

# Salesforce

## Exam Questions ADM-201

Administration Essentials for New Admins



#### NEW QUESTION 1

The Administrator at Cloud Kicks need to automatically route supportcases, regardless of how they are created, to a queue based on case priority. What tool should the administrator use?

- A. Email-to-Case
- B. Assignment Rules
- C. Auto-Response Rules
- D. Web-to-case

**Answer: B**

#### NEW QUESTION 2

Northern Trail Outfitters wants to initiate expense reports from Salesforce to the external HR system. This process needs to be reviewed by managers and directors.

Which two tools should and administrator configure? Choose 2 answers

- A. Quick Action
- B. Outbound Message
- C. Approval Process
- D. Email Alert Action

**Answer: BC**

#### NEW QUESTION 3

Cloud Kickshas a Customer success agent going on leave and needs to change ownership on multiple cases.

Which two users are able to fulfill this request? Choose 2 answers

- A. A user with Read Permission on account.
- B. A user with manager role above the agent.
- C. Auser with the System Administrator profile.
- D. A user with the Manage Cases Permission

**Answer: CD**

#### NEW QUESTION 4

The administrator at universal containers has a screen flow that helps users create new leads.

When lead sourceis “Search Engine”, the administrator needs to require the user to choose a specific

a search engine from a picklist. If lead source is not “Search Engine”, this picklist should be hidden. How should the administrator complete this requirement?

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

**Answer: A**

#### NEW QUESTION 5

Sales Users at Cloud Kicks are requesting that the data in the industry field on the Account object displays on the Opportunity page layout.

Which type of the field should an administrator create to accomplish this?

- A. Custom Account Field
- B. Standard Account Field.
- C. Cross Object Formula Field
- D. Master detail relationship Field

**Answer: C**

#### NEW QUESTION 6

A sales rep has left the company and an administrator has been asked tore-assign all their accounts and opportunities to a new sales rep and keep the teams as is.

Which tool should an administrator use to accomplish this?

- A. Data Loader
- B. Mass Transfer Tool
- C. Data Import Wizard
- D. Dataloader.io

**Answer: B**

#### NEW QUESTION 7

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

- A. Assign Task
- B. Outbound Message

- C. Create Record
- D. Custom Notification

**Answer:** B

#### NEW QUESTION 8

An administrator created a record trigger flow to update contacts.

How should the administrator reference the values of the active record the flow is running on?

- A. Use the {!Contact.Id} global variable.
- B. Use the {!Account.Id} record variable.
- C. Use the \$Record global variable.
- D. Use the Get Records element to find the Id.

**Answer:** C

#### NEW QUESTION 9

What data loss considerations should an administrator keep in mind when changing a custom field type from Text to Picklist?

Choose 2 answers

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

**Answer:** D

#### NEW QUESTION 10

Northern Trail Outfitters has asked an administrator to ensure that when a contact with a title of CEO is created, the contact's account record gets updated with the CEO's name.

Which feature should an administrator use to implement this request?

- A. Quick Action
- B. Workflow Rule
- C. Process Builder
- D. Validation Rule

**Answer:** C

#### NEW QUESTION 10

Universal Containers has three separate lines of business. Each line has specific fields that must be displayed to users. However, the fields needed by the sales team are different than the fields needed by the service team.

How should the administrator configure this requirement?

- A. Create two record types, each with 3 page layouts.
- B. Create one record type with six Page Layouts.
- C. Create three record types, each with 2 page layouts.
- D. Create six record types, each with 1 page layout.

**Answer:** C

#### NEW QUESTION 14

What should an administrator use as an identifier when importing and updating records from a separate system?

- A. Rich Text field
- B. Record ID
- C. Auto-Number field
- D. External ID

**Answer:** D

#### NEW QUESTION 16

Ursa Major Solar uses two different page layouts for Account records. One page layout reflects the fields related to customer accounts and another page layout includes fields for partner accounts. The administrator has assigned the customer account page layout to sales and support users and the partner account layout to the partner management team.

What should the administrator configure to meet this requirement?

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

**Answer:** D

#### NEW QUESTION 20

An administrator has reviewed an upcoming critical update.  
How should the administrator proceed with activation of the critical update?

- A. Activate the critical update in a sandbox.
- B. Allow the critical update to auto-activate.
- C. Activate the critical update in production.
- D. Allow the critical update to auto-activate in a sandbox.

**Answer:** A

#### NEW QUESTION 21

Northern Trail Outfitters wants to track ROI for contacts that are key stakeholders for opportunities. The VP of Sales requested that this information be accessible on the opportunity and available for reporting.  
Which two options should the administrator configure to meet these requirements? Choose 2 answers

- A. Customize Campaign Member Role.
- B. Add the Campaign Member related list to the Opportunity page layout.
- C. Customize Campaign Role.
- D. Customize Opportunity Contact Role.
- E. Add the Opportunity Contact Role related list to the Opportunity page layout.

**Answer:** DE

#### NEW QUESTION 23

The sales manager at Cloud Kicks approves time off for their employees. They asked the administrator to ensure these requests are seen and responded to by a backup manager while the sales manager is out on vacation.  
What should the administrator use to fulfill the requirement?

- A. Delegated approver
- B. Two step Approval process
- C. Approval history related list
- D. Delegated Administrator

**Answer:** A

#### NEW QUESTION 28

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

- A. Add a custom master-detail field for shoe designs on the Product object.
- B. Create a custom object for shoe designs.
- C. Use the standard object for designs.
- D. Configure a custom lookup field for shoe designs on the Product object.

**Answer:** BC

#### NEW QUESTION 33

The administrator at Ursa Major Solar has created a custom report type and built a report for the sales operation team. However, none of the users are able to access the report.  
Which two options could cause this issue? Choose 2 answers

- A. The custom report type is in development.
- B. The user's profile is missing view access.
- C. The org has reached its limit of custom report types.
- D. The report is saved in a private folder

**Answer:** BD

#### NEW QUESTION 34

Northern Trail Outfitters is using one profile for all of its marketing users, providing read-only access to the Campaign object. A few marketing users now require comprehensive edit access on Campaigns.  
How should an administrator fulfill this request?

- A. Permission sets
- B. Organization-wide defaults
- C. Marketing user checkbox
- D. Field-level security

**Answer:** C

#### NEW QUESTION 39

An administrator at Universal Containers needs a simple way to trigger an alert to the director of sales when opportunities reach an amount of \$500,000.  
What should the administrator configure to meet this requirement?

- A. Set up Big Deal Alerts for the amount.
- B. Enable Opportunity Update Reminders

- C. Opportunity warning in Kanban View.
- D. Key Deals component on the homepage

**Answer:** A

**NEW QUESTION 43**

AW Computing (AWC) occasionally works with independent contractors, who the company stores as Contacts in Salesforce. Contractors often change agencies, and AWC wants to maintain the historical accuracy of the record. What should AWC use to track Contacts?

- A. Use a partner community to track the Contacts.
- B. Create a new Contact record for each agency.
- C. Create a Junction object to track many-to-many relationship.
- D. Enable Contacts to multiple Accounts.

**Answer:** D

**NEW QUESTION 47**

Cloud Kicks has the organization-wide sharing default set to private on the shoe object. The sales manager should be able to view a report containing shoe records for all of the sales reps on their team. Which 3 items should the administrator configure to provide appropriate access to the report? Choose 3 answers

- A. Custom report type.
- B. Folder access
- C. Report subscription
- D. Field level security

**Answer:** BD

**NEW QUESTION 50**

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

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

**Answer:** A

**NEW QUESTION 52**

The administrator at Universal Container has created two objects: Containers\_\_c Purchase\_\_c. Management has requested that all container records display on purchase records in Salesforce. Which type of relationship between Containers\_\_c and Purchase\_\_c should satisfy the requirement?

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

**Answer:** B

**NEW QUESTION 54**

Cloud Kicks is working on a better way to track its product shipments utilizing Salesforce. Which field type should an administrator use to capture coordinates?

- A. Geolocation
- B. Geofence
- C. Custom address
- D. External lookup

**Answer:** A

**NEW QUESTION 58**

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

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

**Answer:** AC

**NEW QUESTION 60**

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

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

**Answer: B**

#### NEW QUESTION 61

Northern Trail Outfitters uses a custom object Invoice to collect customer payment information from an external billing system. The Billing System field needs to be filled on every Invoice record.

How should an administrator ensure this requirement?

- A. Make the field universally required.
- B. Create a Process Builder to set the field.
- C. Define an approval process for the child.
- D. Require the field on the record type.

**Answer: C**

#### NEW QUESTION 63

DreamHouse Realty regularly holds open houses for the selling of both houses and condominiums. For condominium open houses, there are a few extra steps that need to be taken. Agents need to be able to submit requests and receive approvals from the homeowners' association.

How can the administrator ensure these extra steps only appear when creating open house records for condominiums?

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

**Answer: B**

#### NEW QUESTION 65

The administrator has created new users for ten new employees at Northern Trail Outfitters. Why are these users unable to access the account object in the Salesforce org?

- A. Users' profile requires a sharing rule for Accounts.
- B. Users' profile requires permission to the Account object.
- C. Users' roles are low on the role hierarchy.
- D. Organization-wide defaults are set to private.

**Answer: B**

#### NEW QUESTION 67

Dream house realty needs to use consistent picklist values in the category field on accounts and cases, with values respective to record types. Choose 2 options

- A. Multi-select picklist
- B. Dependent picklist
- C. Global picklist
- D. Custom picklist

**Answer: CD**

#### NEW QUESTION 70

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

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

**Answer: A**

#### NEW QUESTION 75

An administrator at Universal Containers is reviewing current security settings in the company's Salesforce org. What Should the administrator do to prevent unauthorized access to Salesforce?

- A. Disable TLS requirements for sessions.
- B. Enable multi factor authentication



- C. Customize organization wide default
- D. Enable caching and autocomplete on login page

**Answer:** B

**NEW QUESTION 78**

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

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

**Answer:** CD

**NEW QUESTION 81**

The DreamHouse Realty team has a master-detail relationship set up with open house as the parent object and visitors as the child object. What type of field should the administrator add to the open house object to track number of visitors?

- A. Roll-up Summary.
- B. Multi-select Picklist
- C. Cross-object formula field
- D. Indirect lookup

**Answer:** C

**NEW QUESTION 86**

The administrator at Aw Computing wants Account Details, related list and chatter feeds to each appear on separate tabs when reviewing an account. Which type of page should the administrator create?

- A. Lightning app page.
- B. Lightning page Tab.
- C. Lightning record page.
- D. Lightning page Component.

**Answer:** B

**NEW QUESTION 87**

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

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

**Answer:** D

**NEW QUESTION 89**

An administrator at Cloud Kicks has a flow in production that is supposed to create new records. However, no new records are being created. What could the issue be?

- A. The flow is read only.
- B. The flow is inactive.
- C. The flow URL is deactivated.
- D. The flow trigger is missing.

**Answer:** B

**NEW QUESTION 90**

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

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

**Answer:** D

**NEW QUESTION 95**

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

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

**Answer:** BC

**NEW QUESTION 96**

The VP of sales at Dreamhouse Realty has requested a dashboard to visualize enterprise sales across the different teams. The key place of data is the total of all sales for the year and the progress to the enterprise sales goal.

What dashboard component will effectively show this number and the proximity to the total goal as a single value?

- A. Table
- B. Stacked Bar
- C. Donut
- D. Gauge

**Answer:** D

**NEW QUESTION 99**

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

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

**Answer:** A

**NEW QUESTION 103**

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

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

**Answer:** AD

**NEW QUESTION 105**

Salesmanagers would like to know what could be implemented to surface important values based on the stage of the opportunity.

Which tool should an administrator use to meet the requirement?

- A. Dynamic forms
- B. Path key fields
- C. Opportunity processes
- D. Workflow rules

**Answer:** B

**NEW QUESTION 106**

Ursa Solar Major is evaluating Salesforce for its service team and would like to know what objects were available out of the box.

Which three of the standard objects are available to an administrator considering a support use case? Choose 3 answers

- A. Contract
- B. Case
- C. Ticket
- D. Request
- E. Account

**Answer:** ABE

**NEW QUESTION 107**

AW Computing has six sales teams in a region. These teams always consists of the same account manager, engineer, and assistant.

What should the administrator configure to make it easier for teams to collaborate with the same customer?

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

**Answer:** B

**NEW QUESTION 110**



The VP of sales at Universal Containers wants to prevent members of the sales team from changing an opportunity to a date in the past. What should an administrator configure to meet this requirement?

- A. Assignment Rule
- B. Validation Rule
- C. Field-Level Security
- D. Approval Process

**Answer: B**

#### NEW QUESTION 113

An administrator at Northern Trail Outfitters is unable to add a new user in Salesforce. What could cause this issue?

- A. The Username is not a corporate email address
- B. The username is less than 80 characters.
- C. The Username is a fake email address.
- D. The Username is already in use.

**Answer: D**

#### NEW QUESTION 117

Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on Pacific time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support. How should an administrator solve for this issue?

- A. Set temporary business hours for each time zone.
- B. Adjust the current business hours to accommodate the Eastern Time Zone.
- C. Create one set of business hours per time zone.
- D. Allow the reps to set business hours manually.

**Answer: C**

#### NEW QUESTION 121

Support reps at Cloud Kicks (CK) are reporting that when they try to close a case, the Closed option in the Case Status picklist is missing. CK has asked the administrator to find a solution.

Why are the support reps unable to see the Closed option in the specified picklist?

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

**Answer: A**

#### NEW QUESTION 124

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

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

**Answer: D**

#### NEW QUESTION 125

The Sales manager at DreamHouse Realty wants the sales users to have a quick way to view and edit the Opportunities in their pipeline expected to close in the next 90 days.

What should an administrator do to accomplish this request?

- A. Create a custom report and schedule the sales users to receive it each day as a reminder to update their opportunities.
- B. Enable Sales Console and show users how to open a tab for each opportunity in the pipeline that meets the requirements.
- C. Create a list view on the Opportunity object and recommend users switch the view to Kanban to edit by drag and drop.
- D. Make a new Sales dashboard and add a component that shows all opportunities that meet the criteria.

**Answer: C**

#### NEW QUESTION 127

Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than 2 hours to an urgent Case queue and alert the support manager.

Which feature should an administrator configure to meet this requirement?

- A. Case Scheduled Reports.
- B. Case Dashboard Refreshes.
- C. Case Escalation Rules.
- D. Case Assignment Rules.

**Answer:** C

**NEW QUESTION 129**

Ursa Major Solar has a path on Case. The company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from reverting the Case back to a previous status.

Which feature should an administrator use to fulfill this request?

- A. Predefined Field Values
- B. Global Value Picklists
- C. Dependent Picklists
- D. Validation Rules

**Answer:** D

**NEW QUESTION 133**

Cloud Kicks generates leads for its different product categories (shoes, apparel, and accessories) through many different sources. While some lead sources are used for all three categories, other lead sources are specific to a single category. The VP of marketing requests that only the proper lead sources be displayed based on the product category chosen.

How should the administrator configure Salesforce to meet this requirement?

- A. Create a page layout for each category and filter the Lead Source field based on category.
- B. Create a dependency between the Product Category field and Lead Source field.
- C. Create business processes and record types for each of the three product categories.
- D. Create a single business process, then create record types for each product category.

**Answer:** A

**NEW QUESTION 135**

At Universal Containers, users would like to be able to share Salesforce records with other members of their team, while collaborating around general topics as well.

Which are two considerations for enabling this functionality? Choose 2 answers

- A. Collaboration groups are created automatically for every department.
- B. Object layouts should be configured to include the groups related list.
- C. The Add Record action must be configured in the group publisher.
- D. An administrator needs to create a group to enable record sharing

**Answer:** CD

**NEW QUESTION 139**

Marketing users at Cloud Kicks should be able to view and edit converted leads. The administrator has assigned them permission set with the View and edit Converted Leads permission.

Which two ways can the marketing users now access converted leads for editing? Choose 2 answers

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

**Answer:** C

**NEW QUESTION 141**

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

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

**Answer:** C

**NEW QUESTION 142**

Universal Containers requires that when an Opportunity is closed won, all other open opportunities on the same account must be marked as closed lost.

Which automation solution should an administrator use to implement this request?

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

**Answer:** C

**NEW QUESTION 145**

An analytics user at Cloud Kicks needs Read, Create, and Edit access for objects and Should be restricted from deleting any records. What should the administrator do to meet this requirement?

- A. Assign the standard System Administrator profile to the analytical user.
- B. Give the user View all access and assign them to the highest role in the role hierarchy.
- C. Create and assign a custom profile with Delete access removed for each object.
- D. Create and assign a permission set that includes Read, Create, and Edit access

**Answer: C**

#### NEW QUESTION 146

Which tool should an administrator use to identify and fix potential session vulnerabilities?

- A. Field History Tracking
- B. Setup Audit Trail
- C. Security Health Check
- D. Organization-Wide Defaults

**Answer: C**

#### NEW QUESTION 149

An administration needs to store the ID of record type of later use in a flow. Which kind of variable should the administrator use?

- A. Boolean variable
- B. Text variable
- C. ID variable
- D. Record variable

**Answer: D**

#### NEW QUESTION 151

How should an administrator support this request?

- A. Use process builder to capture the daily average on each opportunity.
- B. Add Formula Fields to track Stages on each Opportunity.
- C. Run the Opportunity Stage Duration report.
- D. Refresh weekly reporting snapshots for Closed Opportunities.

**Answer: C**

#### NEW QUESTION 156

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

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

**Answer: C**

#### NEW QUESTION 157

Cloud Kicks (CK) needs a new sales application. The administrator there is an application package on the AppExchange and wants to begin testing it in a sandbox to see if it addresses CK's needs.

What are two considerations when installing a managed package in a sandbox? Choose 2 answers.

- A. Any metadata changes to the package have to be recreated in production.
- B. The installation link has to be modified to test.salesiorcc.com.
- C. Install for Admins Only will be the only Install option available.
- D. The package will be removed any time the sandbox is refreshed.

**Answer: BD**

#### NEW QUESTION 159

The administrator has been asked to automate a simple field update on the account. When a support agent changes the status of the account to 'Audited', they would like the system to automatically update the Audited date field on the account with today's date.

Which tool should the administrator use to complete this automation?

- A. Approval process
- B. Formula Field
- C. Flow Builder
- D. Validation Rule

**Answer: C**

#### NEW QUESTION 162

Ursa Major Solar has a path on Case. The Company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from preventing the case back to a previous status.  
Which Feature Should an administrator use to fulfill this request?

- A. Validation rules.
- B. Global Value Picklists
- C. Predefined field Values.
- D. Dependent Picklists.

**Answer:** A

#### NEW QUESTION 167

An Administrator at DreamHouse Realty wants an easier way to assign an agent capacity and skill set. Which feature should the administrator enable to meet this requirement?

- A. KnowledgeManagement.
- B. Omni-Channel
- C. Escalation Rules
- D. Territory Management

**Answer:** B

#### NEW QUESTION 171

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

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

**Answer:** AC

#### NEW QUESTION 174

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

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

**Answer:** C

#### NEW QUESTION 178

Cloud kicks needs to ensure appropriate shipping details are used in orders. Reps should have a streamlined solutions to update the shipping address on selected orders associated with an account when the shipping address is changed on the account.  
How should the administrator deliver this requirement?

- A. An autolaunched flow on the order page that updates all open orders shipping addresses whenever the account shipping addresses changes.
- B. An autolaunched flow on the account page that updates all open orders shipping addresses whenever the account shipping addresses changes.
- C. A screen flow on the order page that lets the reps choose the updated account shipping address in all open associated orders
- D. A screen flow on the account page that lets the reps choose the updated account shipping address in all open associated orders

**Answer:** B

#### NEW QUESTION 181

Aw Computing needs to capture a loss reason in rich text field when an opportunity is Closed lost.  
How should an administrator configure this requirement?

- A. Select the requirement checkbox next to the loss reason field on the page layout.
- B. Create a validation rule to display an error if stage is Closed lost and Loss Reason is blank.
- C. Check the required checkbox on the Loss Reason field in Object Manager.
- D. Configure a workflow rule to display an error if Loss Reason is blank

**Answer:** B

#### NEW QUESTION 184

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

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

**Answer:** A

**NEW QUESTION 186**

Which two solutions could an administrator find on the AppExchange to enhance their organization?  
Choose 2 answers

- A. Communities
- B. Consultants
- C. Components
- D. Customers

**Answer:** AC

**NEW QUESTION 188**

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

- A. IP address restrictions are set on the profile or globally for the org.
- B. Assign single sign-on to a permission set to allow users to log in when outside the network.
- C. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.
- D. Restrict U2F Security Keys on the user's profile to enforce login hours.

**Answer:** AC

**NEW QUESTION 189**

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

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

**Answer:** AC

**NEW QUESTION 193**

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

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

**Answer:** B

**NEW QUESTION 198**

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

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

**Answer:** BD

**NEW QUESTION 203**

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

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

**Answer:** CD

**NEW QUESTION 206**

Support agent at Cloud Kicks are spending too much time finding resources to solve cases.  
The agents need a more efficient way to find documentation and similar cases from the Case page layout.  
How should an administrator meet this requirement?



- A. Create a custom object to capture popular case resolutions.
- B. Use an interview flow to capture Casedetails.
- C. Direct users to Global Search to look for similar cases.
- D. Configure Knowledge with articles and data categories.

**Answer: C**

#### NEW QUESTION 210

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

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

**Answer: A**

#### NEW QUESTION 212

Northern Trail Outfitters has two different sales processes: one for business opportunities with four stages and one for partner opportunities with eight stages. Both processes will vary in page layouts and picklist value options. What should an administrator configure to meet these requirements?

- A. Validation rules that ensure that users are entering accurate sales stage information.
- B. Different page layouts that control the picklist values for the opportunity types.
- C. Public groups to limit record typesand sales processes for opportunities.
- D. Separate record types and Sales processes for the different types of opportunities.

**Answer: D**

#### NEW QUESTION 213

CloudKicks needs to change the owner of a case when it has been open for more than 7 days. How should the administrator complete this requirement?

- A. Auto - Response Rules
- B. Validation Rule
- C. Escalation Rule
- D. Assignment Rule

**Answer: D**

#### NEW QUESTION 216

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

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

**Answer: BC**

#### NEW QUESTION 218

An administrator hasbeen asked to update a flow that was created as part of a recent update. When the administrator opens the flow for editing, the Flow toolbox offers only four elements: Assignment, Decision, Get Records, and Loop. What would cause this?

- A. The flow is ascreen flow.
- B. The version of the flow is inactive.
- C. The flow is a before save flow.
- D. The version of the flow is activated.

**Answer: C**

#### NEW QUESTION 221

Ursa Major Solar has service level agreements (SLA) that are routed to support queues. Cases that meet the 24 hour SLA need to be automatically re-assigned to the next tier queue. Which feature should be used to fulfill this requirement?

- A. Einstein Case Routing
- B. Auto-response rule
- C. Case assignment rule
- D. Case escalation rule

**Answer: D**



#### NEW QUESTION 225

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

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

**Answer: B**

#### NEW QUESTION 229

Users at Dreamhouse Reality are only allowed to see opportunities they own. Leadership wants an enterprise- wide dashboard of all open opportunities in the pipeline so that users can see how the company is performing at any point in time. How should an administrator create the dashboard without changing any sharing setting?

- A. Update the dashboard to folder settings to manager forthe sales reps role.
- B. Add a filter to the dashboard to filter the opportunities by owner role.
- C. Build individual dashboards for profiles that need to see the enterprise results.
- D. Create a dashboard with the running User set as someone who can see allOpportunities

**Answer: C**

#### NEW QUESTION 234

Universal Containers has enabled Data Protection and Privacy for its org. Which page layouts will have the Individual field available for tracking data privacy information?

- A. Case and Opportunity
- B. Account and User
- C. Contact, Lead, and Person Account
- D. Individual, User, and Account

**Answer: C**

#### NEW QUESTION 235

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

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

**Answer: D**

#### NEW QUESTION 239

Cloud Kicks wants to allow customers to create their own cases while visiting its public homepage. What should the administrator recommend?

- A. SMS Response
- B. Web-to-Case
- C. Email-to-Case
- D. Omni-Channel

**Answer: B**

#### NEW QUESTION 240

An administrator at Cloud Kicks is building a flow that needs to search for records that meet certain conditions and store values from those records in variable for use laterin the flow. What flow element should the administrator add?

- A. Assignment
- B. Get Records
- C. Create Records
- D. Update Records

**Answer: B**

#### NEW QUESTION 245

A team of support users at Cloud Kicks is helping inside sales reps make follow-up calls to prospects that filled out an interest from online. The team currently does not access to the lead object. How should an administrator provide proper access?

- A. Create a new profile
- B. Configure permission sets.
- C. Assign a new role.

D. Set Up Manual Sharing

**Answer:** B

**NEW QUESTION 250**

What will happen to the Chatter post in this situation?

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

**Answer:** D

**NEW QUESTION 253**

Cloud Kicks want to have consistency when communicating with customers on cases. The company has requested messages to be sent in an email channel with categories to help search for the proper message.

Which solution should an administrator suggest to meet this requirement?

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

**Answer:** D

**NEW QUESTION 256**

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

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

**Answer:** AD

**NEW QUESTION 258**

New leads need to be routed to the correct Sales person based on the lead address.

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

**Answer:** B

**NEW QUESTION 262**

Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned cases that have been open for more than two hours to an urgent case queue and alert the support manager.

Which feature should an administrator configure to meet this requirement?

- A. Case Escalation Rules
- B. Case Dashboard Refreshes
- C. Case Scheduled Report
- D. Case Assignment Rules

**Answer:** D

**NEW QUESTION 263**

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