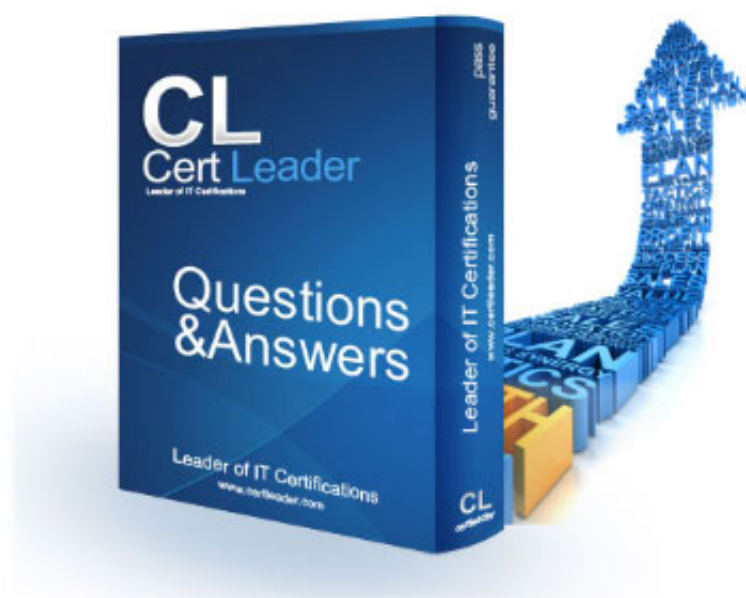


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NEW QUESTION 1

An auto-response rule sends an 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 is 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 2

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 3

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 unable to 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 4

An administrator is informed that an employee has just resigned and needs all access removed immediately. This user is the owner of 4,000 records and the sole recipient of 57 email alerts. Management will need at least a month to find a replacement. The email administrator has already revoked their email access.

What action should be taken to ensure the user's access is immediately revoked?

- A. Go into the user record and uncheck the Lightning User checkbox.
- B. Go into the user record and freeze the user.
- C. Go into the user record and set the login hours to None'.
- D. Go into the user record and delete the user,

Answer: B

NEW QUESTION 5

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 the change set to the new org.
- C. Submit a ticket 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 6

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 7

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 are 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 8

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. Data Import Wizard
- D. Data Loader

Answer: C

NEW QUESTION 9

The Cloud Kicks administrator wants to open up opportunity sharing to directors who oversee regional managers so they can access records to assist regional managers.

What sharing mechanism should be used?

- A. organization wide Defaults
- B. Role Hierarchy
- C. Manual Sharing
- D. Sharing Settings

Answer: B

NEW QUESTION 10

Ursa Major Solar offers customers annual service contracts. Account owners should receive an email renewal reminder 1 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 will 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 time.
- 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 10

At CloudKicks, the distributor account information is sensitive information. The administrator needs to make sure this information is unavailable to testers in the full sandbox.

What should the administrator recommend?

- A. Refresh the sandbox.
- B. Assign the users a new permission set.
- C. Use the data masking tool.
- D. Delete the sensitive information.

Answer: C

NEW QUESTION 11

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 13

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 the report to 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 16

An administrator has a request to write a report listing accounts that 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 19

Ursa Major Solar has 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 fulfillment until 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 page
- C. Use conditional visibility to only show the component 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 23

Ursa Major Solar uses the custom object Product Development to track Ideas R&D is working 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 products. 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 master detail 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 on Potential Name records
- D. Remove the lookup field from the page layout so the data is maintained without changes.

Answer: AB

NEW QUESTION 26

Sales reps at AW Computing have been reporting that contact phone numbers sometimes revert back to an old value after being updated. What should the administrator do to resolve this issue?

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

Answer: D

NEW QUESTION 30

Ursa Major Solar has a junction object that connects Docs with Solar Panels. The administrator needs users to be able to see all the solar panels that a Doc is related to. Users already have access to the Doc and the Junction, but not the Solar Panel object.

What access does the user need to be able to see the solar panel records?

- A. Read permission is required on both master records.
- B. Access permission is not required on either master record.
- C. Create permission is required on both master records.
- D. Read permission is required on at least one master record.

Answer: A

NEW QUESTION 35

The sales team at Cloud Kicks is noticing that sales reps are misusing the new Screen Flow tool for data entry, since they are viewed the initial screen after clicking finish.

What should the administrator do to fix this?

- A. Use a lightning action to redirect the user
- B. Create a new flow to redirect the user when the other flow finishes.
- C. Add a trigger to redirect the user to a new page.
- D. Update the flow with a local redirect action.

Answer: D

NEW QUESTION 36

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 38

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 40

The administrator at Cloud Kicks needs to set up automation to update three fields on the Shipment custom object. Because of the effect these updates will have on some programmatic customizations, they need to happen in a very specific order.

How should the administrator configure the field updates to ensure the proper order.

- A. Create three workflow rules in order, one workflow rule for each field update.
- B. Create a process with one criteria node and three field updates in the correct order.
- C. Create a process with three criteria nodes and stop after each action.
- D. Create a workflow rule with three field updates entered in the correct order.

Answer: C

NEW QUESTION 41

DreamHouse Realty (DR) wants to ensure that its data is protected. There have been several recent attempts to phish employees.

What should DR do to help ensure that the user that is logged in is the right user when the running user is trying to view reports and dashboards?

- A. Require a Username, Password, and Security Token when logging in.
- B. Set up an authentication provider for reports and dashboards.
- C. Require MFA when users need to view and export dashboards and reports.
- D. Require a high assurance session when exporting or printing reports and dashboards.

Answer: D

NEW QUESTION 43

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 B2BCustomer 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 for contacts to Controlled by Parent.

Answer: B

NEW QUESTION 46

Which two tools should an administrator use to required data to be entered in a field and improve data quality on a record in Salesforce?

Choose 2 answers

- A. validation Rules
- B. Dashboards
- C. Workflow Rules
- D. Page Layouts

Answer: AD

NEW QUESTION 50

The Cloud Kicks online Lead Intake 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 51

Sales managers at Ursa Major Solar have asked for some additional automation around opportunity reminders. If the opportunity is 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 without using code?

- A. Create a schedule-triggered flow
- 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 object
- G. Configure the trigger to flow daily.

Answer: D

NEW QUESTION 54

AW Computing has been advertising a new keyboard that was released at the beginning of the month. The sales team has an additional incentive 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 57

Cloud Kicks has a 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 a running user has the Market 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 on all data. How should the administrator deliver this solution?

- A. Create two record types and 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 58

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

Answer: D

NEW QUESTION 63

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 with an 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 than the 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 67

An administrator at Universal Containers has been asked by the compliance team to understand and track various sensitivity levels for its data in Salesforce. The

administrator has enabled Data Classification and configured appropriate sensitivity levels. The compliance team would like a report showing field level sensitivity and classification.

What should the administrator recommend?

- A. Run the standard Data Classification report.
- B. Create a custom Entity Definition and Field Definitions report type.
- C. Use the Data Classification Metadata list view.
- D. Configure a custom Data Classification and Metadata report type.

Answer: D

NEW QUESTION 68

DreamHouse Realty wants better insights into potential revenue in the next quarter and is considering using Collaborative Forecasts.

What should the administrator consider when setting up Collaborative Forecasts?

- A. Opportunity Split data cannot be viewed in a forecast.
- B. A forecast can be either revenue-based or quantity-based.
- C. A single org can have up to six different types of forecasts.
- D. The default forecast categories cannot be customized.

Answer: B

NEW QUESTION 72

An administrator would like to know if any other administrators or delegated administrators are using the Log In As a User feature.

Where the administrators should be using the Log in As a User feature.

- A. Grant Account Login Access
- B. Setup Audit Trail
- C. Connected App Usage
- D. Login History

Answer: A

NEW QUESTION 73

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 76

A user at Cloud Kicks has informed the administrator that they are unable to log in to Salesforce via multi-factor authentication.

Which two areas should the administrator review to understand potential root causes? Choose 2 answers

- A. Identity Verification History
- B. Login History
- C. Debug Logs
- D. Setup Audit Trail

Answer: AB

NEW QUESTION 77

An administrator wants to determine if brute-force password attacks are being used against the org. A brute-force attack is when multiple password combinations are attempted in a short time period.

Where should the administrator look for more information?

- A. Login Forensics
- B. Connected Apps OAuth Usage
- C. Event Manager
- D. User Field History Tracking

Answer: A

NEW QUESTION 79

Northern Trail Outfitters (NTO) is expanding into the U.K. While most of NTO's products are the same as in the US, pricing will vary from product due 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 that 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 82

An administrator at AW Computing is trying to track the login history for a specific user. The AW Computing org has 150,000 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 84

What should an administrator do to keep 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 85

The administrator at Cloud Kicks built a flow in a sandbox. After testing and validating the flow, the administrator plans to promote the flow to the production environment with a change set.

Which three considerations should the administrator be aware of when moving flows with a change set? Choose 3 answers

- A. Flows deployed are inactive and need to be manually activated.
- B. Flow allows only one version of the flow when deployed with a change set.
- C. Deploying or redeploying a flow with change sets creates a version of the flow in the destination org.
- D. All flow dependencies are automatically added to the change set.
- E. Flows are automatically activated upon deployment.

Answer: ABC

NEW QUESTION 89

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 93

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- 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 for contacts to Controlled by Parent.

Answer: B

NEW QUESTION 95

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 mask type.
- 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 100

The VP of sales at AW Computing utilizes a Lead report grouped by Country and Lead Source to show where the leads are coming from. The number of leads varies greatly for each Country.

What should the administrator configure on the report to show the Lead Source effectiveness for each country?

- A. The 'Show Unique Count'
- B. PARENTGROUPVAL Function
- C. Bucket filters
- D. PREVGROUPVAL function

Answer: C

NEW QUESTION 103

AW Computing created new multi-tier service plans. The primary difference between the packages is the length of the term. The company wants to capture start and end dates for each service plan sold, which can differ from the contract dates of the subscription.

How should an administrator ensure the data is captured properly?

- A. Build a validation rule on the Opportunity object to require custom date fields based on the product(s) selected.
- B. Configure formula fields to reflect the close date of the opportunity.
- C. Create a new price book for service plans with term lengths.
- D. Make a validation rule on the Opportunity Product object to require custom date fields based on the product family.

Answer: B

NEW QUESTION 107

The sales VP notices several sales reps generating a contract too early in the sales stage. To help correct this behavior, the sales VP has requested the Create Contract button only be available when the opportunity reaches the negotiation stage.

How should the administrator meet this requirement?

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

Answer: B

NEW QUESTION 110

An administrator recently implemented multi-factor authentication (MFA) with a standard security level selected. They are receiving cases that users are unable to log in.

What should the administrator do to troubleshoot?

- A. Check the session security level required at login on the user profile.
- B. Change MFA to High Assurance.
- C. Reset the user passwords and ask them to try again.
- D. Temporarily disable MFA.

Answer: A

NEW QUESTION 111

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. An AppExchange package
- D. Import Wizard with Add Only

Answer: C

NEW QUESTION 112

An administrator is planning the release process for the year. The team will be using change sets to process deployment to production.

Which three best practices should be considered?

- A. Plan your deployments around the production and sandbox maintenance schedules.
- B. Use matching names for global publisher layouts and Outlook publisher layouts.
- C. Be sure to test only after business hours the data after deployment.
- D. Make sure to deploy all dependent components.
- E. Make sure change sets are limited to 10,000 files.

Answer: ADE

NEW QUESTION 117

Support staff at CloudKicks work on multiple accounts and opportunities at the same time. Currently, they are switching between browser tabs, which is tedious.

and confusing. Support managers put in a request for a better agent experience.
What should an administrator recommend?

- A. Create a screen flow to pull all related opportunities onto one page.
- B. Enable Subtab Record Browsing in the Setup menu.
- C. Configure Split Lit Views.
- D. Implement Service Console.

Answer: D

NEW QUESTION 118

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 Reiatric

Answer: D

NEW QUESTION 119

Cloud Kicks has just released a new ProcessBuilder on the Account in production. The end users keep getting error messages that prevent them from completing their updates to the Account.
Which three things should the administrator do to resolve this issue? Choose 3 answers

- A. Review the Error Emailfor the Process Builder and rectify the issues.
- B. Manually make the updates to the Account as the logged-in user.
- C. Deactivate the Process Builder in production.
- D. Have the users refresh the Account page so they get the current Process Builder.
- E. Fixthe Process Builder in a sandbox and migrate the change to production.

Answer: BCE

NEW QUESTION 120

The administrator at AW Computing has received an email for a system error indicating that their organization has reached is hourly limit processing workflow time triggers.
Whichtwo processes should the administrator review? Choose 2 answers

- A. Time-Based Workflows
- B. Paused now Interviews
- C. Apex Triggers
- D. Debug Logs

Answer: AD

NEW QUESTION 125

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 129

Cloud Kicks has updated several profiles and created a new app in the sandbox. After testing, everything is working as expected. Which two options should the administrator use to migrate these changes to production from the sandbox?
Choose 2 answers

- A. Package deployment
- B. Change Data Capture
- C. Outbound Change Set
- D. Inbound Change Set

Answer: AC

NEW QUESTION 133

Anadministrator has a request to create a Next Steps field for users to document what they need to do next on a lead. The field should allow users to format the text and be mapped to an opportunity when converted.
What type of field will satisfy these requirements?

- A. Formula (Text)
- B. Text Area (Long)

- C. Text Area
- D. Text Area (Rich)

Answer: C

NEW QUESTION 138

Universal Containers has found duplicate contacts in Salesforce. The sales team administrator prevent duplicate records from being 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 143

Sales teams at Cloud Kicks ask each visiting customer to fill out a form that capturing their contact information and some basic footwear preferences. This information is saved to a spreadsheet and used by the sales team to alert their contacts when new shows are added to the inventory that matches their preferences. The sales team wants to be able to track this in Salesforce and see the information when viewing the contact Record.

Which two ways should the administrator configure this requirement? Choose 2 answers

- A. Data Loader
- B. Lookup Field
- C. Lightning Object Creator
- D. Schema Builder

Answer: BC

NEW QUESTION 145

The administrator at AW Computing implements multi-factor authentication using the Salesforce Authenticator app downloaded on company-provided iPhones. A sales rep breaks their phone and needs to update an opportunity record.

How should the administrator grant access for the sales rep?

- A. Instruct the sales rep to log in from the company's VPN.
- B. Delegate multi-factor identification to the sales rep.
- C. Add the sales rep's IP address to the trusted IP ranges.
- D. Generate a temporary identity verification code for the rep.

Answer: D

NEW QUESTION 150

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 Account object 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 154

Dreamhouse Realty recently learned that the major listing service it utilizes can accept messages to a specific endpoint. Their realtors 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 157

AW Computing uses a custom Invoice object to track invoices related to accounts. The administrator wants to use roll-up summary fields to view high-level information at a glance on the account record.

Which two considerations should an administrator remember about roll-up summary fields? Choose 2 answers

- A. Roll-up types include COUNT, SUM, and AVG.
- B. Roll-up summary fields are created on the master side of a master-detail relationship.
- C. Roll-up summary fields prevent the conversion of a master-detail relationship to a lookup.
- D. Rollup fields are calculated prior to save.

Answer: BC

NEW QUESTION 161

Ursa Major Solar's administrator has configured multiple record-triggered flows to run before or after the record is saved on the Account object. What should the administrator consider when a record-triggered flow executes first?

- A. Assign the highest priority to the record-triggered flow which should execute first.
- B. The flow with the longest execution time will execute first.
- C. The flow with the shortest execution time will execute first.
- D. The order in which those flows are executed is not guaranteed.

Answer: A

NEW QUESTION 162

What should an administrator use as an alternative to a Process Builder to expedite the time required to update the records?

- A. Before save Flow Trigger
- B. Batch Update
- C. Workflow Rule Field Change
- D. Screen Row

Answer: A

NEW QUESTION 165

An administrator is using the Dev Console Log Inspector to troubleshoot a ProcessBuilder. What event type should the administrator look for in the event column?

- A. Event types beginning with FLOW
- B. Event types beginning with AUTOMATED.
- C. Event types beginning with WORKFLOW
- D. Event types beginning with PROCESS

Answer: A

NEW QUESTION 168

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 169

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 173

DreamHouse Realty manages Its accounts and contacts In Salesforce using a B2Caccount model. The business has requested that third-party loan advisors be tracked in Salesforce along with the customers they work with.

How should the administrator track third-party financial advisors and the customers they work with?

- A. Create a Hierarchical lookup on Account to track loan advisors' customers.
- B. Set up Contacts to Multiple Accounts for loan advisors.
- C. Use a B2B Account Model to track loan advisors' customers.
- D. Use a Hierarchical lookup on Contact to track loan advisors' customers,

Answer: B

NEW QUESTION 177

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 182

Cloud Kicks needs to track government-issued identification numbers for its customers. The security team requires that the identification number cannot be changed by users and must be masked when displayed, except the last two digits.

Which two recommended configurators should an administrator create? Choose 2 answers

- A. Use a field with Classic Encryption.
- B. Enable Shield Platform Encryption.
- C. Configure a Field Encryption Policy
- D. Set Read-Only Field-Level Security in the user Profile

Answer: BC

NEW QUESTION 186

Northern Trail Outfitters (NTO) has a private sharing model for records containing a customer's credit information. These records should be visible to a sales rep's manager but hidden from their colleagues.

How should an administrator adjust NTO's sharing model to ensure the correct amount of confidentiality?

- A. Use validation rules targeting the logged-in user.
- B. Add View All access for the object via the manager's profile.
- C. Create sharing rules for each manager based on the record owner.
- D. Grant access using hierarchies via the sharing settings.

Answer: D

NEW QUESTION 187

The administrator 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.

What are 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 unpredictable

Answer: D

NEW QUESTION 189

Universal Containers has a Private sharing model for Accounts and Opportunities. A new team is being created from within the sales team that will be assigned all renewal opportunities. These users will need to see all closed won opportunities while keeping the account private.

How should the administrator meet this requirement?

- A. Update the organization-wide default on Opportunities to Public Read Only and add them to the opportunities team.
- B. Create a permission set with View All enabled on Accounts and assign it to the new users.
- C. Create a new profile for the renewals team with View All permission enabled on Accounts and Opportunities.
- D. Create a public group for the renewals team and create a criteria-based sharing rule on Opportunities.

Answer: C

NEW QUESTION 193

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 tested in 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 to the user's manager.
- D. Log in as another user and run the flow.

Answer: BD

NEW QUESTION 195

AW Computing has a 4-hour SLA in its support guarantee. The company recently received feedback that customers are reporting long wait times before an agent responds to a new case after it has been submitted.

How should an administrator ensure cases are properly prioritized?

- A. Auto-Response Rules
- B. Escalation Rules
- C. Assignment Rules
- D. Workflow Rules

Answer: C

NEW QUESTION 197

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 199

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 202

Northern Trail Outfitters requires the sales user to input a use case before moving the opportunity stage to qualified. A consultant has reviewed the business requirement and ran a report to check the state of data completion. When pulling a report for opportunities in the qualified stage or beyond, it appears that only 30% of records have a use case filled out with varying text strings. What should the administrator recommend?

- A. Write a record-triggered flow that populates the Use Case field when an opportunity is closed.
- B. Create a validation rule and add the Use Case field to the Stage Guidance in Path.
- C. Make the Use Case field required on the master Opportunity layout.
- D. Use a quick action with the Use Case field in the layout, and add it as a Lightning component.

Answer: B

NEW QUESTION 204

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 206

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 the administrator 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 210

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 212

The administrator at Cloud Kicks created a flow in a sandbox that walks service agents through the Return Merchandise Authorization creation process. The administrator deployed the flow to production with a Change Set. Users are unable to use the flow in production. Which step should the administrator take? Activate the flow administrator take?

- A. Activate the flow manually after deployment.
- B. Include the active and prior inactive flow version in the Change Set.
- C. Ensure there is an active flow version in the sandbox.
- D. Deployment the flow, with the Metadata API instead of Change Sets

Answer: A

NEW QUESTION 215

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 217

AW Computing sells a variety of software programs for its customers to choose from. Management wants to ensure that the customer automatically receives phone support when they purchase photo editing software. How should an administrator meet these requirements?

- A. Add an entitlement template to the product for phone support.
- B. Include a milestone to the product with a term of 365 days for phone support.
- C. Configure a flow to create a milestone on the asset upon purchase.
- D. Create a flow to attach an entitlement to the asset upon purchase.

Answer: A

NEW QUESTION 222

Cloud Kicks (CK) completed a project in a sandbox environment and wants to migrate the changes to production. CK split the deployment into two distinct change 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 226

An administrator has found a free app on the AppExchange and would like to install it. Which three items should the administrator take into consideration before installing the 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 227

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 229

At Ursa Major Solar, several different planetary teams handle leads depending on which planet the lead is coming from. While most of the team only need a few fields filled out to work the lead, the Jupiter team requires additional information to be filled out, such as which moon the lead is coming from. The administrator needs to automate which team is allocated the lead record based on the planet and ensure that every team has all of the information they need. Which two features will satisfy these requirements? Choose 2 answers.

- A. Assignment Rules
- B. Validation Rules
- C. Matching Rules
- D. Workflow Rules

Answer: AC

NEW QUESTION 233

An administrator has found a free app on the AppExchange and would like to install it. Which three items should the administrator take into consideration before installing the managed package? Choose 3 answers.

- A. Custom objects and custom fields used by the app count against the org's limits.
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- 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 238

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 tested in 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 to the user's manager.
- D. Log in as another user and run the flow.

Answer: BD

NEW QUESTION 239

Cloud Kicks has been tracking how many participants wear the company's shoes in each marathon. The administrator creates two custom objects: Races and Runners. There is a master-detail relationship between them as well as a Roll-up Summary field on the Races object to show the count of runners in each race. Requirements have changed, and the administrator wants to delete the Master-detail Relationship field without deleting the Runners records. What action should an administrator take before the Relationship field can be deleted?

- A. Change the field type to a Lookup Relationship.
- B. Select the 'Allow Reparenting' checkbox on the Master-detail field.
- C. Uncheck 'Delete this record also' to turn off cascading deletes.
- D. Delete the Roll-up Summary field on the parent.

Answer: B

NEW QUESTION 241

What should the administrator consider before enabling Person Accounts?

- A. Person Account cannot be disabled.
- B. Person Account requires less data storage.
- C. Person Account and Business Accounts cannot be in the same sharing model.
- D. All standard Account news can be converted to Person Account field.

Answer: A

NEW QUESTION 242

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 a user, 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 find a tool that assists with debugging.

Answer: C

NEW QUESTION 246

Dream House Realty has created a custom object to track its Open Houses with a master-detail relationship up to a custom object for Properties. Agents need to quickly calculate the number of Open House records in a status of Pending so they can see the value from the Property record. What feature should the administrator implement?

- A. Lightning Component
- B. Formula Fields
- C. Roll-Up Summary
- D. Visualforce Page

Answer: C

NEW QUESTION 249

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 are 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 252

The administrator at Cloud Kicks has been asked to delete a large number of quote line items. They receive a .csv file with the record IDs to be deleted. The administrator uses Data Loader to delete them and selects Use Sulk APL. When the job runs, every record shows an 'entity is deleted' error in the error file that is created.

What is the reason for the error?

- A. The batch size selected was greater than the 200 record limit.
- B. Deleting with Data Loader can only be done in Batch API mode.
- C. One of the IDs in the batch referenced a record that was in the recycle bin.
- D. This is the standard error message when records are deleted using Bulk API.

Answer: C

NEW QUESTION 255

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 see this 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 258

The director of sales wants to make sure that every opportunity has either a 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 be 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 262

Users at AW Computing are receiving a duplicate message when they enter contacts with 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 263

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 the contacts 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 field.

Answer: B

NEW QUESTION 266

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 of the changes 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 270

Sales management wants a small subset of users with different profiles and roles to 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 Data permission.
- 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 275

The AW Computing administrator team does significant amounts of work around process automation and ensuring data integrity. When an administrator created a new validation rule in production, the development team complained that their deployment to production failed. What should be implemented to prevent this conflict from happening?

- A. Review the setup audit trail prior to changes.
- B. Refresh the full copy sandbox daily.
- C. Test changes in a shared sandbox.
- D. Build automation and validation rules using screen flow

Answer: C

NEW QUESTION 279

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