Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins

NEW QUESTION 1
When users log in to Salesforce via the user interface, which two settings does the system check for authentication? Choose 2 answers

A. The user's Two-Factor Authentication for API Logins permission
B. The role IP address restrictions
C. The user's profile login hours restrictions
D. The user's Two-Factor Authentication for User Interface Logins permission

Answer: CD

Explanation:
When users log in to Salesforce via the user interface, the system checks for authentication based on their profile settings and permissions. One of the settings is login hours, which specify the time range when users can log in to Salesforce based on their profile. Another setting is Two-Factor Authentication for User Interface Logins permission, which requires users to enter a verification code along with their username and password when they log in to Salesforce via the user interface.
References:
https://help.salesforce.com/s/articleView?id=sf.users_profiles_loginhours.htm&type=5https://help.salesforce.com/s/articleView?id=sf.security_2fa_perm_ui_logins.htm&type=5

NEW QUESTION 2
The events manager at dream house realty has a hot lead from a successful open house that needs to become a contact with an associated opportunity.
How should this be accomplished from the campaign keeping the associated campaign member history?

A. Delete the lead and create a new contact and opportunity.
B. Clone the lead and convert the cloned record to a contact.
C. Convert the lead from the campaign member detail page.
D. Add a contact from a campaign member detail page.

Answer: C

Explanation:
Tocreate a contact and an opportunity from a lead that is associated with a campaign, and keep the campaign member history, the administrator should convert the lead from the campaign member detail page. This will automatically create a contact, an account, and an opportunity that are linked to the campaign. Deleting, cloning, or adding a contact will not preserve the campaign member history.References:https://help.salesforce.com/s/articleView?id=sf.campaigns_leads.htm&type=5

NEW QUESTION 3
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 4
AW Computing would like to improve its Case Lightning record page by including:
• A filtered component to display a message in bold font when a case is saved as acriticalrecord type.
• A quick way to update the account status from the case layout.
Which twocomponents should an administrator use to satisfy these requests?
Choose 2 Answers

A. Related List
B. Related Record
C. Record details
D. Rich text

Answer: BD

Explanation:
A related record component is a type of component that allows users to view and edit fields from a parent record on a child record page without leaving the page. For example, a related record component can allow users to update the account status from the case layout by selecting an account record from a drop-down list. A rich text component is a type of component that allows users to display formatted text on a record page using rich text editor tools such as bold font, bullet points, images, and links. For example, a rich text component can display a message in bold font when a case is saved as acriticalrecord type by using conditional visibility rules. References: https://help.salesforce.com/s/articleView?id=sf.lightning_page_components_related_record.htm&type=5https://help.salesforce.com/s/articleView?id=sf.lightning_page_components_ri ch_text.htm&type=5

NEW QUESTION 5
Which tool should an administrator use to review recent configuration changes made in their org?

A. Critical Updates
B. Debug logs
C. Setup Audit Trail
D. Field History Tracking

Answer: C

Explanation:
Setup audit trail is a tool thatallows administrators to review recent configuration changes made in their org. It shows a list of up to 180 days of setup changes made by anyone in the org, including the date, time, user, and type of change. It can help administrators track who made what changes and when, and troubleshoot any issues caused by configuration changes. Critical updates are notifications that inform administrators of new features or enhancements that may impact their org; they do not show configuration changes made by users. Debug logs are records of database operations, system processes, and errors that occur when executing a transaction or running unit tests; they do not show configuration changes made by users either. Field history tracking is a feature that allows administrators to track changes to the values of certain fields on records; it does not show configuration changes made in setup.References:https://help.salesforce.com/s/articleView?id=sf.monitorsetup.htm&type=5

NEW QUESTION 6
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 7
Ursa Major Solar wants its sales reps to be aware when they are speaking with high-profile customers.
Which two options should be added to the Lightning record pages to achieve this? Choose 2 answers

A. Custom Component
B. Highlight Panel
C. Action and Recommendations
D. Component Visibility Filter
E. Rich Text Area

Answer: AD

Explanation:
Two options that should be added to Lightning record pages to make sales reps aware when they are speaking with high-profile customers are:
? Custom Component, which can display a custom message or icon on the record page based on certain criteria such as account rating or industry. For example, an administrator can create a custom Lightning Web Component that shows a star icon on account record pages if account rating is Hot or Warm.
? Component Visibility Filter, which can control when a component is visible on a record page based on field values of that record. For example, an administrator can add a component visibility filter to an existing component such as Path or Highlights Panel that makes it visible only if account rating is Hot or Warm. Highlight Panel, Action and Recommendations, and Rich Text Area are not options that can be used to make sales reps aware when they are speaking with high- profile customers. References: https://developer.salesforce.com/docs/component- library/documentation/en/lwc/lwc.create_components
https://help.salesforce.com/s/articleView?id=sf.dynamic_forms_component_visibilit y.htm&type=5

NEW QUESTION 8
DreamHouse Realty (DHR) wants a templated process with a mortgage calculator that generated leads for loans. DHR needs to complete the project within 30 days and has maxed out its budget for the year.
Which AppExchange item should help the administrator to meet the request?

A. Lightning Data
B. Lightning Community
C. Flow Solutions
D. Bolt Solutions

Answer: C

Explanation:
Flow Solutions are pre-built flows ortemplates that can be installed from AppExchange and customized to meet specific business needs. For example, Flow Solutions can provide common use cases such as lead generation, document generation, payment processing, and more. In this case, the administrator can use a Flow Solution that provides a mortgage calculator and generates leads for loans. Flow Solutions are easy to install and configure, and can help save time and budget for projects.References:https://help.salesforce.com/s/articleView?id=sf.flow_solutions.htm&typ e=5

NEW QUESTION 9
Northern Trail Outfitters (NTO) has deployed my domain. The Chief Marketing Officer wants to make sure that all of the Salesforce users log in using the branded login URL. There needs to be a grace period for the user's bookmarks to be updated.

How should the administrator configure the policies in my domain settings?

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

Answer: C

Explanation:
To make sure that all of the Salesforce users log in using the branded login URL after deploying my domain, and give them a grace period for updating their bookmarks, the administrator should set the Redirect policy to Redirect with a warning to the same page within the domain. This will redirect users who try to log in from https://login.salesforce.com or another domain to https://nto.my.salesforce.com, and show them a warning message that they need to update their bookmarks. Setting the Login policy or preventing login from https://login.salesforce.com will not redirect users or give them a warning. Filtering with Form Factor will not affect login URL. References:https://help.salesforce.com/s/articleView?id=sf.domain_mgmt_redirect.htm&typ e=5

NEW QUESTION 10
Users at Cloud Kicks are reporting different options when uploading a custom picklist on the Opportunity object based on the kind ofopportunity.
Where Should an administrator update the option in the picklist?

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

Answer: C

Explanation:
Record types allow you to update the options in a picklist based on thekind of opportunity.
References: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

NEW QUESTION 10
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 15
An administrator has reviewed an upcoming critical update.
How should the administrator proceed with activation of the critical update?

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

Answer: A

Explanation:
To test the impact of a critical update before it is auto-activated, you should activate it in a sandbox first. This way, you can verify that your customizations and integrations work as expected without affecting your production org.
References: https://help.salesforce.com/s/articleView?id=sf.admin_critical_updates.htm&type=5

NEW QUESTION 16
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 18
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 21
An administrator is planning to useData Loader to mass import new records to a custom object from a new API.
What will the administrator need to do to use the Data Loader?

A. Add a permission set that allows them to import data.
B. Append their security token at the end of their password to login.
C. Use the Data Import Tool to mass import custom object records.
D. Reset their password and their security token.

Answer: B

Explanation:
To use Data Loader to mass import new records to a custom object from a new API, the administrator will need to append their security token at the end of their password to login. The security token is an alphanumeric code that is required for API access when logging in from an IP address that is not trusted by Salesforce. The security token can be obtained from the user's personal settings or by resetting it via email. Adding a permission set, resetting the password and the security token, or using the DataImport Tool are not necessary for using Data Loader. References:
https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5https://help.salesfor ce.com/s/articleView?id=sf.security_token.htm&type=5

NEW QUESTION 23
A sales rep at Ursa Major Solar has launched a series of networking events. They are hosting
one event per month and want to be able to report on campaign ROI by month and series. How should the administrator set up the Campaign to simplify reporting?

A. Add different record types for the monthly event types.
B. Create individual Campaigns that all have the same name.
C. Configure campaign Member Statuses to record which event members attended.
D. Use Campaign Hierarchy where the monthly events roll up to a parent Campaign

Answer: D

Explanation:
Campaign hierarchy is a feature that allows administrators to organize campaigns into a parent-child relationship, where the parent campaign represents a larger initiative and the child campaigns represent smaller or more specific activities within that initiative. Using campaign hierarchy can help Ursa Major Solar report on campaign ROI by month and series by creating a parent campaign for the series of networking events and creating individual child campaigns for each monthly event. The parent campaign can show the aggregated metrics and ROI for the entire series, while the child campaigns can show the metrics and ROI for each month. Adding different record types for the monthly event types, creating individual campaigns that all have the same name, or configuring campaign member statuses to record which event members attended are not solutions for reporting on campaign ROI by month and series; they either do not group campaigns into a hierarchy or do not track campaign metrics or ROI.References:https://help.salesforce.com/s/articleView?id=sf.campaigns_hierarchy.htm& type=5

NEW QUESTION 25
DreamHouse Realty requires that house showings be scheduled within the current year to prevent too many future showings from stacking up.
How can they make sure Showing Date is only populated with a date this years?

A. Sync the users' Showing Calendar to Salesforce and filter it to only lookat this year.
B. Create a report that shows any Showing Dates not scheduled in the current year to the updated.
C. Add Help Text so the user knows to only add a Showing Date within the current year.
D. Create a validation rule that ensures Showing Date contains a date within the current year.

Answer: D

Explanation:
A validation rule is a feature that allows administrators to define criteria for data entry or import operations and display an error message when those criteria are not met. For example, a validation rule can ensure that house showings are scheduled within the current year by comparing the showing date field with a formula that returns the current year. If the showing date field contains a date outside of the current year, then the validation rule will prevent users from saving or importing records with anerror message.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_validatio n_rules.htm&type=5

NEW QUESTION 29

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

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

Answer: AC

Explanation:
Custom object and master detail field are two steps that should be configured to meet this requirement. Custom object can be used to create a new object for shoe design that can store information about different designs and stages. Master detail field can be used to create a relationship between Product and Shoe Design that prevents deletion of Shoe Design records and allows multiple designs for one product. References:
https://help.salesforce.com/s/articleView?id=sf.customize_customobjects.htm&type=5https:
//help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

NEW QUESTION 31
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 33
The VP of sales at Dreamhouse Realty has requested a dashboard to visualize enterprise sales across the different teams. The key place of data is the total of all sales for the year and the progress to the enterprise sales goal.
What dashboard component will effectively show this number and the proximity to the total goal as a
single value?

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

Answer: D

Explanation:
A gauge component shows a single value along with itspercentage of a total value within predefined ranges using colors (red-yellow-green). It is useful for showing key performance indicators (KPIs) such as total sales amount and progress towards sales
goal.References:https://help.salesforce.com/s/articleView?id=sf.dashboards_gauge_comp onent_type.htm&type=5

NEW QUESTION 38
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 39
The administrator at universal containers has ascreen flow that helps users create new leads.
When lead source is “Search Engine”, the administrator needs to require the user to choose a specific
a search engine from a picklist. If lead source is not “Search Engine”, this picklist should be hidden.
How should the administrator complete this requirement?

A. Assign a decision element to direct the user to a second screen to hold specific search engine onlywhen a lead source is “Search Engine”.
B. Use an assignment element, one for when lead source is “Search Engine” and one for everythingelse.

C. Create a picklist for specific search engine, and set conditional visibility so that is only shownwhen lead source is “Search Engine”.
D. Configure a picklist for specific search engine, and use a validation rule to conditionally show onlywhen lead source is “Search Engine”

Answer: C

Explanation:
To require users to choose a specific search engine from a picklist when lead source is “Search Engine”, and hide it otherwise, the administrator should create a picklist for specific search engine on the same screen as lead source, and set conditional visibility so that it is only shown when lead source is “Search Engine”. This will make sure that users see only relevant fields based on their input. A decision element will create an extra screen that may disrupt user experience. An assignment element willnot affect field visibility. A validation rule will not hide fields but only show errors when values are invalid. References: https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screen_components_pic klist.htm&type=5https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screen_ components_conditional_visibility.htm&type=5

NEW QUESTION 40
Northern Trail Outfitters wants emails received from customers to generate cases automatically.
How should the administrator ensure that the emails are sent to the correct queue?

A. Utilize a flow to identify the correct queue and assign the case.
B. Use a custom email services to set the owner of the case upon creation.
C. Create an Escalation Rules to send cases to the correct queue.
D. Configure Email-to-Case so emails are delivered to the correct queue

Answer: D

Explanation:
Email-to-Case allows administrators to set up routing addresses that automatically create cases from incoming emails and assign them to queues based on predefined criteria. This way, emails from customers can generate cases automatically and be sent to the correct queue. A flow is a tool for building automated processes, but it is not designed for email routing. A custom email service is a way to process inbound emails using Apex code, but it requires coding skills and is more complex than Email-to-Case. Anescalation rule is a way to escalate cases based on certain conditions, but it does not create cases from emails or assign them to queues.References:https://help.salesforce.com/s/articleView?id=sf.customize_email2case. htm&type=5

NEW QUESTION 44
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 49
The administrator at Ursa Major Solar has Created a new record type for customer warranty cases which two assignments should the administrator use to display the new record type to users?
Choose 2 answers

A. Profile Assignment
B. Role Assignment
C. App Manager Assignment.
D. Page layout Assignment.

Answer: AD

Explanation:
Profile assignment and page layout assignment are two assignments that should be used to display a new record type to users. Profile assignment determines which profiles can access a record type and which record type is the default for each profile. Page layout assignment determines which page layout is assigned to each record type and profile combination. References: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype_assign.htm&type=5h ttps://help.salesforce.com/s/articleView?id=sf.customize_recordtype_pagelayoutassign.htm &type=5

NEW QUESTION 54
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 58
An administrator is building a Lightning app and sees a message that a My Domain must be set up first.
What should the administrator take into consideration when enabling My Domain?

A. Single sign-on must be disabled prior to implementing MyDomain.
B. The login for all internal and external users changes to the My Domain login
C. A deployed My Domain is irreversible and renaming is unavailable.
D. The URL instance for a My Domain stays the same for every release

Answer: B

Explanation:
My Domain is a feature that allows administrators to create a custom domain name for their Salesforce org that replaces their instance URL (such as na35.salesforce.com). My Domain provides benefits such as improved security; enhanced branding; faster navigation; access to Lightning components; etc. However, one of the considerations when enabling My Domain is that it changes how users log in to Salesforce
- instead of using their instance URL login (such as login.salesforce.com), they have to use their My Domain login (such as mydomain.my.salesforce.com). This applies to all internal and external users who access Salesforce via web browser or mobile app.
References:https://help.salesforce.com/s/articleView?id=sf.domain_name_overview.htm&ty pe=5

NEW QUESTION 61
The Administrator at Cloud Kicks need to automatically route support cases, regardless of how they are created, to a queue based on case priority.
What tool should the administrator use?

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

Answer: B

Explanation:
Assignment rules are tools that allow administrators to automatically route records to users or queues based on certain criteria. For example, anassignment rule can assign cases to different queues based on case priority, origin, type, or other fields. Assignment rules can be triggered when records are created manually, via email, web, or API. Assignment rules consist of multiple rule entries that define the criteria and actions for each assignment scenario. References:
https://help.salesforce.com/s/articleView?id=sf.customize_leadrules.htm&type=5https://help
.salesforce.com/s/articleView?id=sf.customize_casesupport_assign.htm&type=5

NEW QUESTION 62
An Administrator wants to trigger afollow-up task for the opportunity owner when they close an
opportunity as won and another task after 60 days to check in with the customer. which two automation tools should the administrator use?
Choose 2 answers

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

Answer: AC

Explanation:
Process builder can be used to create a record-triggered flow that executes when an opportunity is closed as won and creates a follow-up task for the owner. Field update can be used to update a date field on the opportunity that can be referenced by a time-dependent workflow rule to create another task after 60 days.
References: https://help.salesforce.com/s/articleView?id=sf.process_which_tool.htm&type=5https://help.
salesforce.com/s/articleView?id=sf.workflow_time_action_considerations.htm&type=5

NEW QUESTION 63
Users have noticed that when they click on a report in a dashboard to view the report details, the
values in the report are different from the values displayed on the dashboard. What are the two reasons this is likely to occur?
Choose 2 answers

A. The report needs to be refreshed.
B. The dashboard needs to be refreshed.
C. The current user does not have access to the report folder.
D. The running dashboard user and viewer have different permissions.

Answer: CD

Explanation:
Dashboards show data from source reports as visual components that provide a snapshot of key metrics and performance indicators. Dashboards need to be refreshed manually or scheduled to run on a regular basis to reflect the most recent data from the reports. The running user of a dashboard determines whose security settings are applied when the dashboard is run. If the running user is different from the viewer of the dashboard, they may see different data based on their permissions and sharing settings.References:https://trailhead.salesforce.com/en/content/learn/modules/lex_impleme
ntation_dashboards_and_reports/dashboards

NEW QUESTION 65
Cloud Kicks is working on a better way to track its product shipments utilizing Salesforce. Which field type should an administrator use to capture coordinates?

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

Answer: A

Explanation:
Geolocation fields allow you to store the latitude and longitude coordinates of a location. They can be used to calculate distances between records and display maps of accounts, contacts, leads, or other custom objects.References:https://help.salesforce.com/s/articleView?id=sf.customize_geoloc.htm& type=5

NEW QUESTION 69
The Call center manager in Ursa Major Solar wants to provide agents with a case dashboard that can be drilled down by case origin, status and owner.
What should an Administrator add to the dashboard to fulfil the request?

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

Answer: A

Explanation:
A dashboard filter is afeature that allows users to filter dashboard components by one or more field values without changing the underlying report data. For example, a dashboard filter can allow users to view cases by origin, status, or owner. A dashboard filter consists of a filter name, one or more source fields, and one or more filter values. Users can apply one or more filters to see different views of the dashboard data.References:https://help.salesforce.com/s/articleView?id=sf.dashboards_filters.htm&ty pe=5

NEW QUESTION 74
Universal container has a contact Lightning record Page with a component that shows LinkedIn data. The sales team would like to only show this component to sales users when they are on their mobile phones. Choose 2 Answers.

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

Answer: AB

Explanation:
To show a component that shows LinkedIn data only to sales users when they are on their mobile phones, the administrator should filter the component visibility with two conditions:
? User > Profile > name = sales User, which checks if the user's profile name is "sales User"
? Form Factor = phone, which checks if the user's device is a phone Filtering with view or role will not achieve the desired result. References: https://help.salesforce.com/s/articleView?id=sf.app_builder_page_visibility_rules.htm&type=5

NEW QUESTION 75
The sales manager at cloud Kicks approves time off for their employees. They asked the administrator to ensure these requests are seen and responded to by a backup manager while the sales manager is out on vacation.
What should administrator use to fulfill the requirement?

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

Answer: A

Explanation:
Delegated approver is a feature that should be used to fulfill this requirement. Delegated approver allows users to delegate their approval authority to another user for a specified period of time, such as when they are out on vacation. Users can specify which approval requests they want to delegate and who they want to delegate them to.References:https://help.salesforce.com/s/articleView?id=sf.approvals_delegate.htm&typ e=5

NEW QUESTION 77
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 80
The administrator for Cloud Kicks needs to give access to a new custom object with custom
fields to more than one user.
Which two options should an administrator use to meet this requirement? Choose 2 answers

A. Add to manual sharing list
B. Assign permission set group to Users
C. Create a Permission Set
D. Edit organization-wide defaults

Answer: BC

Explanation:
A permission set group is a collection ofpermission sets that can be assigned to users as one unit; it simplifies permission management by reducing the number of permission assignments needed for users who require multiple permission sets. A permission set is a collection of settings and permissions that give users access to various tools and functions in Salesforce; it can be used to extend users' access beyond their profile without changing their profile. Creating permission sets and assigning permission set groups can help Cloud Kicks give access to new custom object with custom fields to more than one user by creating permission sets that include access to new custom object with custom fields and assigning permission set groups that contain those permission sets to users who need them. Adding users to manual sharing list or editing organization-wide defaults are not options for giving access to new custom object with custom fields to more than one user; they either do not apply to custom objects or do not grant object-level access. References:
https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5https://hel
p.salesforce.com/s/articleView?id=sf.perm_set_groups_overview.htm&type=5

NEW QUESTION 85
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 86
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 88
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 90
The VP of sales at Universal Containers wants to prevent members of the sales team from changing
an opportunity to a date in the past.
What should an administrator configure to meet this requirement?

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

Answer: B

Explanation:
Validation rules allow you to prevent users from changing an opportunity close date to a date in the past.
References: https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

NEW QUESTION 94
The administrator at Ursa Major Solar imported records into an object by mistake. Which two tools should be used to undo this import?
Choose 2 answers

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

Answer: BC

Explanation:
Mass delete records and data loader are two tools that can be used by Ursa Major Solar administrator undo import records into object mistake. Mass delete records tool allows administrators delete large numbers records meet certain criteria once setup interface; it can used undo import records into object mistake selecting records imported mistake deleting them mass delete records tool setup interface Data loader tool allows administrators import export delete large numbers records using CSV files command line interface API calls; it can used undo import records into object mistake using CSV file contains IDs records imported mistake deleting them data loader tool command line interface API calls Weekly data export data import wizard are not tools undo import records into object mistake because they either export import records but not delete them. References:
https://help.salesforce.com/s/articleView?id=sf.admin_massdelete.htm&type=5https://help. salesforce.com/s/articleView?id=sf.data_loader.htm&type=5

NEW QUESTION 95
Ursa Major Solar is noticing a decrease in deals with a cross-sell opportunity type and wants
to share all cross-sell opportunities with a team of subject matter experts in their organisation. The
company has different roles, and the organisation wide default opportunity is set to private. How should the administrator accomplish this?

A. Add thesubject matter experts to a public group and give them access to records with a criteriabased sharing rule.
B. Change the organisation-wide default for opportunity from private to public Read/Write to openup access for subject matter experts.
C. Enable territory management, assign the subject matter experts to the same territory, and givethem access to the records with manual sharing.
D. Create a new role for the subject matter experts and give them access to the records with theowner-basedsharing rule

Answer: A

Explanation:
A criteria-based sharing rule is a tool that allows administrators to share records with certain users based on field values rather than ownership. For example, a criteria-based sharing rule can share all opportunities with a cross-sell opportunity type with a specific group of users. A public group is a collection of individual users, roles, roles and subordinates, or other groups that can be used to simplify sharing settings and other processes. In this case, the administrator can add the subject matter experts to a public group and give them access to records with a criteria-based sharing rule that matches the cross-sell opportunity type.
References: https://help.salesforce.com/s/articleView?id=sf.sharing_criteria_rules.htm&type=5https://hel
p.salesforce.com/s/articleView?id=sf.public_groups.htm&type=5

NEW QUESTION 97
Clod Kicks has a screen flow with two questions on the same screen, but only one is necessary
at a time. The administrator has been asked to show only the questions that is needed. How should an administrator complete this?

A. Use a new version of the flow for each scenario.
B. Use a decision element and a new screen to show the proper question
C. Use a conditional visibility to hide the unnecessary question
D. Use branching in the flow screen to show the proper scenario

Answer: C

Explanation:
Conditional visibility is a feature that allows administrators to show or hide screen components in a flow based on certain conditions or criteria. For example, conditional visibility can show only one question on a screen depending on the value of another field or variable. Conditional visibility consists of one or more rules that define when to show or hide a component based on an expression that evaluates to true or false. In this case, the administrator can use conditional visibility to hide the unnecessary question on the screen flow based on the scenario.References:https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_scr eencmp.htm&type=5

NEW QUESTION 102
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 107
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 110
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 111
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 113
DreamHouse reality has an approval process. A manager attempts to approve the record but receives an error.
What should an administrator review to troubleshoot this request?

A. Add a delegated approver for the next approver in the process.
B. Update the field level security to view on fields that are updated in the process.
C. Check if the user in the nextapprover is inactive or missing
D. Review the page layout to ensure, the fields updated in the process are visible

Answer: C

Explanation:
One possible reason why a manager receives an error when trying to approve a record is that the user in the next approver step is inactive or missing, which means there is no valid user to assign the record to after approval. To troubleshoot this issue, an administrator should check if the user in the next approver step is active and exists in Salesforce; if not, they should activate or create the user or change the approval process to assign the record to another user. Adding a delegated approver for the next approver in the process does not solve this issue because delegated approvers are only used when approvers are unavailable; they do not replace approvers who are inactive or missing. Updating the field level security to view on fields that are updated in the process does not solve this issue because field level security does not affect approval processes; it only affects what fields users can see or edit on page layouts. Reviewing the page layout to ensure fields updated in the process are visible doesnot solve this issue because page layouts do not affect approval processes; they only affect what fields users can see or edit on page layouts.References:https://help.salesforce.com/s/articleView?id=sf.approvals_consideratio ns.htm&type=5

NEW QUESTION 114
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 116
Brokers at DreamHouse Realty need to see certain information about one or more cases when referencing the contact record. This record case Name, Case ID, Customer Name, Case Reason, Case Status, and Case Creation Date.
Which two changes in Setup should the administrator make?

A. Use the page layout editor to change the related list type to Enhanced List.
B. Edit the Related List component in the Lightning App Builder and choose Related List as the related list type.
C. Edit the Related List component in the Lightning App Builder and choose Enhanced List as the related list type.
D. Use the page layout editor to include the appropriate column in the Cases related list.

Answer: BD

Explanation:
To see certaininformation about one or more cases when referencing the contact record, an administrator can use two methods: edit the Related List component in the Lightning App Builder and choose Related List as the related list type; and use the page layout editor to include the appropriate column in the Cases related list. The Related List component is a component that allows users to view and edit records related to a parent record on a record page. The Related List component has two types: Related List and EnhancedList. The Related List type shows records in a table format with columns that match the page layout of the parent record. The Enhanced List type shows records in a compact format with fewer columns and actions. To change the type of the Related List component, an administrator can use the Lightning App Builder and select either Related List or Enhanced List from the properties panel. The page layout editor is a tool that allows administrators to control how fields, related lists, buttons, etc., are arrangedon a record detail or edit page for each object. To include appropriate columns in a related list, such as case name, case ID, customer name, case reason, case status, and case creation date for cases related to contacts, an administrator can use the page layout editor and drag and drop the desired fields from the palette to the Cases related list on the contact page layout. References:
https://help.salesforce.com/s/articleView?id=sf.lex_related_lists_component.htm&type=5htt
ps://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type=5

NEW QUESTION 121
Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on pacific time. The reps on Eastern Time need business hours set to

start 3 hours earlier to cover for support.
How should an administrator solve for this issue?

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

Answer: C

Explanation:
Business hours are used to specify the days and hours when your company's employees work. You can create multiple sets of business hours for different time zones or regions and assign them to users based on their location or function. To meet the requirement of having different business hours for reps on pacific time and eastern time, you need to create one set of business hours per time zone and assign them accordingly. References:
https://help.salesforce.com/s/articleView?id=sf.customize_supporthours.htm&type=5https://
help.salesforce.com/s/articleView?id=sf.customize_supporthours_assign.htm&type=5

NEW QUESTION 126
The sales team at Ursa Major Solar has asked the administrator to automate an outbound message.
What should the administrator utilize tosatisfy the request?

A. Process builder
B. Task assignment
C. Workflow rule
D. Flow builder

Answer: C

Explanation:
To automate an outbound message, the administrator should use a workflow rule that defines the criteria for sending the message and the actions toperform when those criteria are met. One of the actions available for workflow rules is sending an outbound message to a designated endpoint URL with specified fields as parameters. Process builder, task assignment, and flow builder are not able to send outbound messages directly. References:
https://help.salesforce.com/s/articleView?id=sf.workflow_define.htm&type=5https://help.sal
esforce.com/s/articleView?id=sf.workflow_action_outboundmessaging.htm&type=5

NEW QUESTION 129
Northern Trail Outfitters has requested that when the Referral Date field is updated on the custom object Referral Source, the parent object Referral also needs to be updated. Which automation solution should an administrator use to meet this request?

A. Lightning Web Component
B. Approval Process
C. Workflow Field Update
D. Process Builder

Answer: D

Explanation:
Process Builder is an automation tool that allows you to create processes that perform actions based on criteria that you specify. You can use Process Builder to update fields on related records when a record is created or updated. To meet the requirement of updating the parent object Referral when the Referral Date field is updated on the custom object Referral Source, you need to create a process that triggers when a Referral Source record is updated, checks if the Referral Date field has changed, and updates the Referral Date field on the related Referral
record.References:https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&t ype=5

NEW QUESTION 134
Which two actions should an administrator perform with Case escalation rules? Choose 2 answers

A. Re-open the Case.
B. Send email notifications.
C. Change the Case Priority.
D. Re-assign the Case.

Answer: BD

Explanation:
Case escalation rules are used to escalate cases that havenot been resolved within a certain time frame by changing the case owner, sending email notifications, or triggering workflow actions. You can use these actions to alert the appropriate users or groups when a case needs urgent attention or
escalation.References:https://help.salesforce.com/s/articleView?id=sf.customize_caseesc. htm&type=5

NEW QUESTION 137
The Sales manager at DreamHouse Realty wants the sales users to have a quick way to view and edit the Opportunities in their pipeline expected to close in the next 90 days.
What should an administrator do to accomplish this request?

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

Answer: C

Explanation:
A list view is a feature that allows users to filter and display records based on certain criteria and fields. A Kanban view is a feature that allows users to view records as cards organized by columns that represent stages in a process such as opportunity stages or case statuses. Users can switch between list view and Kanban view by clicking on a toggle button on any object tab that supports Kanban view such as opportunities or cases. Users can also edit records by dragging and dropping cards from one column to another or by clicking on an inline edit icon on each card. In this case, the administrator can create a list view on the opportunity object that filters opportunities by expected close date in the next 90 days; and recommend users switch the view to Kanban to edit opportunities by drag and drop. References: https://help.salesforce.com/s/articleView?id=sf.lex_list_views.htm&type=5https://help.salesf orce.com/s/articleView?id=sf.kanban_view.htm&type=5

NEW QUESTION 139
The support manager at Cloud Kicks wants to respond to customers as quickly as possible.
They have requested that the response include the top five troubleshooting tips that could help solve the customer's issue.
What should the administrator suggest to meet these requirement?

A. Auto-Response Rules
B. Email Alerts
C. Knowledge Articles
D. Assignment Rules

Answer: C

Explanation:
Knowledge articles are documents that provide information or solutions about products, services, or processes in Salesforce. You can use knowledge articles to respond to customers quickly and consistently with accurate information. You can create different types of articles with different templates and fields, such as FAQ articles, troubleshooting articles, how-to articles, etc. To meet the requirement of responding to customers with the top five troubleshooting tips that could help solve their issue, you need to create knowledge articles with those tips and attach them to your email responses or case comments.References:https://help.salesforce.com/s/articleView?id=sf.knowledge_article_ty pes.htm&type=5

NEW QUESTION 142
Theadministrator at Universal Container has created two objects: Containers_c Purchase_c, Management has requested that all container records display on purchase records in Salesforce.
Which type of relationship between Containers_c and Purchase_c should satisfy the requirement?

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

Answer: D

Explanation:
A lookup field is a type of field that allows administrators to create a relationship between two objects by linking records from one object to another object. For example, a lookup field can link an account record to a purchase record by storing the account ID on the purchase record. A lookup field allows users to select an existing record from a pop-up window or create a new record from the same window.References:https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.ht m&type=5

NEW QUESTION 145
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 149
Cloud Kicks (CK) is partnering with a used shoe store and second-hand bicycle emporium. CK has an automated business process it wants to run once a week to count the number of open cases related to an account.
How should the administrator recommend automating this business process?

A. Create a workflow rule with an outbound message.
B. Set up a scheduled process in Process Builder.
C. Configure a scheduled flow in flow Builder.
D. Use a process to update the account when it is edited

Answer: C

Explanation:
Flow Builder supports creating a scheduled flow thatcan run at specified intervals and perform actions on a set of records that meet certain criteria. References:

https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled_start.htm&type=5

NEW QUESTION 154
A sales rep has left the company and an administrator has been asked to re-assign all their accounts and opportunities to a new sales rep and keep the teams as is. Which tool should an administrator use to accomplish this?

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

Answer: B

Explanation:
The mass transfer tool allows you to transfer up to 250 records at a time from one user to another user while keeping the existing team members intact. You can access this tool from Setup by entering Mass Transfer Records in the Quick Find box.
References:https://help.salesforce.com/s/articleView?id=sf.mass_transfer_overview.ht m&type=5

NEW QUESTION 159
The administrator at Clod Kicks updated the custom object Event to include a lookup field to the primary contact for the event. When running an event report, They want to reference fields from the associated contact record.
What should the administrator do to pull contact fields into the Custom report?

A. Configure formula fields on event to populate contact information
B. Edit the custom Event report type and add fields related via lookup.
C. Create a new report type with event as the primary object and Contact as a related object.
D. Use a dashboard with filters to show Event and Contact data as requested.

Answer: B

Explanation:
Report type is a tool that can be used to pull contact fields into the custom report for Event. Report type defines the set of records and fields available to a report based on the relationships between a primary object and its related objects. To edit the custom Event report type and add fields related via lookup, go to Setup > Report Types and select the Event report type. Then click Edit Layout and drag the fields from the Contact object to the layout.
References:https://help.salesforce.com/s/articleView?id=sf.reports_builder_create_report_type.htm&type=5

NEW QUESTION 161
Asales rep has a list of 300 accounts with contacts that they want to load at one time.
Which tool should the administrator utilize to import the records to salesforce?

A. Dataloader.io
B. Data Loader
C. Manual Import
D. Data Import Wizard

Answer: D

Explanation:
Data Import Wizard allows you to import up to 50,000 records at a time. References: https://help.salesforce.com/s/articleView?id=sf.data_importer.htm&type=5

NEW QUESTION 165
Sales raps at Ursa Solar are having difficulty managing deals. The leadership team has asked the administrator to help sales reps prioritize and close more deals. What should the administrator and close more deals.

A. Einstein Lead Scoring
B. Einstein Search Personalization
C. Einstein Activity Capture
D. Einstein Opportunity Scoring

Answer: D

Explanation:
Einstein Opportunity Scoring is a feature that helps sales reps prioritize and close more deals by assigning each opportunity a score from 1 to 99 based on how likely it is to be won. The score is calculated using artificial intelligence and machine learning based on historical data and patterns from similar opportunities. Sales reps can use the score to focus on high-value opportunities and take actions to improve low-scoring ones.References:https://help.salesforce.com/s/articleView?id=sf.einstein_sales_oppty_scoring.htm&type=5

NEW QUESTION 169
Cloud Kicks wants a reports to categorize accounts into small, medium, and large based on the dollar value found inthe Contract Value Field.
What feature should an administrator use to meet this request?

A. Detail Column
B. Bucket Column
C. Group Rows
D. Filter Logic

Answer: B

Explanation:
Bucket column allows you to categorize report data into groups without creating a formula or custom field. You can create buckets for different ranges of values and assign labels to them.
References: https://help.salesforce.com/s/articleView?id=sf.reports_bucketing_overview.htm&type=5

NEW QUESTION 173
Ursa Major Solar has a path on Case. The Company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from preventing the case back to a previous status.
Which Feature Should an administrator use to fulfill this request?

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

Answer: A

Explanation:
Validation rules are a way to enforce data quality and business logic by preventing users from saving records that do not meet certain criteria. They can be used to require users tofollow the status values as they are on the path and prevent them from reverting the case back to a previous status by using formulas that compare the old and new values of the status field. Global value picklists are a way to create and maintain picklist values that can be shared across multiple fields, but they do not enforce any logic or order on the values. Predefined field values are a way to set default values for fields on path settings, but they do not prevent users from changing them later. Dependent picklists are a way to filter the values of one picklist based on the value of another picklist, but they do not prevent users from going back to a previous value.References:https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

NEW QUESTION 174
Universal Container wants to prevent its service team from accessing deal records. While service users are unable to access deal list views; they are able to find the deal records via a search.
What options should the administrator adjust to fully restrict access?

A. Record setting and search index
B. Permissions and tab visibility
C. App permissions and search terms
D. Page layouts and field- level security

Answer: B

Explanation:
Permissions and tab visibility are two options that administrators can adjust to fully restrict access to records for certain users or profiles. Permissions determine what users can do with records, such as create, read, edit, delete, view all, or modify all. Tab visibility determines whether users can see a specific object tab in their app launcher or navigation bar. By setting permissions and tab visibility to none or hidden for deal records for service users or profiles, administrators can prevent them from accessing deal records via search or other methods. References:
https://help.salesforce.com/s/articleView?id=sf.users_profiles_permissions.htm&type=5http
s://help.salesforce.com/s/articleView?id=sf.customize_tabs.htm&type=5

NEW QUESTION 175
An administrator at Universal Containers is reviewing current security settings in the company's Salesforce org.
What Should the administrator do to prevent unauthorized access to Salesforce?

A. Disable TLS requirements for sessions.
B. Enable multi factor authentication
C. Customize organization wide default
D. Enable caching and autocomplete on login page

Answer: B

Explanation:
Multi factor authentication (MFA) is a security feature that requires users to verify their identity using two or more factors when they log in to Salesforce. It can help prevent unauthorized access to Salesforce by adding an extra layer of protection beyond username and password. Enabling MFA can be done by administrators in the security
settings or by users in their personal settings. Disabling TLS requirements for sessions, customizing organization wide defaults, or enabling caching and autocomplete on login page are not actions that would prevent unauthorized access to Salesforce; in fact, they may reduce security or have no effect on security at all.References:https://help.salesforce.com/s/articleView?id=sf.security_mfa.htm&type=5

NEW QUESTION 178
Cloud Kicks has created a screen flow for their sales team to use when they add new leads. The screen flow collect name, email and shoe preference. which two things should the administrator do to display the screen flow? Choose 2 answers

A. Create a tab and add the screen flow to the page.
B. use a flow element and add the screen flow to the record page.
C. Add the flow in the utility bar of the console
D. install an app from the AppExchange

Answer: AB

Explanation:
To display the screen flow, the administrator should create a tab and add the screen flow to the page. The administrator can also use a flow element and add the screen flow to the record page.
The other options are not relevant to this scenario. Adding the flow in the utility bar of the console will not display the screen flow. Installing an app from the AppExchange is not
necessary to display the screen flow.
Here are thesteps on how to create a tab and add the screen flow to the page:
? Go to Setup > Tabs.
? Click New.
? Enter a name and label for the tab.
? Select the Screen Flow tab type.
? Select the screen flow that you want to display.
? Click Save.
Here are the steps on howto use a flow element and add the screen flow to the record page:
? Go to Setup > Customize > Lightning App Builder.
? Select the record page that you want to add the screen flow to.
? Click Edit.
? Drag the Flow element from the Palette to the canvas.
? Select the screen flow that you want to display.
? Click Save.

NEW QUESTION 182
Dreamhouse realty wants to offer a form on its experience cloud site where inspectors will submit findings from a property inspection.
Which feature should an administrator place on the page to fulfill this requirement?

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

Answer: D

Explanation:
Screen flow allows you to create a form that collects user input and performs actions based on that input. You can use screen components to display questions and instructions, and use flow logic to update records or send notifications.
References: https://trailhead.salesforce.com/content/learn/modules/screen-flows/get-started-with-screen-flows
https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5

NEW QUESTION 183
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 186
Cloud Kicks (CK) stores information about specific customers in Contacts and information about shoes and accessories in a custom Merchandise object.
What should the CK administrator use to represent that Contact can be interested in multiple pieces of Merchandies?

A. Hierarchy column
B. Lookup filter
C. Formula field
D. Junction object

Answer: D

Explanation:
A junction object is a type of custom object that allows administrators to create many-to-many relationships between two other objects. A many-to-many relationship means that each record of one object can be related to multiple records of another object, and vice versa. For example, a junction object can represent that a contact can be interested in multiple pieces of merchandise, and a piece of merchandise can be of interest to multiple contacts. A junction object has two master-detail relationships with the two objects it connects.References:https://help.salesforce.com/s/articleView?id=sf.relationships_manyto
many.htm&type=5

NEW QUESTION 187

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 191
The Sales director at Cloud Kicks wants to be able to predict upcoming revenue in the next several
fiscal quarters so they can set goals and benchmark how reps are performing. Which two features should the administrator configure?
Choose 2 answers

A. Sales Quotes
B. Opportunity List View
C. Forecasting
D. Opportunity Stages

Answer: AB

Explanation:
Forecasting is a feature that allows you to predict and plan the sales cycle from pipeline to closed sales, and manage sales expectations throughout your organization. Opportunity stages arethe steps that an opportunity goes through as it moves from creation to close, and they determine the probability and forecast category of the opportunity. References: https://help.salesforce.com/s/articleView?id=sf.forecasting3_overview.htm&type=5https://h
elp.salesforce.com/s/articleView?id=sf.customize_opptystages.htm&type=5

NEW QUESTION 195
Support agent at Cloud Kicks are spending too much time finding resources to solve cases.
The agents need a more efficient way to find documentation and similar cases from the Case page
layout.
How should an administrator meet this requirement?

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

Answer: D

Explanation:
Knowledge is a feature that can be used to meet this requirement. Knowledge allows users to create, manage, and share articles that provide information and solutions for common issues or questions. Data categories can be used to organize articles into different topics and make them easier to find and access. Users can view related articles from the Case page layout based on the data category of the case. References:
https://help.salesforce.com/s/articleView?id=sf.knowledge_overview.htm&type=5https://hel
p.salesforce.com/s/articleView?id=sf.knowledge_categories.htm&type=5

NEW QUESTION 199
Northern Trail outfitters has hired interns to enter Leads into Salesforce and has requested a
way to is identify these new records from existing Leads.
What approach should an administrator take to meet this requirement?

A. Set up Web-to-Lead form the interns use.
B. Define a record type and assign it to the interns.
C. Create a separate Lead Lightning App.
D. Update the active Leas 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. Setting up Web-to-Lead form will not work if the interns are entering leads manually in Salesforce. Creating a separate Lead Lightning App or updating the active Lead Assignment Rules will not affect lead
identification.References:https://help.salesforce.com/s/articleView?id=sf.customize_recordt ype.htm&type=5

NEW QUESTION 201
What should an administrator use as an identifier when importing and updating records from a separate financial system?

A. Auto-Number field?
B. External ID
C. Richtext field

D. Record ID

Answer: B

Explanation:
An external ID is a custom field that has the external ID attribute enabled, which means it can be used as an identifier when importing and updating records from an external system. It allows administrators to match records based on a unique ID value from another system instead of using Salesforce record IDs, which may not be available or consistent across systems. An auto-number field is a custom field that automatically assigns a unique numeric value to each record, but it cannot be used as an identifierwhen importing and updating records from an external system because it is generated by Salesforce and may not match with the external system's IDs. A rich text field is a custom field that allows users to enter formatted text, images, and links, but it cannot be used as an identifier when importing and updating records from an external system because it is not unique or consistent across systems. A record ID is an internal ID assigned by Salesforce to each record, but it cannot be used as an identifier whenimporting and updating records from an external system because it may not be available or consistent across systems.References:https://help.salesforce.com/s/articleView?id=sf.custom_field_attributes
.htm&type=5

NEW QUESTION 206
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 207
Sales managers would like to know what could beimplemented to surface important values based on the stage of the opportunity.
Which tool should an administrator use to meet this requirement?

A. Opportunity Processes
B. Dynamic Forms
C. Path Key fields
D. Workflow Rules

Answer: C

Explanation:
To surface important values based on stage of opportunity , an administrator
should use Path Key fields feature on Opportunity object . This feature allows adding up to five fields that display key information about each stage along path . Users can edit these fields inline without leaving path . For example , an administrator can add Amount , Close Date , Next Step , Probability , and Stage fields as key fields for Opportunity path . Opportunity Processes , Dynamic Forms , and Workflow Rules are not toolsfor surfacing important values based on stage of opportunity . References : https :// help . salesforce . com / s / articleView ? id = sf . lex_path_setup_key_fields . htm & type = 5

NEW QUESTION 210
Users at Dreamhouse Reality are only allowed to see opportunities they own. Leadership wants
anenterprise- wide dashboard of all open opportunities in the pipeline so that users can see how the
company is performing at any point in time.
How should an administrator create the dashboard without changing any sharing setting?

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

Answer: D

Explanation:
Creating a dashboard with the running user set as someone who can see all opportunities is a way to create an enterprise-wide dashboard of all open opportunities in the pipeline without changing any sharing settings. The running user determines what data is displayed on the dashboard based on their access level and permissions; if the running user can see all opportunities, then the dashboard will show all opportunities regardless of who views it. Updating the dashboard folder settings to manager for the sales reps role does not create an enterprise-wide dashboard; it only controls who can access the dashboard folder, not what data is displayed on the dashboard. Adding a filter to the dashboard to filter the opportunities by owner role does not create an enterprise-wide dashboard either; it only shows opportunities owned by users in certain roles, not all opportunities. Building individual dashboards for profiles that need to see the enterprise results is not a feasible solution; it would require creating multiple dashboards for different profiles and maintaining them separately, which is inefficient and redundant.References:https://help.salesforce.com/s/articleView?id=sf.dashboards_running
_user.htm&type=5

NEW QUESTION 213
Northern Trail Outfitters wants toinitiate expense reports from Salesforce to the external HR system. This process needs to be reviewed by managers and

directors.
Which two tools should and administrator configure? Choose 2 answers

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

Answer: AC

Explanation:
Quick actions allow you to initiate expense reports from Salesforce to an external HR system. Approval processes allow you to review the expense reports by managers and directors.
References: https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.quick_actions_overview.htm&type=5

NEW QUESTION 216
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 219
An administrator has assigned a permission set group with the two-factor authentication for
User Interface Logins permissions and the two-factor authentication for API Logins permission to a group of users.
Which two prompts will happen when one of the users attempts to log in to Data Loader? Choose 2 answers

A. Users need to connect an authenticator app to their Salesforce account.
B. Users need to get a security token from a trusted network using Reset MySecurityToken.
C. Users need to download and install an authenticator app on their mobile device.
D. Users need to enter a verification code from email or SMS, whichever has higher priority.

Answer: AD

Explanation:
Two-factor authentication requires users to verify their identity with two pieces of information when they log in to Salesforce. One piece is their username and password, and the other is a verification code from an authenticator app or email or SMS. References:
https://help.salesforce.com/s/articleView?id=sf.identity_2fa_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.identity_2fa_login_flow.htm&type=5

NEW QUESTION 224
Cloud kicks needs to ensure appropriate shipping details are used in orders. Reps should have
a streamlined solutions to update the shipping address on selected orders associated with an account
when the shipping address is changed on the account. How should the administrator deliver this requirement?

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

Answer: D

Explanation:
To update the shipping address on selected orders associated with an account when the shipping address is changed on the account, the administrator should create a screen flow on the account page that lets the reps choose which orders they want to update with the new address. This will give them more control and flexibility over which orders are affected by the change. An autolaunched flow on either object will not allow reps to select specific orders, and may cause unwanted updates or errors. A screen flowon the order page will not be able to update multiple orders at once.References:https://help.salesforce.com/s/articleView?id=sf.flow_build_screen.htm&ty pe=5

NEW QUESTION 229
What should an administrator use as an identifier when importing and updating records from a separate system?

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

Answer: D

Explanation:
To use as an identifier when importing and updating records from a separate system, an administrator should use External ID field type on an object. External ID fields allow storing unique identifiers from external systems and using them for matching records during import or update operations. External ID fields can also be used for upsert operations that insert new records or update existing ones based on external ID values. For example, an administrator can create an External ID field on Account object that stores account numbers from an external ERP system and use it for importing or updating accounts from that system. Rich Text field, Record ID, and Auto-Number field are not suitable for using as identifiers when importing and updating records from a separate system. References:
https://help.salesforce.com/s/articleView?id=sf.fields_about_field_types.htm&type=5https://
help.salesforce.com/s/articleView?id=sf.data_loader_upsert.htm&type=5

NEW QUESTION 232
An administrator installed a managed package that contains a permission set group. The
permission set group that was installed includes Delete access on several objects, and the administrator
needs to prevent users in the permission set group from being able to delete records. What should the administrator do to control Delete access?

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

Answer: A

Explanation:
Muting permission sets allow you to remove permissions that are granted by a permission set group.
References: https://help.salesforce.com/s/articleView?id=sf.perm_sets_muting.htm&type=5

NEW QUESTION 233
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 234
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 239
Northern Trail Outfitters has a new flow that automatically sets the field values when a new account is created. That the flow is launched by a process, But the flow is not workingproperly.
What should administrator do to identify the problem?

A. Use the native debug feature in the flow builder.
B. Review debug logs with the login level.
C. View the setup audit Trail and review for errors.
D. Setup Email logs and review the send error log.

Answer: A

Explanation:
Native debug feature is a tool that can be used to identify the problem with the new flow. Native debug feature allows users to test a flow by running it with different input values and inspecting the output values at each element. Users can also see error messages and warnings that indicate where the flow failed or might fail.References:https://help.salesforce.com/s/articleView?id=sf.flow_debug.htm&type=5

NEW QUESTION 244
Universal Containers introduced a new product and wants to track all associated cases that get logged. They are looking for an automated solution that would give the product's two lead engineers read/write access to all new cases that reference the new product.
What should an administrator do to satisfy this requirement?

A. Create a queue and a criteria-based sharing rule.
B. Create a predefined case team and an assignment rule.
C. Create a user-based sharing rule and an ad-hoc case team.
D. Create an auto-response rule and a public group.

Answer: A

Explanation:
To track all cases that reference the new product and giveread/write access to the product's two lead engineers, the administrator should create a queue and a criteria- based sharing rule. The queue will allow assigning cases that meet certain criteria, such as having a specific value in the Product field, to a group of users. The criteria-based sharing rule will grant read/write access to the queue members for cases that match the same criteria. References:
https://help.salesforce.com/s/articleView?id=sf.queues_overview.htm&type=5https://help.sa lesforce.com/s/articleView?id=sf.sharing_criteria.htm&type=5

NEW QUESTION 249
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 252
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 254
The VP of Sales at Cloud Kicks is receiving an error message that prevents them form saving an
Opportunity. The administratorattempted the same edit without receiving an error. How can the administrator validate the error the user is receiving?

A. Edit the page layout.
B. View the setup audit trail.
C. Log in as the user
D. Review the sharing model

Answer: C

Explanation:

Log in as theuser is a feature that can be used to validate the error the user is receiving. Log in as the user allows an administrator to access Salesforce as another user and perform actions on their behalf, such as editing an opportunity. This can help troubleshoot issues that are specific to a user's profile, role, or permissions.
References:https://help.salesforce.com/s/articleView?id=sf.admin_login.htm&t ype=5

NEW QUESTION 257
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: C

Explanation:
To acknowledge cases with a Case Reason of Installation immediately via email and assign them to appropriate agents, and escalate cases that are still in New status after 4 hours to support management, an administrator should use Auto-response rules, Queues, and Escalation Rules for case management. Auto-response rules allow sending automatic email responses to customers based on case criteria. Queues allow grouping cases that share common characteristics and assigning them to a group of users who can access and work on them. Escalation rules allow escalating cases that meet certain criteria to higher-level users or groups and sending email notifications. Macros and Entitlements are not case management tools that can be used for this requirement. References:
https://help.salesforce.com/s/articleView?id=sf.case_autoresponse.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.queues_overview.htm&type=5https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5

NEW QUESTION 259
Universal Containers (UC) customers have provided feedback that their support cases are notbeing responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than 2 hours to an urgent Case queue and alert the support manager. which feature should an administrator configure to meet this requirement?

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

Answer: C

Explanation:
Case escalation rules are a way to automatically escalate cases that meet certain criteria, such as being open for more than a specified time or having a certain priority. Escalation rules can assign cases to a different owner or queue and send email notifications to the support manager or other recipients.References:https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5

NEW QUESTION 261
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 262
Ursa Major Solar uses two different page layouts for Account records. One page layout reflects the fields related to customer accounts and another page layout includes fields for partner accounts. The administrator has assigned the customer account page layout to sales and support users and the partner account layout to the partner management team.
What should the administrator configure to meet this requirement?

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

Answer: D

Explanation:
Record types are a way to assign different page layouts and picklist values to different users based on their business needs. To use two different page layouts for customer and partner accounts, create one record type for each account type and assign them to the appropriate page layouts and profiles.References:https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.h tm&type=5

NEW QUESTION 263
An administrator has been asked to change the data type of an auto number to text field. Whatshould the administrator be aware of before changing the field?

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

Answer: D

Explanation:
One thing that an administrator should be aware of before changing an auto- number field to text field is that this change is prevented by Salesforce; it cannot be done because it would cause data loss and inconsistency. Auto-number fields are fields that automatically assign unique numeric values to each record; they cannot be changed to text fields because text fields do not have this functionality and may allow duplicate or invalid values. Existing field values remaining unchanged, being converted, or being deleted are not things that would happen before changing an auto-number field to text field because this change cannot happen at all.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_auto_number.ht m&type=5

NEW QUESTION 264
Cloud Kicks want its reports to show a Fiscal Year that starts on February 1 and has 12 months.
How Should the Administrator Address this requirement?

A. Set the Fiscal Year to Custom and the starting month as February.
B. Set the Fiscal Year to Custom and the duration to 4 quarters.
C. Set the Fiscal Year to Standard and the starting month as February.
D. Set the Fiscal Year to Standard and the duration to 12 months.

Answer: A

Explanation:
A standard fiscal year starts on January 1 and ends on December 31. A custom fiscal year can be set to start on any month and end on any month. In this case, Cloud Kicks wants its fiscal year to start on February 1 and end on January 31. This can be achieved by setting the fiscal year to Custom and the starting month to February.
Setting the fiscal year to Standard and the starting month to February will not work, as the standard fiscal year starts on January 1. Setting the fiscal year to Custom and the duration to 4 quarters will not work, as the duration of a fiscal year is 12 months. Setting the fiscal year to Standard and the duration to 12 months will not work, as the standard fiscal year starts on January 1.
Custom fiscal years are fiscal years that follow a custom-defined structure that differs from the Gregorian calendar. They can be used by organizations that have fiscal years that start on a different month thanJanuary or have fiscal years that are divided into custom periods such as quarters or weeks. To set up a custom fiscal year that starts on February 1 and has 12 months, an administrator needs to set the fiscal year to custom and the starting month as February in the fiscal year settings. Setting the fiscal year to standard or the duration to 4 quarters does not meet the requirement of having a custom fiscal year that starts on February 1.
References:https://help.salesforce.com/s/articleView?id=sf.admin_fiscal_year.htm&type= 5

NEW QUESTION 265
The administrator at cloud kicks has been told that users are unable to add repeating tasks in salesforce.
Which two solutions the administrator use to ensure users are able to do this? Choose 2 Answers

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

Answer: AC

Explanation:
To enable users to add repeating tasks in Salesforce, the administrator needs to do two things: first, enable the creation of recurring tasks in activity settings under setup; second, add the create recurring series of tasks field on the page layouts for tasks. This will allow users to create a series of tasks that repeat based on a specified frequency and end date.References:https://help.salesforce.com/s/articleView?id=sf.tasks_repeating.htm&type
=5

NEW QUESTION 269
What are three characteristics of a master-detail relationship? Choose 3 answers

A. Themaster object can be a standard or custom object.
B. Permissions for the detail record are set independently of the master.
C. Each object can have up to five master-detail relationships.
D. Roll-up summaries are supported in master-detail relationships.
E. The owner field on the detail records is the owner of the master record.

Answer: ABC

Explanation:
A master-detail relationship is a parent-child relationship in which the master object controls certain behaviors of the detail object. The master object can be a standard or custom object, but not all standard objects support being a master. Roll-up summaries are fields that calculate the sum, count, min, or max of child records. The owner field on the detail records is not available and is automatically set to the owner of the master record. References:
https://www.forcetalks.com/blog/master-detail-relationship-in-salesforce/
https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&t ype=5

NEW QUESTION 272

The administrator at DreamHouse Realty added anemail quick action to the Case page
Layout and is unable to see the action on the case feed.
Which feature must be enabled to ensure the quick action will be displayed as expected?

A. Email Notifications
B. Email-to-Case
C. Email Alerts
D. Email Templates

Answer: B

Explanation:
Email-to-Case allows you to create cases from incoming emails. You need to enable this feature and set up routing addresses and case creation settings.
References: https://help.salesforce.com/s/articleView?id=sf.customizesupport_email_to_case.htm&type
=5

NEW QUESTION 277
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 278
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