

ADM-201 Dumps

Administration Essentials for New Admins

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NEW QUESTION 1

Cloud kicks intends to protect with backups by using the data by using the data export Service. Which two considerations should the administrator remember when Scheduling the export? Choose 2 Answers.

- A. Metadata Backups are limited a sandbox refresh intervals.
- B. Data Backups are limited to weekly or monthly intervals.
- C. Data export service should be run from a sandbox.
- D. Metadata backups must berun via a separate process.

Answer: BD

Explanation:

To protect data with backups by using Data Export Service, two considerations that the administrator should remember when scheduling export are:
? Data Backups are limited to weekly or monthly intervalsdepending on edition and license type
? Metadata backups must be run via a separate process such as Metadata API or change sets because Data Export Service only exports data (records) Metadata backups are not limited by sandbox refresh intervals. Data Export Service should be run from production orgs unless testing purposes require otherwise.
References: https://help.salesforce.com/s/articleView?id=sf.data_export.htm&type=5

NEW QUESTION 2

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

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

Answer: C

Explanation:

Lightning record page is a type of page that should be created to meet this requirement. Lightning record pageallows an administrator to customize the layout and components for a specific object record page in Lightning Experience or the Salesforce mobile app. To create tabs for account details, related lists, and chatter feeds, use the Tabs component in the Lightning App Builder and drag the desired components to each tab. References:
https://help.salesforce.com/s/articleView?id=sf.app_builder_record_page.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.app_builder_tabs.htm&type=5

NEW QUESTION 3

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 4

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 5

Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than two hours to an urgent Case queue and alert the support manager. Which feature should an administrator configure to meet this requirement?

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

Answer: A

Explanation:

Case escalation rules are a feature that can be used to meet this requirement. Case escalation rules can 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 6

A user at Cloud Kicks is having issues logging in to Salesforce. The user asks the administrator to reset their password.

Which two options should the administrator consider when resetting the user's password? Choose 2 answers

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

Answer: CD

Explanation:

Page layout editor is a tool that allows you to customize the layout and organization of detail and edit pages for a specific object and record type combination. You can use page layout editor to make fields editable or read-only on page layouts for different profiles or record types. After resetting a password, the user may be required to activate their device by entering a verification code sent to their email address or phone number before they can log in to Salesforce. This is a security feature that helps prevent unauthorized access to Salesforce from unknown devices or browsers. References: https://help.salesforce.com/s/articleView?id=sf.customize_layoutedit.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.identity_verification.htm&type=5

NEW QUESTION 7

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 or groups 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 8

At Universal Containers, there is a custom field on the Lead named Product Category. Management wants this information to be part of the Opportunity upon lead conversion.

What action should the administrator take to satisfy the request?

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

Answer: C

Explanation:

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

NEW QUESTION 9

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&type=5

NEW QUESTION 10

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

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

Answer: AC

Explanation:

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

NEW QUESTION 10

Cloud Kicks wants to track shoe designs by products. Shoe designs should be unable to be deleted, and there can be multiple designs for one product across various stages.

Which two steps should the administrator configure to meet this requirement? Choose 2 answers

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

Answer: BD

Explanation:

To track shoe designs by products, prevent them from being deleted, and allow multiple designs for one product across various stages, the administrator should create a custom object for shoe designs and configure a custom lookup field for shoe designs on the Product object. This will create a one-to-many relationship between products and shoe designs, and allow users to link multiple shoe designs to one product record. To prevent shoe designs from being deleted, the administrator can use validation rules or permissions. Adding a custom master-detail field for shoe designs on the Product object will create a many-to-one relationship, which is not desired. Using the standard object for designs or configuring a validation rule will not meet the requirement. References: https://help.salesforce.com/s/articleView?id=sf.customize_object_relationships_overview.htm&type=5

NEW QUESTION 14

The administrator at Universal Containers has a screen flow that helps users create new leads.

When lead source is "Search Engine", the administrator needs to require the user to choose a specific 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 only when a lead source is "Search Engine".
- B. Use an assignment element, one for when lead source is "Search Engine" and one for everything else.
- C. Create a picklist for specific search engine, and set conditional visibility so that it is only shown when lead source is "Search Engine".
- D. Configure a picklist for specific search engine, and use a validation rule to conditionally show only when lead source is "Search Engine"

Answer: 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 will not 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_picklist.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screen_components_conditional_visibility.htm&type=5

NEW QUESTION 17

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

NEW QUESTION 21

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

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

Answer: AC

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

NEW QUESTION 22

Which three aspects of standard fields should an administrator customize? Choose 3 answers

- A. Picklist Values
- B. Help Text
- C. Field history tracking
- D. Decimal Places
- E. Field name

Answer: ABD

Explanation:

Picklist values, help text, and decimal places are three aspects of standard fields that an administrator can customize to suit their business needs. Picklist values are the options that users can choose from a picklist field; they can be added, edited, or deleted by administrators. Help text is the text that appears when users hover over a field; it can be customized by administrators to provide additional information or guidance for users. Decimal places are the number of digits that appear after the decimal point in a number or currency field; they can be changed by administrators to adjust the precision of the field values. Field history tracking and field name are not aspects of standard fields that can be customized; they are only available for custom fields. References: https://help.salesforce.com/s/articleView?id=sf.customize_picklists.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_fields_edit.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_fields_number.htm&type=5

NEW QUESTION 23

What data loss considerations should an administrator keep in mind when changing a custom field type from Text to Picklist? Choose 2 answers

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

Answer: BD

Explanation:

Two data loss considerations when changing a custom field type from Text to Picklist are:
? Assignment and escalation rules may be affected, because the values in the picklist may not match the values that were previously entered in the text field, and the rules may not trigger as expected.
? Any list view based on the custom field is deleted, because the filter criteria for the list view may not be valid for the new field type, and the list view cannot be displayed. There will be no data loss with use of a global value set or auto updates to Visualforce references, because these are not related to changing a custom field type from Text to Picklist. References: https://help.salesforce.com/s/articleView?id=sf.fields_changing_type_considerations.htm&type=5

NEW QUESTION 24

At universal Containers, users would like to be able to share Salesforce records with other members of their team, while collaborating around general topics as well. Which are two considerations for enabling this functionality? Choose 2 answers

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

Answer: BC

Explanation:

To enable record sharing and collaboration with groups, you need to add the groups related list to the object layouts and configure the Add Record action in the

group publisher.

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

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

NEW QUESTION 29

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_implementation_dashboards_and_reports/dashboards

NEW QUESTION 30

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&type=5

NEW QUESTION 33

Sales reps at Cloud Kicks want to be notified when they have a high likelihood of winning an opportunity over \$1,000,000.

Which feature meets this requirement?

- A. Key Deals
- B. Big Deal Alerts
- C. Activity Timeline.
- D. Performance chart.

Answer: B

Explanation:

Big Deal Alerts are notifications that are sent to users when an opportunity reaches a certain amount, probability, or stage. They can be configured by administrators

to alert sales reps or managers when they have a high likelihood of winning a big deal. Key Deals are a feature of Einstein Opportunity Scoring that shows the top opportunities based on their score and stage, but they do not send notifications. Activity Timeline is a component of Lightning Experience that shows the past and upcoming activities related to a record, but it does not notify users of big deals. Performance chart is a type of report chart that shows how well users or teams are performing against their goals, but it does not alert users of big deals. References: https://help.salesforce.com/s/articleView?id=sf.forecasts3_big_deal.htm&type=5

NEW QUESTION 34

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_accounts.htm&type=5

NEW QUESTION 39

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

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

Answer: D

Explanation:

One of the possible reasons why an administrator is unable to add a new user in Salesforce is that the username is already in use by another user in any Salesforce org. Usernames must be globally unique across all Salesforce orgs, so the administrator needs to choose a different username for the new user. References: https://help.salesforce.com/s/articleView?id=sf.users_add.htm&type=5

NEW QUESTION 42

Cloud Kicks wants to try out an app from the AppExchange to ensure that the app meets its needs. Which two options should the administrator suggest? Choose two answers

- A. Test Drive in a production org.
- B. Download into a Trailhead Playground.
- C. Install in a sandbox.
- D. Check edition compatibility.

Answer: BC

Explanation:

A Trailhead Playground is a free, online learning environment that allows you to try out Salesforce features and apps. You can use a Trailhead Playground to test out an app from the AppExchange before you install it in your production org.

A sandbox is a copy of your production org that you can use to test changes and new features. You can install an app from the AppExchange in a sandbox to see how it works in your environment.

Testing an app in a production org is not recommended, as it could affect your live data. Checking edition compatibility is important, but it is not a way to try out an app.

NEW QUESTION 44

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

What should an administrator do to accomplish this request?

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

Answer: C

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.salesforce.com/s/articleView?id=sf.kanban_view.htm&type=5

NEW QUESTION 45

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 that can 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 47

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 to follow 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 49

The administrator are Cloud Kicks created a new field for tracking returns on their new cloud shoe. A user has submitted case to the administrator indication that the new field is unavailable. Which two steps should an administrator do to troubleshoot this issue? Choose 2 answers

- A. Ensure that the page layout for the user's profile has been updated.
- B. Run the setup audit trail for the organization.
- C. Update the organization wide default for the object.
- D. Review the field level security of the field for the user profile

Answer: AD

Explanation:

Page layout and field level security are two factors that determine whether a user can see a new field on a record. To troubleshoot this issue, the administrator should ensure that the page layout for the user's profile has been updated to include the new field and that the field level security of the field for the user profile allows read or edit access. References: https://help.salesforce.com/s/articleView?id=sf.customize_layoutoverview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_fls.htm&type=5

NEW QUESTION 52

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

NEW QUESTION 55

Northern Trail Outfitters has asked an administrator to ensure that when a contact with a title of CEO is created, the contact's account record gets updated with the CEO's name. Which feature should an administrator use to implement this request?

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

Answer: C

Explanation:

Process Builder is a tool that can be used to implement this request. Process Builder can create record-triggered flows that execute actions when certain conditions are met. In this case, Process Builder can create a flow that executes when a contact with a title of CEO is created and updates the contact's account record with the CEO's name. References: https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5

NEW QUESTION 59

Sales managers would like to know what could be implemented to surface important values based on the stage of the opportunity. Which tool should an administrator use to meet the requirement?

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

Answer: B

Explanation:

To surface important values based on the stage of the opportunity, the administrator should use path key fields that display fields relevant to each stage along with guidance for success. Path key fields can be customized for each stage and can help users focus on key information and actions as they move opportunities through the sales process. Dynamic forms, opportunity processes, and workflow rules are not designed to show values based on stages. References: https://help.salesforce.com/s/articleView?id=sf.path_key_fields.htm&type=5

NEW QUESTION 63

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

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

Answer: D

Explanation:

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

NEW QUESTION 65

When a cloud kicks Opportunity closes, the company would like to automatically create a renewal opportunity.
Which two automation tools should an administrator use to accomplish this request? Choose 2 answers

- A. Approval Process
- B. Flow Builder
- C. Opportunity sharing rule
- D. Validation rule

Answer: BD

Explanation:

Flow Builder and Process Builder are two automation tools that should be used to accomplish this request. Flow Builder can be used to create a flow that defines the logic and actions for creating a renewal opportunity, such as setting the stage, close date, and amount. Process Builder can be used to create a process that triggers the flow when an opportunity is closed won. References:

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

NEW QUESTION 68

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

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

Answer: C

Explanation:

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

NEW QUESTION 71

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

- A. 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 Lead Assignment Rules.

Answer: B

Explanation:

To identify new leads entered by interns from existing leads, the administrator should define a record type and assign it to the interns. This will allow them to select a different record type when creating leads, and distinguish them from other leads based on record type. 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_record_type.htm&type=5

NEW QUESTION 72

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

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

Answer: ACD

Explanation:

To boost productivity by providing insights at the start of each day, the administrator should add three sales-specific standard Lightning components to the homepage:

? Activities, which shows tasks and events related to records that matter most to users

? Assistant, which provides personalized suggestions and reminders for key updates and actions

? Key Deals, which highlights important opportunities that need attention or are close to closing Path and Performance Chart are not standard Lightning components, but custom components that can be added to specific objects or pages. References:

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

NEW QUESTION 74

The Support team at Ursa Major Solar prefers using split list views on the case homepage. Occasionally, the team views shipments from another support application.

What should the administrator configure to allow the team to use the split list view?

- A. Filter by a single shipment record type in the list view.
- B. Include the Shipments tab on the app's navigation bar.
- C. Split views are only available on standard objects.
- D. Add the Manage List Views permission for support users.

Answer: C

Explanation:

Split views are a feature that allows users to view records as a split list on object home pages in Lightning Experience apps that use console navigation. Split views show records in two panes: a list view pane on the left and a record detail pane on the right. Users can switch between different list views and records without losing context or scrolling. However, split views are only available on standard objects such as accounts, contacts, leads, opportunities, cases, etc., and not on custom objects such as shipments. References: https://help.salesforce.com/s/articleView?id=sf.lex_split_view.htm&type=5

NEW QUESTION 77

The administrator for AW Computing is working with a user who is having trouble logging in to salesforce.

What should the administrator do to identify why the user is unable to login?

- A. Review the Security token.
- B. Review the password history.
- C. Review the Password policies.
- D. Review the Login history

Answer: D

Explanation:

The login history is a tool that allows administrators and users to view information about recent login attempts, such as date, time, status, source IP address, browser type, platform, application, and login type. Administrators can use this tool to identify why a user is unable to login to Salesforce by checking for any failed login attempts and their corresponding error messages or reasons. References: https://help.salesforce.com/s/articleView?id=sf.monitoring_login_history.htm&type=5

NEW QUESTION 81

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

NEW QUESTION 86

Ursa Major Solar provides a 1-year warranty on all of the panels it installs. Installation details, along with the warranty information, is captured on a custom object called Installation. The installation record is created by the installer from the mobile app. Customers soon receive a longer warranty as a way of increasing customer satisfaction when an installation gets delayed or has issues.

How should the administrator configure Salesforce to capture the expiration date of the warranty?

- A. Use a formula as the default value of the warranty Expiration Date field.
- B. Create a formula field to display 1 year from the warranty purchased.
- C. Add a validation rule to ensure the Expiration Date field is populated.
- D. Include the warranty Expiration Date field on the mobile page layout.

Answer: A

Explanation:

To capture the expiration date of warranty based on installation date and warranty length (1 year by default), the administrator should use a formula as the default value of Warranty Expiration Date field on Installation object. The formula can calculate one year from installation date using DATE function or DATEVALUE function. For example, DATE(YEAR(Installation_Date c) + 1, MONTH(Installation_Date c), DAY(Installation_Date c)) will return one year from installation date. Creating a formula field, adding a validation rule, or including Warranty Expiration Date field on mobile page layout will not capture expiration date based on installation date and warranty length.

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

NEW QUESTION 88

The Administrator at Universal Container wants to add branding to Salesforce. Which two considerations should the administrator keep in mind? Choose 2 Answers

- A. Only one theme can be active at a time, and a theme applies to the entire org.
- B. Themes apply to Salesforce Classic and to the Salesforce mobile app.
- C. Up to 150 custom themes can be created, modified, or cloned from the built-in themes.
- D. Chatter external users see the built-in Lightning theme only.

Answer: AD

Explanation:

Themes are a way to customize the look and feel of Salesforce by changing the colors, images, and logos that appear on Lightning Experience pages. However, there are some limitations and considerations when using themes, such as: only one theme can be active at a time, and a theme applies to the entire org; themes apply only to Lightning Experience and do not affect Salesforce Classic or the Salesforce mobile app; up to 300 custom themes can be created, modified, or cloned from the built-in themes; Chatter external users see the built-in Lightning theme only and cannot see custom themes. References: https://help.salesforce.com/s/articleView?id=sf.themes_overview.htm&type=5

NEW QUESTION 92

An administrator supporting a global team of Salesforce users has been asked to configure company settings. Choose 2 options

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

Answer: AB

Explanation:

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

NEW QUESTION 93

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

- A. Update the organization's Chatter setting to allow approvals.
- B. Enable the organization's 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 98

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

Which two ways should the administrator help the user log into Salesforce?

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

Answer: CD

Explanation:

To help a user who has attempted to log in multiple times and has been locked out of Salesforce, the administrator should reset password on the user's record detail page and use the unlock button on the user's record detail page. Resetting password will generate a new temporary password and send it to the user's email address. Using unlock will restore access for a locked-out user without changing their password or waiting for lockout period to end. Logging in as the user or resetting the password policies will not help a locked-out user log in to Salesforce. References:

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

NEW QUESTION 101

Cloud kicks has the organization-wide sharing default set to private on the shoe object. The sales manager should be able to view a report containing shoe records for all of the sales reps on their team.

Which 3 items should the administrator configure to provide appropriate access to the report?

Choose 3 answers

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

Answer: ABD

Explanation:

To provide appropriate access to a report that contains shoe records for all of the sales reps on their team, the administrator should configure three items:

? A custom report type that includes the shoe object and its fields

? A folder access that grants access to the sales manager and their team members to view and run reports in that folder

? A field level security that allows the sales manager and their team members to see all the fields on the shoe object Report subscription, while useful for scheduling and delivering reports, does not affect access to the report itself. References:

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

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

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

NEW QUESTION 103

Northern Trail Outfitters has two different sales processes: one for business opportunities with four stages and one for partner opportunities with eight stages. Both processes will vary in page layouts and picklist value options.

What should an administrator configure to meet these requirements?

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

Answer: D

Explanation:

Record types and sales processes allow you to have different page layouts, fields, required fields, and picklist values for different types of opportunities.

References: <https://www.salesforceben.com/salesforce-record-types/> <https://trailhead.salesforce.com/content/learn/projects/create-an-opportunity-record-type-for-npsp/create-and-manage-stages-and-sales-processes>

NEW QUESTION 107

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

What should the administrator use to fulfil this request?

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

Answer: C

Explanation:

Component visibility allows you to restrict the visibility of a related list based on a permission set.

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

NEW QUESTION 112

Northern trail Outfitter wants to use contract hierarchy in its or to display contact association. What should the administrator take into consideration regarding the contact hierarchy?

- A. Contacts displays in the contact hierarchy are limited to record-level access by User.
- B. Contact Hierarchy is limited to only 3,000 contacts at one time.
- C. Customizing hierarchy columns changes the recently viewed Contacts list view.

D. Sharing settings are ignored by contacts displayed in the Contact Hierarchy.

Answer: A

Explanation:

The contact hierarchy is a feature that allows users to view contacts related to an account in a hierarchical tree structure based on their role or position within the account. The contact hierarchy respects record-level access by user, meaning that users can see only those contacts that they have access to based on their profile permissions and sharing settings. The other options are incorrect because contact hierarchy is not limited to 3,000 contacts at one time (it can display up to 5,000 contacts), customizing hierarchy columns does not change the recently viewed contacts list view (it only affects how contacts are displayed in the hierarchy), and sharing settings are not ignored by contacts displayed in the contact hierarchy (they determine which contacts are visible to users). References: https://help.salesforce.com/s/articleView?id=sf.contacts_hierarchy.htm&type=5

NEW QUESTION 114

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 than January 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 116

An administrator at Dreamhouse Reality needs to Create Customized pages for the Salesforce mobile app.

Which two types of pages could an administrator build and customize using the Lightning App Builder?

Choose 2 Answers

- A. User Page
- B. Dashboard page
- C. App page
- D. Record Page

Answer: AB

Explanation:

App page and record page are two types of pages that an administrator can build and customize using Lightning App Builder for Salesforce mobile app. App pages are pages that display information or tools that don't belong to a specific record; they can be accessed from navigation menus or tabs in Salesforce mobile app. Record pages are pages that display information or actions related to a specific record; they can be accessed by opening any record in Salesforce mobile app. User page and dashboard page are not types of pages that can be built using Lightning App Builder for Salesforce mobile app; they are types of pages that can be built using other tools such as Profile settings or Dashboard Builder. References: https://help.salesforce.com/s/articleView?id=sf.app_builder_mobile_pages.htm&type=5

NEW QUESTION 118

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

- A. The master 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&type=5

NEW QUESTION 122

The administrator at Cloud Kicks deleted a custom field but realized there is a business unit that still uses the field. What should an administrator take into consideration when undeleting the field?

- A. The field needs to be re-added to reports.
- B. The field history will remain deleted.
- C. The field needs to be restored from the recycle bin.
- D. The field needs to be re-added to page Layouts.

Answer: B

Explanation:

When an administrator deletes a custom field, Salesforce moves it to the deleted fields list for 15 days, during which time it can be undeleted or erased permanently. If the administrator undeletes the field within 15 days, most of its properties and data are restored, except for its field history data, which remains deleted and cannot be recovered. References: https://help.salesforce.com/s/articleView?id=sf.custom_field_delete.htm&type=5

NEW QUESTION 127

The administrator at DreamHouse Realty added an email 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 128

An administrator at Ursa Major Solar just learned about the AppExchange and how helpful it can be to the company's business. Which two actions can be accomplished via the AppExchange? 'Choose 2 answers

- A. Find certified developers and consultants.
- B. Download the Dataloader data tool.
- C. Install industry-specific solution templates.
- D. Download standard Lightning components.

Answer: AC

Explanation:

The AppExchange is an online marketplace where customers can find apps, components, consultants, developers, and more to extend Salesforce functionality or solve specific business challenges. Some of the actions that can be accomplished via AppExchange are finding certified developers and consultants who can help with custom development or implementation projects; installing industry-specific solution templates that provide preconfigured apps, dashboards, reports etc., for various industries such as manufacturing or healthcare; downloading free tools or components that enhance productivity or user experience; browsing reviews or ratings from other customers who have used certain products or services; etc. References: <https://appexchange.salesforce.com/>

NEW QUESTION 132

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