

Salesforce

Exam Questions Salesforce-Administrator

Salesforce Certified Administrator



NEW QUESTION 1

A new Sales Rep at Ursa Major has a qualified lead that is ready for conversation. When using the Lead Conversion process, which two records can be Created? Choose 2 answers

- A. Account
- B. Campaign
- C. Case
- D. Contact

Answer: AD

NEW QUESTION 2

The VP of Sales at Cloud Kicks is receiving an error message that prevents them from saving an Opportunity. The administrator attempted 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

NEW QUESTION 3

An administrator has been asked to change the data type of an auto number to text field. What should 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: A

NEW QUESTION 4

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

NEW QUESTION 5

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

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

Answer: D

NEW QUESTION 6

An administrator Creates a custom text area field on the Account object and adds it to the service team's page layout. The services team manager loves the addition of this field and wants it to appear in the highlights panel so that the services reps can quickly find it when on the Account Page How should the administrator accomplish this?

- A. Create a new page layout and a new section titled highlights panel.
- B. In the Account object manager, create a custom compact layout.
- C. From the page layout editor, drag the field to the highlights panel.
- D. Make the field required and move it to the top of the page.

Answer: B

NEW QUESTION 7

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: B

NEW QUESTION 8

The administrator at cloud kicks is trying to debug a screen flow that create contacts. One of the variables in the flow is missing on the debug screen. What could cause this issue?

- A. The available for input checkbox was unchecked.
- B. The flow is an inactive version
- C. The field type is unsupported by debugging.
- D. The available for output checkbox was unchecked.

Answer: C

NEW QUESTION 9

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: A

NEW QUESTION 10

Dream house realty needs to use consistent picklist values in the category field on accounts and cases, with values respective to record types. Choose 2 options

- A. Multi-select picklist
- B. Dependent picklist
- C. Global picklist
- D. Custom picklist

Answer: CD

NEW QUESTION 10

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 layout
- 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 layout
- 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

NEW QUESTION 12

An administrator at Cloud Kicks wants to deactivate a User who has left the company. What are two reasons that would prevent a user from being deactivated? Choose 2 answers

- A. The user is part of a territory hierarchy.
- B. The User is in a Custom hierarchy field.
- C. The User is assigned in workflow email alert.
- D. The User is the highest role in the role hierarchy

Answer: AC

NEW QUESTION 13

An administrator at Cloud Kicks needs to export a file of closed won opportunities from the last 90 days. The file should include the Opportunity Name, ID, Close Date, and Amount. How should the administrator export this file?

- A. Data Export Wizard.
- B. Data Import Wizard.
- C. Data Export Wizard.
- D. Data Loader.

Answer: D

NEW QUESTION 14

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

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

Answer: B

NEW QUESTION 15

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

NEW QUESTION 19

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

NEW QUESTION 22

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: B

NEW QUESTION 26

Cloud Kicks (CK) captures whether an opportunity should be reviewed by someone in product engineering with a checkbox field called Needs Review. CK also has a picklist field on the opportunity for Product Type. When a sales rep saves an opportunity, they need to select the Product Type or check the Needs Review box. What should an administrator use to accomplish this?

- A. Before Save flow
- B. Validation rule
- C. Workflow rule
- D. Required fields

Answer: B

NEW QUESTION 28

The marketing team wants a new picklist value added to the Campaign Member Status field for the upsell promotional campaign. Which two solutions should the administrator use to modify the picklist field values? Choose 2 answers

- A. Add the Campaign Member Statuses related list to the Page Layout.
- B. Edit the picklist values for the Campaign Status in object Manager.
- C. Mass modify the Campaign Member Statuses related list.
- D. Modify the picklist value on the Campaign Member Statuses related list

Answer: AB

NEW QUESTION 33

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 Case to the existing queue as available object.
- D. Create a new queue and add Cases as an available object.

Answer: AB

NEW QUESTION 36

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: AC

NEW QUESTION 39

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

NEW QUESTION 40

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

Answer: AB

NEW QUESTION 45

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 the many-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

NEW QUESTION 46

An administrator at Universal Containers needs a simple way to trigger an alert to the director of sales when opportunities reach an amount of \$500,000. What should the administrator configure to meet this requirement?

- A. Set up Big Deal Alerts for the amount.
- B. Enable Opportunity Update Reminders
- C. Opportunity warning in Kanban View.
- D. Key Deals component on the homepage

Answer: A

NEW QUESTION 50

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

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

Answer: AC

NEW QUESTION 51

The administrator at Ursa Major Solar has created a custom report type and built a report for the sales operation team. However, none of the users are able to access the report.

Which two options could cause this issue? Choose 2 answers

- A. The custom report type is in development.
- B. The user's profile is missing view access.
- C. The org has reached its limit of custom report types.

D. The report is saved in a private folder

Answer: BD

NEW QUESTION 52

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

NEW QUESTION 54

Ursa Major Solar wants to know which of its marketing efforts are helping the team win Opportunities. What should an administrator configure to provide these insights?

- A. Campaign Hierarchy.
- B. Campaign Influence
- C. Map Custom Lead Fields
- D. List Email Activities

Answer: B

NEW QUESTION 59

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 partner team.
- B. Add members of the partner management team to the default Account team for the customer accounts.
- 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

NEW QUESTION 60

An administrator at Ursa Major Solar needs to send information to an external accounting system. What workflow action should the administrator use to accomplish this?

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

Answer: B

NEW QUESTION 62

An administrator needs to create a one-to-many relationship between two objects with limited access to child records. What type of field should the administrator use?

- A. Roll-up summary
- B. Master-detail field
- C. Cross Object formula
- D. Lookup field

Answer: B

NEW QUESTION 66

An administrator created a record trigger flow to update contacts. How should the administrator reference the values of the active record the flow is running on?

- A. Use the `{!Contact.Id}` global variable.
- B. Use the `{!Account.Id}` record variable.
- C. Use the `$Record` global variable.
- D. Use the Get Records element to find the Id.

Answer: C

NEW QUESTION 70

Which item is available in a Lightning App where visibility is limited to the Salesforce Mobile App?

- A. Today
- B. Favorites
- C. Utility Bar.
- D. Home Page.

Answer: C

NEW QUESTION 75

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: AC

NEW QUESTION 78

Cloud Kicks has asked the administrator to test a new screen flow that create contacts. What are two key components of testing the flow?

Choose 2 answers

- A. Set Up a flow interview to test the flow.
- B. Run the flow using it to create contacts.
- C. Use Debug to test the flow in Flow Builder.
- D. Test the flow in a sandbox.

Answer: BD

NEW QUESTION 81

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. KeyDeals
- E. Performance chart.

Answer: B

NEW QUESTION 82

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

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 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 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: A

NEW QUESTION 85

Northern Trail Outfitters wants to initiate expense reports from Salesforce to the external HR system. This process needs to be reviewed by managers and directors.

Which two tools should an administrator configure? Choose 2 answers

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

Answer: BC

NEW QUESTION 87

The service manager at Ursa Major Solar wants to let customers know that they have received their cases via email and their websites. Medium-priority and high-priority cases should receive different email notifications than low-priority cases. The administrator has created three email templates for this purpose.

How should an administrator configure this requirement?

- A. Include three assignment rules that fire when cases are create
- B. Add a filter for case priorit
- C. Select the appropriate email template for each rule.
- D. Add three auto-response rule

- E. Configure one rule entry criteria for each rule and set a filter for case priorit
- F. Select the appropriate email template for each rule entry.
- G. Configure one workflow rule that fires when cases are create
- H. Add a filter for case priorit
- I. Select the appropriate email template for the rule.
- J. Create one auto-response rul
- K. Configure three rule entry criteria and set a filter for case priority.Select the appropriate email template for each rule entry.

Answer: D

NEW QUESTION 91

A team of support users at Cloud Kicks is helping inside sales reps make follow-up calls to prospects that filled out an interest from online. The team currently does not access to the lead object.

How should an administrator provide proper access?

- A. Create a new profile
- B. Configure permission sets.
- C. Assign a new role.
- D. Set Up Manual Sharing

Answer: B

NEW QUESTION 95

Cloud Kicks wants to allow customers to create their own cases while visiting its public homepage.

What should the administrator recommend?

- A. SMS Response
- B. Web-to-Case
- C. Email-to-Case
- D. Omni-Channel

Answer: B

NEW QUESTION 99

An administrator supporting a global team ofsalesforce 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

NEW QUESTION 104

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

NEW QUESTION 109

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

NEW QUESTION 110

Universal Containers requires a different Lightning page to be displayed when Accounts are viewed in the Sales Console and in the ServiceConsole.

How should an administrator meet this requirement?

- A. Update page layout assignments.
- B. Define multiple record types.
- C. Assign Lightning pages as app default.
- D. Create different user profiles.

Answer: C

NEW QUESTION 111

An administrator has been asked to update a flow that was created as part of a recent update. When the administrator opens the flow for editing, the Flow toolbox offers only four elements: Assignment, Decision, Get Records, and Loop. What would cause this?

- A. The flow is a screen flow.
- B. The version of the flow is inactive.
- C. The flow is a before save flow.
- D. The version of the flow is activated.

Answer: C

NEW QUESTION 116

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: BC

NEW QUESTION 118

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: A

NEW QUESTION 120

Support agents 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 to look for similar cases.
- D. Configure Knowledge with articles and data categories.

Answer: C

NEW QUESTION 121

The administrator at Cloud Kicks has been asked 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

NEW QUESTION 122

Ursa Major Solar wants to automatically notify a manager about any cases awaiting a response from an 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

NEW QUESTION 123

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: A

NEW QUESTION 125

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

NEW QUESTION 130

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

NEW QUESTION 133

Cloud 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

NEW QUESTION 138

Which two solutions could an administrator find on the AppExchange to enhance their organization? Choose 2 answers

- A. Communities
- B. Consultants
- C. Components
- D. Customers

Answer: AC

NEW QUESTION 140

Dreamhouse Realty just announced its new home concierge offering. This product is unlike anything the company has offered in the past and follows a different business model.

What should the administrator configure to meet this requirement?

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

Answer: C

NEW QUESTION 144

The Call centre 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

NEW QUESTION 148

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 year?

- A. Sync the users' Showing Calendar to Salesforce and filter it to only look at 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

NEW QUESTION 151

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

NEW QUESTION 156

An Administrator at DreamHouse Realty wants an easier way to assign an agent capacity and skill set. Which feature should the administrator enable to meet this requirement?

- A. Knowledge Management.
- B. Omni-Channel
- C. Escalation Rules
- D. Territory Management

Answer: B

NEW QUESTION 157

An administrator is on a tight deadline to create dashboards for the sales and marketing teams at AW Computing. What should the administrator do to meet the deadline without increasing the budget?

- A. Train someone on the sales and marketing teams to build dashboards.
- B. Check the AppExchange for prebuilt Solution that can be easily customized.
- C. Hire a Consultant to build the custom dashboards.
- D. Build the dashboards manually to meet the deadline.

Answer: B

NEW QUESTION 159

Cloud Kicks (CK) needs a new sales application. The administrator there is an application package on the AppExchange and wants to begin testing it in a sandbox to see if it addresses CK's needs.

What are two considerations when installing a managed package in a sandbox? Choose 2 answers.

- A. Any metadata changes to the package have to be recreated in production.
- B. The installation link has to be modified to test.salesiorcc.com.
- C. Install for Admins Only will be the only Install option available.
- D. The package will be removed any time the sandbox is refreshed.

Answer: BD

NEW QUESTION 161

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: C

NEW QUESTION 164

Which tool should an administrator use to identify and fix potential session vulnerabilities?

- A. Field History Tracking
- B. Setup Audit Trail
- C. Security Health Check
- D. Organization-Wide Defaults

Answer: C

NEW QUESTION 169

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. Rich text field
- D. Record ID

Answer: B

NEW QUESTION 174

Marketing users at Cloud Kicks should be able to view and edit converted leads. The administrator has assigned them permission set with the View and edit Converted Leads permission.

Which two ways can the marketing users now access converted leads for editing? Choose 2 answers

- A. Find them in the global search result.
- B. Search the Recent Records component on the homepage.
- C. Utilize a list view where lead status equals Qualified.
- D. Use the Data Import Wizard,

Answer: C

NEW QUESTION 179

Cloud Kicks generates leads for its different product categories (shoes, apparel, and accessories) through many different sources. While some lead sources are used for all three categories, other lead sources are specific to a single category. The VP of marketing requests that only the proper lead sources be displayed based on the product category chosen.

How should the administrator configure Salesforce to meet this requirement?

- A. Create a page layout for each category and filter the Lead Source field based on category.
- B. Create a dependency between the Product Category field and Lead Source field.
- C. Create business processes and record types for each of the three product categories.
- D. Create a single business process, then create record types for each product category.

Answer: A

NEW QUESTION 183

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

NEW QUESTION 186

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

NEW QUESTION 190

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

NEW QUESTION 191

Sales reps at NorthernTrail Outfitters have asked for a way to change the Probability field value of their Opportunities.

What should an administrator suggest to meet this request?

- A. Define a new Stage picklist value.
- B. Create a custom field on Opportunity.
- C. Configure Forecasting support.
- D. Make the field editable on page layouts

Answer: D

NEW QUESTION 195

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

NEW QUESTION 196

Support reps at Cloud Kicks (CK) are reporting that when they try to close a case, the Closed option in the Case Status picklist is missing. CK has asked the administrator to find a solution.
Why are the support reps unable to see the Closed option in the specified piclist?

- A. The Case record type is missing Closed as apicklist value.
- B. The Close Case page layout must be used to close a case.
- C. The Show Closed Statuses m Case Status Field checkbox is set to the default.
- D. The Support Process being used omits Closed as a status choice.

Answer: A

NEW QUESTION 197

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

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

Answer: B

NEW QUESTION 201

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 time zone.
- D. Allow the reps to set business hours manually.

Answer: C

NEW QUESTION 203

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 tomeet this requirement?

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

Answer: B

NEW QUESTION 208

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 accomplishedfrom 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 acontact from a campaign member detail page.

Answer: C

NEW QUESTION 211

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