-sensitive summaries or indicators in Slack channels, keeping detailed confidential data off Slack. The best practice is to communicate only non-sensitive summaries or indicators in Slack channels and not share detailed confidential information directly on Slack. This approach keeps sensitive data secure by not exposing it on the Slack platform, which is not intended for transmitting highly confidential information.

Why not the other options:

- *Storing confidential information in a public Slack channel poses a significant security risk.
- *Slack's built-in encryption is not designed for transmitting highly confidential data securely.
- *Changing channel names does not address the security of the data being communicated within those channels.

NO.14 Your team is developing a Slack app to facilitate on-demand IT support requests.

Which user entry point should be designed to initiate a support request in a way that is intuitive and minimally disruptive?

- A.** Create a dedicated IT support channel where users post their issues
- B.** Use a bot to send periodic prompts to users asking if they need IT support
- C.** Require users to go to the App Home to access the support request form
- D.** Implement a slash command that users can invoke to start the support request process

Answer: D

Explanation:

Implement a slash command that users can invoke to start the support request process. A slash command provides an immediate and user-initiated way to access the IT support request process. It is intuitive and allows users to seek support directly from their current workspace without unnecessary navigation or interruptions.

Why not the other options:

- *A dedicated channel can become cluttered and is less efficient for individual support requests.
- *Periodic prompts from a bot can be disruptive and may not align with the actual timing of users' support needs..
- *Requiring users to navigate to the App Home for initiating support requests adds extra steps and reduces the speed of accessing support.

NO.15 A company wants to develop a Slack app for facilitating internal helpdesk requests. The app should allow employees to report issues and track their resolution status.

Which feature would be most effective for this app?

- A.** Implement a bot that employees can interact with to report issues and receive updates on their

resolution status

- B.** Use a slash command for employees to submit helpdesk requests
- C.** Create a dedicated channel where employees post their issues and track their resolution
- D.** Set up a modal form for issue submission and email notifications for updates

Answer: A

Explanation:

Implement a bot that employees can interact with to report issues and receive updates on their resolution status A bot is ideal for creating an interactive and engaging experience, where employees can easily report issues and receive real-time updates. This approach offers a conversational interface that can guide users through the reporting process and provide ongoing status updates, enhancing user engagement and efficiency.

Why not the other options:

- *Slash commands, while useful for initiating actions, don't offer the same level of interactivity and continuous engagement as a bot.
- *A dedicated channel can become cluttered and may not provide personalized update tracking.
- *Modal forms and email notifications separate the issue reporting and update process from the Slack environment, reducing efficiency and real-time interaction.

NO.16 When should a developer choose to use Block Kit Builder in their Slack app development process?

- A.** When they need a tool to manage and track the deployment of Slack apps across different workspaces
- B.** For quickly creating and iterating on the user interface of Slack messages and modals, with immediate visual feedback
- C.** If they require a platform for extensive backend logic development and database management for their Slack app
- D.** When the development focus is exclusively on enhancing the security features of Slack apps

Answer: B

Explanation:

For quickly creating and iterating on the user interface of Slack messages and modals, with immediate visual feedback Block Kit Builder is ideal for quickly creating and iterating on the user interface of Slack messages and modals. It provides immediate visual feedback, enabling developers to see how their designs will look in Slack and adjust them in real-time. This tool is especially useful for designing engaging and interactive UI elements efficiently.

Why not the other options:

- *Block Kit Builder does not have functionalities for managing and tracking app deployment.
- *It is not designed for backend logic development or database management.
- *The focus of Block Kit Builder is on UI design, not on enhancing security features of apps.

NO.17 When is it most beneficial to share a Slack app with multiple workspaces?

- A.** When the app provides highly specialized functions tailored to the unique workflows of a specific organization
- B.** For an app that requires access to confidential data specific to one organization's internal processes
- C.** When the app is in a prototype stage and needs to be contained within a single workspace for

initial testing and feedback

D. If the app offers general productivity tools or features that can be widely applicable to different organizations and teams

Answer: D

Explanation:

If the app offers general productivity tools or features that can be widely applicable to different organizations and teams Sharing an app with multiple workspaces is most beneficial when it offers general productivity tools or features that are applicable across a wide range of organizations and teams. This allows for a broader user base and maximizes the utility and reach of the app.

Why not the other options:

*Highly specialized apps tailored to specific organizational workflows might not be suitable for broader workspaces.

*Apps in the prototype stage typically require controlled testing within a single workspace first.

*Apps that require access to confidential data of one organization should not be broadly shared.

NO.18 A Slack app is being created to handle employee leave requests. The app should allow employees to submit leave dates and reasons in a straightforward manner.

What Block Kit component should be used to create the leave request submission interface?

A. Use input blocks for employees to enter their leave dates and reasons

B. Employ a header block at the top of the submission form for instructions

C. Implement a divider block between each field for visual separation

D. Create a series of interactive buttons for selecting leave dates

Answer: A

Explanation:

Use input blocks for employees to enter their leave dates and reasons Input blocks are specifically designed for collecting user input and are the most appropriate for a form-like interface. They provide a direct and structured way for employees to enter their leave dates and reasons, ensuring clarity and ease of use.

Why not the other options:

*Header blocks are used for titles or brief introductions and do not facilitate actual data entry.

*Divider blocks are used for visual separation and do not provide a means for input.

*Interactive buttons are not suitable for entering specific dates or detailed reasons, which are better handled through input fields.

NO.19 If your Slack app is designed to retrieve user profile information, including email addresses, which OAuth scope should you include to adhere to security best practices?

A. users:read

B. users:write

C. users:read.email

D. identity.email

Answer: C

Explanation:

users:read.email The users:read.email scope is the correct choice for an app that needs to access user profile information, including email addresses. This scope specifically allows access to users' email addresses, ensuring the app requests only the necessary permissions.

Why not the other options:

*Users:write is used to modify user information, which is not required for simply retrieving user profile data.

*Users:read allows access to user information but does not include email addresses.

*Identity.email is typically used in Slack apps that need to confirm a user's identity, rather than for general access to profile information.

NO.20 If you want to retrieve a list of all channels in a Slack workspace that your app has access to, which Slack Web API method should be used?

A. conversations.list

B. channels.list

C. users.conversations

D. channels.info

Answer: A

Explanation:

conversations.list conversations.list is the correct method for retrieving a list of all channels (and other types of conversations) that the app has access to in a Slack workspace.

Why not the other options:

*Channels.list is a legacy method and has been replaced by conversations.list in the current API.

*Users.conversations is not an existing method in Slack's Web API.

*Channels.info provides detailed information about a single channel, not a list of all accessible channels.

NO.21 Your Slack app needs to respond to messages that include specific keywords in any public channel.

Which event should your app subscribe to in the Events API to achieve this?

A. file_shared

B. app_mention

C. message.im

D. message.channels

Answer: D

Explanation:

message.channels message.channels is the appropriate event to subscribe to for monitoring and responding to messages in public channels. It allows the app to process messages in real-time and act upon specific keywords.

Why not the other options:

*App_mention triggers only when the app is directly mentioned in a message, not for general keyword monitoring.

*Message.im is specifically for direct messages (private messages), not public channel messages.

*File_shared is for monitoring file sharing events, not for text messages in channels.

NO.22 When your Slack app retrieves sensitive user data from Slack's API, what is the best practice for storing this data?

A. Store the data unencrypted in a local database for quick access

B. Encrypt the data and store it in a database with restricted access controls

- C. Store the data in a shared network drive accessible to all team members
- D. Use a temporary file on the app server to store data for future use

Answer: B

Explanation:

Encrypt the data and store it in a database with restricted access controls Encrypting sensitive user data and storing it in a database with strict access controls is the best practice for ensuring its security. This approach minimizes the risk of unauthorized access and data breaches.

Why not the other options:

- *Storing sensitive data unencrypted, even in a local database, poses a significant security risk.
- *Storing sensitive data on a shared network drive accessible to all team members can lead to unauthorized access and potential data leaks.
- *Using temporary files on the app server can be insecure, especially if the server is compromised or if proper cleanup mechanisms are not in place.

NO.23 In a Slack organization, who is generally authorized to generate a token to use APIs for org-wide administration tasks?

- A. Any user within the organization
- B. Users with a specific channel-based role
- C. Organization Owner or Admin
- D. External consultants with temporary access

Answer: C

Explanation:

Organization Owner or Admin For org-wide administration tasks in Slack, typically, the token must be generated by a user with the role of Organization Owner or Admin. These roles have the appropriate level of access and permissions required to manage and automate tasks across the entire organization in Slack.

Why not the other options:

- *Not all users within the organization will have the necessary permissions for this level of administrative control.
- *Specific channel-based roles do not usually include permissions for organization-wide administrative tasks.
- *External consultants with temporary access are unlikely to be granted permissions to generate tokens for org-wide API automation.

NO.24 Your organization is building a Slack app to onboard new employees. The app needs to provide resources, gather information, and answer common questions. Which Slack surface would be most appropriate for this purpose?

- A. Send automated direct messages to new employees with resources and FAQs
- B. Create a new channel for each employee for onboarding purposes
- C. Utilize the App Home to centralize resources, collect information, and answer FAQs
- D. Post onboarding resources and FAQs in a general company-wide channel

Answer: C

Explanation:

Utilize the App Home to centralize resources, collect information, and answer FAQs The App Home is the best choice for creating a centralized, interactive, and personalized onboarding experience. It can

be designed to provide resources, enable information submission, and offer a FAQ section, all in a single, easily accessible location.

Why not the other options:

*While direct messages are personal, they do not provide a centralized, interactive experience for accessing various resources and information.

*Creating individual channels for each employee is not scalable and can lead to workspace clutter.

*A general channel lacks personalization and could overwhelm new employees with information not relevant to them.