Salesforce

Exam Questions Salesforce-Advanced-Administrator

Salesforce Certified Advanced Administrator

NEW QUESTION 1
Cloud Kicks wants to implement multi-factor authentication (MFA) to help better secure its Salesforce org. Which two options should the administrator consider to use MFA?
Choose 2 answers

A. An Authentication App
B. A Username and Password
C. A Security Token
D. An Encryption Key

Answer: AB

NEW QUESTION 2
At Cloud Kicks, users are able to run reports. However, when users try to export a report, they are taken to a login screen and prompted for additional verification. What is causing this issue?

A. Users need to update their browser to the latest version.
B. The users are logged Into an Insecure network.
C. The users' profile is missing the Export Reports permission.
D. Exporting Is configured to require a high assurance session.

Answer: D

NEW QUESTION 3
The Cloud Kicks online LeadIntake form was recently updated to allow for new choices on some older picklist fields. The leads are all being created properly in Salesforce, but reps are getting errors as they try to work the leads.
What tool should the administrator use to evaluate what is causing the errors?

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

Answer: B

NEW QUESTION 4
AW Computers has enabled the feature for Contact to multiple Accounts. A rep is trying to remove the primary Account from a Contact but Is unableto do so. The administrator has already updated the page layout to no longer require an Account.
What could be the issue?

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

Answer: A

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

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

Answer: D

NEW QUESTION 6
A sales user is assigned to a permission set group that gives them Modify All access to
Accounts. Anadministrator assigns the same user to a muting permission set that mutes Deletes access on Account.
What level of access will the sales user have on the Account object?

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

Answer: C

NEW QUESTION 7
An administrator is receiving cases that users are getting logged out of Salesforce without notice. What should the administrator do to address this issue?

A. Deselect disable session timeout warning popup.
B. Select force logout on session timeout.

C. Remove the session timeout settings.
D. Enable Remember me until logout.

Answer: A

NEW QUESTION 8
The accounting team at Universal Containers is looking to roll out two new custom objects: a parent Invoice object and a child Payment object. Whenever a Payment record is created, the Invoice object should be updated to reflectthe current outstanding value of the Invoice.
What should the administrator do to build this functionality?

A. Create a lookup-relationship on the Payment with a Roll-up Summary field on the Invoice.
B. Create a lookup-relationship on the Payment and a workflow cross object field update.
C. Create a master-detail relationship on the Payment and a workflow cross object field update.
D. Create a master-detail relationship on the Payment with a Roll-up Summary field on the Invoice.

Answer: C

NEW QUESTION 9
Cloud Kicks (CK) has a filed called Shoe Type Preference, CK,s product team wants to see a report that groups specific picklist values together into the one of two lists.
What functionality should the administrator use to fulfill the team's request?

A. PREVGROUPVALUE
B. Summary Formula
C. Bucket field
D. Matrix Report

Answer: C

NEW QUESTION 10
At Ursa Major Solar, there is a custom object called Galaxy. The sales director wants users to only see certain field market.
What Lightning will satisfy this requirement?

A. Record Detail Component
B. Fields component
C. Highlights Panel Component
D. Path Component

Answer: B

NEW QUESTION 10
Cloud Kicks (CK) wants the forecast numbers to be shown by territory regardless ofwho owns the record. CK also wants a way to forecast based on role hierarchy.
Which three options should an administrator recommend? Choose 3 answers

A. Have the user select the forecast type listed under the Forecast Type in the Display Settings.
B. Enable Territory Forecast.
C. Make a custom field to track the amounts for Territory and Hierarchy Forecast.
D. Modify the Territory Forecast to match the Hierarchy Forecast model.
E. Enable Role Hierarchy Forecast.

Answer: ABE

NEW QUESTION 13
Cloud Kicks needs to create 10 separate environments for various projects. A developer sandbox has been created with the necessary configuration and data. The administrator needs to create 10 now environments with thesame metadata and data for each user.
What should the administrator do to meet the requirements?

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

Answer: B

NEW QUESTION 17
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 20
Sales managers at Ursa Major Solar have asked for some additional automation around opportunity reminders. If the opportunityis in the Proposal stage a week before the close date, they want an email sent to the opportunity owner and manager. If the Budget Approved custom field is checked, the managers want to be notified immediately.
How should these requirements be met withoutusing code?

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

Answer: D

NEW QUESTION 21
Cloud Kicks has o custom object called Membership Details that records information about customers' preferences for their memberships. Depending, on the membership level, different data needs to be displayed.
• when cue running user has the Market no profile, all data should be visible.
• When the running user has the Support profile, only the Support preference fields should be visible.
• Both Marketing and Support users should be able to report onall data. How should the administrator deliver this solution?

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

Answer: B

NEW QUESTION 24
Cloud Kicks users need to link multiple Case records to multiple Outcome records stored in a custom object. Any user that can view the Case record must be able to create a link. The administrator creates a Case Outcome custom object.
What is the recommended option to use when adding a field to Case Outcome?

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

Answer: D

NEW QUESTION 27
An administrator at Universal Containers has been asked by the compliance team to understand end track various sensitivity levels for its data In Salesforce. The administrator has enabled Data Classification end configured appropriate sensitivity levels. The compliance team would Ike 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 Held 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 29
Cloud Kicks would like to reassign ownership of all leads that are open and more than 60 days old. The systemadministrator has written an assignment rule to distribute these leads to the correct owners or queues.
Which two tools should the administrator use to update the owner of these leads? Choose 2 answers

A. Bulk API
B. Mass Update
C. Dataloader.io
D. ImportWizard

Answer: AB

NEW QUESTION 31
Person accounts were recently activated at Cloud Kicks. There are three record types for accounts:
• B2B customer
• B2C Customer
• External Partner
There are two record types for leads:
• B2B Lead
• B2CLead
The test team finds that when the Convert button is clicked on a B2C Lead record, only the B2B Customer and External Partner account record types are available choices on the Conversion Layout.
What should the administrator do to correct this issue?

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

Answer: B

NEW QUESTION 32
Cloud Kicks (CK) does business directly with individual consumers (B2C) and large businesses (B2B). Some of CK's B2C customers are employed at its larger customer accounts and should be tracked under both.
Which two options will CK need to use to manage its customers' accounts? Choose 2 answers

A. Contacts to Multiple Accounts
B. Leads
C. Person Accounts
D. Campaign Members

Answer: AC

NEW QUESTION 33
Cloud Kicks has a very large knowledge base in Salesforce, Service reps are having a hard the finding the mostreviewing articles because there are too many search results.
What should the administrator do to help service reps quickly narrow down the number of articles?

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

Answer: A

NEW QUESTION 37
DreamHouse Realty has a rental team and a real estate team. The two teams have different safes processes and capture different client information on their opportunities.
How should an administrator extend the Opportunity object to meet the teams' different needs?

A. Leverage Opportunities for the Real Estate Team and create a new custom object for theRental Team Opportunities.
B. Use separate record types, page layouts, and sales processes for the Rental and Real Estate Teams.
C. Create Opportunity Teams for the Rental and Real Estate Teams and make appropriate fields visible to only the necessaryteam.
D. Add a section for Rental and a section for Real Estate on the Opportunity Master Record Type to keep the information separate.

Answer: B

NEW QUESTION 38
A user at Cloud Kicks has informed the administrator that they are unable to log in to Salesforce via multi-factorauthentication.
Which two area 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 40
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 41
AW Computing has a newrequirement from its security team where audit information relating to an account must be recorded in a new custom object called Audit.
Audit records need to be preserved for 10 years and only accessible by the audit team.
What relationship should be usedto relate the Audit object to the Account object?

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

Answer: A

NEW QUESTION 42
A user started to work remotely. They are having an Issue logging in. What could be the issue?

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

Answer: D

NEW QUESTION 45
An administrator has been asked to enable permissions for users on the account services team to be able to edit and change ownership of Accounts owned by any of the team members.
What should the administrator configure?

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

Answer: B

NEW QUESTION 50
A user accidentally created a duplicate opportunity and is unable to delete the duplicate record. What should an administrator do to troubleshoot this issue?

A. Run a report of all opportunities to identify other possible duplicates.
B. Check the user profile permissions on the Opportunity object to see if they have permission to delete.
C. Advise the user to mark the duplicate opportunity Closed Lost andkeep it in the system.
D. Change the user's profile to System Administrator so they have full permissions to delete object records.

Answer: C

NEW QUESTION 53
Ursa Major Solar's administrator has configuredmultiple 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 58
AW Computing has a 4-hour SLA in its support guarantee. The company recently received feed that customers art 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 60
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 62
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 65
The administrator at Universal Containers recently rolled out Email-to-Case functionality. Even though a new record type was created and specified in the Email-to-Case settings, all incoming cases are receiving a different record type.
What is likely causing the record type discrepancy?

A. The new Case Owner needs permissions to the new record type.
B. The Automated Case User needs permissions to the new record type.
C. A Case assignment rule is preventing the record type from being updated.
D. A validation rule is preventing the record type from being updated.

Answer: B

NEW QUESTION 68
AW Computing it running a special bundle deal onmonitors and keyboards. Normally, discounts need VP approval, but this special bundle is pre-approved.
What should the administrator recommend for these requirements?

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

Answer: B

NEW QUESTION 73
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 74
Cloud Kicks (CK) has e sneaker maintenance plan that It Includes with all orders for Its new line of Bluetooth-enabled custom sneakers. The sneaker maintenance plan gives each customer 6 months of phone support in case they have Issues with their new sneakers. The administrator at CK is having a hard time keeping up with thework associated with managing the maintenance plan.
What should the administrator do to help manage the plan?

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

Answer: D

NEW QUESTION 75
DreamHouse Realty wants to notify an assigned agent when an appointment Is booked on a custom object for one of their listed homes along with the total number of appointments booked so far. The administrator has configured a Roll-up Summary for the number of appointments as well as a flow to detect the creation of a new appointment and send the information to the agent.
What consideration about process automation should the administrator be aware of to ensure the right Information is delivered?

A. Only standard objects can be used with Roll-up Summary fields.
B. Rows can only be triggered from the records created on standard objects.
C. Roll-up Summary calculations will prevent a Mow from being triggered.
D. Roll-up Summary calculations run after processes and workflows.

Answer: D

NEW QUESTION 80
A previous consultant helped Universal Containers automate many of its business processes. The administrator changed the email address on the consultant's user record anddeactivated it. The consultant called to say they continue to get email messages from failed flows and processes.
What steps should the administrator perform to stop the fault messages from going to the consultant?

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

Answer: C

NEW QUESTION 84

An administrator at Universal Containers has been asked to configure product schedules. Whatshould 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 85
An administrator at Cloud Kicks has been asked to reduce the file size of full data exports in order to have quicker exports.
Which threerecommendations should the administrator make? Choose 3 answers

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

Answer: ACE

NEW QUESTION 86
An administrator need a business process automated, but only for certain user and profiles. The administrator will need to frequently update which users and profiles will use the process. After evaluating the declarative options, it was determined that this functionality must be done via an Apex trigger.
What software requirement should the administrator request so that process execution can be declaratively controlled?

A. Use Process Automation Setting in Setup to the appropriate users or profiles.
B. Use a System permission that is assigned to the user or profile.
C. Use Apex Class Access to assign the Apex code tothe user or profile.
D. Use a custom permission set that is assigned to the user.

Answer: D

NEW QUESTION 87
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 91
Northern Trail Outfitters has many users set up as system administrators to perform Salesforce Administration. Which two functions would a delegated administrator be able to perform in order to help the existing Salesforce Administrator?
Choose 2 answers

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

Answer: AC

NEW QUESTION 94
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 98
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 103
An administrator has found a free app on the AppExchanged and would like to install it.
Which three items should the administrator take to consideration before installed he managed package? Choose 3 answers

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

Answer: CDE

NEW QUESTION 106
A sales user is assigned to a permission set group that gives them Modify All access to
Accounts. An administrator assigns the same user to a muting permission set that mutes Deletes access on Account.
What level of access will the sales user have on the Account object?

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

Answer: C

NEW QUESTION 108
An administrator at Cloud kicks recently built a screen flow in a sandbox that creates a case andfollow-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 theflow 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 113
A sales rep at Ursa Major Solar wasassigned to a role under their manager and is the record owner of several opportunities; however, the sales rep is missing from the manager's forecast.
What should the administrator review to solve this issue?

A. Enable owner adjustment
B. Enable manager adjustments
C. Allow Forecasting
D. Allow Override Forecasts

Answer: B

NEW QUESTION 117
The security department at AW Computing wants to prevent users from exporting more data than they need. Included in this request is limiting records containing sensitive information, such as bank accounts and Personal Identifiable Information (PII).
Which feature should an administrator recommend to help limit what data is exported?

A. Salesforce Platform Encryption
B. Export Data Settings
C. Salesforce Shield
D. Muted Permission Sets

Answer: C

NEW QUESTION 120
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 eventsare unavailable for debugging.
C. Set a debug log on the Automated Process entity.
D. Search the AppExchange to And a tool that assists with debugging.

Answer: C

NEW QUESTION 125
AW Computing wants to embed a report chart on the Account record page that shows the value of closed sales for that account. The chart should be limited to users in the Sales Manager role on the Account record pages.
how should this be accomplished?

A. Create a new report and assign it to the component.
B. Create a new page layout for the Sales Manager role.
C. Filter component visibility for the Account ID.
D. Filter component visibility for the Sales Manager role.

Answer: D

NEW QUESTION 127
The director of sales wants to make sure that every opportunity has eithera sales engineer or an account executive assigned to the deal.
How should the administrator meet this requirement?

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

Answer: A

NEW QUESTION 131
Sales management wants a small subset of users with different profiles and rolesto be able to view all data for compliance purposes. How can an administrator meet this requirement?

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

Answer: D

NEW QUESTION 134
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