Salesforce

Exam Questions Salesforce-Advanced-Administrator

Salesforce Certified Advanced Administrator

NEW QUESTION 1
Cloud Kicks (CK) has a backup team of employees that helps short-staffed departments. These users could be working with sales one day and service the next. CK is implementing new Lightning record pages for each department so that they view records In a way that makes sense for each department.
How should the administrator ensure this Is configured correctly?

A. Configure ore app per department and activate record pages for each app.
B. Create permission sets for each department and assignthem to the backup team users.
C. Adjust the profile of the backup users each day to align with the proper access they require.
D. Allow the backup team users to update their own profile with Delegated Administration.

Answer: A

NEW QUESTION 2
An auto-response rule sends en email using Template when the field Case Source Is 'email' and Template when Case Source is blank. A Process Builder updates CaseSource to 'email' when a case is created using Email-to-Case and to web' when a case Is created using Web-to-Case. Otherwise, Case Source Is blank.
What will occur when a case is created from an Incoming email?

A. Case Source updates to 'email' and an email is sent out using Template2.
B. An email is sent out using Template and then Case Source updates to email'.
C. An email la sent out using Template and then Case Source updates to 'email'.
D. Case Source updates to email and an email Is sent out using Template1.

Answer: C

NEW QUESTION 3
The administrator at Cloud Kicks recently replaced several case workflow rules with a single before save flow. Since this change, some cases are routing In unexpected ways.
What could be the cause or the charges to routing?

A. The old workflow rules are still active and impacting routing.
B. The flow precedes assignment rules; workflow rules are after assignment rules.
C. Assignment rules no longer reference the correct fields.
D. Multiple automation tools have been used and the automation is executed in a different order.

Answer: B

NEW QUESTION 4
The Cloud Kicks online LeadIntake form was recently updated to allow for new choices on some older picklist fields. The leads are all being created properly in Salesforce, but reps are getting errors as they try to work the leads.
What tool should the administrator use to evaluate what is causing the errors?

A. Login History
B. Debug Log
C. Setup Audit Log
D. Record History

Answer: B

NEW QUESTION 5
Cloud Kicks (CK) has deployed several new custom apps that use Lightning Web components. The administrator is now concerned that they may need to make some adjustments to CK's org to make it more secure.
Which tools should the administrator use to expose possible security risks within a Lightning web component?

A. HealthCheck
B. Master Encryption Keys
C. Salesforce Optimizer
D. Self-signed Certificates

Answer: A

NEW QUESTION 6
AW Computers has enabled the feature for Contact to multiple Accounts. A rep is trying to remove the primary Account from a Contact but Is unableto do so. The administrator has already updated the page layout to no longer require an Account.
What could be the issue?

A. A primary Account relationship Is required on a Contact regardless of the page layout settings.
B. The Contact has Indirect relationships to other Accounts.
C. The Account Contact relationship record needs to be deleted first In order to disassociate Contact from the Account.
D. Private Contacts need to be enabled in Setup.

Answer: A

NEW QUESTION 7
The administrator at AW Computing has been asked to review whether any users are making configuration changes directly in production.
Which item should the administrator review to find these details?

A. Setup Audit Trail
B. FieldHistory Tracking
C. Login History
D. Organization-Wide Defaults

Answer: A

NEW QUESTION 8
An administrator is trying to deploy a change set from a newly upgraded sandbox source org with new features to a destination sandbox org on a previous release. Some metadata in the change set cannot be deployed because they've changed between releases.
What should the administrator do to deploy the changes to a sandbox?

A. Make the changes manually through the user interface in the source org.
B. Create a new sandbox on the new release version and deploy ;he change set to the new org.
C. Submit aticket to Salesforce to update the source org to the latest release.
D. Refresh the sandbox destination org and then deploy the change set.

Answer: B

NEW QUESTION 9
An administrator is given a .csv file of 5,000 leads with External Id and Status fields. They need to match existing and add new records with Data Loader.
What action should be taken to populate the Status field on the records and add new records?

A. Export
B. Update
C. Insert
D. Upsert

Answer: D

NEW QUESTION 10
The administrator at Cloud Kicks (CK) is troubleshooting why users are missing expected email alerts from an automated process. The investigation shows that CK is hitting its daily limit.
What should the administrator review to resolve the issue?

A. Email Logs
B. HTML Email Status Report
C. Notification Delivery Settings
D. Outbound Messages

Answer: A

NEW QUESTION 10
The administrator at Cloud Kicks needs to import a batch of person accounts into Salesforce. What tool should the administrator use?

A. Data Import Wizard
B. Quick Create
C. Bulk API
D. Mass Update

Answer: A

NEW QUESTION 15
Northern Trail Outfitters (NTO) wants to start using Salesforce for its HR recruiting process. NTO needs to ensure that every application is linked to both a job posting and an applicants can apply for more one job posting, and each job posting can have more than one application.
How should an administrator configure the objects?

A. Make Job Application as a junction object with a master-detail relationship to Applications and a lookup relationship to Job Posting.
B. Create Application as a junction object with a master- detail relations to Job Postings and a lookup relationship to Job Applications.
C. Add applicants as a junction object with master-detail relationship to both Posting and Job Applications.
D. Configure Job Application as a Junction object with master-detail relationship to both Application and Job Postings.

Answer: D

NEW QUESTION 19
An administrator is receiving cases that users are getting logged out of Salesforce without notice. What should the administrator do to address this issue?

A. Deselect disable session timeout warning popup.
B. Select force logout on session timeout.
C. Remove the session timeout settings.
D. Enable Remember me until logout.

Answer: A

NEW QUESTION 24

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B. The Contact has Indirect relationships to other Accounts.
C. The Account Contact relationship record needs to be deleted first In order to disassociate Contact from the Account.
D. Private Contacts need to be enabled in Setup.

Answer: A

NEW QUESTION 27
An administrator needs to Import a large amount of historical data (more than 100,000 records) from another system.
how should the administrator import the data?

A. SOAP based API with Developer console
B. Data Loader with Bulk API Enabled
C. AnAppExchange package
D. Import Wizard with Add Only

Answer: C

NEW QUESTION 30
An administrator at Cloud Kicks has been tasked by the compliance team to flag where sensitive information is stored in Salesforce.
What feature should the administrator use to fulfill this requirement?

A. Data Classification
B. Schema Builder
C. Classic Encryption
D. Field-Level Security

Answer: A

NEW QUESTION 34
The sales agents at DreamHouse Realty have a profile that allows them to import records for a custom object called House. The agents only need to make imports occasionally and typically Import around 100 new records at a time.
What tool should the agents use to upload records?

A. Bulk API
B. Apex
C. Date Xmport Wizard
D. Data Loader

Answer: C

NEW QUESTION 37
Ursa Major Solar offers customers annual service contracts. Account owners should receive an email renewal reminder l month before their customer's planned expiration date. The administrator builds a flow to automate the process, which runs when a record is created, and tests several possible scenarios.
What win occur if the expiration date is changed from January 1 of the next year to yesterday?

A. The flow is unable to run and a flow error message Is sent to the user who Initiates the flow.
B. The Interview resumes 1 month before the original expiration date and will send the email at that rime.
C. The Interview is rescheduled based on the expiration date and sends the email on the last day of the current month.
D. The resume event is recalculated and the email goes out to the account owner immediately.

Answer: A

NEW QUESTION 39
Cloud Kicks (CK) is working on adding a Knowledge base to its online customer community. The administrator suggests using Salesforce Knowledge to meet this requirement.
What are three reasons CK should utilize Data Categories whencreating articles in Knowledge? Choose 3 answers

A. Up to five Data Category groups can be created for segmentation.
B. Data Categories help organize the Knowledge base content displayed.
C. Every article is required to have a Data Category for sorting.
D. Data Categories provide a way to secure access to the Knowledge base content.
E. A Knowledge article can be tagged to more than one Data Category.

Answer: BDE

NEW QUESTION 40
AW Computing organizes Its sales regions as East, Central, and West. Each region has sales reps, a sales director, and sales operations members. The organization-wide default for all objects is set to Private. Members of the operations team for the East region need access to all the accounts and opportunities in the region.
How should the administrator configure this requirement?

A. Instruct the operations team members to add themselves to the account teams.

B. Share an Opportunity sharing the with a public group containing the East operations profile.
C. Assign to a role in the role hierarchy positioned above the East sales director.
D. Utilize territory management to add the operations team to the East territory.

Answer: D

NEW QUESTION 42
Cloud Kicks (CK) has introduced its new Alpha Shoe line. Customers create cases from CK's website. Managers receive a report of all cases created last week. Managers would like a way to easily see in the report if the customer refers to the new shoe line in the case subject.
How should the system administrator modify thr report meet this request?

A. Add a cross-filter and a with' sub-filter.
B. Build a row-level formula.
C. Change the format to a joined repi
D. Include a contains filter on Subject.

Answer: D

NEW QUESTION 46
An administrator has a request to write a report listing accountsthat have sales from this year and that have a completed activity in the last 30 days.
What reporting feature should the administrator employ to provide only the list of accounts, without listing the details of the opportunities?

A. Joined Report
B. Cross-Filter
C. Summary Report
D. Filter Logic

Answer: B

NEW QUESTION 48
What are threeoptions available to the administrator to help with this issue? Choose 3 answers

A. Move some page components behind a tab.
B. Remove some of the fields displayed.
C. Deactivate unnecessary validation rules.
D. Convert all Process builders to flows.
E. Reduce the number of related lists displayed.

Answer: ABE

NEW QUESTION 51
The administrator at Cloud Kicks has been requested to provide access to the Leads object to a contractor. The contractor currentlyhas a profile that has access to a project management app within Salesforce. The contractor should only have View access to all of the Lead records.
What should the administrator handle this request?

A. Assign a permission set that has View All on Leads.
B. Add an app with the Leads tab to the user's profile.
C. Assign the contractor a public group with Lead access.
D. Create a profile with Read Only for all Leads.

Answer: A

NEW QUESTION 53
Ursa Major Solarhas a global customer base. Recent issues with customs have greatly delayed shipping to Canadian customers. While the Country field is already on the page layout, the sales team wants Canadian customers highlighted as a potential challenge for fulfillmentuntil the shipping issue is resolved.
How should the administrator solve this issue?

A. Modify the page layouts to move the Country field into its own section.
B. Add a rich text component to the Lightning pag
C. Use conditional visibility to only show thecomponent if the account is Canadian.
D. Create an in-app guidance prompt for Canadian records.
E. Create a new record type and page layout for Canadian customers, ensuring their pages look different.

Answer: C

NEW QUESTION 56
Ursa Major Solar uses the custom object Product Development to track Ideas R&D is wording on. A former administrator added the custom object Potential Name with a lookup to Product Development to allow R&D to track names under consideration for those product. The R&D manager recently ran a record and noticed several potential names where the relationship to the Product Development record was missing. The current administrator needs to change this relationship to masterdetail to ensure a potential name only exists when there is product development.
Which two options are available for altering the existing Potential Name records for the deployment of this change to be successful?
Choose 2 answers

A. Move any Potential Name records with blank lookup fields to the recycle bin.
B. Assign any Potential Name records with blank lookup fields to an existing record from Product Development.
C. Remove any existing data in the lookup field n Potential Name records
D. Remove thelookup field from the page layout so the data is maintained without changes.

Answer: AB

NEW QUESTION 57
Sales reps at AW Computing hove been reporting that contact phone numbers sometimes revert book to on old value after being updated.
What should the administrator do to resolve this issue?

A. Schedule Apex jobs.
B. Deleteall workflow rules.
C. Add an invocable process.
D. Consolidate automation tools.

Answer: D

NEW QUESTION 59
How should an administrator support a finance team that is trying to use Opportunity data to keep an eye on their pipeline rather than manually calculating anticipated income for the quarter?

A. Run a report at the end of each quarter to update the finance team on pipeline status.
B. Set up collaborative forecasting to view quota against the open pipeline.
C. Create a custom Forecasting object to inform the finance team on the status of deals.
D. Show the finance team how to use the Opportunity Kanban List View.

Answer: B

NEW QUESTION 62
Cloud Kicks has an export of Order and Order Item data from an enterprise resource planning (ERP) system. The data must be imported into the Salesforce Order and Order Product objects, while maintaining the relationships in the data.
What are two ways the administrator should load the data? Choose 2 answers

A. Use an Upsert operation to load data.
B. Use an Insert operation to load data.
C. Replace the Salesforce record ID with the External ID.
D. Map an External ID data value to the object.

Answer: AD

NEW QUESTION 64
Cloud Kicks needs to create 10 separate environments for various projects. A developer sandbox has been created with the necessary configuration and data. The administrator needs to create 10 now environments with thesame metadata and data for each user.
What should the administrator do to meet the requirements?

A. Use refresh sandbox without Auto Activate.
B. Use the existing sandbox as a sandbox template.
C. Use clone a sandbox option from the existing sandbox.
D. Use a scratch org definition to copy sandbox.

Answer: B

NEW QUESTION 65
Universal Containers' support team wants to use Salesforce Knowledge to allow customers and the support team to have access to the product documentation. There aremany different types of documentation with usage across the globe.
What feature should the administrator configure?

A. Enable the Case Feed.
B. Create article types.
C. Define data categories and visibility.
D. Setup record types and page layouts.

Answer: C

NEW QUESTION 66
Sales managers at Ursa Major Solar have asked for some additional automation around opportunity reminders. If the opportunityis in the Proposal stage a week before the close date, they want an email sent to the opportunity owner and manager. If the Budget Approved custom field is checked, the managers want to be notified immediately.
How should these requirements be met withoutusing code?

A. Create a schedule-triggered flo
B. Configure the trigger to flow weekly.
C. Create a record-triggered flow with scheduled path
D. Configure the trigger to flow after the record is saved.
E. Create a record-triggered flow with scheduled paths.Configure the trigger to flow before the record is saved.
F. Create a schedule-triggered flow for the Opportunity objec
G. Configure the trigger to flow daily.

Answer: D

NEW QUESTION 71
A custom object called Item has a many-to-many relationship with the Account and Quota objects. At Cloud Kicks, account owners are changed frequently while ownership of Quota records remains unchanged. When an account owner is updated, the new account owner can only seeItem records if they are also the owner of the Quota record.
What step should the administrator take to give access to all Item records?
Change the data format of the Quota relationship field from master-detail to lookup.

A. Re-assign the Quota master-detail to the primary and the
B. Account master-detail to secondary.
C. Create a Quota criteria-based sharing rule using ISCHANGED for the Account Owner field.
D. Give the account owner Read access to both the Account and the Quota objects

Answer: A

NEW QUESTION 76
AW Computing has been advertising a new keyboard that was released at the beginning of the month. The sales team has an additionalincentive to add the keyboards to every sale. The administrator already added the product to Salesforce but the reps are unable to select the product on the opportunity.
Which two options should an administrator check to ensure the product is available? Choose 2 answers

A. Confirm the correct price book is selected on the opportunity.
B. Make sure the price book Is in the company currency.
C. Ensure the product is associated with the correct price book.
D. Verify the product has a start date entered.

Answer: AC

NEW QUESTION 79
Cloud Kicks has o custom object called Membership Details that records information about customers' preferences for their memberships. Depending, on the membership level, different data needs to be displayed.
• when cue running user has the Market no profile, all data should be visible.
• When the running user has the Support profile, only the Support preference fields should be visible.
• Both Marketing and Support users should be able to report onall data. How should the administrator deliver this solution?

A. Create two record types und two page layouts.
B. Set up Dynamic forms to conditionally show data.
C. Make a permission set with a Muting permission.
D. Use Field-Level Security to control data access.

Answer: B

NEW QUESTION 83
Cloud Kicks users need to link multiple Case records to multiple Outcome records stored in a custom object. Any user that can view the Case record must be able to create a link. The administrator creates a Case Outcome custom object.
What is the recommended option to use when adding a field to Case Outcome?

A. Lookup relationship with Ready-Only sharing setting.
B. Master-detail relationship with Read-Only sharing setting.
C. Lookup relationship with Read/Write sharing setting.
D. Mater-detail relationship with Read/Write sharing setting.

Answer: D

NEW QUESTION 84
Cloud Kicks users report receiving an "Apex CPU time limitexceeded" error message when attempting to close certain opportunity records. This does not occur on every opportunity record change or for every user.
What is the recommended method for the administrator to identify the cause?

A. Monitor with Login Forensics.
B. Enable Debug Logging for users.
C. Review the Setup Audit Trail.
D. Set up Apex Exception Email alerts

Answer: B

NEW QUESTION 87
When should an administrator apply a permission set to a user or group of users versus configuring the user's profile with the necessary access?

A. When a user is part of a team withan assigned profile that covers the majority of their needs but requires just a little less access than the rest of their team.
B. When a user is part of a team with an assigned profile that covers the majority of their needs but requires more access thanthe rest of their team.
C. When an organization's sharing model is too broad and they need to restrict access beyond what their sharing model and existing profiles provide.
D. When an organization has opted out of using the standard profiles and created custom profiles.

Answer: B

NEW QUESTION 88
An administrator is asked to create a report to calculate the year-over—year changed in the dollar amount of a company's opportunities.
What reporting tool should be used to complete this request?

A. A row-level formula to compare amounts grouped by year.
B. A joined report with two report blocks for each year
C. A customsummary formula with PARENTGROUPVAL function
D. A custom summary formula with the PREVGROUPVAL function.

Answer: D

NEW QUESTION 89
The sales manager at Cloud Kicks (CK) wants to make sure the accounts that CK serves are happy. One way they track this is by how many open cases an account has with CK. The sales manager asks CK's administrator to build a report to show Accounts with Open Cases.
What report type would this be?

A. Bucket Report
B. Joined Report
C. Summary Report
D. Matrix Report

Answer: C

NEW QUESTION 90
As part of their yearly audit, the compliance team at Cloud Kicks would like to track when auser's profile has been changed and who changed the data.
What should the administrator review to meet this requirement?

A. Field History Tracking
B. Setup Audit Trail
C. Historical Trending
D. Analytic Snapshot

Answer: B

NEW QUESTION 95
The administrator at Cloud Kicks made new fields and page layout adjustments based on new requirements from the service teem. The changes have been built In a sandbox and are ready to be deployed Into production.
Whetshould en administrator do before deploying the change set in production?

A. Request a new sandbox based on the sandbox where the changes were made.
B. Make a new sandbox based on production to restore changes from.
C. Push the change set to another sandbox to restore from.
D. Create the fields and update the page layouts In production.

Answer: B

NEW QUESTION 96
Ursa Major Solar (UMS) wants to improve Its customers' ability to search for knowledge articles. UMS has already created categories for articles.
Which two additional chances should be made to improve search capabilities? Choose 2answers

A. Configure Global Search for specific search terms.
B. Create synonyms for specific search terms.
C. Configure Einstein Search for specific search terms.
D. Promote specific search terms for specific articles.

Answer: BD

NEW QUESTION 99
Northern Trail Outfitters (NTO) is expending into the U.K. While most of NTO's product are the same as in the US. Pricing will vary from productdue to shipping and raw material cost differences.
What should the administrator configure for a smooth rollout to the U.K.?

A. Configure a U.K Opportunity record type.
B. Write a flow the translates the currency from dollars to euros using a custom Exchange Rate field.
C. Add a new U.K Order Form that has the euro symbol instead of the dollar symbol.
D. Create a new Price Book for the U.K product pricing.

Answer: D

NEW QUESTION 100
An administrator at AW Computing is trying to track the login history for a specific user. The AW Computing org has150,000 users and multi-factor authentication (MFA) is enabled and enforced for all users. In reviewing the Identity Verification History data, the administrator is unable to find any information for the mentioned user. The user used to log in regularly but has been inactive this quarter.
Which two reasons explain why the user's data is missing from Identity Verification History?
Choose 2 answers

A. Identity Verification History stores the last year's worth of data.
B. User belongs to a specific role for which identity verification data is not stored.
C. Up to 20,000 records of users' identity verification attempts are stored.
D. The last 6 months worth of data is stored in the Identity Verification History.

Answer: CD

NEW QUESTION 104
What should an administrator do tokeep secure fields protected in email templates'?

A. Implement GDPR.
B. Set up an approval process for email alerts.
C. Remove the fields from the email.
D. Use classic encrypted fields.

Answer: D

NEW QUESTION 107
AW Computing wants to create a process to assign accounts to different salespeople based on the annual revenue…. of the company. The administrator has decided to create a flow.
Which two consideration should the administrator make sure to remember when creating the flow? Choose 2 answers

A. Use a Get Record component instead ofhard coding record IDs.
B. The running user of a flow is the user that last saved the flow.
C. Update record elements should be placed outside the flow loop.
D. Update Record elements should be placed inside the flow loop.

Answer: AC

NEW QUESTION 109
The distributors at CloudKicks are eligible for support based on a specific service contract-How should the administrator show this in Salesforce?

A. Use entitlement management.
B. Add a service contract to the record.
C. Turn on Service Cloud.
D. Build a new custom object.

Answer: A

NEW QUESTION 111
Person accounts were recently activated at Cloud Kicks. There are three record types for accounts:
• B2B customer
• B2C Customer
• External Partner
There are two record types for leads:
• B2B Lead
• B2CLead
The test team finds that when the Convert button is clicked on a B2C Lead record, only the B2B Customer and External Partner account record types are available choices on the Conversion Layout.
What should the administrator do to correct this issue?

A. Hide the Record Type field on the Account section of the Conversion Layout.
B. Build a process that updates the record type field to B2C Customer after conversion.
C. Use a validation rule to ensure the company name on B2C Leads is blank.
D. Change organization-wide default settings forcontacts to Controlled by Parent.

Answer: B

NEW QUESTION 114
How should an administrator ensure the appropriate number of digits are entered Into the custom encrypted field created to capture credit card numbers on the Opportunity object?

A. Use the credit card number masktype.
B. Define the number of mask characters.
C. Enter the number of digits at the field level.
D. Create a validation rule to ensure the length.

Answer: C

NEW QUESTION 116
Cloud Kicks has Service end Soles Manager roles that need to be able to see a l Accounts. Currently, they each have their own custom profile. The organization-wide defaults are set to Private and a sharing rule share access to Accounts to the sales and service teams based on criteria.
What should the administrator do to allow the service and sales Manager to sec all Accounts?

A. Configure a custom profile for each manager that gives them view All on Accounts.
B. Set the organization-widedefault for Accounts to Public Read Only.
C. Create a permission set with view All to Accounts and assign it to the Service and Sales Managers.
D. Move the Service and Sales Managers higher in the role hierarchy.

Answer: C

NEW QUESTION 119
Cloud Kicks has a very large knowledge base in Salesforce, Service reps are having a hard the finding the mostreviewing articles because there are too many search results.
What should the administrator do to help service reps quickly narrow down the number of articles?

A. Implement and configure Data Categories.
B. Delete and remove old Knowledge articles.
C. Update Knowledge to auto-search the case's subject.
D. Activate and configure Einstein Search.

Answer: A

NEW QUESTION 124
The sale VP notices several sales repsgenerating a contract too early in the sales stage. The help correct this Behavior, the has requested the Create Contract button only be available when the opportunity reach… negotiation stage.
How should the administrator meet this requirement?

A. Createa validation rule.
B. Configure dynamic action.
C. Create a custom permission.
D. Modify page layout.

Answer: B

NEW QUESTION 126
Sales reps endpartner consultants at Cloud Kicks work on the same kinds of shoe deals. The administrator has been asked to ensure that the Profit new on the Opportunity object is available to sales reps and is hidden from partners using Field Level Security.
Which two features should the administrator use to fulfil this request? Choose 2 answers

A. Permission Set
B. Record Type
C. Organization-wide Defaults
D. Profiles

Answer: AD

NEW QUESTION 131
Ursa Major Solar allows accounts to apply for loans to purchase solar panrts. Financial information will be stored in a custom object. Only finance team members should see the related financial information about the account.
What kind of field should the administrator create in the customobject?

A. Lookup Relationship
B. External Relationship
C. Hierarchical Relationship
D. Master-Detail Reiatic

Answer: D

NEW QUESTION 135
Cloud Kicks wants its sales reps to always use the same full zip code format with a hyphen where applicable. What should the administrator implement to help ensure consistent formatting?

A. Edit the standard field length to five characters.
B. Add a quick create function for the sales reps to use.
C. Create a REGEX function to use in a validation rule on the field.
D. Add a help text instructing the sales rep on how to enter this field.

Answer: C

NEW QUESTION 140
AW Computing has a newrequirement from its security team where audit information relating to an account must be recorded in a new custom object called Audit. Audit records need to be preserved for 10 years and only accessible by the audit team.
What relationship should be usedto relate the Audit object to the Account object?

A. Master-Detail
B. Lookup
C. Many-To-Many
D. Self

Answer: A

NEW QUESTION 141
Cloud Kicks has created a new flow that deletes records.
What should the administrator consider when testing the flow?

A. Flows with delete elements cannot be debugged by the Flow debugged tool.
B. Even if the flow is inactive, debugging the flow will delete the test record.

C. Record deleted by Flow when debugging are hard deleted.
D. Flow with delete elements need to neinactivate to ensure that the test record is not actually deleted.

Answer: B

NEW QUESTION 143
A user started to work remotely. They are having an Issue logging in. What could be the issue?

A. The login session has expired for this user.
B. They are signing in from a mobile device.
C. The time zone for the profile is outside of login hours.
D. The user Is not In the IP range for their profile.

Answer: D

NEW QUESTION 147
Administrator has been tasked with creating a new custom field on the Account object called Government Der. The compliance department has determined that this field contains sensitive Information and needs to be encrypted using Classic Encryption.
How willthis impact users when reading, editing, or reporting on Accounts?

A. Encrypted fields are unable to be used the report criteria or list views filters.
B. Users will need the View Encrypted Data permission to edit the field.
C. Encrypted fields can be added to a list view and rule filters.
D. Users with the View Encrypted Data permission can see the field, regardless of Field-Level Security.

Answer: A

NEW QUESTION 149
Universal Containers has found duplicate contacts in Salesforce. The sales team administrator prevent duplicate records frombeing created.
Which two ways should the administrator customize duplicate management? Choose 2 answers

A. Modify the Global Picklist Value Sets.
B. Configure custom duplicate rules.
C. Create custom matching rules.
D. Set up mobile duplicate alerts.

Answer: BC

NEW QUESTION 153
An administrator has been asked to enable permissions for users on the account services team to be able to edit and change ownership of Accounts owned by any of the team members.
What should the administrator configure?

A. Set organization-wide sharing for Account as Public Read Only.
B. Create a Sharing Rule on the Account object for all members of the account services role to have Read/Write access.
C. Update the profile Accountobject to Modify All.
D. Enable Account Teams and grant Read record-level access to account team members for the Account object

Answer: B

NEW QUESTION 157
Dreamhouse Realty recently learned that the major listing service it utilizes can accept messages to a specific endpoint. Therealtors want to utilize this to be able to quickly update the listing price on properties after it has been approved.
What automation tool should the administrator configure?

A. Flow
B. Platform Event
C. Process Builder
D. Email Alert

Answer: A

NEW QUESTION 158
Cloud Kicks (CK) has a backup team of employees that helps short-staffed departments. These users could be working with sales one day and service the next.
CK is implementing new Lightning record pagesfor each department so that they view records In a way that makes sense for each department.
How should the administrator ensure this Is configured correctly?

A. Configure ore app per department and activate record pages for each app.
B. Create permissionsets for each department and assign them to the backup team users.
C. Adjust the profile of the backup users each day to align with the proper access they require.
D. Allow the backup team users to update their own profile with Delegated Administration.

Answer: A

NEW QUESTION 159

The Cloud Kicks security team has seen an increase in unattended device attacks, where hackers can view sensitiveinformation when users leave devices unlocked in public settings. The security team wants to ensure Salesforce data cannot be viewed after 10 minutes of inactivity.
What is the recommended security setting to configure?

A. Enforce login IP ranges on everyrequest.
B. Lock sessions to the domain in which they were first used.
C. Require a high assurance session.
D. Force logout on session timeout.

Answer: D

NEW QUESTION 162
Which two ways can an administrator review the page performance for a Lightning record page? Choose 2 answers

A. Lightning Usage App
B. Analyze Button
C. Activation Button
D. Pages Menu

Answer: AB

NEW QUESTION 166
An administrator at AW Computing noticed that a customfield on the Contact object was changed from text to text area.
What tool should the administrator use to investigate this change?

A. Developer Console
B. Field History Tracking
C. Debug Log
D. View Setup Audit Trail

Answer: D

NEW QUESTION 168
AW Computing it running a special bundle deal onmonitors and keyboards. Normally, discounts need VP approval, but this special bundle is pre-approved.
What should the administrator recommend for these requirements?

A. Create a separate price book.
B. Implement CPQ.
C. Remove the approval process.
D. Enable Subscriptions.

Answer: B

NEW QUESTION 170
Ursa Major Solar has a training sandbox with 160MB of test data that needs to be refreshed every other day. Which two sandboxes should be used in this instance?
Choose 2 answers

A. Partial
B. Developer
C. Developer Pro
D. Full

Answer: CD

NEW QUESTION 173
Cloud Kicks (CK) has e sneaker maintenance plan that It Includes with all orders for Its new line of Bluetooth-enabled custom sneakers. The sneaker maintenance plan gives each customer 6 months of phone support in case they have Issues with their new sneakers. The administrator at CK is having a hard time keeping up with thework associated with managing the maintenance plan.
What should the administrator do to help manage the plan?

A. Use Flow to automatically create and assign entitlements.
B. Create a support process for the maintenance plan.
C. Ensure milestones are in place for the maintenance plan.
D. Set up and configure entitlement templates.

Answer: D

NEW QUESTION 177
AW Computing wants to enable a backup resource to assign permissions while restricting the backup
resource's ability to create or modify permissionsets.
Which feature should be employed to accomplish this request?

A. Assignment Rules
B. Delegated Administrator
C. View All Users Permission
D. Customize Application Permission

Answer: B

NEW QUESTION 180
A previous consultant helped Universal Containers automate many of its business processes. The administrator changed the email address on the consultant's user record anddeactivated it. The consultant called to say they continue to get email messages from failed flows and processes.
What steps should the administrator perform to stop the fault messages from going to the consultant?

A. Create a custom metadata type andassociate the LastModifiedBy fiel
B. Write a flow that updates the field in any flows or processes equal to the consultant's name.
C. Request an Email Log from Email Log Files in Setup and filter the request by the consultant's email.Manually update any flows or processes listed on the log.
D. Set Send Process or Flow Error Email' to Apex Exception Email Recipients' in Automation settings.Add the System Admin's email to the Apex Exception Email page in Setup.
E. Export Flow Interviews filtered by LastModifiedBy.email using Data Loade
F. In the .csv file, change LastModifiedBy to the System Admin and upload changes with Data Loader.

Answer: C

NEW QUESTION 183
Cloud Kicks needs to track government-issued identification numbers for its customers. The security team requiresthat the identification number cannot changed by users and must be masked when displayed, except the last two digits.
Which two recommended configurators should administrator create? Choose 2 answers

A. Use a field with Classic Encryption.
B. Enable ShieldPlatform Encryption.
C. Configure a Field Encryption Policy
D. SetRead-Only Field-Level Security in the user Profile

Answer: BC

NEW QUESTION 186
Theadministrator at Universal Containers does a soft launch of the Salesforce Authenticator app and allows users to optionally use it to log in. The administrator would now like to look at how many users have successfully used it since it was rolled out.
Whatare two ways the administrator can get this information? Choose 2 answers

A. Run a session setting report, specifying login methods by user.
B. Open the Login Access Policies in Setup which shows how many users are using MFA.
C. Create a new view in Identity Verification History, specifying Method.
D. The order of flow execution is unpredictabl

Answer: D

NEW QUESTION 191
An administrator at Cloud Kicks has been asked to reduce the file size of full data exports in order to have quicker exports.
Which threerecommendations should the administrator make? Choose 3 answers

A. Reduce the amount of objects per export.
B. Request a backup file every 5 days.
C. Deselect 'Include images, documents, and attachments' in the export.
D. Unselect the recycle bin in the object export option.
E. Keep deleted record counts to a minimum.

Answer: ACE

NEW QUESTION 196
An administrator at Cloud kicks recently built a screen flow in a sandbox that creates a case and follow-up task. When the flow runs in the sandbox, it works just as expected. When testedin production, the flow errors when creating the records.
Choose 2 answers

A. Change the user experiencing the issue to the System Administrator profile.
B. Open the flow In Debug mode and Run the Flow as another user.
C. Change the Default Case Creator tothe user's manager.
D. Log in as another user and run the flow.

Answer: BD

NEW QUESTION 199
Universal Containers wants to assign a task due date on one of two fields. Estimated Shipping Date or Client Need By Date, which is further in the future.
Which two combined automation tools should the administrator use to create the task record and assign based on date criteria?
Choose 2 answers

A. Create a formula capture the MAX date.
B. Make a Process Builder to create the task.
C. Design an approval process to capture the furthest date.
D. Configure a workflow to create the task.

Answer: AD

NEW QUESTION 200
The administrator at Ursa Major Solar has set up IT policies for all user passwords to be a minimum length of 3 characters and have an expiration period of 90 days. The security team recently decided that administrators of any system should have a 15-character minimum password with a 30-day expiration period. Where should the administrator make this change?

A. Organi2ation-wide password policies
B. Password complexity requirements on the permission set
C. Password Policies on the System Administrator profile .
D. Session Settings on the User record

Answer: C

NEW QUESTION 203
An administrator at Universal Containers has been asked to configure product schedules. What should the administrator consider before enabling this feature?

A. The Product Schedule is unavailable in Process Builder and Flow.
B. Line Item Schedule is unavailable In Process Builder and Workflow.
C. Customizable product schedule page layouts cannot be modified.
D. To remove o product schedule completely, remove It from the standard price book.

Answer: B

NEW QUESTION 205
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What are two ways the administrator can get this information? Choose 2 answers

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C. Create a new view in Identity Verification History, specifying Method.
D. The order of flow execution is unpredictabl

Answer: D

NEW QUESTION 207
When should an administrator consider when using Person Accounts'

A. In a complex business model and the users find iteasiest to record Opportunity information on Contacts rather than Accounts.
B. In a B2B business model and is selling to the primary contact at a business organization.
C. In a B2C business model and the consumer is the intended recipient of sates and marketing attention.
D. In a business model that needs a separate Contact and Account to be included on all Case records submitted.

Answer: C

NEW QUESTION 210
Theadministrator at Cloud Kicks is troubleshooting an issue one user Is having with a flow. They have decided to add a debug log to that user.
What debug log category should be used?

A. Workflow
B. Callout
C. System
D. Database

Answer: A

NEW QUESTION 215
Ursa Major Solar (UMS) receives hundred of cases every week from both consumers and retail partners. UMS wants to ensure it's meeting all service-level agreements to maintain high levels of customer satisfaction.
What should theadministrator do to help meet this goal?

A. Set up and configure Entitlement Process to design timelines and track issue resolution.
B. Configure the Milestones object on Service Contracts to sequential milestones for common case issues.
C. Design a Net Promoter Score survey using Surveys that is automatically sent when a case is closed.
D. Expose the Service Contracts object in the Service Console for an agent to view when working a case.

Answer: A

NEW QUESTION 216
Cloud Kicks is a large company with many divisions. Some divisions have a higher turnover, so each division wants to be able to create and manage users only within their division.
What should the administrator do to set this up?

A. Set up delegated administrators for the division leaders.
B. Assign a flat territory role hierarchy for the divisions.
C. Create a permission set group for the division leaders.
D. Customize and assign profiles for the division teams.

Answer: A

NEW QUESTION 218
Northern Trail Outfitters has many users set up as system administrators to perform Salesforce Administration. Which two functions would a delegated administrator be able to perform in order to help the existing Salesforce Administrator?
Choose 2 answers

A. Setup users and password management.
B. Configure updates to sharing rules.
C. Manage custom objects and customize nearly every aspect.
D. Make updates to permission set configurations.

Answer: AC

NEW QUESTION 223
Soles reps at AW Computing hove asked the Administrator to help them close deals faster on the Salesforce mobile app when they're in the new. They want to beable to quickly close an opportunity and have key fields, like status, pre populated to Closed Won.
What should an administrator create to achieve this?

A. Object-specific Quick Action
B. Global Quick Action
C. Lightning Component
D. Enhanced RelatedLists

Answer: A

NEW QUESTION 226
An administrator created and activated several record-triggered flows that are configured to run before the record is saved on the same object.
What should the administrator consider about the order of execution for flows?

A. The flow type will determine the order of execution.
B. The last created date of the flow will determine the order.
C. The order of flow execution is unpredictable.
D. The flows will execute in alphabetical order based on their names.

Answer: C

NEW QUESTION 228
Cloud Kicks (CK) completed a project in a sandbox environment and wants to migrate the changes to production. CK split the deployment into two distinctchange sets. Change set 1 has new custom objects and fields. Change set 2 has updated profiles and automation.
What should the administrator consider before deploying the change sets?

A. The Field-Level Security will not be deployed with the profiles in change set 2.
B. Change set 2 needs to be deployed first.
C. Automations need to be deployed in the same change set in order to be activated.
D. Both change sets must be deployed simultaneously.

Answer: A

NEW QUESTION 230
An administrator has found a free app on the AppExchanged andwould like to install it.
Which three items should the administrator take to consideration before installed he managed package? Choose 3 answers

A. Custom objects and custom fields used by the app count against the org's limits.
B. Managed apps do not undergo a formal security review by Salesforce.
C. Apps may require certain Salesforce editions or features to be enabled.
D. Apps may require external, third-party web services to function properly.
E. Apps must be installed in production before the app can be installed in a sandbox.

Answer: CDE

NEW QUESTION 231
Management at Ursa Major Solar wants to understand how many accounts have opportunities in the overall pipeline.
What should the administrator use to create a report showing all open opportunities and the total number of accounts represented?

A. The row count on a summary report grouped by account name
B. A CrossFilter selecting opportunities with accounts
C. A custom report type showing opportunities with accounts
D. The Show Unique Count option on the account name column

Answer: B

NEW QUESTION 233
An administrator has found a free app on the AppExchanged and would like to install it.
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C. Apps may require certain Salesforce editions or features to be enabled.
D. Apps may requireexternal, third-party web services to function properly.
E. Apps must be installed in production before the app can be installed in a sandbox.

Answer: CDE

NEW QUESTION 237
A sales user is assigned to a permission set group that gives them Modify All access to
Accounts. An administrator assigns the same user to a muting permission set that mutes Deletes access on Account.
What level of access will the sales user have on the Account object?

A. Read-only
B. Modify All
C. Read, Create, and Edit
D. No Access

Answer: C

NEW QUESTION 240
An administrator has created a flow that sends platform events whenever an opportunity is updated. An Apex developer has been tasked to write code that listens for these events. When reviewing the debug logs for auser, the developer can see that the flow ran, but the debug Information is missing.
What should the administrator recommend to assist with debugging?

A. Select the Debug Enabled checkbox on platform events,
B. Platform events are unavailable for debugging.
C. Set a debug log on the Automated Process entity.
D. Search the AppExchange to And a tool that assists with debugging.

Answer: C

NEW QUESTION 244
An administrator created two record types on the Account object: Internal Customers and External Customers. A custom profile called Sales has the External Customers record type assigned. The sharing rules for Accounts arm set to Public Read Only. On occasion. Sales users notice that an Account record has the wrong record type assigned. The administrator has created a screen flow that will change the record type on the user's behalf.
What will happen to the Sales user's record access after running this flow?

A. Read access will be lost to the record.
B. Edit access will be lost to the record.
C. Record Access remains the same.
D. A new record owner will be assigned.

Answer: B

NEW QUESTION 245
Cloud kicks has received feedback that customers are frustrated with the amount of time it takes to reach a support agent by area of expertise according to product information after a new case has been submitted.
Which feature should administrator configure in order to improve the case management process?

A. Omni-Channel
B. Escalation Rules
C. Macros
D. Knowledge Component

Answer: A

NEW QUESTION 246
What would prevent a user from syncing a quote with an opportunity?

A. The quote has a validation rule preventing it from being updated.
B. Another quote isalready synced with the opportunity and is awaiting approval.
C. Another quote is already synced with the opportunity.
D. The quote has already passed its expiration date.

Answer: B

NEW QUESTION 249
At Cloud Kicks, the Sales team uses a specific dashboard to see how they are doing daily. The team has asked the administrator for an easier way to seethis dashboard.
What should the administrator recommend?

A. Add the dashboard to the Sales team's home page.
B. Create a custom app with a dashboard.
C. Email the dashboard to the Sales Team every morning.
D. Update the Sales team's app with a new dashboard.

Answer: A

NEW QUESTION 254
The director of sales wants to make sure that every opportunity has eithera sales engineer or an account executive assigned to the deal.
How should the administrator meet this requirement?

A. Write a validation rule that checks if the fields are blank and require that one of them of completed in order to save the opportunity.
B. Create a different record type for deals with Sales Engineers and deals with Account Executives to capture one or the other.
C. Require the Sales Engineer and the Account Executive lookup fields on the page layout.
D. Assign a task to the owner if an opportunity is created without one of these fields filled out.

Answer: A

NEW QUESTION 255
Users at AW Computing are receiving a duplicate message when they enter contactswith common first and last names. Management wants to improve the user experience but also keep the data Integrity of contacts.
What should an administrator implement for this issue?

A. Update the matching method on the rule from fuzzy to exact for FirstName and Last Name.
B. Change the duplicate rule to report Instead of alert so the message is avoided.
C. Include the Email field to the existing matching rule for a more exact match.
D. Add a secondary matching rule to the duplicate rule to match on the associated customer.

Answer: A

NEW QUESTION 260
AW Computing has implemented the Contacts to Multiple Accounts functionality. Users should be able to distinguish between contacts and related contacts.
What should the administrator do to configure the account page layout?

A. Display both thecontacts and the related contacts related lists.
B. Display the related accounts related list on the page layout.
C. Display the related contacts related list and add the direct field.
D. Display the contacts related list and add the related fiel

Answer: B

NEW QUESTION 262
Sales management wants a small subset of users with different profiles and rolesto be able to view all data for compliance purposes. How can an administrator meet this requirement?

A. Assign delegated administrator to the subset of users to View All Data.
B. Create a new profile and role for the subset of users with the View All Datapermission.
C. Enable the View All Data permission for the roles of the subset of users.
D. Create a permission set with the View All Data permission for the subset of user

Answer: D

NEW QUESTION 266
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