

Salesforce

Exam Questions Salesforce-Advanced-Administrator

Salesforce Certified Advanced Administrator



NEW QUESTION 1

Cloud Kicks (CK) has a backup team of employees that helps short-staffed departments. These users could be working with sales one day and service the next. CK is implementing new Lightning record pages for each department so that they view records in a way that makes sense for each department. How should the administrator ensure this is configured correctly?

- A. Configure one app per department and activate record pages for each app.
- B. Create permission sets for each department and assign them to the backup team users.
- C. Adjust the profile of the backup users each day to align with the proper access they require.
- D. Allow the backup team users to update their own profile with Delegated Administration.

Answer: A

NEW QUESTION 2

The administrator at AW Computing has been asked to review whether any users are making configuration changes directly in production. Which item should the administrator review to find these details?

- A. Setup Audit Trail
- B. Field History Tracking
- C. Login History
- D. Organization-Wide Defaults

Answer: A

NEW QUESTION 3

An administrator created a new custom object. When trying to upload new records to the custom object using Data Loader, they are unable to see the new custom object in the list of available objects. What should the administrator do to resolve the issue?

- A. Assign a permission set to give them access to the new object.
- B. Check the Field-Level Security of the new custom object's Name field.
- C. Ensure Allow Sharing is checked on the custom object.
- D. Confirm the object is marked as deployed and not in development.

Answer: D

NEW QUESTION 4

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

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

Answer: C

NEW QUESTION 5

Northern Trail Outfitters (NTO) wants to start using Salesforce for its HR recruiting process. NTO needs to ensure that every application is linked to both a job posting and an applicant can apply for more than one job posting, and each job posting can have more than one application. How should an administrator configure the objects?

- A. Make Job Application as a junction object with a master-detail relationship to Applications and a lookup relationship to Job Posting.
- B. Create Application as a junction object with a master-detail relationship to Job Postings and a lookup relationship to Job Applications.
- C. Add applicants as a junction object with master-detail relationship to both Posting and Job Applications.
- D. Configure Job Application as a Junction object with master-detail relationship to both Application and Job Postings.

Answer: D

NEW QUESTION 6

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

- A. Deselect disable session timeout warning popup.
- B. Select force logout on session timeout.
- C. Remove the session timeout settings.
- D. Enable Remember me until logout.

Answer: A

NEW QUESTION 7

Ursa Major Solar offers customers annual service contracts. Account owners should receive an email renewal reminder 1 month before their customer's planned expiration date. The administrator builds a flow to automate the process, which runs when a record is created, and tests several possible scenarios. What will occur if the expiration date is changed from January 1 of the next year to yesterday?

- A. The flow is unable to run and a flow error message is sent to the user who initiates the flow.

- B. The Interview resumes 1 month before the original expiration date and will send the email at that time.
- C. The Interview is rescheduled based on the expiration date and sends the email on the last day of the current month.
- D. The resume event is recalculated and the email goes out to the account owner immediately.

Answer: A

NEW QUESTION 8

Cloud Kicks (CK) is working on adding a Knowledge base to its online customer community. The administrator suggests using Salesforce Knowledge to meet this requirement.

What are three reasons CK should utilize Data Categories when creating articles in Knowledge? Choose 3 answers

- A. Up to five Data Category groups can be created for segmentation.
- B. Data Categories help organize the Knowledge base content displayed.
- C. Every article is required to have a Data Category for sorting.
- D. Data Categories provide a way to secure access to the Knowledge base content.
- E. A Knowledge article can be tagged to more than one Data Category.

Answer: BDE

NEW QUESTION 9

The administrator at Cloud Kicks is evaluating the capabilities of Schema Builder to create custom objects and custom fields. The administrator likes the user interface of the Schema Builder, as opposed to the new object and field wizards, but also notices some limitations.

What needs to be configured from the object manager instead of Schema Builder?

- A. Add custom fields to the page layout.
- B. Make available for Customer Postal.
- C. Enable field history tracking
- D. Allow Reports and Activities

Answer: A

NEW QUESTION 10

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

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

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

Answer: A

NEW QUESTION 10

Cloud Kicks has an export of Order and Order Item data from an enterprise resource planning (ERP) system. The data must be imported into the Salesforce Order and Order Product objects, while maintaining the relationships in the data.

What are two ways the administrator should load the data? Choose 2 answers

- A. Use an Upsert operation to load data.
- B. Use an Insert operation to load data.
- C. Replace the Salesforce record ID with the External ID.
- D. Map an External ID data value to the object.

Answer: AD

NEW QUESTION 13

Cloud Kicks maintains Inventory in a legacy application. Management wants the information to also be available to view and report on in Salesforce.

Which action should the administrator take to achieve this goal?

- A. Create an external object that maps to the inventory application.
- B. Import the data into a custom object when needed; delete after it is used.
- C. Build a Lightning component and use SFDX to connect to the inventory app.
- D. Upload an Excel spreadsheet with the data into the Files tab.

Answer: D

NEW QUESTION 18

The Cloud Kicks online Lead Intake form was recently updated to allow for new choices on some older picklist fields. The leads are all being created properly in Salesforce, but reps are getting errors as they try to work the leads.

What tool should the administrator use to evaluate what is causing the errors?

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

Answer: B

NEW QUESTION 23

DreamHouse Realty wants better insights into potential revenue in the next quarter and is considering using Collaborative Forecasts. What should the administrator consider when setting up Collaborative Forecasts?

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

Answer: B

NEW QUESTION 27

As part of their yearly audit, the compliance team at Cloud Kicks would like to track when a user's profile has been changed and who changed the data. What should the administrator review to meet this requirement?

- A. Field History Tracking
- B. Setup Audit Trail
- C. Historical Trending
- D. Analytic Snapshot

Answer: B

NEW QUESTION 32

Cloud Kicks tracks project details in a custom Project object. Project Milestones are tracked in a second custom object, with a reference to the parent Project record. Users need to automatically create a standard set of related Project Milestones when a Project record is created. What is the recommended automation solution?

- A. Field Service flow
- B. Scheduled flow
- C. Before-save autolaunched flow
- D. After-save autolaunched flow

Answer: D

NEW QUESTION 35

After setting up field history tracking on the Account object, the administrator for AW Computing wants to retrieve the field history data for analysis. How should the administrator acquire this data?

- A. Create a report of Accounts and export it to Excel.
- B. Query and export the Account History object using Data Loader.
- C. Use the Data export service in setup.
- D. Create a list view of Account History and print using the Printable View action.

Answer: B

NEW QUESTION 38

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

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

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

Answer: ABC

NEW QUESTION 43

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

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

Answer: A

NEW QUESTION 44

Person accounts were recently activated at Cloud Kicks. There are three record types for accounts:

- B2B customer
- B2C Customer
- External Partner

There are two record types for leads:

- B2B Lead
- B2CLead

The test team finds that when the Convert button is clicked on a B2C Lead record, only the B2B Customer and External Partner account record types are available choices on the Conversion Layout.

What should the administrator do to correct this issue?

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

Answer: B

NEW QUESTION 49

The sales manager at Cloud Kicks wants a way to report on information from a form their clients fill out during the sales cycle. Once a form has been submitted, the client is unable to access it. This form may need to be filled out more than once during the sales cycle. There are more than 30 fields on this form, and the sales team needs to be able to see what changed from one submission to the next. Which two options should an administrator use to solve this scenario? Choose 2 answers

- A. Add forms as attachments.
- B. Make custom fields.
- C. Create a custom object.
- D. Turn on Field Tracking.

Answer: AC

NEW QUESTION 53

DreamHouse Realty has a rental team and a real estate team. The two teams have different sales processes and capture different client information on their opportunities.

How should an administrator extend the Opportunity object to meet the teams' different needs?

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

Answer: B

NEW QUESTION 54

An administrator needs to Import a large amount of historical data (more than 100,000 records) from another system. How should the administrator import the data?

- A. SOAP based API with Developer console
- B. Data Loader with Bulk API Enabled
- C. An AppExchange package
- D. Import Wizard with Add Only

Answer: C

NEW QUESTION 55

Sales reps at Ursa Major Solar often give discounts depending on the configuration of the solar panel system. Customers want to know what the different configuration options are. Sales management wants to ensure the opportunity pipeline is as accurate as possible.

What should sales reps do to ensure their quotes and opportunities reflect their sales?

- A. Update the quote record each time the customer requests a different product configuration, and clicks the sync button to update the opportunity.
- B. Create a new quote record for each of the different product configuration
- C. Sync the most likely to be purchased back to the opportunity.
- D. Create new opportunities for each quote request
- E. Change the forecast category to omitted for all except the most likely to be purchased.
- F. Use the products related list to associate the different configurations with the opportunity
- G. Update the Amount field with the most likely purchase price.

Answer: A

NEW QUESTION 60

The administrator at AW Computing has received an email for a system error indicating that their organization has reached its hourly limit processing workflow time triggers.

Which two processes should the administrator review? Choose 2 answers

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

Answer: AD

NEW QUESTION 63

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

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

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

Answer: BC

NEW QUESTION 68

Which three fields should be used as filtercriteria? Choose 3 answers

- A. A phone field that provides the full phone number of the seller.
- B. A multi-select picklist field that designates features of the listing.
- C. A number field that designates the square footage of the listing.
- D. A formula fieldthat calculates a price for the listing.
- E. A picklist field that designates the county of the listing.

Answer: ACD

NEW QUESTION 69

The Cloud Kicks security team has seen an increase in unattended device attacks, where hackers can view sensitiveinformation when users leave devices unlocked in public settings. The security team wants to ensure Salesforce data cannot be viewed after 10 minutes of inactivity.

What is the recommended security setting to configure?

- A. Enforce login IP ranges on everyrequest.
- B. Lock sessions to the domain in which they were first used.
- C. Require a high assurance session.
- D. Force logout on session timeout.

Answer: D

NEW QUESTION 70

Which two ways can an administrator review the page performance for a Lightning record page? Choose 2 answers

- A. Lightning Usage App
- B. Analyze Button
- C. Activation Button
- D. Pages Menu

Answer: AB

NEW QUESTION 75

Ursa Major Solar has a training sandbox with 160MB of test data that needs to be refreshed every other day. Which two sandboxes should be used in this instance?

Choose 2 answers

- A. Partial
- B. Developer
- C. Developer Pro
- D. Full

Answer: CD

NEW QUESTION 79

A previous consultant helped Universal Containers automate many of its business processes. The administrator changed the email address on the consultant's user record anddeactivated it. The consultant called to say they continue to get email messages from failed flows and processes.

What steps should the administrator perform to stop the fault messages from going to the consultant?

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

Answer: C

NEW QUESTION 83

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

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

- A. Use validation rules targeting the logged-in user.

- B. Add View All access for the object via the managers profile.
- C. Create sharing rules for each manager based on the record owner.
- D. Grant access using hierarchies via the sharing settings.

Answer: D

NEW QUESTION 87

The administrator at Universal Containers does a soft launch of the Salesforce Authenticator app and allows users to optionally use it to log in. The administrator would now like to look at how many users have successfully used it since it was rolled out. What are two ways the administrator can get this information? Choose 2 answers

- A. Run a session setting report, specifying login methods by user.
- B. Open the Login Access Policies in Setup which shows how many users are using MFA.
- C. Create a new view in Identity Verification History, specifying Method.
- D. The order of flow execution is unpredictable

Answer: D

NEW QUESTION 91

An administrator at Cloud Kicks has been asked to reduce the file size of full data exports in order to have quicker exports. Which three recommendations should the administrator make? Choose 3 answers

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

Answer: ACE

NEW QUESTION 95

An administrator at Cloud Kicks recently built a screen flow in a sandbox that creates a case and follow-up task. When the flow runs in the sandbox, it works just as expected. When tested in production, the flow errors when creating the records. Choose 2 answers

- A. Change the user experiencing the issue to the System Administrator profile.
- B. Open the flow in Debug mode and Run the Flow as another user.
- C. Change the Default Case Creator to the user's manager.
- D. Log in as another user and run the flow.

Answer: BD

NEW QUESTION 98

Ursa Major Solar (UMS) wants to identify customers that need to install a new solar panel monitor system it recently released. UMS tracks the installed products as Asset records that are related to the Account. Sales management has asked the administrator to create a report for users. What is the recommended method for the administrator to meet the requirement?

- A. Use PREVGROUPVAL() in Report Builder.
- B. Use Role Hierarchy filter to restrict related records.
- C. Use a Summary report with Bucket Columns.
- D. Use a Cross Filter with WITHOUT logic.

Answer: D

NEW QUESTION 101

An administrator at Universal Containers has been asked to configure product schedules. What should the administrator consider before enabling this feature?

- A. The Product Schedule is unavailable in Process Builder and Flow.
- B. Line Item Schedule is unavailable in Process Builder and Workflow.
- C. Customizable product schedule page layouts cannot be modified.
- D. To remove a product schedule completely, remove it from the standard price book.

Answer: B

NEW QUESTION 102

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

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

Answer: C

NEW QUESTION 105

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

What should the administrator recommend?

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

Answer: B

NEW QUESTION 109

Ursa Major Solar (UMS) receives hundred of cases every week from both consumers and retail partners. UMS wants to ensure it's meeting all service-level agreements to maintain high levels of customer satisfaction.

What should the administrator do to help meet this goal?

- A. Set up and configure Entitlement Process to design timelines and track issue resolution.
- B. Configure the Milestones object on Service Contracts to sequential milestones for common case issues.
- C. Design a Net Promoter Score survey using Surveys that is automatically sent when a case is closed.
- D. Expose the Service Contracts object in the Service Console for an agent to view when working a case.

Answer: A

NEW QUESTION 113

AW Computing sells a variety of software programs for its customers to choose from. Management wants to ensure that the customer automatically receives phone support when they purchase photo editing software.

How should an administrator meet these requirements?

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

Answer: A

NEW QUESTION 118

An administrator has found a free app on the AppExchange and would like to install it.

Which three items should the administrator take into consideration before installing the managed package? Choose 3 answers

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

Answer: CDE

NEW QUESTION 122

Ursa Major Solar customer records have a lot of fields and Lightning components to give users a variety of information and available functions. Recently, users have noted that their pages take a long time to load and it's starting to negatively impact their experience.

What should the administrator do to help diagnose where improvements can be made?

- A. Check the debug logs found in the Environment section of Setup.
- B. Click Analyze from the Lightning App Builder toolbar.
- C. Review the debug logs from the Developer Console.
- D. Use the Apex debugger while loading a customer record.

Answer: B

NEW QUESTION 123

When configuring a change set, which two practices should an administrator adhere to in order to ensure a successful deployment to production?

Choose 2 answers

- A. Clone a change set to add forgotten dependent components to an uploaded change set.
- B. Add permissions and access settings to outbound change sets in addition to the dependent component list.
- C. Run deployment validations on the change set in the sandbox prior to uploading to production.
- D. When deploying a new record type, ensure the new record type is the only component in the change set.

Answer: AC

NEW QUESTION 124

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

How should this be accomplished?

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

Answer: D

NEW QUESTION 125

An administrator is creating a custom Opportunity record page for Sales users for new logo opportunities. They need to control what fields display on the record when a sales user is viewing the opportunity.

Where should the administrator edit what fields display in the details of the record page?

- A. Record Detail Component
- B. Custom Lightning Component
- C. Record Types
- D. Page Layout

Answer: A

NEW QUESTION 126

AW Computing is conducting an audit and wants to understand how many objects have been shared as public externally.

Which tool should the administrator use to quickly obtain this details?

- A. Security Health Check
- B. Setup Audit Trail
- C. Session Security Settings
- D. Object Manager

Answer: C

NEW QUESTION 127

Cloud Kicks has received feedback that customers are frustrated with the amount of time it takes to reach a support agent by area of expertise according to product information after a new case has been submitted.

Which feature should the administrator configure in order to improve the case management process?

- A. Omni-Channel
- B. Escalation Rules
- C. Macros
- D. Knowledge Component

Answer: A

NEW QUESTION 129

Users at AW Computing are receiving a duplicate message when they enter contacts with common first and last names. Management wants to improve the user experience but also keep the data integrity of contacts.

What should an administrator implement for this issue?

- A. Update the matching method on the rule from fuzzy to exact for FirstName and Last Name.
- B. Change the duplicate rule to report instead of alert so the message is avoided.
- C. Include the Email field to the existing matching rule for a more exact match.
- D. Add a secondary matching rule to the duplicate rule to match on the associated customer.

Answer: A

NEW QUESTION 134

The AW Computing administrator team does significant amounts of work around process automation and ensuring data integrity. When an administrator created a new validation rule in production, the development team complained that their deployment to production failed.

What should be implemented to prevent this conflict from happening?

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

Answer: C

NEW QUESTION 137

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