Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins

NEW QUESTION 1
An administrator gets a rush request from Human Resources to remove a user's access to Salesforce Immediately. The user is part of a hierarchy field called Direct Manager.
What should the administrator do to fulfil the request?

A. Freeze the user to prevent them from logging in whileremoving them from being referenced in theDirect Manager field.
B. Deactivate the user and delete any records where they are referenced in the Direct Manager field.
C. Change the user's profile to read-only while removing them from being referenced in the DirectManager Field.
D. Delete the user and leave all records where they referenced in the Direct Manager Field withoutchanges.

Answer: A

Explanation:
Freezing a user is a way to temporarily prevent them from logging in to Salesforce without deactivating their user record. This is useful when you need to perform some cleanup tasks before deactivating a user, such as removing them from being referenced in a hierarchy field like Direct Manager.References:https://help.salesforce.com/s/articleView?id=sf.users_freeze.htm&typ e=5

NEW QUESTION 2
Cloud Kicks has 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. A user with the System Administrator profile.
D. A user with the Manage Cases Permission

Answer: BC

Explanation:
A user with manager role above the agent can change ownership on multiple cases that are owned by the agent or by users below the agent in the role hierarchy. A user with the System Administrator profile can change ownership on any case, regardless of the owner or role hierarchy. References:
https://help.salesforce.com/s/articleView?id=sf.case_change_owner.htm&type=5https://hel p.salesforce.com/s/articleView?id=sf.admin_userperms.htm&type=5

NEW QUESTION 3
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

Explanation:
Security Health Check is a tool that can be used to identify and fix potential session vulnerabilities. Security Health Check scans the security settings in an org and compares them to a baseline set of standards, such as the Salesforce Baseline Standard or the Salesforce Optimized Standard. Security Health Check provides a health check score and a list of issues and recommendations for improving the security settings.References:https://help.salesforce.com/s/articleView?id=sf.security_health_check. htm&type=5

NEW QUESTION 4
The Human resources department at Northern Trail outfitters wants employees to provide feedback about the manager using a custom object in Salesforce. It is important that managers are unable to see the feedback records from their staff.
How should an administrator configure the custom object to meet this requirement?

A. Uncheck grant access using Hierarchies.
B. Define a criteria-based sharing rules.
C. Set the default external access to private.
D. Configure an owner-based sharing rules.

Answer: A

Explanation:
Grant access using Hierarchies is a setting that can be used to configure the custom object to meet this requirement. Grant access using Hierarchies determines whether access to records of the custom object is granted through the role hierarchy. If this setting is unchecked, managers are unable to see the feedback records from their staff, unless they are given access by other means, such as sharing rules or manual sharing.References:https://help.salesforce.com/s/articleView?id=sf.security_sharing_owd_ custom_objects.htm&type=5

NEW QUESTION 5
Dreamhouse Reality just announced its new home concierge offering. This product is unlike anything the company has offered in the past and follows a different business model. What Should the administrator Configure to meet this requirement?

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

Answer: C

Explanation:
A sales process is a set of stagesthat an opportunity goes through as it moves from creation to close. It can be customized by administrators to match different business models or product lines within an org. Creating a new sales process can help Dreamhouse Realty define a different set of stages for its new home concierge offering that is unlike anything the company has offered in the past and follows a different business model. Creating a quick action, a new approval process, or a new opportunity product are not solutions for creating a customized sales process; they are used for different purposes such as creating records, approving records, or adding products to opportunities.References:https://help.salesforce.com/s/articleView?id=sf.customize_salesprocess.htm&type=5

NEW QUESTION 6
Executives at Cloud Kicks have reported that their dashboards are showing inaccurate data. The administrator has discovered been changing the source reports.
Which two actions should the administrator take to preserve the integrity of the source reports?
Choose 2 answers

A. Create a new report folder with viewer access.
B. Move the dashboard to the user's private folder.
C. Move the dashboard reports to the view-only folder.
D. Change the dashboard to be a dynamic dashboard

Answer: AC

Explanation:
Report folders are used to organize and secure reports in Salesforce. You can set different levels of access for different users orgroups on each report folder. To preserve the integrity of the source reports for dashboards, you can create a new report folder with viewer access only and move the dashboard reports to that folder. This way, users can view the reports but not edit them. References: https://help.salesforce.com/s/articleView?id=sf.reports_folders.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.reports_dashboard_folder_access.htm&type=5

NEW QUESTION 7
At Universal Containers, there is a custom field on the Lead named Product Category. Management wants this information to be part of the Opportunity upon lead conversion.
What action should the administrator take to satisfy the request?

A. Map the lead custom field to the product's product category field.
B. Create a workflow to update Opportunity fields based on the lead.
C. Create a custom field on the Opportunity and map the two fields.
D. Configure the product categories picklist field on the product.

Answer: C

Explanation:
To transfer data from a lead custom field to an opportunity field uponlead conversion, an administrator needs to create a custom field on the opportunity object that matches the data type and length of the lead custom field, and then map the two fields using the lead field mapping tool under setup. This will ensure that the value of the product category field on the lead is copied to the corresponding field on the opportunity when the lead is converted.References:https://help.salesforce.com/s/articleView?id=sf.leads_customize_ma p.htm&type=5

NEW QUESTION 8
Cloud Kicks 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: C

Explanation:
An escalation rule is a tool that allows administrators to automatically escalate cases based on certain criteria and time triggers. For example, an escalation rule can change the owner of a case, send an email notification, or update a field value when a case has been open for more than 7 days. An escalation rule consists of multiple rule entries that define the criteria and actions for each escalation scenario.References:https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&t ype=5

NEW QUESTION 9
Universal Containers administrator has been asked to create a many-to-many relationship between two existing custom objects.
Which two steps should the administrator take when enabling themany-to-many relationship?
Choose 2 answers

A. Create a junction with a custom object.
B. Create two master detail relationships on the new object.
C. Create two lookup relationships on the new object.
D. Create URL fields on a custom object.

Answer: AB

Explanation:
To create a many-to-many relationship between two existing custom objects, the administrator needs to create a junction object that has two master-detail relationships, one to each of the custom objects. This will allow each record of one object to be linked to multiple records from another object and vice

versa.References:https://help.salesforce.com/s/articleView?id=sf.relationships_manytoman y.htm&type=5

NEW QUESTION 10
Which two objects are customizable the Stage Setup Flow? Choose 2 answers

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

Answer: AC

Explanation:
The Stage Setup Flow is a tool that allows administrators to customize stages for leads and opportunities based on best practices from Salesforce experts. The Stage Setup Flow guides administrators through a series of questions about their sales process and then creates or updates stages for leads or opportunities accordingly. The Stage Setup Flow also provides tips and resources for each stage such as key fields, guidance for success, reports and dashboards, etc.References:https://help.salesforce.com/s/articleView?id=sf.stages_setup_flow_overvie w.htm&type=5

NEW QUESTION 10
The administrator at Ursa Major Solar has been asked to change the work Item and Project Custom
Object Relationship from a master detail to a Lookup.
Which Scenario Could prevent the administrator from fulfilling this requirement?

A. A junction object is required to support the lookup.
B. The lookup field in all the records contains a value.
C. The Look-Up field is required for Saving Records.
D. Roll-Up summary field sexist on the master object.

Answer: D

Explanation:
One scenario that could prevent an administrator from changing the relationship between work item and project custom objects from master-detail to lookup is that roll-up summary fields exist on the master object (project). Roll-up summary fields are fields that calculate values from related records in a master-detail relationship; they cannot be used in a lookup relationship. If roll-up summary fields exist on the project object, they would prevent the administrator from changing the relationship type unless they are deleted first. A junction object is not required to support a lookup relationship; it is only used when creating many-to-many relationships between two objects using two master-detail relationships. The lookup field in all the records containing a value or the lookup field being required for saving records are not scenarios that would prevent changing the relationship type; they are scenarios that would allow changing the relationship type without losing data or functionality. References: https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&t ype=5https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&typ e=5

NEW QUESTION 12
The IT manager at universal Containers is doing an audit of the systems security. Mow should the administrator provide a summary of the org's security health?

A. Change the Organization-Wide Default to private to restrict visibility.
B. Turn on Event Monitoring to track user events.
C. Download the last six months of user login data.
D. Run a Health Check to identify vulnerabilities.

Answer: D

Explanation:
To provide a summary of org's security health, an administrator should run a Health Check that compares org's settings against baseline settings defined by Salesforce Security Baseline Standard or industry standards such as CIS (Center for Internet Security) Benchmark Standard. Health Check generates an overall health score based on how org's
settings match with baseline settings for various security categories such as Password Policies, Network Access, Session Settings etc. Health Check also provides recommendations for improving org's security health score by adjusting settings that do not match with baseline settings. Changing Org-Wide Default to private, turning on Event Monitoring, or downloading user login data will not provide a summary of org's security health.References:https://help.salesforce.com/s/articleView?id=sf.security_health_check.ht m&type=5

NEW QUESTION 17
New Leads needs to be routed to the correct sales person based on the lead address. How should the administrator configure this requirement?

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

Answer: B

Explanation:
Toroute new leads to the correct sales person based on the lead address, the administrator should use lead assignment rules that specify criteria based on lead fields such as City, State/Province, or Country, and assign leads that match those criteria to
queues or users. Lead assignment rules can be triggered automatically when leads are created or manually by users. Creating a formula field, assigning with an escalation rule, or configuring a validation rule will not route leads to sales people.References:https://help.salesforce.com/s/articleView?id=sf.leads_assignment_rules
.htm&type=5

NEW QUESTION 19

Ursa Major Solar wants to assist users with a guided expense report process to simplify submissions, routing, and authorizations.
Which two tools should an administrator use to build this solution? Choose 2 answers

A. Validation Rule
B. Flow Builder
C. Approval Process
D. Quick Action

Answer: AC

Explanation:
Flow builder and approval process are twotools that can be used by Ursa Major Solar to assist users with a guided expense report process to simplify submissions, routing, and authorizations. Flow builder is a tool that allows administrators to create flows, which are guided processes that collect data and perform actions in Salesforce; it can be used to create a screen flow that guides users through the steps of submitting an expense report, such as entering expense details, uploading receipts, etc. Approval process is a tool that allows administrators to create approval processes, which are automated processes that require approval from one or more approvers; it can be used to create an approval process that routes expense reports to the appropriate managers for authorization based on certain criteria, such as amount, type, etc. Validation rule, quick action are not tools for building a guided expense report process; they are used for different purposes such as enforcing data quality or creating records. References:
https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5https://help.salesfor ce.com/s/articleView?id=sf.approvals_considerations.htm&type=5

NEW QUESTION 23
An administrator at Ursa Major Solar needs to send information to an external accounting system
What workflow action should theadministrator use to accomplish this?

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

Answer: B

Explanation:
Outbound message allows you to send information to an external system as part of a workflow rule or approval process. You can use outbound message to specify which fields to send and which endpoint URL to send them to.
References: https://help.salesforce.com/s/articleView?id=sf.workflow_om_considerations.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.workflow_om_define.htm&type=5

NEW QUESTION 26
Ursa Major Solar wants to automatically notify a manager about any cases awaiting a response
froman 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. Formula Field

Answer: B

Explanation:
Case escalation rules allow you to escalate cases based on certain criteria, such as time or priority.
References: https://help.salesforce.com/s/articleView?id=sf.customize_escalation.htm&type=5

NEW QUESTION 27
What are two considerations an administrator should keep in mind when working with Salesforce objects?
Choose 2 answers

A. Custom and standard objects have standard fields.
B. Standard objects are included with Salesforce.
C. A new standard object can be created.
D. Only standard objects support master-detail relationships.

Answer: BC

Explanation:
Standard objects are objects that are included with Salesforce by default, such as Account, Contact, Lead, Opportunity, etc. They have predefined fields and functionality that support common business processes. Custom objects are objects that you create to store information that is specific to your organization or industry. You can create new standard objects using the Object Manager in
Setup.References:https://trailhead.salesforce.com/en/content/learn/modules/data_modelin g/standard_and_custom_objects

NEW QUESTION 32
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

Explanation:
To prevent usersfrom selecting more than one value on a picklist field, the administrator needs to change the field type from a multi-select picklist to a regular picklist, and select the “Choose only one value” checkbox on the field definition page. This will ensure that only one value can be selected on the record page and in reports and filters.References:https://help.salesforce.com/s/articleView?id=sf.customize_picklists.htm&t ype=5

NEW QUESTION 36
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

Explanation:
Expected revenue is calculated as Amount xProbability. If the expected revenue field displays incorrect values, it means that the probability associated with the stage is not accurate. The administrator should change the probability to reflect the actual likelihood of closing the opportunity at that stage.References:https://help.salesforce.com/s/articleView?id=sf.forecasts3_expected_rev enue.htm&type=5

NEW QUESTION 39
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: B

Explanation:
A formula field is a type of field thatcalculates a value based on an expression or formula that references other fields or constants. For example, a formula field can display today’s date by using the TODAY() function. In this case, the administrator can create a formula field on the account object that updates the audited date field with today’s date when the status of the account is changed to ‘Audited’.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_formulas. htm&type=5

NEW QUESTION 43
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 openhouse object to track number of visitors?

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

Answer: A

Explanation:
A roll-up summary field is a type of field that calculates values from related records, such as the count of child records or the sum of a field on child records. In this case, the administrator can add a roll-up summary field to the open house object to track the number of visitors by counting the child records on the visitors object.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_su
mmary_fields.htm&type=5

NEW QUESTION 45
Universal Containers (UC) has a queue that is used for managing tasks that need to be worked by the
UC customer support team. The same team will now be working some of UC's Cases. Which two options should the administrator use to help the support team?
Choose 2 answers

A. Configure a flow to assign the cases to the queue.
B. Use assignment rules to set the queue as the owner of the case.
C. Add Cass to the existing queue as available object.
D. Createa new queue and add Cases as an available object.

Answer: BC

Explanation:
Assignment rules and queue configuration are two options that should be used to help the support team work on some of UC’s cases. Assignment rules can be used to automatically assign cases to a queue based on certain criteria, such as case origin or priority. Queue configuration can be used to add Case as an available object to the existing queue and specify which users or groups can access the queue. References:
https://help.salesforce.com/s/articleView?id=sf.case_assignment_rules.htm&type=5https:// help.salesforce.com/s/articleView?id=sf.customize_queues.htm&type=5

NEW QUESTION 47
DreamHouse Reality needs to use consistent picklist value on a category filed on accounts and cases, with value respective to record types.
Which two features should the administrator use to fulfill this requirement? Choose 2 Answers

A. Dependent Picklist
B. Global Picklist
C. Multi-Select Picklist
D. Custom Picklist

Answer: AD

Explanation:
A dependent picklist and a custom picklist are the two features that can be used to fulfill the requirement. A global picklist and a multi-select picklist are not features that can be used to fulfill the requirement.
Here is a more detailed explanation of why A and B are the correct answers:
? A. Dependent Picklist
A dependent picklist is a picklist whose values are dependent on the value selected in
another picklist. This is useful for ensuring that only valid values are selected for a field. In this case, the administrator can create a dependent picklist for the category field on accounts and cases, with the values for the picklist being dependent on the record type selected. This will ensure that only the relevant picklist values are available for selection based on the record type selected.
For example, the administrator could create a dependent picklist for the category field on accounts and cases with the following values:
? Record Type: New Account
? Picklist Values: Residential, Commercial
? Record Type: Existing Account
? Picklist Values:Renewal, Upsell, Cross-sell
This would ensure that only the relevant picklist values are available for selection when creating a new account or an existing account.
? B. Custom Picklist
A custom picklist is a picklist that is created by the administrator. This is useful for creating picklists with values that are specific to the organization's needs. In this case, the administrator can create a custom picklist for the category field on accounts and cases, with the values for the picklist being specific to the organization's needs. This will ensure that the picklist values are relevant to the organization and its customers.
For example, the administrator could create a custom picklist for the category field on accounts and cases with the following values:
? Picklist Values: Residential, Commercial, Land, Multi-Family
This would ensure that the picklist values are relevant to the organization and its customers.

NEW QUESTION 49
An administrator at AW Computing has been asked to help the Support team with report folders. They want a folder called Support Reports and two folders underneath called Helpdesk and R&D. The Support organization uses public groups for Support Agents, R&D, and Managers. Support agents should be able to run Helpdesk reports, but should not be able to view R&D reports. Support managers should be able to view and edit all reports.
Which two ways should these folders be shared? Choose 2 answers

A. Share the R&D folder with Support Managers with Edit Access.
B. Share the Helpdesk folder with Support Agents with View access.
C. Share the Support Reports folder with Support Managers with Edit Access.
D. hare the Support Reports folder with Support Agents with View Access.

Answer: BC

Explanation:
To share report folders with different groups of users with different levels of access, an administrator can use folder sharing settings under setup. Folder sharing settings allow administrators to share report folders with public groups, roles, roles and subordinates, territories, or portal roles with view or edit access. In this case, the administrator can share the Helpdesk folder with Support Agents with view access so they can run Helpdesk reports but not edit them; and share the R&D folder with Support Managers with edit access so they can view and edit R&D
reports.References:https://help.salesforce.com/s/articleView?id=sf.reports_builder_folders_ sharing.htm&type=5

NEW QUESTION 53
AW Computing has added a new custom text field called Market Segment on the Lead object. When a Lead is converted, the new field is not getting copied to the Account record.
What should the administrator do to ensure the Market Segment field from a Lead is copied
to the converted Account record in routine?

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

Answer: A

Explanation:
To ensure Market Segment field from Lead is copied to converted Account record in routine manner without manual intervention , an administrator should ensure Market Segment field on Lead is mapped to right field on Account using Lead Field Mapping tool under Lead Settings. This tool allows mapping custom fields from Lead object to custom fields on Account , Contact , or Opportunity objects so that data is transferred when leads are converted . For example , an administrator can map Market Segment field on Lead to Market Segment field on Account using this tool . Ensuring Account has a field that has same name as new Lead field , writing validation rule , or writing record-triggered flow are not necessary for copying custom fields from Lead to Account . References : https
:// help . salesforce . com / s / articleView ? id = sf . leads_custom_field_mapping . htm & type = 5

NEW QUESTION 58
Cloud Kicks has a custom object named shoe. The administrator has been asked to ensure that when
a relationship is created between Account and shoe to prevent orphaned shoe records. What should the administrator do to complete this requirement?

A. Create an indirect lookup

B. Create an encrypted lookup
C. Create a hierarchical lookup
D. Create a master-detail lookup.

Answer: D

Explanation:
Master-detail lookup is a type of relationship field that can be used to create a relationship between Account and Shoe and prevent orphaned Shoe records. Master- detail lookup establishes a parent-child relationship between two objects, where the parent record controls certain behaviors of the child record, such as security, ownership, and deletion. If the parent record is deleted, all the child records are deleted as well.References:https://help.salesforce.com/s/articleView?id=sf.relationships_consideration s.htm&type=5

NEW QUESTION 60
Sales users at Universal Containers are reporting that it is taking a longtime to edit opportunity records. Normally, the only field they are editing is the Stage field.
Which two options should the administrator recommend to help simplify the process? Choose 2 answers

A. Add a path for stage to the opportunity record page.
B. Use a Kanban list view for Opportunity.
C. Configure an auto launched flow for Opportunity editing.
D. Create a simplified Opportunity page layout.

Answer: AB

Explanation:
Paths allow you to display key fields and guidance for each stage of an opportunity. Kanban list views allow you to update records by dragging them between columns.
References: https://help.salesforce.com/s/articleView?id=sf.path_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.kanban_overview.htm&type=5

NEW QUESTION 65
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

Explanation:
Contacts to multiple accounts is a feature that allows you to associate a single contact with multiple accounts, both business and person accounts. This way, you can maintain the historical accuracy of the contact record without creating duplicate records for each account.References:https://help.salesforce.com/s/articleView?id=sf.contacts_multiple_acco unts.htm&type=5

NEW QUESTION 67
When a Sales rep clicks a button on an opportunity, a simple discount calculator screen should be launched.
Which automation tool should an administrator use to build this discount calculator screen?

A. Flow Builder
B. Workflow Rule
C. Platform Event
D. Process Builder

Answer: A

Explanation:
Flow Builder supports creating a screen that can launch a simple discount calculator when a button is clicked on anopportunity.
References: https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_distribute_button.htm&type=5

NEW QUESTION 72
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. Knowledge Management.
B. Omni-Channel
C. Escalation Rules
D. Territory Management

Answer: B

Explanation:
To assign agent capacity and skill set, the administrator should enable Omni- Channel, which is a feature that allows agents to work on multiple cases or chats at

once based on their availability and expertise. Omni-Channel can route work items to agents based on their predefined capacity and skills, ensuring that they are working on the right tasks at the right time. Knowledge Management, Escalation Rules, and Territory Management are not related to agent capacity and skill set.References:https://help.salesforce.com/s/articleView?id=sf.omnichannel_overview.htm
&type=5

NEW QUESTION 76
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 anadministrator 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: A

Explanation:
Making a field universally required is a way to ensure that the field needs to be filled on every record; it prevents users from saving a record without entering a value in that field. It can be used to ensure that the billing system field needs to be filled on every invoice record by making it universally required in the field settings. Creating a process builder to set the field, defining an approval process for the child, or requiring the field on the record type are not ways to ensure that the field needs to be filled on every record; they either do not enforce data entry or only apply to certain scenarios or users.References:https://help.salesforce.com/s/articleView?id=sf.customize_fields.htm&typ e=5

NEW QUESTION 79
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

Explanation:
Ascheduled flow is a type of flow that runs at scheduled times on batches of records that meet certain criteria. It can be used to count the number of open cases associated with each account and update the account with this value every Friday evening by using an assignment element to loop through the accounts and cases and assign the count value to a field on the account record. Using a record trigger flow, a scheduled process builder, or a roll-up summary field are not suitable options for this requirementbecause they would not run at scheduled times or on batches of records; they would run every time a record is created or updated, which may not reflect the accurate count of open cases at the end of each
week.References:https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled
.htm&type=5

NEW QUESTION 80
A Sales user is trying to manage Campaign Members for an upcoming networking event. The user can view the Campaign, but add new Campaign Members or update Member statuses.
How can an administrator troubleshoot this problem?

A. Create a permission set to allow the user to edit Campaign Members.
B. Provide the user access to both Leads and Contacts to edit all Members.
C. Make sure the Marketing User Checkbox is checked on the user record page.
D. Run a Campaign report and update any Member information via Data Loader.

Answer: C

Explanation:
To allow a user to add new Campaign Members or update Member statuses, the administrator should make sure that Marketing User Checkbox is checked on the user record page. This checkbox enables users to create, edit, anddelete campaigns, configure advanced campaign setup, import leads, manage campaign members, and update campaign history via mass update. The checkbox also requires users to have Read and Edit permissions on campaigns and leads/contacts. Creating a permission set, providing access to both Leads and Contacts, or running a Campaign report will not enable users to manage Campaign Members.References:https://help.salesforce.com/s/articleView?id=sf.campaigns_enable.ht m&type=5

NEW QUESTION 84
The administrator at Cloud Kicks has a Custom picklist field on Lead, Which is missing on the
Contact when leads are converted.
Which two items should the administrator do to make sure these values are populated? Choose 2 answers

A. Create a custom picklist field on Contact.
B. Update the picklist value with a validation rule.
C. Map the picklist field on the Lead to the Contact.
D. Set the picklist field to be required on the Lead Object.

Answer: AC

Explanation:
To make sure the custom picklist field values are populated on contact when leads are converted, you need to create a custom picklist field on contact and map it

to the corresponding field on lead.
References: https://help.salesforce.com/s/articleView?id=sf.convert_lead_mapping.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_fields.htm&type=5

NEW QUESTION 86
The administrator at Northern Trail Outfitters has been using a spreadsheet to track assigned licenses and permission sets.
What feature can be used to track this in Salesforce?

A. Login History
B. Lightning Usage App
C. User Report
D. Permission Set Groups

Answer: C

Explanation:
To track assigned licenses and permission sets in Salesforce instead of using a spreadsheet, anadministrator should use User Report type on Report object. User Report type allows creating reports that show information about users such as their profile, role, license type, active status, login history etc. It also allows adding fields related to permission sets such as Permission Set Assignments or Permission Set License Assignments. For example, an administrator can create a User Report that shows user name, profile name, user license name, permission set assignments count etc. Login
History, Lightning Usage App, or Permission Set Groups are not features that can be used to track assigned licenses and permission sets in Salesforce.
References:https://help.salesforce.com/s/articleView?id=sf.reports_report_types_standard_user.htm&type=5

NEW QUESTION 89
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

Explanation:
The $Record global variable allows you to reference the values of the active record the flow is running on.
References: https://help.salesforce.com/s/articleView?id=sf.flow_ref_global_variables.htm&type=5

NEW QUESTION 94
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.saiesiorcc.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: BC

Explanation:
Two considerations when installing a managed package in a sandbox are:
? The installation link has to be modified to test.salesforce.com, because the default installation link points to login.salesforce.com which is for production orgs. To install a package in a sandbox org, the administrator has to replace login with test in the installation URL before clicking it.
? The package will be removed any time the sandbox is refreshed, because refreshing a sandbox replaces its current data and metadata with those from its source org. If the source org does not have the package installed, then the sandbox will lose it after refresh. Any metadata changes to the package do not have to be recreated in production, because they are preserved during upgrades unless overwritten by the package developer. Install for Admins Only is not the only install option available; there are also Install for All Users and Install for Specific Profiles options. References:
https://help.salesforce.com/s/articleView?id=sf.distribution_installing_packages.ht m&type=5
https://help.salesforce.com/s/articleView?id=sf.data_sandbox_implementation_tips
.htm&type=5

NEW QUESTION 96
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 eachobject.
D. Create and assign a permission set that includes Read, Create, and Edit access

Answer: C

Explanation:
A custom profile is a profile that can be created and customized by administrators to define what users can see and do in Salesforce based on their job function or role. It can be used by Cloud Kicks to give read, create, and edit access for objects and restrict users from deleting any records by creating and assigning a custom profile with delete access removed for each object in the object settings. Assigning the standard system administrator profile to analytical user, giving user view all access and assigning them to highest role in role hierarchy, or creating and assigning permission set that includes read, create, and edit access are not

solutions for giving read, create, and edit access for objects and restricting users from deleting any records; they either give too much access or do not remove delete access.References:https://help.salesforce.com/s/articleView?id=sf.users_profiles.htm&type
=5

NEW QUESTION 97
The marketing director at Northern Trail Outfitters has requested that the budget field is populated in
order for the Lead Status field to be marked as qualified. What tool should the administrator use to fulfill this request?

A. Lead Conversion.
B. Require Field.
C. Workflow Rule
D. Validation Rule

Answer: D

Explanation:
Validation rule is a tool that can be used to enforce data quality and business logic by preventing users from saving records that do not meet certain criteria. In this case, avalidation rule can be created on the Lead object to display an error message if the Lead Status field is marked as qualified and the Budget field is blank.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5

NEW QUESTION 99
An administrator at Universal Container needs an automated way to delete records based on
field values.
What automatedsolution should the administrator use?

A. Workflow
B. Process Builder
C. Flow Builder
D. Automation Studio

Answer: C

Explanation:
Flow Builder is a tool that can be used to create an automated way to delete records based on field values. Flow Builder can createflows that define the logic and actions for deleting records, such as finding records that match certain criteria and deleting them in bulk. Flows can be scheduled to run at regular intervals or triggered by other events or processes. References: https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5https://help.salesfor
ce.com/s/articleView?id=sf.flow_concepts_delete.htm&type=5

NEW QUESTION 100
Which three items are available in the mobile navigation menu? Choose 3 answers

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

Answer: ACE

Explanation:
Lightning app pages, Chatter, and dashboards are three items that are available in the mobile navigation menu. The mobile navigation menu allows users to access different items in the Salesforce mobile app, such as objects, apps, or utilities. Users can customize their mobile navigation menu by adding or removing items and changing their order.References:https://help.salesforce.com/s/articleView?id=sf.app_nav_setup.htm&type
=5

NEW QUESTION 102
The Cloud kicks sales manager wants to boost productivity by providing insights at the start of each day.
Which three sales-specific standard Lightning components should administrator add to the homepage
to meet this requirement? Choose 3 Answers.

A. Activities
B. Path
C. Assistant
D. Key Deals
E. Performance chart.

Answer: ACD

Explanation:
To boost productivity by providing insights at the start of each day, the administrator should add three sales-specific standard Lightning components to the homepage:
? Activities, which shows tasks and events related to records that matter most to users
? Assistant, which provides personalized suggestions and reminders for key updates and actions
? Key Deals, which highlights important opportunities that need attention or are close to closing Path andPerformance Chart are not standard Lightning components, but custom components that can be added to specific objects or pages. References:
https://help.salesforce.com/s/articleView?id=sf.home_components.htm&type=5

NEW QUESTION 106

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

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

Answer: C

Explanation:
A Chatter private group is a type of Chatter group that allows members to sharefeedback and ideas with each other in a secure and exclusive space; only members can see and post in a private group. It can be used by Ursa Major Solar to create a space for product owners to collaborate with just the product team by creating a Chatter private group and adding product owners as members. Using quick actions to log communication, configuring a Chatter public group, or adding activity history to document tasks are not solutions for creating a space for product owners to collaborate with justthe product team; they either do not provide privacy or do not support collaboration.
References:https://help.salesforce.com/s/articleView?id=sf.collab_groups_ov erview.htm&type=5

NEW QUESTION 108
Universal Containers wants to provide reseller partners with discounted prices on the products they purchase.
How should an administrator configure this requirement?

A. Add a Partner_Discount_c field to the Opportunity
B. Build separate reseller partner products.
C. Use a different Opportunity record type.
D. Create a separate PriceBook for reseller partners.

Answer: D

Explanation:
A PriceBook is a feature that allows administrators to define different prices for the same products based on different criteria such as customer segment, region, channel, etc. For example, a PriceBook can provide reseller partners with discounted prices on the products they purchase compared to regular customers. A PriceBook consists of one or more PriceBook entries that specify the product ID, pricebook ID, list price, currency, and active status for each product-pricebook combination.References:https://help.salesforce.com/s/articleView?id=sf.pricebook_overvie w.htm&type=5

NEW QUESTION 113
Which two capabilities are considerations when marking a field as required in Object Manager?
Choose 2 answers

A. The field is not required to save records via the API on that object.
B. The field is universally required to save a record on that object.
C. The field is added to every page layout on that object.
D. The field is optional when saving records via web-to-lead and web-to-case

Answer: AB

Explanation:
When you mark a field as required in Object Manager, the field is universally required to save a record on that object in the user interface. However, the field is not required to save records via the API on that object, unless you also mark it as required on the page layout.
References: https://help.salesforce.com/s/articleView?id=sf.fields_about_required_fields.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_profile_picklists.htm&type=5

NEW QUESTION 116
The CTO of AW Computing has defined a new policy for cases to improve customer satisfaction. All cases submitted with a Case Reason of Installation must be acknowledged immediately via email and assigned to the appropriate agents. Any cases that are still in the New status after 4 hours must be escalated to support management.
What case management tools need to be utilized for this requirement?

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

Answer: B

Explanation:
To advertise on TV, radio, print, and social under one bannercalled New Runners and aggregate total statistics for this marketing effort, an administrator should use Parent campaign field on Campaign object. This field allows creating hierarchical relationships between campaigns by specifying one campaign as parent of another campaign. Parent campaigns roll up statistics from child campaigns such as number of leads generated, amount of revenue won etc. For example, an administrator can create four child campaigns for TV, radio, print and social ads respectively and link them to one parent campaign called New Runners using Parent campaign field. Junction object, lookup relationship, and master-detail relationship are not features related to Campaign object or hierarchy.References:https://help.salesforce.com/s/articleView?id=sf.campaigns_parent.ht m&type=5

NEW QUESTION 118
DreamHouse Realty regularly processes customer requests for warranty work and would like to offer customers a self-serve option to generate cases.
Which two solutions should an administrator use to meet this request? Choose 2 answers

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

Answer: AD

Explanation:
Web-to-Case and Email-to-Case are two solutions that allow customers to create cases from a web form or an email. Web-to-Case generates HTML code for a web form that you can place on your website. Email-to-Case converts incoming emails into cases.
References: https://help.salesforce.com/s/articleView?id=sf.customizesupport_web_to_case.htm&type= 5
https://help.salesforce.com/s/articleView?id=sf.customizesupport_email_to_case.htm&type
=5

NEW QUESTION 119
At cloud kicks sales reps usediscounts on the opportunity record to help win sales on
products. When an opportunity is won, they then have to manually apply the discount up the related
opportunity products. The sales manager has asked if three is a way to automate this timeconsuming
task.
What should the administrator use to deliver this requirement?

A. Flow Builder
B. Approval Process
C. Prebuild Macro.
D. Formula field

Answer: A

Explanation:
To automate applying discounts on opportunity products when an opportunity is won, the administrator should use Flow Builder, which is a tool that allows creating complex business processes with clicks. The administrator can create an autolaunched flow that runs when an opportunity is updated, checks if its stage is "Closed Won", and updates its related opportunity products with discounts from a formula or variable. Approval Process, Prebuilt Macro, and Formula Field are not able to update related records based on criteria.References:https://help.salesforce.com/s/articleView?id=sf.flow_build_overview.htm
&type=5

NEW QUESTION 121
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 ifstage is Closed lost and Loss Reason is blank.
C. Check the required checkbox on the Loss Reason field in Object Manger.
D. Configure a workflow rule to display an error if Loss Reason is blank

Answer: B

Explanation:
Validation rule is a tool that can be used to enforce data quality and business logic by preventing users from saving records that do not meet certain criteria. In this case, a validation rule can be created on the Opportunity object to display an error message if the Stage field is Closed lost and the Loss Reason field is blank.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_r ules.htm&type=5

NEW QUESTION 122
Dreamhouse Realty agents are double-booking open house event nights. The evet manager wants to event submission process to help agents fill in event details and request dates. How should an administrator accomplish the request?

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

Answer: B

Explanation:
To help agents fill in event details and request dates for open house events without double-booking them, the administrator should create an approval process on the Campaign object, which is used to manage marketing events in Salesforce. The approval process can define entry criteria based on campaign fields such as type or status, specify initial submission actions such as sending email alerts or updating fields, assign approvers who can review and approve event requests, and specify final approval actionssuch as creating tasks or updating fields. Creating a workflow rule, a sharing rule, or a campaign will not help agents request event dates or prevent double-booking. References: https://help.salesforce.com/s/articleView?id=sf.campaigns_overview.htm&type=5https://hel
p.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5

NEW QUESTION 126
The administrator for AW Computing is working with a user who is having trouble togging in to Salesforce.
What should the administrator do to identify why the user Is unable to log in?

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

Answer: A

Explanation:
To identify why a user is unable to log in to Salesforce, the administrator should review the login history for the user. The login history shows the date and time of each login attempt, the source IP address, the browser and platform used, the login type (such as username and password or single sign-on), and the status (such as success or failure). The login history can help troubleshoot common login issues such as incorrect username or password, invalid security token, IP restrictions, or login hours violations. Checking the attempted logins by running the setup audit trail, pulling the password history, or resetting the security token for the profile will not help identify why a user is unable to log in.References:https://help.salesforce.com/s/articleView?id=sf.monitoring_login_history.htm
&type=5

NEW QUESTION 127
An administrator supporting a global team of salesforce users has been asked to configure company
settings.
Choose 2 options

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

Answer: AB

Explanation:
Currency locale and default language are two of the company settings that an administrator can configure in Salesforce. Currency locale determines how currency amounts are formatted and displayed in reports and other places. Default language determines the language used for labels, buttons, tabs, and other elements in Salesforce. References: https://help.salesforce.com/s/articleView?id=sf.admin_supported_currencies.htm&type=5htt
ps://help.salesforce.com/s/articleView?id=sf.admin_supported_languages.htm&type=5

NEW QUESTION 132
What are three Setting an administrator should configure to make it easy for approvers to respond to approval requests?
Choose 3 Answers.

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

Answer: ACD

Explanation:
To make it easy for approvers to respond to approval requests, the administrator should configure three settings:
? Update the organization’s chatter setting to allow approvals, which enables approvers to approve or reject requests from chatter feeds or email notifications
? Enable the organization’s Email approval response setting, which allows approvers to reply to approval request emails with keywords such as APPROVE or REJECT
? Add the Items to approve component to the approvers home page, which shows a list of pending approval requests that can be acted upon with one click
Specifying initial submission actions within the approval process will not affect how approvers respond to requests. Creating a flow to automatically approve all records will bypass the approval process altogether. References: https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type
=5 https://help.salesforce.com/s/articleView?id=sf.approvals_email.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.approvals_one_click.htm&type=5

NEW QUESTION 137
DreamHouse Realty regularly holds open houses for the selling of both houses and condominiums. For condominium open houses, there are a few extra steps that need to be taken. Agents need to be able to submit requests and receive approvals from the homeowners' association.
How can the administrator ensure these extra steps only appear when creating open house records for condominiums?

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

Answer: B

Explanation:
To ensure extra steps only appear when creating open house records for condominiums, an administrator can use two methods: create two page layouts; and use business processes and record types to display appropriate picklist values. A page layout is a feature that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. An administrator can create two page layouts for open house records - one for houses and one for condominiums -and include different fields or sections for each page layout based on their requirements. A business process is a feature that allows administrators to define and enforce stages that records must go through based on their record type such as lead status or opportunity stage. A record type is a feature that allows administrators to offer different business processes, picklist values, page layouts etc., to different users based on their profile or role. An administrator can create two record types for openhouse records - one for houses and one for condominiums - and assign different business processes and picklist values for each record type based on their requirements. References:
https://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type
=5https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

NEW QUESTION 139
administrator at Northern Trail Outfitters is unable to add a new user in Salesforce. What could cause this issue?

A. The username is already in use another organization.
B. The username is restricted to a domain specific to my domain.
C. The email address used for the username has a contact record.
D. The email used for the username is not a corporate email address.

Answer: A

Explanation:
One of the possible causes for being unable to add a new user in Salesforce is that the username is already in use by another organization. Usernames must be globally unique across all Salesforce orgs, so if another user has claimed that username before, it cannot be used again. To fix this issue, choose a different username that is not taken by anyone else. The username is not restricted to a domain specific to my domain unless specified by an administrator. The email address used for the username does nothave to match a contact record. The email used for the username can be any valid email address.References:https://help.salesforce.com/s/articleView?id=sf.admin_usermgmt_add. htm&type=5

NEW QUESTION 140
The Client services and customer support teamsshare the same profile but have different
permission sets. The Custom Object Retention related list needs to be restricted to the client services teamon the Lightning record page layout.
What should the administrator use to fulfil this request?

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

Answer: C

Explanation:
Component visibility allows you to restrict the visibility of a related list based on a permission set.
References: https://help.salesforce.com/s/articleView?id=sf.dynamic_forms_component_visibility.htm&t ype=5

NEW QUESTION 145
Cloud Kicks need to be able to show different picklist values for sales and marketing users. Which two options will meet this requirement?
Choose 2 answers

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

Answer: AD

Explanation:
To show different picklist values for sales and marketing users, you can either use record types or profiles. Record types allow you to have different picklist values for different page layouts assigned to different profiles. Profiles allow you to restrict picklist values based on user permissions.
References: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_profile_picklists.htm&type=5

NEW QUESTION 148
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 fulfil this request?

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

Answer: A

Explanation:
Permission sets are used to grant additional permissions and access settings to individual users without changing theirprofiles or requiring a new profile to be created. You can use permission sets to extend users' functional access without changing their existing profiles. To meet the request of giving comprehensive edit access on Campaigns to a few marketing users who have read-only access by default, you need to create a permission set with edit access on Campaigns and assign it to those users.References:https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm
&type=5

NEW QUESTION 153
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: AB

Explanation:

The AppExchange is an online marketplace where you can find solutions to enhance your Salesforce organization. Some of the solutions you can find on the AppExchange are consultants and components. Consultants are certified professionals who can help you with your Salesforce projects, such as implementation, customization, integration, training, etc. Components are reusable building blocks that you can use to create apps or pages in Salesforce, such as charts, calendars, maps, buttons, etc.References: https://appexchange.salesforce.com/consultantshttps://appexchange.salesforce.com/comp onents

NEW QUESTION 156
Northern Trail Outfitters has hired interns to enter Leads Into Salesforce and has requested a way to identify these new records from existing Leads.
What approach should an administrator take to meet this requirement?

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

Answer: B

Explanation:
To identify new leads entered by interns from existing leads, the administrator should define a record type and assign it to the interns. This will allow them to select a different record type when creating leads, and distinguish them from other leads based on record type. Creating a separate Lead Lightning App or updating the active Lead Assignment Rules will not affect lead identification. Setting up Web-to-Lead form will not work if the interns are entering leads manually in Salesforce.References:https://help.salesforce.com/s/articleView?id=sf.customize_recordtyp e.htm&type=5

NEW QUESTION 160
Universal Containers has a private sharing model for Opportunities and usesOpportunity
teams. Criteria-based sharing rules a sales rep at Universal Containers leaves the company and their user record is deactivated. The rep is later rehired in V administrator activates the old user record. The user is added to the same default Opportunity teams but h no longer able records the user worked on before leaving the company.
What is the likely cause?

A. The stage of the Opportunity records was changed to closed lost.
B. Permission sets were removed when the user was deactivated.
C. The record type of the Opportunity records was changed.
D. The records were manual shared with the user.

Answer: D

Explanation:
The likely cause for why a rehired user is no longer able to access records they worked on before leaving the company is that the records were manually shared with the user. Manual sharing allows granting access to individual records to specific users or groups. However, manual sharing is removed when a record owner changes or when a user's role changes. When a user is deactivated, their role is removed and any manual sharing involving that user is deleted. When a user is reactivated, their role is restoredbut manual sharing is not. Therefore, the rehired user will not have access to records that were manually shared with them before deactivation. The stage of Opportunity records, permission sets, or record type of Opportunity records are not likely causes for why a rehired user is no longer able to access records they worked on before leaving the company.References:https://help.salesforce.com/s/articleView?id=sf.sharing_manual.htm& type=5

NEW QUESTION 162
The administrator at Cloud Kicks writes an assignment rule to send all cases created via email or the web to the Automated Cases Queue Any manually created cases should be owned by the agent creating them, however, the manually created cases now show the administrator as the owner.
What will the administrator find when troubleshooting this issue?

A. An escalation rule is changing the case owner on case creation
B. The Assignment Rule checkbox is selected by default.
C. Another assignment rule is giving ownership to the administrator
D. The Owner field is missing on the webform and email template.

Answer: B

Explanation:
The Assignment Rule checkbox is a checkbox that appears on manual case creation pages when assignment rules are defined for cases. The Assignment Rule checkbox determines whether or not to apply assignment rules to manually created cases. If the Assignment Rule checkbox is selected by default, then any manually created cases will be assigned according to assignment rules instead of being owned by the agent creating them. To prevent this from happening, an administrator can either deselect the Assignment Rule checkbox when creating cases manually; or change the default setting for this checkbox under setup by selecting or deselecting Use active assignment rules by default.References:https://help.salesforce.com/s/articleView?id=sf.customize_casesupport _assign.htm&type=5

NEW QUESTION 164
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