Exam Questions Salesforce-Administrator

Salesforce Certified Administrator

https://www.2passeasy.com/dumps/Salesforce-Administrator/

NEW QUESTION 1
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: BC

NEW QUESTION 2
Ursa Solar Major is evaluating Salesforce for its service team and would like to know what objects were available out of the box.
Which three of the standard objects are available to an administrator considering a support use case? Choose 3 answers

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

Answer: ABE

NEW QUESTION 3
An administratorhas been asked to change the data type of an auto number to text field. What should the administrator be aware of before changing the field?

A. Existing field values will remain unchanged.
B. Existing field values will be Converted.
C. Existing field values will be deleted.
D. Existing auto number field to Text is prevented.

Answer: A

NEW QUESTION 4
The administrator at Ursa Major Solar imported records into an object by mistake. Which two toolsshould be used to undo this import?
Choose 2 answers

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

Answer: BC

NEW QUESTION 5
An administrator Creates a custom text area field on the Account object and adds it to the service team's page layout. The services team manager loves the addition of this field and wants it to appear in the highlights panel so that the services reps can quickly find it when on the Account Page
How should the administrator accomplish this?

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

Answer: B

NEW QUESTION 6
When a cloud kicks Opportunity closes, the company would like to automatically create a renewal
opportunity.
Which two automation tools should an administrator use to accomplish this request? Choose 2 answers

A. Approval Process
B. Flow Builder
C. WorkFlow Rule
D. Process Builder

Answer: B

NEW QUESTION 7
User at Cloud Kicks want to see information more useful for their role on the Case page. How should an administrator make the pages more dynamic and easier to use?

A. Add Component visibility filters to the Components.
B. Remove fields from the record details component.
C. Delete the extra componentfrom the page.

D. Include more tab components with filters.

Answer: A

NEW QUESTION 8
An administrator at Cloud Kicks wants to deactivate a User who has left the company. What are two reasons that would prevent a user from being deactivated?
Choose 2 answers

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

Answer: AC

NEW QUESTION 9
When users log in to Salesforce via the user interface,which two settings does the system check for authentication?
Choose 2 answers

A. The user's Two-Factor Authentication for API Logins permission
B. The role IP address restrictions
C. The user's profile login hours restrictions
D. The user's Two-Factor Authentication for User Interface Logins permission

Answer: AB

NEW QUESTION 10
Cloud kicks wants to track shoe designs by products. Shoe designs should be unable to be deleted,
and there can be multiple design for one product across various stages.
Which two steps should the administration configure to meet this requirement? Choose 2 answers

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

Answer: AC

NEW QUESTION 10
Cloud Kicks (CK) captures whether an opportunity should be reviewed by someone in product engineering with a checkbox field called Needs Review. CK also has
a picklist field on the opportunity for Product Type. When a sales rep saves an opportunity, they need to select the Product Type or check the Needs Review box.
What should an administrator use to accomplish this?

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

Answer: B

NEW QUESTION 13
An administrator gets a rush request from Human Resources to remove a user's access to Salesforce Immediately. Theuser is part of a hierarchy field called
Direct Manager.
What should the administrator do to fulfil the request?

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

Answer: A

NEW QUESTION 17
The administrator 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: B

NEW QUESTION 21

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

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

Answer: A

NEW QUESTION 25
Ursa Major Solar wants its sales reps to be aware when they are speaking with high-profile customers. Which two options should be added to the Lightning record pages to achieve this?
Choose 2 answers

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

Answer: AC

NEW QUESTION 30
Cloud kicks has the organization-wide sharing default set to private on the shoe object. The
sales manager should be able to view a report containing shoe records for all of the salesreps on their team.
Which 3 items should the administrator configure to provide appropriate access to the report? Choose 3 answers

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

Answer: BD

NEW QUESTION 34
Cloud Kicks has a team of product owners that need a space to share feedback and ideas with
just the product team.
How should the administrator leverage Salesforce to help the team collaborate?

A. Use Quick Actions to log communication.
B. Configure a Chatter Public Group.
C. Create a Chatter Private Group.
D. Add Activity History to document tasks.

Answer: C

NEW QUESTION 37
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: C

NEW QUESTION 38
DreamHouse reality has an approval process. A manager attempts to approve the record but receives an error.
What should an administrator review to troubleshoot this request?

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

Answer: C

NEW QUESTION 39
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

NEW QUESTION 42
Ursa Major Solar uses Opportunity to track sales of solar energy products. The company has two separate sales teams that focus on different energy markets. The Servicesteam also wants to use Opportunity to track installation. All three teams will need to use different fields and stages. How Should the administrator configure this requirement?

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

Answer: C

NEW QUESTION 46
Customer service accesses articles with the KnowledgeLightning 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: D

NEW QUESTION 51
The administrator at DreamHouse Realty added an email quick action to the Case page layout and is unable to see the action on the case feed.
Which feature must be enabled to ensure thequick action will be displayed as expected?

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

Answer: B

NEW QUESTION 52
Cloud Kicks has asked the administrator to test a new screen flow that create contacts. What are two key components of testing the flow?
Choose 2 answers

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

Answer: BD

NEW QUESTION 55
Users at Universal Containers would like to visually see the sales stages on an Opportunity page. The administrator is configuring path for Opportunities.
Which is an important consideration for path configuration?

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

Answer: D

NEW QUESTION 59
The administrator at universal containers has a screen flow that helps users create new leads.
When lead sourceis "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 adecision element to direct the user to a second screen to hold specific search engine only when a lead source is "Search Engine".
B. Use an assignment element, one for when lead source is "Search Engine" and one for everything else.
C. Create a picklistfor specific search engine, and set conditional visibility so that is only shown when lead source is "Search Engine".
D. Configure a picklist for specific search engine, and use a validation rule to conditionally show only when lead source is "Search Engine"

Answer: A

NEW QUESTION 64
Cloud Kickshas 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. Auser with the System Administrator profile.
D. A user with the Manage Cases Permission

Answer: CD

NEW QUESTION 66
Northern Trail Outfitters wants to initiate expense reports from Salesforce to the external HR system. This process needs to be reviewed by managers and directors.
Which two tools should and administrator configure? Choose 2 answers

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

Answer: BC

NEW QUESTION 69
Universal Containers (UC) customers have provided feedback that their supportcases are not
being responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than two hours to an urgent Case queue and alert the support manager.
Which feature should an administrator configure to meet this requirement?

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

Answer: D

NEW QUESTION 70
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

NEW QUESTION 73
The administrator at Cloud Kicks has created an approval process for time off requests. Which two automated actions are available to be added as part of the approval process? Choose 2 answers

A. Field Update
B. Chatter Post
C. Auto launched Flow
D. Email Alert

Answer: AD

NEW QUESTION 76
Cloud Kicks wants users to only be able to choose Opportunity stage closed won if the Lead source has been selected.
How should the administrator accomplish this goal?

A. Make Lead Source a dependent picklist to the Opportunity stage field.
B. Configure a validation rule requiring Lead Source when the stage is set to closed won.
C. Change the Opportunity stage field to read only on the page layout.
D. Modify the Opportunity stage a dependent picklist to the Lead source field.

Answer: B

NEW QUESTION 77
Universal Containers introduced a new product and wants to track all associatedcases 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 aqueue 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: B

NEW QUESTION 80
The Administrator at Universal Container wants to add branding to salesforce. Which two considerations should the administrator keep in mind?
Choose 2 Answers

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

Answer: AC

NEW QUESTION 85
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 laterin the flow. What flow element should the administrator add?

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

Answer: B

NEW QUESTION 86
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, theshipments 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 toAccounts.
D. Accounts should have a master-detail to Shipments.

Answer: A

NEW QUESTION 89
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 the subject matter experts to a publicgroup 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 open up access for subject matter experts.
C. Enable territory management, assign the subject matter experts to the same territory, and give them 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 the owner-based sharing rule

Answer: A

NEW QUESTION 94
Universal Containers (UC) would like to count the number of open cases associated with each account and update the account with this value every Friday evening. UC has several hundred open cases at any given time.
What should the administrator use to complete this request?

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

Answer: D

NEW QUESTION 98
Universal Containers has enabled Data Protection and Privacy for its org.
Which page layouts will have the Individual field available for tracking data privacy information?

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

Answer: C

NEW QUESTION 101

Northern TrailOutfitters (NTO) has deployed my domain. The Chief Marketing Officer wants to make sure that all of the Salesforce users log in using the branded login URL. There needs to be a grace period for the user's bookmarks to be updated.
How should the administrator configure the policies in my domain settings?

A. Set the login policy to require login from https://nto.my.salesforce.com
B. Set the Redirect policy to Do Not redirect.
C. Set the redirect policy to Redirect with a warning to the same page within the domain.
D. Set the login policy to prevent login from https://login.salesforce.com

Answer: B

NEW QUESTION 102
Northern Trail Outfitters has a custom quick action on Account that creates a new Case. How should an administrator make the quickaction 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

NEW QUESTION 103
Cloud Kicks wants a reports to categorize accounts into small, medium, and large based on the dollar value found in the Contract Value Field.
What feature shouldan administrator use to meet this request?

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

Answer: B

NEW QUESTION 105
The administrator at Cloud kicks deleted a custom field but realized there is a business unit that still uses thefield.
What should an administrator take into consideration when undeleting the field?

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

Answer: A

NEW QUESTION 108
Cloud Kicks (CK) is partnering with a used shoe store and second-hand bicycle emporium. CK
has an automated business process it wants to run once a week to count the number of open cases related to an account.
How should the administrator recommend automating this business process?

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

Answer: A

NEW QUESTION 109
Sales and Customer Care at Ursa Major Solar need to see different fields on the Case related list from the Account record. Sales users want to see Case created date and status while Customer Care would like to see owner, status, and contact.
What should the administrator use to achieve this?

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

Answer: B

NEW QUESTION 112
Which two capabilities are considerations when marking a field as required in Object Manager? Choose 2 answers

A. The field is not requiredto 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: BC

NEW QUESTION 117
An Administrator wants to trigger a follow-up task for the opportunity owner when they close an opportunity as won and another task after 60days to check in with the customer.
which two automation tools should the administrator use? Choose 2 answers

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

Answer: AC

NEW QUESTION 122
Sales users at Universal Containers are reporting that it is taking a long time to edit opportunity records. Normally, the only field they are editing is the Stage field. Which two options should the administrator recommendto help simplify the process? Choose 2 answers

A. Add a path for stage to the opportunity record page.
B. Use a Kanban list view for Opportunity.
C. Configure an auto launched flow for Opportunity editing.
D. Create a simplified Opportunity page layout.

Answer: BC

NEW QUESTION 123
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

NEW QUESTION 127
The Call centre manager in Ursa Major Solar wants to provide agents with a case dashboard that can be drilled down by case origin, status and owner.
What should an Administrator add to the dashboard to fulfil the request?

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

Answer: A

NEW QUESTION 131
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 with creating 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: AB

NEW QUESTION 133
DreamHouse Realty requires that house showings be scheduled within the current year to prevent too many future showingsfrom stacking up.
How can they make sure Showing Date is only populated with a date this years?

A. Sync the users' Showing Calendar to Salesforce and filter it to only look at this year.
B. Create a report that shows any Showing Dates not scheduled in thecurrent year to the updated.
C. Add Help Text so the user knows to only add a Showing Date within the current year.
D. Create a validation rule that ensures Showing Date contains a date within the current year.

Answer: D

NEW QUESTION 137
Ursa Major classifies its accounts as Silver, Gold, or Platinum Level. When a new case is created for aSilver or Gold partner, it should to the Regular Support Queue. When an account is Platinum Level, it should automatically go to the Priority Support Queue.
What should the administrator use to achieve this?

A. Assignment Rules

B. Case Rules
C. Workflow Rules
D. Escalation Rules

Answer: A

NEW QUESTION 139
Which tool should an administrator use to review recent configuration changes made in their org?

A. Critical Updates
B. Debug logs
C. Setup Audit Trail
D. Field History Tracking

Answer: C

NEW QUESTION 143
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 OpportunityScoring
C. Einstein Search Personalization Einstein Lead Scoring

Answer: B

NEW QUESTION 148
Universal Containers is trying to improve the user experience whensearching for the tight status on a case. The company currently has one support process that is used for all record types on cases. The
support process has 10 status values. Service reps say they never need more than five depending on what kind of case they are working on.
How should the administrator improve on the current implementation?

A. Reduce the number of case status values to five.
B. Create a Screen Flow that shows only the correct values for status and surface the flow in the utility bar of the console.
C. Review which status choices are needed for each record type and create support processes for each that is necessary.
D. Edit the status choices directly on the record type.

Answer: C

NEW QUESTION 153
An Administrator at DreamHouse Realty wants an easier way to assign an agent capacity and skill set. Which feature should the administrator enable to meet this requirement?

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

Answer: B

NEW QUESTION 156
Ursa Major Solar has a path on Case. The Company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from preventing the case back to a previous status.
Which Feature Should an administrator use to fulfill this request?

A. Validation rules.
B. Global Value Picklists
C. Predefined field Values.
D. Dependent Picklists.

Answer: A

NEW QUESTION 157
Users at Cloud Kicks are reporting different options when uploading a custom picklist on the Opportunity object based on the kind of opportunity.
Where Should an administrator update the option in the picklist?

A. Fields and relationships
B. Related lookup filters
C. Record Type
D. Picklist value sets

Answer: C

NEW QUESTION 162

Northern Trail Outfitters wants to encourage employees to choose secure and appropriate passwords for their Salesforce accounts.
Which three password policies shouldan 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

NEW QUESTION 167
Cloud Kicks (CK) stores information about specificcustomers in Contacts and information about shoes and accessories in a custom Merchandise object.
What should the CK administrator use to represent that Contact can be interested in multiple pieces of Merchandies?

A. Hierarchy column
B. Lookup filter
C. Formula field
D. Junction object

Answer: C

NEW QUESTION 171
Universal Container wants to increase 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

NEW QUESTION 172
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 administratoruse to meet this request?

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

Answer: D

NEW QUESTION 175
An analytics user at Cloud Kicks needs Read, Create, and Edit access for objects and Should berestricted from deleting any records.
What should the administrator do to meet this requirement?

A. Assign the standard System Administrator profile to the analytical user.
B. Give the user View all access and assign them to the highest role in the role hierarchy.
C. Create and assign a custom profile with Delete access removed for each object.
D. Create and assign a permission set that includes Read, Create, and Edit access

Answer: C

NEW QUESTION 178
The Client services and customer support teams share the same profile but have different
permission sets. The Custom Object Retention related list needs to be restricted to the client services 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

NEW QUESTION 181
Cloud Kicks generates leads for its different product categories (shoes, apparel, and accessories) through many different sources. While some lead sources are used for all three categories, other lead sources are specific toa single category. The VP of marketing requests that only the proper lead sources be displayed based on the product category chosen.
How should the administrator configure Salesforce to meet this requirement?

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

Answer: A

NEW QUESTION 184
DreamHouse Reality needs to use consistent picklist value on a category filed on accounts and cases, with value respective to record types.
Which two features should the administrator use to fulfill this requirement? Choose 2 Answers

A. Dependent Picklist
B. Global Picklist
C. Multi-Select Picklist
D. Custom Picklist

Answer: BD

NEW QUESTION 186
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 administratoruse to fulfill this request?

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

Answer: D

NEW QUESTION 191
An administrator wants to create a form in Salesforce for users to fill out when they lose a client. Which automation tool supports creating a wizard to accomplish this goal?

A. Process Builder
B. Approval Process
C. Outbound Message
D. Flow Builder

Answer: D

NEW QUESTION 196
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 Field Value.
What Should an administrator configure to meet this requirement?

A. UseValidation 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

NEW QUESTION 201
Cloud Kicks has created a screen flow for their sales team to use when they add new leads. The screen flow collect name, email and shoe preference.
which two things should the administrator do to display the screen flow?
Choose 2 answers

A. Create a tab and add the screen flow to the page.
B. use a flow element and add the screen flow to the record page.
C. Add the flow in the utility bar of the console
D. install an app from the AppExchange

Answer: AB

NEW QUESTION 203
New Leads needs to be routed to the correct sales person based on the lead address. How should the administrator configure this requirement?

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

Answer: B

NEW QUESTION 205
Support reps at Cloud Kicks (CK) are reporting that when they try to close a case, the Closed option in the Case Status picklist is missing. CK has asked the administrator to find a solution.
Why are the support reps unable to see the Closed option in the specified piclist?

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

Answer: A

NEW QUESTION 207
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. Dynamic Dashboards
D. Public Dashboards.

Answer: C

NEW QUESTION 208
An Administrator supporting global team of salesforce users has been asked to configure the company settings
Which two options should the administrator configure? Choose 2 Answers

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

Answer: CD

NEW QUESTION 209
Executives atCloud Kicks have reported that their dashboards are showing inaccurate data. The administrator has discovered been changing the source reports.
Which two actions should the administrator take to preserve the integrity of the source reports? Choose 2 answers

A. Create a new report folder with viewer access.
B. Move the dashboard to the user's private folder.
C. Move the dashboard reports to the view-only folder.
D. Change the dashboard to be a dynamic dashboard

Answer: AC

NEW QUESTION 213
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