Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins

NEW QUESTION 1
Ursa Major Solar wants to know which of its marketing efforts are helping the team win Opportunities.
What should an administrator configure toprovide these insights?

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

Answer: B

Explanation:
Campaign influence is a feature that allows users to track how campaigns have influenced opportunities and measure thereturn on investment (ROI) of marketing efforts. Users can see which campaigns have influenced an opportunity on the related list and assign different attribution models to calculate the campaign influence.References:https://help.salesforce.com/s/articleView?id=sf.campaigns_influence. htm&type=5

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

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

Answer: C

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

NEW QUESTION 3
An administrator gets a rush request from Human Resources to remove a user's access to Salesforce Immediately. The user is part of a hierarchy field called Direct Manager.
What should the administrator do to fulfil the request?

A. Freeze the user to prevent them from logging in whileremoving them from being referenced in theDirect Manager field.
B. Deactivate the user and delete any records where they are referenced in the Direct Manager field.
C. Change the user's profile to read-only while removing them from being referenced in the DirectManager Field.
D. Delete the user and leave all records where they referenced in the Direct Manager Field withoutchanges.

Answer: A

Explanation:
Freezing a user is a way to temporarily prevent them from logging in to Salesforce without deactivating their user record. This is useful when you need to perform some cleanup tasks before deactivating a user, such as removing them from being referenced in a hierarchy field like Direct Manager.References:https://help.salesforce.com/s/articleView?id=sf.users_freeze.htm&typ e=5

NEW QUESTION 4
Northern Trail Outfitters wants to track ROI for contacts that are key stakeholders for opportunities.
The VP of Sales requested that this information be accessible on the opportunity andavailable for
reporting.
Which two options should the administrator configure to meet these requirements? Choose 2 answers

A. Customize Campaign Member Role.
B. Add the Campaign Member related list to the Opportunity page layout.
C. CustomizeCampaign Role.
D. Customize Opportunity Contact Role.
E. Add the Opportunity Contact Role related list to the Opportunity page layout.

Answer: DE

Explanation:
Opportunity contact roles allow you to track ROI for contacts that are key stakeholders for opportunities. You need to customize the contact role field and add the related list to the opportunity page layout.
References: https://help.salesforce.com/s/articleView?id=sf.opportunity_contact_roles.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_opportunity_contact_role.htm&ty
pe=5

NEW QUESTION 5
Cloud Kicks has a Customer success agent going on leave and needs to change ownership on multiple cases.
Which two users are able to fulfill this request? Choose 2 answers

A. A user with Read Permission on account.
B. A user with manager role above the agent.
C. A user with the System Administrator profile.
D. A user with the Manage Cases Permission

Answer: BC

Explanation:
A user with manager role above the agent can change ownership on multiple cases that are owned by the agent or by users below the agent in the role hierarchy. A user with the System Administrator profile can change ownership on any case, regardless of the owner or role hierarchy. References: https://help.salesforce.com/s/articleView?id=sf.case_change_owner.htm&type=5https://hel p.salesforce.com/s/articleView?id=sf.admin_userperms.htm&type=5

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

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

Answer: AD

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

NEW QUESTION 7
New leads need be routed to the correct Sales person based on the lead address.

A. Configure validation rule
B. Use lead assignment rule
C. Create a formula field
D. Assign with an escalation rule

Answer: B

Explanation:
Lead assignment rule is a feature that can be used to route new leads to the correct sales person based on the lead address. Lead assignment rule can assign leads to users or queues based on certain criteria, such as lead source, industry, or location. Lead assignment rule can also send email notifications to the new lead owners or other recipients.References:https://help.salesforce.com/s/articleView?id=sf.leads_assignment_rules.htm&type=5

NEW QUESTION 8
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: A

Explanation:
Grant access using Hierarchies is a setting that can be used to configure the custom object to meet this requirement. Grant access using Hierarchies determines whether access to records of the custom object is granted through the role hierarchy. If this setting is unchecked, managers are unable to see the feedback records from their staff, unless they are given access by other means, such as sharing rules or manual sharing.References:https://help.salesforce.com/s/articleView?id=sf.security_sharing_owd_ custom_objects.htm&type=5

NEW QUESTION 9
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: A

Explanation:
Data Export Wizard allows administrators to export data from Salesforce in CSV files. It can be used to export data for backup purposes or to analyze data in external tools. Data Import Wizard is used to import data into Salesforce, not export. Data Loader is a desktop tool that can also export data, but it is more complex and requires installation. Report Builder is used to create reports in Salesforce, not export data.References:https://help.salesforce.com/s/articleView?id=sf.data_export.htm&type=5

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

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

Answer: A

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

NEW QUESTION 10
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 uponlead 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_ma p.htm&type=5

NEW QUESTION 11
Cloud Kicks needs to change the owner of a case when it has been open for more than 7 days.
How should the administrator complete this requirement?

A. Auto - Response Rules
B. Validation Rule
C. Escalation Rule
D. Assignment Rule

Answer: C

Explanation:
An escalation rule is a tool that allows administrators to automatically escalate cases based on certain criteria and time triggers. For example, an escalation rule can change the owner of a case, send an email notification, or update a field value when a case has been open for more than 7 days. An escalation rule consists of multiple rule entries that define the criteria and actions for each escalation scenario.References:https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&t ype=5

NEW QUESTION 15
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 sexist on the master object.

Answer: D

Explanation:
One scenario that could prevent an administrator from changing the relationship between work item and project custom objects from master-detail to lookup is that roll-up summary fields exist on the master object (project). Roll-up summary fields are fields that calculate values from related records in a master-detail relationship; they cannot be used in a lookup relationship. If roll-up summary fields exist on the project object, they would prevent the administrator from changing the relationship type unless they are deleted first. A junction object is not required to support a lookup relationship; it is only used when creating many-to-many relationships between two objects using two master-detail relationships. The lookup field in all the records containing a value or the lookup field being required for saving records are not scenarios that would prevent changing the relationship type; they are scenarios that would allow changing the relationship type without losing data or functionality. References: https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&t ype=5https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&typ e=5

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

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

Answer: B

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

NEW QUESTION 19
The marketing team at Ursa Major Solar wants to send a personalized email whenever a lead fills out the web-to-Lead form on their website. They want to send different Message based on the Lead Industry FieldValue.
What Should an administrator configure to meet this requirement?

A. Use Validation rule to trigger workflow to email to Lead.
B. Configure an auto responserule to email thelead.
C. Add a public group and process builder to email the lead.
D. Create an assignment rule to email the lead

Answer: B

Explanation:
Auto response rules are a way to automatically send email responses to leads or cases based on certain criteria such as lead source, industry, etc. They can be used to send personalized emails whenever a lead fills out a web-to-lead form on a website and send different messages based on the lead industry field value. Using validation rule to trigger workflow to email the lead is not possible because validation rules cannot trigger workflows or send emails; they only prevent records from being saved if theydo not meet certain criteria. Adding a public group and process builder to email the lead is unnecessary because auto response rules can handle this requirement without additional configuration or customization. Creating an assignment rule to email the lead is also unnecessary because assignment rules are used to assign leads or cases to users or queues based on certain criteria, not send emails; although they can have email alerts as part of their actions, they are not as flexible as auto response rules for personalizing email messages.References:https://help.salesforce.com/s/articleView?id=sf.customize_leadsauto response.htm&type=5

NEW QUESTION 24
Cloud Kicks wants to update a screen flow so that if the checkbox field High Value Customer is set to true, the first screen is skipped and the user is directed to the second screen. How should the administrator configure the decision element?

A. Use the equals operator and {!$GlobalConstant.True} as the value.
B. Use the equals operator and "High Value Customer" as the value.
C. Use the contains operator and {!$GlobalConstant.False} as the value.
D. Use the contains operator and "High Value Customer" as the value

Answer: A

Explanation:
The equals operator is an operator that compares two values and returns true if they are equal or false if they are not equal; it can be used in decision elements in flow builder to check if two values match certain criteria. The {!$GlobalConstant.True} value is a global constant value that represents true in flow builder; it can be used in decision elements in flow builder as one of the values being compared. Using equals operator and {!$GlobalConstant.True} as value can help Cloud Kicks update screen flowso that if checkbox field High Value Customer is set true first screen is skipped by using equals operator compare High Value Customer field value with {!$GlobalConstant.True} value in decision element output connector conditions; if condition is met first screen is skipped else first screen is shown. Using equals operator "High Value Customer" as value contains operator {!$GlobalConstant.False} as value contains operator "High Value Customer" as value are not valid options for updating screen flow skip first screen if checkbox field High Value Customer is set true because they either use wrong values wrong operators compare checkbox field values. References: https://help.salesforce.com/s/articleView?id=sf.flow_ref_operators.htm&type=5https://help.s alesforce.com/s/articleView?id=sf.flow_ref_elements_decision.htm&type=5

NEW QUESTION 29
An administration needs to store the ID of record type of later use in a flow. Which kind of variable should the administrator use?

A. Boolean variable
B. Text variable
C. ID variable
D. Record variable

Answer: C

Explanation:
An ID variable is a type of variable that can store an ID value of a record or a record type in a flow. It can be used to store the ID of a record typefor later use in a flow, such as assigning it to a record or using it in a condition. A boolean variable is a type of variable that can store a true or false value in a flow. A text variable is a type of variable that can store a text value in a flow. A record variable is a type of variable that can store one or more field values of a record in a flow.References:https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_variable s.htm&type=5

NEW QUESTION 33
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: C

Explanation:
Pagelayout 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 also use page layout editor to customize related lists on detail pages by adding or removing fields, changing column order, sorting records, etc. To meet the requirement of showing different fields on the Case related list from the Account record for Sales and Customer Care users, you need to use page layout editor to modify the related list properties for each page layout assigned to those users.References:https://help.salesforce.com/s/articleView?id=sf.customize_layoutrelatedlists.htm&type=5

NEW QUESTION 37
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 theProduct 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 orpermissions. 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_r elationships_overview.htm&type=5

NEW QUESTION 41
Once an opportunity reaches the negotiation stage at cloud kicks, The Amount fields becomes required for sales users. Sales managers need to be able to move opportunities inti this stage without knowing the amount.
How should the administrator require this field during the negotiation stage for sales users but allow their managers to make changes?

A. Make the field required for all users.
B. Create to formula field to fill in the field for managers.
C. Assign the administrator profile to the managers.
D. Configure a validation rule tomeet the criteria.

Answer: D

Explanation:
To require the Amount field during the negotiation stage for sales users but allow their managers to make changes, the administrator should configure a validation rule
that checks if the user profile is not a salesmanager, the stage is negotiation, and the amount is blank. This will prevent sales users from saving the record without entering an amount, but allow sales managers to do so. Making the field required for all users will not meet the requirement. Creating a formula field or assigning the administrator profile to the managers will not affect field requirement.References:https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5

NEW QUESTION 45
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

Explanation:
Compact layouts determine which fields appear in the highlights panel on record pages and in the Salesforce mobile app. To create a custom compact layout, go to the Account object manager and select Compact Layouts from the sidebar menu. Then click New and add the desired fields to the layout.References:
https://help.salesforce.com/s/articleView?id=sf.compact_layouts_create.htm&type=5

NEW QUESTION 46
Ursa Major Solar wants to assist users with a guided expense report process to simplify submissions, routing, and authorizations.
Which two tools should an administrator use to build this solution? Choose 2 answers

A. Validation Rule
B. Flow Builder
C. Approval Process
D. Quick Action

Answer: AC

Explanation:
Flow builder and approval process are twotools that can be used by Ursa Major Solar to assist users with a guided expense report process to simplify submissions, routing, and authorizations. Flow builder is a tool that allows administrators to create flows, which are guided processes that collect data and perform actions in Salesforce; it can be used to create a screen flow that guides users through the steps of submitting an expense report, such as entering expense details, uploading receipts, etc. Approval process is a tool that allows administrators to create approval processes, which are automated processes that require approval from one or more approvers; it can be used to create an approval process that routes expense reports to the appropriate managers for authorization based on certain criteria, such as amount, type, etc. Validation rule, quick action are not tools for building a guided expense report process; they are used for different purposes such as enforcing data quality or creating records. References:
https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5https://help.salesfor ce.com/s/articleView?id=sf.approvals_considerations.htm&type=5

NEW QUESTION 48
The sales manager at Cloud Kicks wants to set up a business process where opportunity discounts
over 30% need to be approved by the VP of sales. Any discounts above 10% need to be approved by the
user's manager. The administrator has been tasked withcreating an approval process. Which are two considerations the administrator needs to review before setting up this approval process?
Choose 2 answers

A. Create a custom Discount field on the opportunity to capture the discount amount
B. Populate the Manager standard field on the sales users' User Detail page.
C. Configure two separate approval processes.
D. Allow the submitter choose the approver manually.

Answer: AC

Explanation:
Discount is not a standard field on the Opportunity object, so you need to create a custom field to capture the discount amount or percentage for each opportunity. To set up an approval process where opportunity discounts over 30% need to be approved by the VP of sales, and any discounts above 10% need to be approved by the user's manager, you need to configure two separate approval processes with different entry criteria based on the discount field value and different approvers based on their roles.References:https://help.salesforce.com/s/articleView?id=sf.approvals_getting_started. htm&type=5

NEW QUESTION 50
Customer service accesses articles with the Knowledge Lightning component on the Service Cloud Console. Billing department users would like similar functionality on the case record without using the console.
How should the administrator configure this request?

A. Add the knowledge component to the page layout.
B. Add the Knowledge component list to the page layout.
C. Add the Knowledge related list to the page layout.
D. Add the knowledge related list to the record page

Answer: C

Explanation:
The Knowledge Lightning component is a component that allows users to access articles from the Service Cloud Console app. However, if users want to access articles from a different app that does not use the console, they can use the Knowledge related list instead. The Knowledge related list shows articles related to a record based on data categories and shows article details such as title, summary, rating, and view count. To add the Knowledge related list to a record page, an administrator can use the pagelayout editor and drag and drop the Knowledge related list to the appropriate section on the page layout. References:
https://help.salesforce.com/s/articleView?id=sf.knowledge_lightning_component.htm&type=
5https://help.salesforce.com/s/articleView?id=sf.knowledge_related_list.htm&type=5

NEW QUESTION 53
The VP of sales at Dreamhouse Realty has requested a dashboard to visualize enterprise sales across the different teams. The key place of data is the total of all sales for the year and the progress to the enterprise sales goal.
What dashboard component will effectively show this number and the proximity to the total goal as a
single value?

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

Answer: D

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

NEW QUESTION 58
An administrator at Ursa Major Solar needs to send information to an external accounting system
What workflow action should theadministrator use to accomplish this?

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

Answer: B

Explanation:
Outbound message allows you to send information to an external system as part of a workflow rule or approval process. You can use outbound message to specify which fields to send and which endpoint URL to send them to.
References: https://help.salesforce.com/s/articleView?id=sf.workflow_om_considerations.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.workflow_om_define.htm&type=5

NEW QUESTION 62
The administrator at universal containers has ascreen flow that helps users create new leads.
When lead source is “Search Engine”, the administrator needs to require the user to choose a specific
a search engine from a picklist. If lead source is not “Search Engine”, this picklist should be hidden.
How should the administrator complete this requirement?

A. Assign a decision element to direct the user to a second screen to hold specific search engine onlywhen a lead source is “Search Engine”.
B. Use an assignment element, one for when lead source is “Search Engine” and one for everythingelse.
C. Create a picklist for specific search engine, and set conditional visibility so that is only shownwhen lead source is “Search Engine”.
D. Configure a picklist for specific search engine, and use a validation rule to conditionally show onlywhen lead source is “Search Engine”

Answer: C

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

NEW QUESTION 67
Northern Trail Outfitters wants emails received from customers to generate cases automatically.
How should the administrator ensure that the emails are sent to the correct queue?

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

Answer: D

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

NEW QUESTION 71
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

Explanation:
Contact, lead, and person account are three objects that will have the individual field available for tracking data privacy information when data protection and privacy is enabled for an org. The individual object is an object that stores data privacy preferences and requests for customers who are subject to privacy regulations such as GDPR; it can be linked to contact, lead, or person account records using the individual field. Case and opportunity, account and user, or individual, user, and account are not combinations of objects that will have the individual field available for tracking data privacy information; they either do not store customer data or do not support individual object relationships.References:https://help.salesforce.com/s/articleView?id=sf.individual_object.h tm&type=5

NEW QUESTION 76
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

Explanation:
Utility bar is a feature that is available in a Lightning app where visibility is limited to the Salesforce mobile app. Utility bar allows users to access common productivity
tools, such as notes, history, recent items, and more, from any page in the app.References:https://help.salesforce.com/s/articleView?id=sf.app_builder_utility_bar.htm
&type=5

NEW QUESTION 80
Ursa Major Solar wants to automatically notify a manager about any cases awaiting a response
froman agent for more than 2 hours after case creation.
Which feature should an administrator use to fulfill this requirement?

A. Assignment Rule
B. Case Escalation Rule
C. Omni-Channel Supervisor
D. Formula Field

Answer: B

Explanation:
Case escalation rules allow you to escalate cases based on certain criteria, such as time or priority.
References: https://help.salesforce.com/s/articleView?id=sf.customize_escalation.htm&type=5

NEW QUESTION 84
The administrator at Ursa Major Solar has Created a new record type for customer warranty cases
which two assignments should the administrator use to display the new record type to users?
Choose 2 answers

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

Answer: AD

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

NEW QUESTION 87
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: BC

Explanation:
Standard objects are objects that are included with Salesforce by default, such as Account, Contact, Lead, Opportunity, etc. They have predefined fields and functionality that support common business processes. Custom objects are objects that you create to store information that is specific to your organization or industry. You can create new standard objects using the Object Manager in Setup.References:https://trailhead.salesforce.com/en/content/learn/modules/data_modelin g/standard_and_custom_objects

NEW QUESTION 88
The Administrator at Cloud Kicks need to automatically route support cases, regardless of how they are created, to a queue based on case priority.
What tool should the administrator use?

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

Answer: B

Explanation:
Assignment rules are tools that allow administrators to automatically route records to users or queues based on certain criteria. For example, anassignment rule can assign cases to different queues based on case priority, origin, type, or other fields. Assignment rules can be triggered when records are created manually, via

email, web, or API. Assignment rules consist of multiple rule entries that define the criteria and actions for each assignment scenario. References: https://help.salesforce.com/s/articleView?id=sf.customize_leadrules.htm&type=5https://help .salesforce.com/s/articleView?id=sf.customize_casesupport_assign.htm&type=5

NEW QUESTION 92
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 toVisualforce 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 beaffected, 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_consideration s.htm&type=5

NEW QUESTION 95
Users have noticed that when they click on a report in a dashboard to view the report details, the values in the report are different from the values displayed on the dashboard. What are the two reasons this is likely to occur?
Choose 2 answers

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

Answer: CD

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

NEW QUESTION 100
The Call center manager in Ursa Major Solar wants to provide agents with a case dashboard that can be drilled down by case origin, status and owner.
What should an Administrator add to the dashboard to fulfil the request?

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

Answer: A

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

NEW QUESTION 103
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

Explanation:
To require users to follow the status values as they are on the path and prevent them from reverting back to previous status values, the administrator should use validation rules that check if the statusfield value is changed from one value to another value that is not allowed by business logic. For example, if status values are New > In Progress > Closed, then a validation rule can check if status is changed from Closed to In Progress or New, and show an error message if true. Predefined Field Values, Global Value Picklists, and Dependent Picklists are not able to enforce status progression or prevent status reversion.References:https://help.salesforce.com/s/articleView?id=sf.validation_rules_over view.htm&type=5

NEW QUESTION 104
The sales manager at cloud Kicks approves time off for their employees. They asked the administrator to ensure these requests are seen and responded to by a backup manager while the sales manager is out on vacation.
What should administrator use to fulfill the requirement?

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

Answer: A

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

NEW QUESTION 105
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

Explanation:
Flow Builder allows you tocreate an automated business process that can update records based on certain criteria. You can use a scheduled flow to run once a week and count the number of open cases related to an account.
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 110
What will happen to the Chatter post in this situation?

A. The pending Chatter post will be canceled.
B. The pending Chatter post will be sent on the 10th of the month
C. The pending Chatter post will be will be paused.
D. The pending Chatter post will be sent in 30 days.

Answer: A

Explanation:
A pending Chatter post is a post that has been scheduled to be published at a future date and time. However, if the user who created the pending Chatter post is deactivated before the scheduled date and time, then the pending Chatter post will be canceled and will not be published. This is because deactivated users cannot create or edit posts in Chatter. References: https://help.salesforce.com/s/articleView?id=sf.collab_scheduled_posts.htm&type=5https://help.salesforce.com/s/articleView?id=sf.collab_deactivated_users.htm&type=5

NEW QUESTION 112
Universal Containers (UC) has a queue that is used for managing tasks that need to be worked by the UC customer support team. The same team will now be working some of UC's Cases. Which two options should the administrator use to help the support team? Choose 2 answers

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

Answer: BC

Explanation:
Assignment rules and queue configuration are two options that should be used to help the support team work on some of UC's cases. Assignment rules can be used to automatically assign cases to a queue based on certain criteria, such as case origin or priority. Queue configuration can be used to add Case as an available object to the existing queue and specify which users or groups can access the queue. References:
https://help.salesforce.com/s/articleView?id=sf.case_assignment_rules.htm&type=5https:// help.salesforce.com/s/articleView?id=sf.customize_queues.htm&type=5

NEW QUESTION 113
An administrator at AW Computing has been asked to help the Support team with report folders. They want a folder called Support Reports and two folders underneath called Helpdesk and R&D. The Support organization uses public groups for Support Agents, R&D, and Managers. Support agents should be able to run Helpdesk reports, but should not be able to view R&D reports. Support managers should be able to view and edit all reports.
Which two ways should these folders be shared? Choose 2 answers

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

Answer: BC

Explanation:
To share report folders with different groups of users with different levels of access, an administrator can use folder sharing settings under setup. Folder sharing settings allow administrators to share report folders with public groups, roles, roles and subordinates, territories, or portal roles with view or edit access. In this case, the administrator can share the Helpdesk folder with Support Agents with view access so they can run Helpdesk reports but not edit them; and share the R&D folder with Support Managers with edit access so they can view and edit R&D reports.References:https://help.salesforce.com/s/articleView?id=sf.reports_builder_folders_ sharing.htm&type=5

NEW QUESTION 118
The VP of sales at Universal Containers wants to prevent members of the sales team from changing an opportunity to a date in the past.
What should an administrator configure to meet this requirement?

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

Answer: B

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

NEW QUESTION 119
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 activitiesrelated 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 121
Ursa Major Solar is noticing a decrease in deals with a cross-sell opportunity type and wants to share all cross-sell opportunities with a team of subject matter experts in their organisation. The company has different roles, and the organisation wide default opportunity is set to private. How should the administrator accomplish this?

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

Answer: A

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

NEW QUESTION 126
Clod Kicks has a screen flow with two questions on the same screen, but only one is necessary at a time. The administrator has been asked to show only the questions that is needed. How should an administrator complete this?

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

Answer: C

Explanation:
Conditional visibility is a feature that allows administrators to show or hide screen components in a flow based on certain conditions or criteria. For example, conditional visibility can show only one question on a screen depending on the value of another field or variable. Conditional visibility consists of one or more rules

that define when to show or hide a component based on an expression that evaluates to true or false. In this case, the administrator can use conditional visibility to hide the unnecessary question on the screen flow based on the scenario.References:https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_scr eencmp.htm&type=5

NEW QUESTION 129
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: AC

Explanation:
Two ways that marketing users can now access converted leads for editing are:
? Find them in the global search result, by entering the lead name or other keywords in the global search box and selecting Leads from the drop-down menu. Converted leads will appear in the search result with a check mark icon next to them.
? Utilize a list view where lead status equals Qualified, by creating or modifying a list view on the Leads tab and adding a filter for Lead Status equals Qualified. Converted leads will have Qualified as their lead status and will be visible in the list view. Searching the Recent Records component on the homepage or using Data Import Wizard will not allow users to access converted leads for editing. References:
https://help.salesforce.com/s/articleView?id=sf.leads_view_converted.htm&type=5

NEW QUESTION 133
AW Computing (AWC) occasionally works with independent contractors, who the company stores as Contacts in Salesforce. Contractors often change agencies, and AWC wants to maintain the historical accuracy of the record.
What should AWC use to track Contacts?

A. Use a partner community to track the Contacts.
B. Create a new Contact record for each agency.
C. Create a Junction object to track many-to-many relationship.
D. Enable Contacts to multiple Accounts.

Answer: D

Explanation:
Contacts to multiple accounts is a feature that allows you to associate a single contact with multiple accounts, both business and person accounts. This way, you can maintain the historical accuracy of the contact record without creating duplicate records for each account.References:https://help.salesforce.com/s/articleView?id=sf.contacts_multiple_acco unts.htm&type=5

NEW QUESTION 134
When a Sales rep clicks a button on an opportunity, a simple discount calculator screen should be launched.
Which automation tool should an administrator use to build this discount calculator screen?

A. Flow Builder
B. Workflow Rule
C. Platform Event
D. Process Builder

Answer: A

Explanation:
Flow Builder supports creating a screen that can launch a simple discount calculator when a button is clicked on anopportunity.
References: https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_distribute_button.htm&type=5

NEW QUESTION 138
DreamHouse reality has an approval process. A manager attempts to approve the record but receives an error.
What should an administrator review to troubleshoot this request?

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

Answer: C

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

can see or edit on page layouts.References:https://help.salesforce.com/s/articleView?id=sf.approvals_consideratio ns.htm&type=5

NEW QUESTION 142
Universal Containers (UC) would like to count the number of open cases associated with each
account and update the account with this value every Friday evening. UC has several hundred open
cases at any given time.
What should the administrator use to complete this request?

A. Use a record trigger flow.
B. Use a scheduled process builder.
C. Use a Roll-Up summary.
D. Use a scheduled flow

Answer: D

Explanation:
Ascheduled flow is a type of flow that runs at scheduled times on batches of records that meet certain criteria. It can be used to count the number of open cases associated with each account and update the account with this value every Friday evening by using an assignment element to loop through the accounts and cases and assign the count value to a field on the account record. Using a record trigger flow, a scheduled process builder, or a roll-up summary field are not suitable options for this requirementbecause they would not run at scheduled times or on batches of records; they would run every time a record is created or updated, which may not reflect the accurate count of open cases at the end of each
week.References:https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled
.htm&type=5

NEW QUESTION 144
Universal Container wants toincrease the security of their org by requiring stricker user passwords.
Which two of the following should an administrator configure? Choose 2 answers

A. Password different then username
B. Prevent common words
C. Minimum password length.
D. Password complexity requirement.

Answer: CD

Explanation:
Minimum password length and password complexity requirement are two settings that administrators can configure to increase the security of user passwords in Salesforce. They determine how long and how complex the passwords must be to meet the security standards. Password different than username and prevent common words are not valid settings in Salesforce, although they are good practices for creating strong
passwords.References:https://help.salesforce.com/s/articleView?id=sf.admin_password_p olicies.htm&type=5

NEW QUESTION 146
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 150
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 anapp 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 151
Northern Trail Outfitters has requested that when the Referral Date field is updated on the custom object Referral Source, the parent object Referral also needs to be updated. Which automation solution should an administrator use to meet this request?

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

Answer: D

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

NEW QUESTION 153
Northern Trail Outfitters has a custom quick action on Account that creates a new Case.
How should an administrator make the quick action available on the Salesforce mobile app?

A. Create a custom Lightning App with the action.
B. Modify compact Case page layout to include the action.
C. Include the action in the Salesforce Mobile Navigation menu.
D. Add the Salesforce Mobile and Lightning Experience action to the page layout.

Answer: D

Explanation:
To make a quick action available on the Salesforce mobile app, you need to add it to the Salesforce Mobile and Lightning Experience Actions section of the page layout. You can use the Page Layout Editor to drag and drop the quick action onto the section.
References: https://help.salesforce.com/s/articleView?id=sf.actions_in_lex.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_page_layouts.htm&type=5

NEW QUESTION 158
The Sales manager at DreamHouse Realty wants the sales users to have a quick way to view and edit the Opportunities in their pipeline expected to close in the next 90 days.
What should an administrator do to accomplish this request?

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

Answer: C

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

NEW QUESTION 163
The support manager at Cloud Kicks wants to respond to customers as quickly as possible.
They have requested that the response include the top five troubleshooting tips that could help solve the customer's issue.
What should the administrator suggest to meet these requirement?

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

Answer: C

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

NEW QUESTION 164
Northern Trail Outfitters wants to encourage employees to choose secure and appropriate passwords for their Salesforce accounts.
Whichthree password policies should an administrator configure? Choose 3 answers

A. Maximum invalid login attempts
B. Prohibited password values
C. Require use of Password Manager App

D. Password complexity requirements
E. Number of days until expiration

Answer: ADE

Explanation:
Maximum invalid login attempts, password complexity requirements, and number of days until expiration are three password policies that an administrator can configure to encourage employees to choose secure and appropriate passwords for their Salesforce accounts. Maximum invalid login attempts determines how many times a user can enter an incorrect password before being locked out of Salesforce. Password complexity requirements determine how complex a user's password must be based on criteria such as length,case sensitivity, alphanumeric characters, etc. Number of days until expiration determines how often users must change their passwords.References:https://help.salesforce.com/s/articleView?id=sf.security_password_
policies.htm&type=5

NEW QUESTION 169
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.
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

Explanation:
To help sales reps prioritize and close more deals, the administrator should use Einstein Opportunity Scoring, which is a feature that assigns each opportunity a score from 1 to 99 based on how likely it is to be won. The score is calculated using historical data and machine learning models, and can help reps focus on the most promising opportunities and take actions to improve their chances of winning. Einstein Activity Capture, Einstein Search Personalization, and Einstein Lead Scoring are not related toopportunity management.References:https://help.salesforce.com/s/articleView?id=sf.einstein_sales_op pty_scoring.htm&type=5

NEW QUESTION 172
A Sales user is trying to manage Campaign Members for an upcoming networking event. The user can view the Campaign, but add new Campaign Members or update Member statuses.
How can an administrator troubleshoot this problem?

A. Create a permission set to allow the user to edit Campaign Members.
B. Provide the user access to both Leads and Contacts to edit all Members.
C. Make sure the Marketing User Checkbox is checked on the user record page.
D. Run a Campaign report and update any Member information via Data Loader.

Answer: C

Explanation:
To allow a user to add new Campaign Members or update Member statuses, the administrator should make sure that Marketing User Checkbox is checked on the user record page. This checkbox enables users to create, edit, anddelete campaigns, configure advanced campaign setup, import leads, manage campaign members, and update campaign history via mass update. The checkbox also requires users to have Read and Edit permissions on campaigns and leads/contacts. Creating a permission set, providing access to both Leads and Contacts, or running a Campaign report will not enable users to manage Campaign Members.References:https://help.salesforce.com/s/articleView?id=sf.campaigns_enable.ht m&type=5

NEW QUESTION 176
Theadministrator at Universal Container has created two objects: Containers_c Purchase_c, Management has requested that all container records display on purchase records in Salesforce.
Which type of relationship between Containers_c and Purchase_c should satisfy the requirement?

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

Answer: D

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

NEW QUESTION 179
The administrator at Cloud Kicks has a Custom picklist field on Lead, Which is missing on the
Contact when leads are converted.
Which two items should the administrator do to make sure these values are populated? Choose 2 answers

A. Create a custom picklist field on Contact.
B. Update the picklist value with a validation rule.
C. Map the picklist field on the Lead to the Contact.
D. Set the picklist field to be required on the Lead Object.

Answer: AC

Explanation:
To make sure the custom picklist field values are populated on contact when leads are converted, you need to create a custom picklist field on contact and map it to the corresponding field on lead.
References: https://help.salesforce.com/s/articleView?id=sf.convert_lead_mapping.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_fields.htm&type=5

NEW QUESTION 180
Cloud Kicks (CK) is partnering with a used shoe store and second-hand bicycle emporium. CK
has an automated business process it wants to run once a week to count the number of open cases related to an account.
How should the administrator recommend automating this business process?

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

Answer: C

Explanation:
Flow Builder supports creating a scheduled flow thatcan run at specified intervals and perform actions on a set of records that meet certain criteria. References:
https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled_start.htm&type=5

NEW QUESTION 184
The administrator at Clod Kicks updated the custom object Event to include a lookup field to the
primary contact for the event. When running an event report, They want to reference fields from the
associated contact record.
What should the administrator do to pull contact fields into the Custom report?

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

Answer: B

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

NEW QUESTION 189
Northern Trail Outfitters has the Case Object set to private. The support manager raised a concern the
reps have a boarder 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. Dashboard’s running users
D. Public Dashboards.

Answer: C

Explanation:
The dashboard’s running user determines the data that is displayed on the dashboard. If the running user has access to more data than the intended viewers, the dashboard will show more data than expected. To prevent this, the admin can set the running user to a specific user or a logged-in user, depending on the use case1. Alternatively, the admin can use dynamic dashboards to show data based on each viewer’s access level2.

NEW QUESTION 194
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

Explanation:
The $Record global variable allows you to reference the values of the active record the flow is running on.
References: https://help.salesforce.com/s/articleView?id=sf.flow_ref_global_variables.htm&type=5

NEW QUESTION 199
Sales raps at Ursa Solar are having difficulty managing deals. The leadership team has asked
the administrator to help sales reps prioritize and close more deals. What should the administrator and close more deals.

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

Answer: D

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

NEW QUESTION 201
Cloud Kicks wants a reports to categorize accounts into small, medium, and large based on the dollar value found inthe Contract Value Field.
What feature should an administrator use to meet this request?

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

Answer: B

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

NEW QUESTION 202
Universal Containers requires a different Lightning page to be displayed when Accounts are viewed in the Sales Console and in the Service Console. 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

Explanation:
Lightning pages are custom layouts that let you design pages for your Salesforce org using Lightning App Builder. You can assign different Lightning pages for different apps, record types, and profiles using Lightning page assignments. To meet the requirement of displaying different Lightning pages for Accounts in Sales Console and Service Console, you need to assign Lightning pages as app default for each app. References:
https://help.salesforce.com/s/articleView?id=sf.lightning_page_overview.htm&type=5https://
help.salesforce.com/s/articleView?id=sf.lightning_page_assignments.htm&type=5

NEW QUESTION 203
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

Explanation:
A lookup relationship is a type of relationship that links two objects together, but does not affect security or deletion. It can be used to create a relationship between shipments and accounts where shipments should have a lookup to accounts; this way, shipments can show related account information on their records, but when an account is deleted, the shipments remain. Accounts should have a lookup to shipments is not a valid option because it does not match the requirement of seeing all shipment items from an account page; it would show related account information on shipment records instead. Shipments should have a master-detail to accounts or accounts should have a master- detail to shipments are not valid options either because they do not match the requirement of keeping shipments when an account is deleted; they would delete shipments along with their master account records.References:https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.ht m&type=5

NEW QUESTION 205
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=5https ://help.salesforce.com/s/articleView?id=sf.admin_fls.htm&type=5

NEW QUESTION 209
Northern Trail Outfitters wants to calculate how much revenue has been generated for each of its
marketing campaigns.
How should an administrator deliver this information?

A. Design a standard Campaign report and add the value Won Opportunities in Campaign field.
B. Perform periodic data job to update campaign records.
C. Create a roll-up summary field on Opportunity to Campaign.
D. Add a Total Value Field on campaign and use a workflow rule to update the value when an opportunity is won.

Answer: C

Explanation:
Roll-up summary fields allow you to calculate the sum of a field from child records related to a parent record.
References: https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&t ype=5

NEW QUESTION 214
An administrator at Cloud Kicks is building a flow that needs to search for records that meet certain conditions and store values from those records in variable for use later in the flow. What flow element should the administrator add?

A. Assignment
B. Get Records
C. Create Records
D. Update Records

Answer: B

Explanation:
Get Records is a flow element that allows you to retrieve one or more records from an object that meet certain conditions and storethem in a collection variable or a record variable for use later in the flow. You can also choose which fields from those records you want to store in variables.References:https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_da ta_getrecords.htm&type=5

NEW QUESTION 219
An administrator at Universal Container needs an automated way to delete records based on
field values.
What automatedsolution 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 createflows 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=5https://help.salesfor ce.com/s/articleView?id=sf.flow_concepts_delete.htm&type=5

NEW QUESTION 221
Support agent at Cloud Kicks are spending too much time finding resources to solve cases.
The agents need a more efficient way to find documentation and similar cases from the Case page
layout.
How should an administrator meet this requirement?

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

Answer: D

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

NEW QUESTION 223
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

Explanation:
A flow can be active or inactive depending on whether you want it to run or not. An inactive flow cannot be run by users or processes until you activate it. If a flow in production is supposed to create new records but it is not doing so, it could be because the flow is inactive and needs to be activated.References:https://help.salesforce.com/s/articleView?id=sf.flow_distribute_activat e.htm&type=5

NEW QUESTION 228
What should an administrator use as an identifier when importing and updating records from a separate financial system?

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

Answer: B

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

NEW QUESTION 230
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&t ype=5

NEW QUESTION 231
Users at Dreamhouse Reality are only allowed to see opportunities they own. Leadership wants anenterprise- wide dashboard of all open opportunities in the pipeline so that users can see how the company is performing at any point in time.
How should an administrator create the dashboard without changing any sharing setting?

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

Answer: D

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

NEW QUESTION 236
Ursa Major Solar has service level agreements (SLA) that are routed to support queues. Cases that meet the 24 hour SLA need to be automatically re-assigned to the next tier
queue.
Which feature should be used to fulfill this requirement?

A. Einstein Case Routing
B. Auto-response rule
C. Case assignment rule
D. Case escalation rule

Answer: D

Explanation:
To re-assign cases that meet the 24 hour SLA to the next tier queue, the administrator should use a case escalation rule that defines the criteria for escalating cases, such as age or priority, and the actions to perform when those criteria aremet, such as changing owner or sending email alerts. Case escalation rules can help ensure that cases are handled in a timely manner and escalated to appropriate users or queues. Einstein Case Routing, Auto-response rule, and Case assignment rule are not able to re- assign cases based on SLA or age.References:https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type= 5

NEW QUESTION 241
Northern Trail Outfitters wants toinitiate expense reports from Salesforce to the external HR system. This process needs to be reviewed by managers and directors.
Which two tools should and administrator configure? Choose 2 answers

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

Answer: AC

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

NEW QUESTION 242
Which two capabilities are considerations when marking a field as required in Object Manager?
Choose 2 answers

A. The field is not required to save records via the API on that object.
B. The field is universally required to save a record on that object.
C. The field is added to every page layout on that object.
D. The field is optional when saving records via web-to-lead and web-to-case

Answer: AB

Explanation:
When you mark a field as required in Object Manager, the field is universally required to save a record on that object in the user interface. However, the field is not required to save records via the API on that object, unless you also mark it as required on the page layout.
References: https://help.salesforce.com/s/articleView?id=sf.fields_about_required_fields.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_profile_picklists.htm&type=5

NEW QUESTION 243
Which setting on a profile makes a tab hidden in the All App Launcher or viable in arty app, but still allows a user to view records that would normally be found under this tab?

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

Answer: D

Explanation:
To make atab hidden in the All App Launcher or visible in any app, but still allow a user to view records that would normally be found under this tab, the administrator
should use Tab Settings on a profile. Tab Settings control the visibility and default behavior of tabs for each app in an org. The administrator can set a tab to Hidden, which means it will not appear in any app or in the All App Launcher, but users can still access records via other means such as search or reports. Object Permissions, App Permissions, and Org- Wide Defaults are not related to tab
visibility.References:https://help.salesforce.com/s/articleView?id=sf.customize_tabs.htm&ty pe=5

NEW QUESTION 247
Aw computing wants to prevent user from updating the Account Annual Revenue field to be a negative value or an amount more than $100 billion.
How should an administrator accomplish this request?

A. Create a validation rule that displays an error if Account revenue is below 0 or greater than 100billion.
B. Build a scheduled report displaying Account with Account revenue that is negative or greaterthan 100 billion.

C. Make the Account Revenue field required on the page layout.
D. Enable the Account Revenue limits in setup, with 0 as minimum and 100 billion as maximum

Answer: A

Explanation:
A validation rule is a tool that allows administrators to enforce data quality and integrity by preventing users from saving records that do not meet certain criteria or conditions. For example, a validation rule can display an error message if a user enters an invalid value in a field. In this case, the administrator can create a validation rule on the account object that displays an error if the account annual revenue field is below 0 or greater than 100 billion.
References:https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&typ e=5

NEW QUESTION 252
DreamHouse Realty regularly processes customer requests for warranty work and would like to offer customers a self-serve option to generate cases.
Which two solutions should an administrator use to meet this request? Choose 2 answers

A. Web-to-Case
B. Case Escalation
C. Case Queues
D. Email-to-Case

Answer: AD

Explanation:
Web-to-Case and Email-to-Case are two solutions that allow customers to create cases from a web form or an email. Web-to-Case generates HTML code for a web form that you can place on your website. Email-to-Case converts incoming emails into cases.
References: https://help.salesforce.com/s/articleView?id=sf.customizesupport_web_to_case.htm&type= 5
https://help.salesforce.com/s/articleView?id=sf.customizesupport_email_to_case.htm&type
=5

NEW QUESTION 253
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

Explanation:
Web-to-Case allows you to create cases from a form on your website. References:https://help.salesforce.com/s/articleView?id=sf.customizesupport_web_to_cas e.htm&type=5

NEW QUESTION 254
Dreamhouse Realty agents are double-booking open house event nights. The evet manager wants to event submission process to help agents fill in event details and request dates. How should an administrator accomplish the request?

A. Create a workflow role to update the Event Date Field.
B. Create an approval process on the Campaign object.
C. Create a sharing rule so that other agents can view events.
D. Create a campaign for agents to request event dates.

Answer: B

Explanation:
To help agents fill in event details and request dates for open house events without double-booking them, the administrator should create an approval process on the Campaign object, which is used to manage marketing events in Salesforce. The approval process can define entry criteria based on campaign fields such as type or status, specify initial submission actions such as sending email alerts or updating fields, assign approvers who can review and approve event requests, and specify final approval actionssuch as creating tasks or updating fields. Creating a workflow rule, a sharing rule, or a campaign will not help agents request event dates or prevent double-booking. References: https://help.salesforce.com/s/articleView?id=sf.campaigns_overview.htm&type=5https://hel p.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5

NEW QUESTION 259
Northern Trail Outfitters has a new flow that automatically sets the field values when a new account is created. That the flow is launched by a process, But the flow is not workingproperly.
What should administrator do to identify the problem?

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

Answer: A

Explanation:
Native debug feature is a tool that can be used to identify the problem with the new flow. Native debug feature allows users to test a flow by running it with

different input values and inspecting the output values at each element. Users can also see error messages and warnings that indicate where the flow failed or might fail.References:https://help.salesforce.com/s/articleView?id=sf.flow_debug.htm&type=5

NEW QUESTION 260
Universal Containers introduced a new product and wants to track all associated cases that get logged. They are looking for an automated solution that would give the product's two lead engineers read/write access to all new cases that reference the new product.
What should an administrator do to satisfy this requirement?

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

Answer: A

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

NEW QUESTION 261
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 266
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: A

Explanation:
Formula fields are types of fields that calculate a value based on an expression or formula that references other fields or constants. Formula fields prevent administrators from changing their field type once they are created because they may be referenced by other functionalities such as reports, validation rules, workflow rules, etc., that depend on their data type and value. If a formula field is referenced by other functionalities, then changing its field type may cause errors or unexpected results.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_formulas.ht m&type=5

NEW QUESTION 271
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 272
DreamHouse Realty regularly holds open houses for the selling of both houses and condominiums. For condominium open houses, there are a few extra steps that need to be taken. Agents need to be able to submit requests and receive approvals from the homeowners' association.
How can the administrator ensure these extra steps only appear when creating open house records for condominiums?

A. Create one page layou
B. Use record types to ensure the proper status picklist values display.
C. Create two page layout
D. Use business processes and record types to display the appropriate picklist values.
E. Create one page layou
F. Use business processes to ensure the proper status picklist values display.
G. Create two page layouts, one with a House Status field and the other with a Condominium Status field.

Answer: B

Explanation:
To ensure extra steps only appear when creating open house records for condominiums, an administrator can use two methods: create two page layouts; and use business processes and record types to display appropriate picklist values. A page layout is a feature that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. An administrator can create two page layouts for open house records - one for houses and one for condominiums -and include different fields or sections for each page layout based on their requirements. A business process is a feature that allows administrators to define and enforce stages that records must go through based on their record type such as lead status or opportunity stage. A record type is a feature that allows administrators to offer different business processes, picklist values, page layouts etc., to different users based on their profile or role. An administrator can create two record types for openhouse records - one for houses and one for condominiums - and assign different business processes and picklist values for each record type based on their requirements. References:
https://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type
=5https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

NEW QUESTION 273
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: A

Explanation:
To debug a screen flow thatcreates contacts, one of the possible causes for a variable missing on the debug screen is that the available for input checkbox was unchecked for that variable. This means that variable cannot be set by external sources such as debug inputs or URL parameters. To fix this issue, check this checkbox for any variable that needs to be set externally. The flow version or field type does not affect variable availability for input. The available for output checkbox only affects whether variables can be passed outof flows or subflows. References:
https://help.salesforce.com/s/articleView?id=sf.flow_ref_variables.htm&type=5https://help.s alesforce.com/s/articleView?id=sf.flow_debugging.htm&type=5

NEW QUESTION 275
Universal Containers (UC) customers have provided feedback that their support cases are notbeing responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than 2 hours to an urgent Case queue and alert the support manager. which feature should an administrator configure to meet this requirement?

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

Answer: C

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

NEW QUESTION 276
AW Computing has six sales teams in a region. These teams always consists of the same account manager, engineer, and assistant.
What should the administrator configure to make it easier for teams to collaborate with the same customer?

A. Enable and configure standard opportunity teams with splits.
B. Enable account teams and show the users how to set up a default account team.
C. Create a queue for each team and assign account ownership to the queue.
D. Propose the users manually share all their accounts with their teammates.

Answer: B

Explanation:
Account teams are groups of users who work together on an account. You can enable account teams in Setup and assign team roles and access levels for each

team member. Users can set up a default account team that is automatically added to any account that they own or create. This makes it easier for teams to collaborate with the same customer without manually sharing each account. References:
https://help.salesforce.com/s/articleView?id=sf.accountteam.htm&type=5https://help.salesf orce.com/s/articleView?id=sf.accountteam_default.htm&type=5

NEW QUESTION 281
administrator at Northern Trail Outfitters is unable to add a new user in Salesforce. What could cause this issue?

A. The username is already in use another organization.
B. The username is restricted to a domain specific to my domain.
C. The email address used for the username has a contact record.
D. The email used for the username is not a corporate email address.

Answer: A

Explanation:
One of the possible causes for being unable to add a new user in Salesforce is that the username is already in use by another organization. Usernames must be globally unique across all Salesforce orgs, so if another user has claimed that username before, it cannot be used again. To fix this issue, choose a different username that is not taken by anyone else. The username is not restricted to a domain specific to my domain unless specified by an administrator. The email address used for the username does nothave to match a contact record. The email used for the username can be any valid email address.References:https://help.salesforce.com/s/articleView?id=sf.admin_usermgmt_add. htm&type=5

NEW QUESTION 286
The Client services and customer support teamsshare the same profile but have different
permission sets. The Custom Object Retention related list needs to be restricted to the client services teamon 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&t ype=5

NEW QUESTION 289
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 setting 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 291
The standard Lead Rating field has picklist values of Hot, Warm, and Cold. A list of new leads was importance without errors even thoughseveral 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

Explanation:
A restricted picklist is a type of picklist that enforces the integrity of the picklist values by allowing only values defined in the picklist during data entry or import operations. If the restricted picklist checkbox is checked for a picklist field, then any records with values not defined in the picklist will cause errors during import operations. However, if the restricted picklist checkbox is unchecked for a picklist field, then any records with values not defined in the picklist will be imported without errors.References:https://help.salesforce.com/s/articleView?id=sf.picklist_limitations.htm&t ype=5

NEW QUESTION 295
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: AD

Explanation:
To show different picklist values for sales and marketing users, you can either use record types or profiles. Record types allow you to have different picklist values for different page layouts assigned to different profiles. Profiles allow you to restrict picklist values based on user permissions.
References: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_profile_picklists.htm&type=5

NEW QUESTION 300
Cloud Kicks want its reports to show a Fiscal Year that starts on February 1 and has 12 months.
How Should the Administrator Address this requirement?

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

Answer: A

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

NEW QUESTION 303
An administrator at Dreamhouse Reality needs to Create Customized pages for thesalesforce
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 304
Universal Containers has two sales teams, Sales team A and Sales team B. Each team has their own
role in the role hierarchy. Both roles are subordinates of the same Manager role.
How Should the administrator share records owned by sales team A with Sales team B?

A. Hierarchical sharing
B. Use Manual sharing
C. Criteria based sharing
D. Owner based sharing

Answer: B

Explanation:
Manual sharing allows record owners to share individual records with other users or groups. This is useful when one-off sharing is needed for a specific situation. Hierarchical sharing, criteria-based sharing and owner-based sharing are not suitable for this scenario because they are based on predefined rules or roles that do not match the requirement.References:https://help.salesforce.com/s/articleView?id=sf.sharing_overview.h tm&type=5

NEW QUESTION 309
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 fulfil this request?

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

Answer: A

Explanation:
Permission sets are used to grant additional permissions and access settings to individual users without changing theirprofiles or requiring a new profile to be created. You can use permission sets to extend users' functional access without changing their existing profiles. To meet the request of giving comprehensive edit access on Campaigns to a few marketing users who have read-only access by default, you need to create a permission set with edit access on Campaigns and assign it to those users.References:https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm
&type=5

NEW QUESTION 311
The business development team at Cloud Kicks thinks the account creation process has too many fields to fill out and the page feels cluttered. They have requested the administrator to simplify the process.
Which automation tool should an administrator use?

A. Approval process
B. Workflow rule
C. Flow builder
D. Validation rule

Answer: C

Explanation:
Flow builder is an automation tool that allows administrators to create flows that guide users through screens, collect data, and perform actions on records. It can be used to simplify the account creation process by creating a screen flow that shows only the essential fields for creating an account and hides any unnecessary fields or sections from the page layout. Approval process, workflow rule, and validation rule are not automation
tools that can simplify the account creation process; they are used fordifferent purposes such as approving records, updating fields, or enforcing data quality.References:https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5

NEW QUESTION 312
The administrator at DreamHouse Realty added anemail quick action to the Case page
Layout and is unable to see the action on the case feed.
Which feature must be enabled to ensure the quick action will be displayed as expected?

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

Answer: B

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

NEW QUESTION 316
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. Create a separate Lead Lightning App.
B. Define a record type and assign it to the interns.
C. Set up Web-to-Lead for the interns' use.
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. Creating a separate Lead Lightning App or updating the active Lead Assignment Rules will not affect lead identification. Setting up Web-to-Lead form will not work if the interns are entering leads manually in Salesforce.References:https://help.salesforce.com/s/articleView?id=sf.customize_recordtyp e.htm&type=5

NEW QUESTION 321
The administrator at Cloud Kicks writes an assignment rule to send all cases created via email or the web to the Automated Cases Queue Any manually created cases should be owned by the agent creating them, however, the manually created cases now show the administrator as the owner.
What will the administrator find when troubleshooting this issue?

A. An escalation rule is changing the case owner on case creation
B. The Assignment Rule checkbox is selected by default.
C. Another assignment rule is giving ownership to the administrator

D. The Owner field is missing on the webform and email template.

Answer: B

Explanation:
The Assignment Rule checkbox is a checkbox that appears on manual case creation pages when assignment rules are defined for cases. The Assignment Rule checkbox determines whether or not to apply assignment rules to manually created cases. If the Assignment Rule checkbox is selected by default, then any manually created cases will be assigned according to assignment rules instead of being owned by the agent creating them. To prevent this from happening, an administrator can either deselect the Assignment Rule checkbox when creating cases manually; or change the default setting for this checkbox under setup by selecting or deselecting Use active assignment rules by default.References:https://help.salesforce.com/s/articleView?id=sf.customize_casesupport _assign.htm&type=5

NEW QUESTION 323
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

Explanation:
To customize the campaign member status picklist values themselves, marketing users need two things: a marketing user feature license and edit permission for campaigns. A marketing user feature license enables users to create, edit, and delete campaigns; manage campaign members; and update campaign history via the import
wizards or API. Edit permission for campaigns allows users to modify existing campaigns and their related records such as campaign members and campaign member statuses. References: https://help.salesforce.com/s/articleView?id=sf.campaigns_enable.htm&type=5https://help. salesforce.com/s/articleView?id=sf.campaigns_member_status.htm&type=5

NEW QUESTION 328
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