Salesforce

Exam Questions Salesforce-Administrator

Salesforce Certified Administrator

NEW QUESTION 1
A new Sales Rep at Ursa Major has a qualified lead that is ready for conversation. When using the Lead Conversion process, which two records can be Created?
Choose 2 answers

A. Account
B. Campaign
C. Case
D. Contact

Answer: AD

NEW QUESTION 2
AW Computing has six sales teams in a region. These teams always consists of the same account manager, engineer, and assistant.
What should the administrator configure to make it easier for teams to collaborate with the same customer?

A. Enable and configure standard opportunity teams with splits.
B. Enable account teams and show the users how to set up a default account team.
C. Create a queue for each team and assign account ownership to the queue.
D. Propose the users manually share all their accounts with their teammates.

Answer: B

NEW QUESTION 3
An administratorhas been asked to change the data type of an auto number to text field. What should the administrator be aware of before changing the field?

A. Existing field values will remain unchanged.
B. Existing field values will be Converted.
C. Existing field values will be deleted.
D. Existing auto number field to Text is prevented.

Answer: A

NEW QUESTION 4
The administrator at Ursa Major Solar imported records into an object by mistake. Which two toolsshould be used to undo this import?
Choose 2 answers

A. Weekly Data Export
B. Mass Delete Records
C. Data Loader
D. Data Import Wizard

Answer: BC

NEW QUESTION 5
The administrator at AW Computing wants to send off client welcome tasks and a welcome email to the primary contact automatically when an Opportunity is Closed won.
What automation tool best accomplishes this?

A. Validation Rule
B. Outbound Message
C. Approval Process
D. Process Builder

Answer: D

NEW QUESTION 6
Ursa Major Solar provides a 1-year warranty on all of the panels it installs. Installation details, along with the warranty information, a captured on a custom object called Installation. The installation record is created by the installer from the mobile app. Customers son receive a longer warranty as a way of increasing customer satisfaction when an installation gets delayed or has issues.
How should the administrator configure Salesforce to capture the expiration date of the warranty?

A. Use a formula as the default value of the warranty Expiration Date field.
B. Create a formula field to display I year from the warranty purchased.
C. Add a validation rule to ensure the Expiration Date field is populated.
D. Include the warranty Expiration Date field on the mobile page layout.

Answer: B

NEW QUESTION 7
Dreamhouse Realty agents are double-booking open house event nights. The evet manager wants to event submission process to help agents fill in event details and request dates. How should anadministrator accomplish the request?

A. Create a workflow role to update the Event Date Field.
B. Create an approval process on the Campaign object.
C. Create a sharing rule so that other agents can view events.

D. Create a campaign for agents to requestevent dates.

Answer: D

NEW QUESTION 8

Cloud Kicks executives have noticed the opportunity Expected revenue Field displays incorrect values.
How Should the administrator correct this?

A. Update the expected revenue associated with the stage.
B. Adjust the forecast category associated with the stage.
C. Modify the closed won value associated with the stage.
D. Change the probability associated with the stage.

Answer: D

NEW QUESTION 9

When a cloud kicks Opportunity closes, the company would like to automatically create a renewal
opportunity.
Which two automation tools should an administrator use to accomplish this request? Choose 2 answers

A. Approval Process
B. Flow Builder
C. WorkFlow Rule
D. Process Builder

Answer: B

NEW QUESTION 10

A user at Cloud Kicks is having issues logging in to Salesforce. The user asks the administrator to reset their password.
Which two options should the administrator consider when resetting the user's password? Choose 2 answers

A. Resetting the password will change the user's password policy.
B. Single sign-on users can reset their own passwords using the forgot password link.
C. Resetting a locked-out user'spassword automatically unlocks the user's account.
D. After resetting a password, the user may be required to activate their device to successfully log in to Salesforce.

Answer: CD

NEW QUESTION 10

Dreamhouse realty wants to offer a form on its experience cloud site where inspectors will submit findings from a property inspection.
Which feature should an administrator place on the page to fulfill thisrequirement?

A. Related List
B. Autolaunched Flow
C. Record Detail
D. Screen Flow

Answer: A

NEW QUESTION 14

Universal Containers has two sales teams, Sales team A and Sales team B. Each team has their own role in the role hierarchy. Both roles are subordinates of the same Manager role.
How Should the administrator share records owned by sales team Awith Sales team B?

A. Hierarchical sharing
B. Use Manual sharing
C. Criteria based sharing
D. Owner based sharing

Answer: D

NEW QUESTION 15

DreamHouse Realty regularly holds open houses for the selling of both houses and condominiums. For condominium open houses, there are a few extra steps that need to be taken. Agents need to be able to submit requests and receive approvals from the homeowners' association.
How can the administrator ensure these extra steps only appear when creating open house records for condominiums?

A. Create one page layou
B. Use record types to ensure the proper status picklist values display.
C. Create two page layout
D. Use business processes and record types to display the appropriate picklist values.
E. Create one page layou
F. Use business processes to ensure the proper status picklist values display.
G. Create two page layouts, one with a House Status field and the other with a Condominium Status field.

Answer: B

NEW QUESTION 18
AWComputing has added a new custom text field called Market Segment on the Lead object. When a Lead is converted, the new field is not getting copied to the Account record.
What should the administrator do to ensure the Market Segment field from a Lead is copied to the converted Account record in routine?

A. Ensure the Market Segment field on the Lead is mapped to right field on Account.
B. Ensure Account has a field that has the exact same name as the new Lead field.
C. Write a Validation Rule to ensure theAccount has a value in that field.
D. Write a record-triggered flow to copy the custom field from Lead to Account.

Answer: D

NEW QUESTION 19
Cloud kicks wants to track shoe designs by products. Shoe designs should be unable to be deleted,
and there can be multiple design for one product across various stages.
Which two steps should the administration configure to meet this requirement? Choose 2 answers

A. Create a Custom Object for shoe design.
B. Configure a Custom Lookup Field for shoe design on the product object.
C. Add a custom master detail field for shoe design on the Product Object.
D. Use the Standard Object for designs.

Answer: AC

NEW QUESTION 24
Cloud Kicks (CK) captures whether an opportunity should be reviewed by someone in product engineering with a checkbox field called Needs Review. CK also has a picklist field on the opportunity for Product Type. When a sales rep saves an opportunity, they need to select the Product Type or check the Needs Review box.
What should an administrator use to accomplish this?

A. Before Save flow
B. Validation rule
C. Workflow rule
D. Required fields

Answer: B

NEW QUESTION 26
Northern Trail Outfitters wants to calculate how much revenue has been generated for each of its marketing campaigns.
How should an administrator deliver this information?

A. Design a standard Campaign report and add the value Won Opportunities in Campaign field.
B. Perform periodic data job to update campaign records.
C. Create a roll-up summary field on Opportunity to Campaign.
D. Add a Total Value Field on campaign and use aworkflow rule to update the value when an opportunity is won.

Answer: A

NEW QUESTION 30
The administrator at Universal Container has created two objects: Containers_c Purchase_c, Management has requested that all container records display on purchase records in Salesforce.
Which type of relationship between Containers_c and Purchase_c should satisfy the requirement?

A. Roll-Up Summary field
B. Formula field
C. Master-detail field
D. Lookup field

Answer: B

NEW QUESTION 34
The marketing team wants a new picklist value added to the Campaign Member Status field for theupsell promotional campaign.
Which two solutions should the administrator use to modify the picklist field values? Choose 2 answers

A. Add the Campaign Member Statuses related list to the Page Layout.
B. Edit the picklist values for the Campaign Status inobject Manager.
C. Mass modify the Campaign Member Statuses related list.
D. Modify the picklist value on the Campaign Member Statuses related list

Answer: AB

NEW QUESTION 39
Cloud Kicks (CK) has new administrator who is asked to put together a memo detailing salesforce uses to budget for upcoming license purchases.
Where Should the administrator go to find out what type of licenses CK Has purchased and how many are available.

A. Search for licenses types in setup.
B. User Licenses Related List in Company information.
C. User Management settings in setup.

D. Usage based entitlement related list in company information.

Answer: B

NEW QUESTION 40
Cloud Kicks has a team of product owners that need a space to share feedback and ideas with just the product team.
How should the administrator leverage Salesforce to help the team collaborate?

A. Use Quick Actions to log communication.
B. Configure a Chatter Public Group.
C. Create a Chatter Private Group.
D. Add Activity History to document tasks.

Answer: C

NEW QUESTION 41
Which two objects are customizable the Stage Setup Flow? Choose 2 answers

A. Leads
B. Campaigns
C. Opportunities
D. Campaign Members

Answer: AC

NEW QUESTION 44
The support manager at Cloud Kicks wants to respond to customers as quickly as possible. They have requested that the response include the top five troubleshooting tips that could help solve the customer'sissue.
What should the administrator suggest to meet these requirement?

A. Auto-Response Rules
B. Email Alerts
C. Knowledge Articles
D. Assignment Rules

Answer: A

NEW QUESTION 46
Ursa Major Solar uses two different page layouts for Account records. One page layout reflects the fields relatedto customer accounts and another page layout includes fields for partner accounts. The administrator has assigned the customer account page layout to sales and support users and the partner account layout to the partner management team.
What should the administrator configure to meet this requirement?

A. Use a public group and a criteria-based sharing rule to share customer accounts with the partner team.
B. Add members of the partner management team to the default Account team for the customer accounts.
C. Grant create, read, edit and delete access to customer accounts on the partner team profile.
D. Create one record type for customer accounts and one record type for partner accounts.

Answer: D

NEW QUESTION 49
Customer service accesses articles with the KnowledgeLightning component on the Service Cloud Console. Billing department users would like similar functionality on the case record without using the console.
How should the administrator configure this request?

A. Add the knowledge component to the page layout.
B. Add the Knowledge component list to the page layout.
C. Add the Knowledge related list to the page layout.
D. Add the knowledge related list to the record page

Answer: D

NEW QUESTION 51
The administrator at Clod Kicks updated the custom object Event to include a lookup field to the primary contact for the event. When running an event report, They want to reference fields from the associated contact record.
What should the administrator do to pull contact fields into the Custom report?

A. Configure formula fields on event to populate contact information
B. Edit the custom Event report type and add fields related via lookup.
C. Create a new report type with event as the primary object and Contact as a related object.
D. Use a dashboard with filters to show Event and Contact data as requested.

Answer: B

NEW QUESTION 53

An administrator has assigned a permission set group with the two-factor authentication for
User Interface Loginspermissions and the two-factor authentication for API Logins permission to a group of users.
Which two prompts will happen when one of the users attempts to log in to Data Loader? Choose 2 answers

A. Users need to connect an authenticator app to their Salesforce account.
B. Users need to get a security token from a trusted network using Reset My Security Token.
C. Users need to download and install an authenticator app on their mobile device.
D. Users need to enter a verification code from email or SMS,whichever has higher priority.

Answer: AC

NEW QUESTION 54
What data loss considerations should an administrator keep inmind when changing a custom field type from Text to Picklist?
Choose 2 answers

A. There will be no data loss with use of a global value set.
B. Assignment and escalation rules may be affected.
C. Auto updates will be made to Visualforce references to prevent data loss.
D. Any list view based on the custom field is deleted.

Answer: D

NEW QUESTION 58
An administrator at Ursa Major Solar needs to send information to an external accounting system What workflow action should the administrator use to accomplish this?

A. Assign Task
B. Outbound Message
C. Create Record
D. Custom Notification

Answer: B

NEW QUESTION 60
The Cloud kicks sales manager wants to boost productivity by providing insights at the start of each day.
Which three sales-specific standard Lightning components should administrator add to the homepage to meet this requirement?
Choose 3 Answers.

A. Activities
B. Path
C. Assistant
D. KeyDeals
E. Performance chart.

Answer: B

NEW QUESTION 62
Northern Trail Outfitters wantsemails received from customers to generate cases automatically. How should the administrator ensure that the emails are sent to the correct queue?

A. Utilize a flow to identify the correct queue and assign the case.
B. Use a custom email services to set the owner of the case upon creation.
C. Create an Escalation Rules to send cases to the correct queue.
D. Configure Email-to-Case so emails are delivered to the correct queue

Answer: D

NEW QUESTION 64
The administrator at universal containers has a screen flow that helps users create new leads.
When lead sourceis "Search Engine", the administrator needs to require the user to choose a specific
a search engine from a picklist. If lead source is not "Search Engine", this picklist should be hidden. How should the administrator complete this requirement?

A. Assign adecision element to direct the user to a second screen to hold specific search engine only when a lead source is "Search Engine".
B. Use an assignment element, one for when lead source is "Search Engine" and one for everything else.
C. Create a picklistfor specific search engine, and set conditional visibility so that is only shown when lead source is "Search Engine".
D. Configure a picklist for specific search engine, and use a validation rule to conditionally show only when lead source is "Search Engine"

Answer: A

NEW QUESTION 67
An administrator at Dreamhouse Reality needs to Create Customized pages for the salesforce mobile app.
Which two types of pages could an administrator build and customize using the Lightning App Builder? Choose 2Answers

A. User Page
B. Dashboard page
C. App page
D. Record Page

Answer: CD

NEW QUESTION 70
The administrator at Cloud Kicks has created an approval process for time off requests. Which two automated actions are available to be added as part of the approval process? Choose 2 answers

A. Field Update
B. Chatter Post
C. Auto launched Flow
D. Email Alert

Answer: AD

NEW QUESTION 75
Whatwill happen to the Chatter post in this situation?

A. The pending Chatter post will be canceled.
B. The pending Chatter post will be sent on the 10th of the month
C. The pending Chatter post will be will be paused.
D. The pending Chatter post will be sentin 30 days.

Answer: D

NEW QUESTION 77
Cloud Kicks want to have consistency when communication with customers on cases. The company has requested messages to be sent in an email channel with categories to help search for the proper message.
Which Solution Should be administrator suggest to meet this requirement?

A. Prebuilt Quick Texts
B. Prebuilt Email Templates.
C. Prebuilt Flow Templates.
D. Prebuilt Auto-Responses.

Answer: D

NEW QUESTION 78
The CTO of AW Computing has defined a new policy for cases to improvecustomer satisfaction. All cases submitted with a Case Reason of Installation must be acknowledged immediately via email and assigned to the appropriate agents. Any cases that are still in the New status after 4 hours must be escalated to support management.
What case management tools need to be utilized for this requirement?

A. Auto-response rules, Macros, Entitlements
B. Auto-response rules, Queues, Macros
C. Auto-response rules, Queues, Escalation Rules
D. Auto-response rules, Entitlements, Escalation Rules

Answer: B

NEW QUESTION 82
An administrator supporting a global team ofsalesforce users has been asked to configure company settings.
Choose 2 options

A. Currency Locale
B. Default Language
C. Password Policy
D. Login Hours

Answer: AB

NEW QUESTION 85
An administrator at Universal Containers has been asked to prevent users from accessing Salesforce from outside of their network.
What are two considerations for this configuration? Choose 2 answers

A. IP address restrictions are set on the profile or globally for the org.
B. Users can change their password to avoid login IP restrictions.
C. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.
D. Single sign-on will allow users to log in from anywhere.

Answer: AC

NEW QUESTION 90
What are two considerations an administrator should keep in mind when working with Salesforce objects? Choose 2 answers

A. Custom and standard objects have standard fields.
B. Standard objects are included with Salesforce.

C. A new standard object can be created.
D. Only standard objects support master-detail relationships.

Answer: AB

NEW QUESTION 94
Once an opportunity reaches thenegotiation stage at cloud kicks, The Amount fields becomes required for sales users. Sales managers need to be able to move opportunities inti this stage without knowing the amount.
How should the administrator require this field during the negotiationstage for sales users but allow their managers to make changes?

A. Make the field required for all users.
B. Create to formula field to fill in the field for managers.
C. Assign the administrator profile to the managers.
D. Configure a validation rule to meet the criteria.

Answer: D

NEW QUESTION 98
Ursa Major Solar is noticing a decrease in deals with a cross-sell opportunity type and wants
to share all cross-sell opportunities with a team of subject matter experts in their organisation. The company has different roles, and the organisation wide default opportunity is set to private.
How should the administrator accomplish this?

A. Add the subject matter experts to a publicgroup and give them access to records with a criteriabased sharing rule.
B. Change the organisation-wide default for opportunity from private to public Read/Write to open up access for subject matter experts.
C. Enable territory management, assign the subject matter experts to the same territory, and give them access to the records with manual sharing.
D. Create a new role for the subject matter experts and give them access to the records with the owner-based sharing rule

Answer: A

NEW QUESTION 103
Northern Trail outfitters has hired interns to enter Leads into Salesforce and has requested a way to is identify these new records from existing Leads.
What approach should an administrator take to meet this requirement?

A. Set up Web-to-Lead form the interns use.
B. Define a record type and assign it to the interns.
C. Create a separate Lead Lightning App.
D. Update the active Leas Assignment Rules.

Answer: B

NEW QUESTION 105
Universal Containers (UC) would like to count the number of open cases associated with each account and update the account with this value every Friday evening. UC has several hundred open cases at any given time.
What should the administrator use to complete this request?

A. Use a record trigger flow.
B. Use a scheduled process builder.
C. Use a Roll-Up summary.
D. Use a scheduled flow

Answer: D

NEW QUESTION 107
The standard Lead Rating field has picklist values of Hot, Warm, and Cold. A list of new leads was importance without errors even though several records had the value of Unrated in the Rating field.
How were these records added without error?

A. The Restricted picklist checkbox was unchecked.
B. Field-level security was set to Visible for all profiles.
C. A global picklist value set was used to populate the picklist.
D. The Add to All Record Types checkboxwas selected.

Answer: A

NEW QUESTION 112
Northern TrailOutfitters (NTO) has deployed my domain. The Chief Marketing Officer wants to make sure that all of the Salesforce users log in using the branded login URL. There needs to be a grace period for the user's bookmarks to be updated.
How should the administrator configure the policies in my domain settings?

A. Set the login policy to require login from https://nto.my.salesforce.com
B. Set the Redirect policy to Do Not redirect.
C. Set the redirect policy to Redirect with a warning to the same page within the domain.
D. Set the login policy to prevent login from https://login.salesforce.com

Answer: B

NEW QUESTION 116
Universal container has a contact Lightning record Page with a component that shows LinkedIn data. The sales team would like to only show this component tosales users when they are on their mobile phones. Choose 2 Answers.

A. Filter the component visibility with User > Profile > name = sales User.
B. Filter the component visibility with Form Factor = phone
C. Filter the component visibility with view = Mobile/Tablet.
D. Filter the component visibility with User > Role > Name = Sales User.

Answer: BC

NEW QUESTION 118
The administrator for AW Computing is working with a user who is having trouble togging in to Salesforce. What should the administrator do to identify why the user Is unable to log in?

A. Review the login history for the user.
B. Check the attempted logins by running the setup audit trail.
C. Pull the password history to ensure the password policy was followed.
D. Reset the security token for the profile.

Answer: A

NEW QUESTION 121
Cloud Kicks need to be able to show different picklist values for sales and marketing users. Which two options will meet this requirement?
Choose 2 answers

A. One page layout, two record types, one picklist
B. Two page layouts, one record type, two picklists
C. Two permission sets, one record type, one picklist
D. One record type, two profiles, one picklist

Answer: AB

NEW QUESTION 124
An administrator installed a managed package that contains a permission set group. The permission setgroup that was installed includes Delete access on several objects, and the administrator needs to prevent users in the permission set group from being able to delete records.
What should the administrator do to control Delete access?

A. Use a muting permission set with a permission set group to mute selected permissions.
B. Create a new permission set that has Delete access deselected for the objects.
C. Create a new role that prevents Delete permissions from rolling up to the users.
D. Edit the profile for the users to remove Delete access from the objects.

Answer: A

NEW QUESTION 127
A user at Northern Trail Outfitters Is having trouble logging into Salesforce. The user's login history shows that this person has attempted to log in multiple times and has been locked out of the organization.
Which two ways should the administrator help the user log into Salesforce?

A. Log in as the user to unlock the user and reset the password.
B. Reset the password policies to allow the user to login.
C. Reset password on the user's record detail page.
D. Use the unlock button on the user's record detail page.

Answer: CD

NEW QUESTION 129
The administrator at cloud kicks has been ask to change the company's Shoe style field to prevent users from selecting more than one style on a record.
Which two steps should an administrator do to accomplish this? Choose 2 answers

A. Reactivate the appropriate Shoe Style values after the field type changes.
B. Select the "Choose only one value "checkbox on the pick list field.
C. Back-up the Shoe Style values in existing records.
D. Change the field type from a multi-select picklist field to a picklist field.

Answer: BD

NEW QUESTION 133
Ursa Major Solar wants to automatically notify amanager about any cases awaiting a response from an agent for more than 2 hours after case creation.
Which feature should an administrator use to fulfill this requirement?

A. Assignment Rule
B. Case Escalation Rule
C. Omni-Channel Supervisor
D. FormulaField

Answer: B

NEW QUESTION 138
A sales rep has a list of 300 accounts with contacts that they want to load at one time. Which tool should the administrator utilize to import the records to salesforce?

A. Dataloader.io
B. Data Loader
C. Manual Import
D. DataImport Wizard

Answer: D

NEW QUESTION 140
What are three Setting an administrator should configure to make it easy for approvers to respond to approval requests?
Choose 3 Answers.

A. Update the organizations chatter setting to allow approvals.
B. Enable the organizations Email approval response setting.
C. Specify initial submission actions within the approval process.
D. Add the Items to approve component to the approvers home page.
E. Create a flow to automatically approve all records.

Answer: ABD

NEW QUESTION 142
The administrator for Cloud Kicks has created a screen flow to help service reps ask the same set of questions when customers call in with issues. This screen should be visible from cases.
How should thescreen flow be distributed?

A. Page Layout
B. Component Filter
C. Lightning page
D. Home page

Answer: C

NEW QUESTION 146
What are three characteristics of a master-detail relationship? Choose 3 answers

A. The master object can be a standard orcustom object.
B. Permissions for the detail record are set independently of the master.
C. Each object can have up to five master-detail relationships.
D. Roll-up summaries are supported in master-detail relationships.
E. The owner field on the detail records is the owner of the master record.

Answer: ADE

NEW QUESTION 151
An Administrator wants to trigger a follow-up task for the opportunity owner when they close an opportunity as won and another task after 60days to check in with the customer.
which two automation tools should the administrator use? Choose 2 answers

A. process builder
B. workflow Rule
C. Field Update
D. Outbound Message

Answer: AC

NEW QUESTION 153
The business developmentteam at Cloud Kicks thinks the account creation process has too many fields to fill out and the page feels cluttered. They have requested the administrator to simplify the process.
Which automation tool should an administrator use?

A. Approval process
B. Workflow rule
C. Flow builder
D. Validation rule

Answer: C

NEW QUESTION 156
Dreamhouse Reality just announced its new home concierge offering. This product is unlike anything the company has offered in the past and follows a different business model.

What Should the administrator Configure to meet this requirement?

A. Create a quick action.
B. Create a new approval process.
C. Create a new sales process.
D. Create a new Opportunity product.

Answer: C

NEW QUESTION 160
The Call centre manager in Ursa Major Solar wants to provide agents with a case dashboard that can be drilled down by case origin, status and owner.
What should an Administrator add to the dashboard to fulfil the request?

A. Dashboard Filter
B. Bucket column
C. Dashboard component
D. Combination Chart

Answer: A

NEW QUESTION 161
The sales manager at Cloud Kicks wants to set up a business process where opportunity discounts
over 30% need to be approved by the VP of sales. Any discounts above 10% need to be approved by the user's manager. The administrator has been tasked with creating an approval process.
Which are two considerations the administrator needs to review before setting up this approval process?
Choose 2 answers

A. Create a custom Discount field on the opportunity to capture the discount amount
B. Populate the Manager standard field on the sales users' User Detail page.
C. Configure two separate approval processes.
D. Allow the submitter choose the approver manually.

Answer: AB

NEW QUESTION 165
Sales reps at Cloud Kicks want to be notified when theyhave a high likelihood of winning an opportunity over $1,000,000.
Which feature meets this requirement?

A. Key Deals
B. Big Deal Alerts
C. Activity Timeline.
D. Performance chart.

Answer: B

NEW QUESTION 169
Cloud Kicks has decided to delete a custom field.
What will happen to the data in the field when it is deleted?

A. The data in the field is stored for 20 days.
B. The data is permanently deleted.
C. The data associated with the field is required.
D. The data is restorablefrom the recycle bin.

Answer: B

NEW QUESTION 174
Ursa Major classifies its accounts as Silver, Gold, or Platinum Level. When a new case is created for aSilver or Gold partner, it should to the Regular Support Queue. When an account is Platinum Level, it should automatically go to the Priority Support Queue.
What should the administrator use to achieve this?

A. Assignment Rules
B. Case Rules
C. Workflow Rules
D. Escalation Rules

Answer: A

NEW QUESTION 178
Which tool should an administrator use to review recent configuration changes made in their org?

A. Critical Updates
B. Debug logs
C. Setup Audit Trail
D. Field History Tracking

Answer: C

NEW QUESTION 180
Cloud Kicks users are seeing error messages when they use one of their screen flows. The error messages are confusing but could beresolved if the users entered more information on the account before starting the flow.
How should the administrator address this issues?

A. Remove validation rules so that the users are able to process without complete records.
B. Create a permission setto allow users to bypass the error.
C. use a fault connector and display a screen with text explaining what went wrong and how to correct it.
D. Uncheck the end user Flow Errors box in setup.

Answer: C

NEW QUESTION 182
The administrator at cloud kicks has been told that users are unable to add repeating tasks in salesforce.
Which two solutions the administrator use to ensure users are able to do this? Choose 2Answers

A. Enable creation of Recurring Tasks in Activity Settings
B. Disable shares Activities.
C. Add create Recurring series of Tasks field on Page Layouts
D. Turn on Task Notifications service.

Answer: AC

NEW QUESTION 186
Brokers at DreamHouse Realty need to see certain informationabout one or more cases when referencing the contact record. This record case Name, Case ID, Customer Name, Case Reason, Case Status, and Case Creation Date.
Which two changes in Setup should the administrator make?

A. Use the page layout editor to changethe related list type to Enhanced List.
B. Edit the Related List component in the Lightning App Builder and choose Related List as the related list type.
C. Edit the Related List component in the Lightning App Builder and choose Enhanced List as the related list type.
D. Use the page layout editor to include the appropriate column in the Cases related list.

Answer: AD

NEW QUESTION 190
Users at Cloud Kicks want to be able to create a task that will repeat every two weeks. What should an administrator do to meet the requirement?

A. Enable Creation of Recurring Tasks.
B. Flow to create recurring tasks.
C. Workflow rule to create recurring tasks.
D. Turn on Recurring Activities.

Answer: A

NEW QUESTION 195
Users at Cloud Kicks are reporting different options when uploading a custom picklist on the Opportunity object based on the kind of opportunity.
Where Should an administrator update the option in the picklist?

A. Fields and relationships
B. Related lookup filters
C. Record Type
D. Picklist value sets

Answer: C

NEW QUESTION 198
An administrator at Northern Trail Outfitters is creating a validation rule.
Which two functions should the administrator use when creating a validation rule? Choose 2 answers

A. Formula return type
B. Error condition formula
C. Error message location
D. Rule active date

Answer: BC

NEW QUESTION 201
Northern Trail Outfitters wants to encourage employees to choose secure and appropriate passwords for their Salesforce accounts.
Which three password policies shouldan administrator configure? Choose 3 answers

A. Maximum invalid login attempts
B. Prohibited password values
C. Require use of Password Manager App
D. Password complexity requirements
E. Number of days until expiration

Answer: ADE

NEW QUESTION 203
Cloud Kicks (CK) stores information about specificcustomers in Contacts and information about shoes and accessories in a custom Merchandise object.
What should the CK administrator use to represent that Contact can be interested in multiple pieces of Merchandies?

A. Hierarchy column
B. Lookup filter
C. Formula field
D. Junction object

Answer: C

NEW QUESTION 204
Universal Container wants to increase the security of their org by requiring stricker user passwords. Which two of the following should an administrator configure?
Choose 2 answers

A. Password different then username
B. Prevent common words
C. Minimum password length.
D. Password complexity requirement.

Answer: CD

NEW QUESTION 209
Northern Trail Outfitters has requested that when the Referral Date field is updated on the custom object Referral Source, the parent object Referral also needs to be updated. Which automation solution should an administratoruse to meet this request?

A. Lightning Web Component
B. Approval Process
C. Workflow Field Update
D. Process Builder

Answer: D

NEW QUESTION 214
The Client services and customer support teams share the same profile but have different
permission sets. The Custom Object Retention related list needs to be restricted to the client services teamon the Lightning record page layout.
What should the administrator use to fulfil this request?

A. Sharing settings
B. Page Layout Assignment
C. Component Visibility
D. Record Type Assignment

Answer: C

NEW QUESTION 219
Universal Containers requires that when an Opportunity is closed won, all other open opportunities on the same account must be marked as closed lost.
Which automation solution should an administrator use to implement this request?

A. Quick Action
B. Workflow Rule
C. Flow Builder
D. Outbound Message

Answer: C

NEW QUESTION 220
The administrator for Cloud Kicks needs to give access to a new custom object with custom fields to more than one user.
Which two options should an administrator use to meet this requirement? Choose 2 answers

A. Add to manual sharing list
B. Assignpermission set group to Users
C. Create a Permission Set
D. Edit organization-wide defaults

Answer: AB

NEW QUESTION 225
Which setting on a profile makes a tab hidden in the All App Launcher or viable in arty app, but still allows a user to view records that would normally be found under this tab?

A. Object Permissions
B. App Permissions

C. Pig wide Defaults
D. Tab Settings

Answer: D

NEW QUESTION 226

Marketing users at Cloud Kicks should be able to view and edit converted leads. The administrator has assigned them permission set with the View and edit
Converted Leads permission.
Which two ways can the marketing users now access converted leads for editing? Choose 2 answers

A. Find them in the global search result.
B. Search the Recent Records component on the homepage.
C. Utilize a list view where lead status equals Qualified.
D. Use the Data Import Wizard,

Answer: C

NEW QUESTION 230

DreamHouse Realty regularly processes customer requests for warranty work and would like to offer customers a self-serve option to generate cases.
Which two solutions should an administrator use to meet this request? Choose 2 answers

A. Web-to-Case
B. CaseEscalation
C. Case Queues
D. Email-to-Case

Answer: AD

NEW QUESTION 231

The administrator at Cloud Kicks has been asked to replace two old workflow rules that are doing simple field updated when a lead is created to improve
processing time.
What tool should the administrator use to replace the workflow rules?

A. Quick Action Flow
B. Before Save Flow
C. Scheduled Flow
D. Screen Flow

Answer: B

NEW QUESTION 235

Northern trail Outfitter wants to use contract hierarchy in its or to display contact association. What should the administrator take into consideration regarding the
contact hierarchy?

A. Contacts displays in the contact hierarchy are limited to record-level access by User.
B. Contact Hierarchy is limited to only 3,000 contacts at one time.
C. Customizing hierarchy columns changes the recently viewed Contacts list view.
D. Sharing setting are ignored by contacts displayed in the Contact Hierarchy.

Answer: A

NEW QUESTION 237

Universal Container wants to prevent its service teamfrom accessing deal records. While service users are unable to access deal list views, they are able to find
the deal records via a search. What options should the administrator adjust to fully restrict access?

A. Record setting and search index
B. Permissions and tab visibility
C. App permissions and search terms
D. Page layouts and field- level security

Answer: D

NEW QUESTION 242

The Support team at Ursa Major Solar prefers using split list views on the case homepage. Occasionally, the team views shipments from another support
application.
What should the administrator configure to allow the team to use the split list view?

A. Filter by a single shipment record type in the list view.
B. Include the Shipments tab on the app's navigation bar.
C. Split views are only available on standard objects.
D. Add the Manage ListViews permission for support users.

Answer: C

NEW QUESTION 245

Sales reps at NorthernTrail Outfitters have asked for a way to change the Probability field value of their Opportunities.
What should an administrator suggest to meet this request?

A. Define a new Stage picklist value.
B. Create a custom field on Opportunity.
C. Configure Forecasting support.
D. Make the field editable on page layouts

Answer: D

NEW QUESTION 246
Cloud Kicks has created a screen flow for their sales team to use when they add new leads. The screen flow collect name, email and shoe preference.
which two things should the administrator do to display the screen flow?
Choose 2 answers

A. Create a tab and add the screen flow to the page.
B. use a flow element and add the screen flow to the record page.
C. Add the flow in the utility bar of the console
D. install an app from the AppExchange

Answer: AB

NEW QUESTION 250
New Leads needs to be routed to the correct sales person based on the lead address. How should the administrator configure this requirement?

A. Create formula field.
B. Use lead assignment rules.
C. Assign with an escalation rule.
D. Configure a validation rule

Answer: B

NEW QUESTION 252
Support reps at Cloud Kicks (CK) are reporting that when they try to close a case, the Closed option in the Case Status picklist is missing. CK has asked the administrator to find a solution.
Why are the support reps unable to see the Closed option in the specified piclist?

A. The Case record type is missing Closed as apicklist value.
B. The Close Case page layout must be used to close a case.
C. The Show Closed Statuses m Case Status Field checkbox is set to the default.
D. The Support Process being used omits Closed as a status choice.

Answer: A

NEW QUESTION 256
Northern Trail Outfitters has the Case Object set to private. The support manager raised a concern the reps have a boarder view of data than expected and can see all cases on their groups dashboards. What could be Causing reps to have inappropriate access to data on dashboards?

A. Dashboard Filters
B. Dashboard Subscriptions
C. Dynamic Dashboards
D. Public Dashboards.

Answer: C

NEW QUESTION 261
Which three items are available in the mobile navigation menu? Choose 3 answers

A. Lightning App Pages
B. Lightning Home Page
C. Chatter
D. Utility Bar
E. Dashboards

Answer: CDE

NEW QUESTION 265
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