

Salesforce-Administrator Dumps

Salesforce Certified Administrator

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NEW QUESTION 1

Ursa Solar Major is evaluating Salesforce for its service team and would like to know what objects were available out of the box. Which three of the standard objects are available to an administrator considering a support use case? Choose 3 answers

- A. Contract
- B. Case
- C. Ticket
- D. Request
- E. Account

Answer: ABE

NEW QUESTION 2

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 3

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

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

Answer: BC

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

Ursa Major Solar provides a 1-year warranty on all of the panels it installs. Installation details, along with the warranty information, are 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: B

NEW QUESTION 6

An administrator at Cloud Kicks has a flow in production that is supposed to create new records. However, no new records are being created. What could the issue be?

- A. The flow is read only.
- B. The flow is inactive.
- C. The flow URL is deactivated.
- D. The flow trigger is missing.

Answer: B

NEW QUESTION 7

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

- A. Create a workflow rule to update the Event Date Field.
- B. Create an approval process on the Campaign object.

- C. Create a sharing rule so that other agents can view events.
- D. Create a campaign for agents to request event dates.

Answer: D

NEW QUESTION 8

Cloud Kicks executives have noticed the opportunity Expected revenue Field displays incorrect values. How Should the administrator correct this?

- A. Update the expected revenue associated with the stage.
- B. Adjust the forecast category associated with the stage.
- C. Modify the closed won value associated with the stage.
- D. Change the probability associated with the stage.

Answer: D

NEW QUESTION 9

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

NEW QUESTION 10

The DreamHouse Realty team has a master-detail relationship set up with open house as the parent object and visitors as the child object. What type of field should the administrator add to the open house object to track number of visitors?

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

Answer: C

NEW QUESTION 10

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

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

Answer: BC

NEW QUESTION 11

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

NEW QUESTION 14

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

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

Answer: B

NEW QUESTION 16

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

What isthe likely cause?

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

Answer: D

NEW QUESTION 17

AWComputing has added a new custom text field called Market Segment on the Lead object. When a Lead is converted, the new field is not getting copied to the Account record.

What should the administrator do to ensure the Market Segment field from a Lead is copied to the converted Account record in routine?

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

Answer: D

NEW QUESTION 20

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 25

The administrator atUrsa 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 28

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

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

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

Answer: AC

NEW QUESTION 33

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 36

An administrator gets a rush request from Human Resources to remove a user's access to Salesforce Immediately. Theuser is part of a hierarchy field called Direct Manager.

What should the administrator do to fulfil the request?

- A. Freeze the user to prevent them from logging in while removing them from being referenced in the Direct Manager field.

- B. Deactivate the user and delete any records where they are referenced in the Direct Manager field.
- C. Change the user's profile to read-only while removing them from being referenced in the Direct Manager Field.
- D. Delete the user and leave all records where they are referenced in the Direct Manager Field without changes.

Answer: A

NEW QUESTION 39

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 40

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

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

Answer: A

NEW QUESTION 45

Universal Containers (UC) has a queue that is used for managing tasks that need to be worked by the UC customer support team. The same team will now be working some of UC's Cases.

Which two options should the administrator use to help the support team? Choose 2 answers

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

Answer: AB

NEW QUESTION 48

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 salesreps 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: BD

NEW QUESTION 52

Cloud Kicks (CK) has a new administrator who is asked to put together a memo detailing Salesforce uses to budget for upcoming license purchases. Where should the administrator go to find out what type of licenses CK has purchased and how many are available.

- A. Search for license types in setup.
- B. User Licenses Related List in Company information.
- C. User Management settings in setup.
- D. Usage based entitlement related list in company information.

Answer: B

NEW QUESTION 53

Northern Trail Outfitters is using one profile for all of its marketing users, providing read-only access to the Campaign object. A few marketing users now require comprehensive edit access on Campaigns.

How should an administrator fulfill this request?

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

Answer: C

NEW QUESTION 54

DreamHouse reality has an approval process. A manager attempts to approve the record but receives an error. What should an administrator review to troubleshoot this request?

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

Answer: C

NEW QUESTION 59

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 61

Ursa Major Solar uses Opportunity to track sales of solar energy products. The company has two separate sales teams that focus on different energy markets. The Serviceteam also wants to use Opportunity to track installation. All three teams will need to use different fields and stages. How Should the administrator configure this requirement?

- A. Create three sales processes
- B. Create three record types and one page layout.
- C. Create one sales process
- D. Create three record types and three page layouts.
- E. Create three sales processes
- F. Create three record types and three page layouts.
- G. Create one sales process
- H. Create one record type and three page layouts.

Answer: C

NEW QUESTION 64

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 69

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 74

Cloud Kicks want to give credit to Opportunity team members based on the level of effort contributed by each person toward each deal. What feature should the administrator use to meet this requirement?

- A. Stages
- B. Splits
- C. Queues
- D. List Views

Answer: B

NEW QUESTION 75

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

NEW QUESTION 79

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

What case management tools need to be utilized for this requirement?

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

Answer: C

NEW QUESTION 80

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

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

Answer: AC

NEW QUESTION 84

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: D

NEW QUESTION 89

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 92

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 94

The Marketing team at Cloud Kicks uses campaigns to generate product interest. They want custom picklist values for the campaign member Status field for each campaign they run, currently, they ask the administrator to add or delete values, but this is very time consuming.

Which two user permission should allow the Marketing team to customize the campaign member status picklist values themselves? Choose 2 answers

- A. Create and Edit for Campaign Member
- B. Marketing user feature license
- C. Customize Application permission
- D. Edit permission for campaigns

Answer: BD

NEW QUESTION 96

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 100

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

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

Answer: D

NEW QUESTION 105

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

NEW QUESTION 109

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

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

Answer: D

NEW QUESTION 113

Sales Users at Cloud Kicks are requesting that the data in the industry field on the Account object displays on the Opportunity page layout. Which type of the field should an administrator create to accomplish this?

- A. Custom Account Field
- B. Standard Account Field.
- C. Cross Object Formula Field
- D. Master detail relationship Field

Answer: C

NEW QUESTION 114

Users at Universal Containers would like to visually see the sales stages on an Opportunity page. The administrator is configuring path for Opportunities. Which is an important consideration for path configuration?

- A. Kanban views for Path must be configured manually.
- B. The Owner field can be edited in the key fields Panel.
- C. Celebrations are unable to be added to a path.
- D. Path can include guidance and key fields for each stage.

Answer: D

NEW QUESTION 118

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

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

Answer: B

NEW QUESTION 121

Cloud Kicks want to have consistency when communication with customers on cases. The company has requested messages to be sent in an email channel with categories to help search for the proper message.

Which Solution Should be administrator suggest to meet this requirement?

- A. Prebuilt Quick Texts
- B. Prebuilt Email Templates.
- C. Prebuilt Flow Templates.
- D. Prebuilt Auto-Responses.

Answer: D

NEW QUESTION 122

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: A

NEW QUESTION 124

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 126

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 127

Cloud Kicks has a custom object called Shipments. The Company wants to see all the shipment items from an Account page. When an Account is deleted, the shipments should remain. What type of relationship should the administrator make between Shipments and Account?

- A. Shipments should have a lookup to Account.
- B. Accounts should have a lookup to Shipments.
- C. Shipments should have a master-detail to Accounts.
- D. Accounts should have a master-detail to Shipments.

Answer: A

NEW QUESTION 131

The administrator at AW Consulting has created a custom picklist field. Business users have requested that it be a text field. The administrator attempts to change the field type but, is unable to because it is referenced by other functionalities.

Which functionality is preventing the field type from being changed?

- A. Formula fields
- B. Record types
- C. Visualforce
- D. Javascript

Answer: D

NEW QUESTION 136

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

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

Answer: AB

NEW QUESTION 141

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 Leads Assignment Rules.

Answer: B

NEW QUESTION 145

Universal Containers has enabled Data Protection and Privacy for its org. Which page layouts will have the Individual field available for tracking data privacy information?

- A. Case and Opportunity
- B. Account and User
- C. Contact, Lead, and Person Account
- D. Individual, User, and Account

Answer: C

NEW QUESTION 147

The standard Lead Rating field has picklist values of Hot, Warm, and Cold. A list of new leads was imported without errors even though several records had the value of Unrated in the Rating field. How were these records added without error?

- A. The Restricted picklist checkbox was unchecked.
- B. Field-level security was set to Visible for all profiles.
- C. A global picklist value set was used to populate the picklist.
- D. The Add to All Record Types checkbox was selected.

Answer: A

NEW QUESTION 150

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

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

Answer: C

NEW QUESTION 153

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

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

Answer: AB

NEW QUESTION 155

CloudKicks 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: D

NEW QUESTION 159

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

NEW QUESTION 161

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

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

Answer: B

NEW QUESTION 162

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

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

Answer: A

NEW QUESTION 166

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

Answer: ABD

NEW QUESTION 169

Sales and Customer Care at Ursa Major Solar need to see different fields on the Case related list from the Account record. Sales users want to see Case created date and status while Customer Care would like to see owner, status, and contact. What should the administrator use to achieve this?

- A. Related Lookup Filters
- B. Compact Layout Editor
- C. Page Layout editor
- D. Search Layout Editor

Answer: B

NEW QUESTION 170

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 173

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 175

Ursa Major classifies its accounts as Silver, Gold, or Platinum Level. When a new case is created for a Silver or Gold partner, it should go to the Regular Support Queue. When an account is Platinum Level, it should automatically go to the Priority Support Queue. What should the administrator use to achieve this?

- A. Assignment Rules
- B. Case Rules
- C. Workflow Rules
- D. Escalation Rules

Answer: A

NEW QUESTION 179

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

NEW QUESTION 183

Sales reps at Ursa Major Solar are having difficulty managing deals. The leadership team has asked administrator to help sales reps prioritize and close more deals. What should the administrator configure to help with these issues?

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

Answer: B

NEW QUESTION 186

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 189

The administrator has been asked to automate a simple field update on the account. When a support agent changes the status of the account to 'Audited', they would like the system to automatically update the Audited date field on the account with today's date. Which tool should the administrator use to complete this automation?

- A. Approval process
- B. Formula Field
- C. Flow Builder
- D. Validation Rule

Answer: C

NEW QUESTION 194

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

NEW QUESTION 195

An administrator at Northern Trail Outfitters is creating a validation rule. Which two functions should the administrator use when creating a validation rule? Choose 2 answers

- A. Formula return type
- B. Error condition formula
- C. Error message location
- D. Rule active date

Answer: BC

NEW QUESTION 196

How should an administrator support this request?

- A. Use process builder to capture the daily average on each opportunity.
- B. AddFormula Fields to track Stages on each Opportunity.
- C. Run the Opportunity Stage Duration report.
- D. Refresh weekly reporting snapshots for Closed Opportunities.

Answer: C

NEW QUESTION 199

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: BD

NEW QUESTION 203

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 207

Universal Containers requires that when an Opportunity is closed won, all other open opportunities on the same account must be marked as closed lost. Which automation solution should an administrator use to implement this request?

- A. Quick Action
- B. Workflow Rule
- C. Flow Builder
- D. Outbound Message

Answer: C

NEW QUESTION 208

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

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

Answer: AB

NEW QUESTION 209

Which setting on a profile makes a tab hidden in the All App Launcher or viable in any app, but still allows a user to view records that would normally be found under this tab?

- A. Object Permissions
- B. App Permissions
- C. Profile wide Defaults
- D. Tab Settings

Answer: D

NEW QUESTION 213

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: CD

NEW QUESTION 218

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 223

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 224

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 displayed 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

NEW QUESTION 227

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: D

NEW QUESTION 231

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 reverting the Case back to a previous status.

Which feature should an administrator use to fulfill this request?

- A. Predefined Field Values
- B. Global Value Picklists
- C. Dependent Picklists
- D. Validation Rules

Answer: D

NEW QUESTION 232

Northern Trail Outfitters has the Case Object set to private. The support manager raised a concern the reps have a broader view of data than expected and can see all cases on their groups dashboards. What could be causing reps to have inappropriate access to data on dashboards?

- A. Dashboard Filters
- B. Dashboard Subscriptions
- C. Dynamic Dashboards
- D. Public Dashboards.

Answer: C

NEW QUESTION 236

Ursa Major Solar offers amazing experiences for all of its employees. The Employee engagement committee wants to post updates while restricting other employees from posting.

What should the administrator create to meet this request?

- A. Chatter Stream.
- B. Chatter Broadcast Group

- C. Chatter Recommendations.
- D. Chatter Unlisted Group

Answer: B

NEW QUESTION 240

An Administrator supporting global team of salesforce users has been asked to configure the company settings
Which two options should the administrator configure? Choose 2 Answers

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

Answer: CD

NEW QUESTION 244

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