

# Salesforce

## Exam Questions Salesforce-Administrator

Salesforce Certified Administrator



#### NEW QUESTION 1

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

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

**Answer: B**

#### NEW QUESTION 2

The VP of Sales at Cloud Kicks is receiving an error message that prevents them from saving an Opportunity. The administrator attempted the same edit without receiving an error.

How can the administrator validate the error the user is receiving?

- A. Edit the page layout.
- B. View the setup audit trail.
- C. Log in as the user
- D. Review the sharing model

**Answer: C**

#### NEW QUESTION 3

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

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

**Answer: A**

#### NEW QUESTION 4

The VP of sales at Dreamhouse Realty has requested a dashboard to visualize enterprise sales across the different teams. The key place of data is the total of all sales for the year and the progress to the enterprise sales goal.

What dashboard component will effectively show this number and the proximity to the total goal as a single value?

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

**Answer: D**

#### NEW QUESTION 5

The administrator at Ursa Major Solar has been asked to change the work Item and Project Custom Object Relationship from a master detail to a Lookup.

Which Scenario Could prevent the administrator from fulfilling this requirement?

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

**Answer: D**

#### NEW QUESTION 6

The administrator at AW Computing wants to send off client welcome tasks and a welcome email to the primary contact automatically when an Opportunity is Closed won.

What automation tool best accomplishes this?

- A. Validation Rule
- B. Outbound Message
- C. Approval Process
- D. Process Builder

**Answer: D**

#### NEW QUESTION 7

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

What could the issue be?

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

D. The flow trigger is missing.

**Answer:** B

#### NEW QUESTION 8

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 9

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

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

**Answer:** C

#### NEW QUESTION 10

Dreamhouse realty wants to offer a form on its experience cloud site where inspectors will submit findings from a property inspection. Which feature should an administrator place on the page to fulfill this requirement?

- A. Related List
- B. Autolaunched Flow
- C. Record Detail
- D. Screen Flow

**Answer:** A

#### NEW QUESTION 10

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

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

**Answer:** D

#### NEW QUESTION 11

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

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

**Answer:** CD

#### NEW QUESTION 14

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

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

**Answer:** B

#### NEW QUESTION 16

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

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

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

**Answer:** D

#### NEW QUESTION 18

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

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

**Answer:** AC

#### NEW QUESTION 22

The Human resources department at Northern Trail outfitters wants employees to provide feedback about the manager using a custom object in Salesforce. It is important that managers are unable to see the feedback records from their staff.

How should an administrator configure the custom object to meet this requirement?

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

**Answer:** B

#### NEW QUESTION 25

Cloud Kicks is working on a better way to track its product shipments utilizing Salesforce. Which field type should an administrator use to capture coordinates?

- A. Geolocation
- B. Geofence
- C. Custom address
- D. External lookup

**Answer:** A

#### NEW QUESTION 28

A user at Universal Containers left the company. The administrator needs to create new user for their replacement, but they have assigned all available users licenses.

What should the administrator do to free up users licenses for the new users?

- A. Deactivate the former employees user record.
- B. Delete former employees user record.
- C. Freeze former employees user record.
- D. Change the formers users record to the new user.

**Answer:** D

#### NEW QUESTION 30

An administrator at Universal Container needs an automated way to delete records based on field values.

What automated solution should the administrator use?

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

**Answer:** B

#### NEW QUESTION 35

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:** A

**NEW QUESTION 36**

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

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

**Answer:** D

**NEW QUESTION 41**

A sales rep at Ursa Major Solar has launched a series of networking events. They are hosting one event per month and want to be able to report on campaign ROI by month and series. How should the administrator set up the Campaign to simplify reporting?

- A. Add different record types for the monthly event types.
- B. Create individual Campaigns that all have the same name.
- C. Configure campaign Member Statuses to record which event members attended.
- D. Use Campaign Hierarchy where the monthly events roll up to a parent Campaign

**Answer:** C

**NEW QUESTION 46**

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 49**

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 51**

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

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

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

**Answer:** BC

**NEW QUESTION 52**

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 requirements?

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

**Answer:** A

**NEW QUESTION 57**

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

configure this requirement?

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

**Answer: C**

#### NEW QUESTION 58

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

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

**Answer: B**

#### NEW QUESTION 61

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 and available 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. Customize Campaign Role.
- D. Customize Opportunity Contact Role.
- E. Add the Opportunity Contact Role related list to the Opportunity page layout.

**Answer: DE**

#### NEW QUESTION 64

Ursa Major Solar uses two different page layouts for Account records. One page layout reflects the fields related to customer accounts and another page layout includes fields for partner accounts. The administrator has assigned the customer account page layout to sales and support users and the partner account layout to the partner management team.

What should the administrator configure to meet this requirement?

- A. Use a public group and a criteria-based sharing rule to share customer accounts with the partner team.
- B. Add members of the partner management team to the default Account team for the customer accounts.
- C. Grant create, read, edit and delete access to customer accounts on the partner team profile.
- D. Create one record type for customer accounts and one record type for partner accounts.

**Answer: D**

#### NEW QUESTION 68

Sales managers would like to know what could be implemented to surface important values based on the stage of the opportunity.

Which tool should an administrator use to meet this requirement?

- A. Opportunity Processes
- B. Dynamic Forms
- C. Path Key fields
- D. Workflow Rules

**Answer: C**

#### NEW QUESTION 69

Universal Containers has three separate lines of business. Each line has specific fields that must be displayed to users. However, the fields needed by the sales team are different than the fields needed by the service team.

How should the administrator configure this requirement?

- A. Create two record types, each with 3 page layouts.
- B. Create one record type with six Page Layouts.
- C. Create three record types, each with 2 page layouts.
- D. Create six record types, each with 1 page layout.

**Answer: C**

#### NEW QUESTION 72

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

#### NEW QUESTION 74

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

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

**Answer:** C

#### NEW QUESTION 78

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

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

**Answer:** C

#### NEW QUESTION 82

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

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

**Answer:** D

#### NEW QUESTION 87

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

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

**Answer:** C

#### NEW QUESTION 89

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

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

**Answer:** D

#### NEW QUESTION 91

Northern Trail Outfitters want 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

#### NEW QUESTION 96

The administrator at Universal Containers has a screen flow that helps users create new leads.  
When lead source is "Search Engine", the administrator needs to require the user to choose a specific

a search engine from a picklist. If lead source is not “Search Engine”, this picklist should be hidden. How should the administrator complete this requirement?

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

**Answer:** A

#### NEW QUESTION 98

Cloud Kick 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:** CD

#### NEW QUESTION 103

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

Which two tools should an administrator configure? Choose 2 answers

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

**Answer:** BC

#### NEW QUESTION 105

The administrator at Ursa Major Solar needs to make sure the unassigned cases from VP customers get transferred to the appropriate service representative within 5 hours. VIP Customers have access to support 24 hours a day.

How should this be configured?

- A. Assignment Rules.
- B. Business Hours.
- C. Case Queues
- D. Escalation Rules

**Answer:** A

#### NEW QUESTION 110

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 114

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 paused.
- D. The pending Chatter post will be sent in 30 days.

**Answer:** D

#### NEW QUESTION 119

The administrator for AW Computing is working with a user who is having trouble logging in to Salesforce. What should the administrator do to identify why the user is unable to login?

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

**Answer:** A



#### NEW QUESTION 121

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

How should an administrator provide proper access?

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

**Answer: B**

#### NEW QUESTION 124

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

Choose 2 Answers

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

**Answer: AC**

#### NEW QUESTION 127

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

Choose 2 options

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

**Answer: AB**

#### NEW QUESTION 128

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

Which functionality is preventing the field type from being changed?

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

**Answer: D**

#### NEW QUESTION 132

Once an opportunity reaches the negotiation stage at Cloud Kicks, the Amount field becomes required for sales users. Sales managers need to be able to move opportunities into 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 a formula field to fill in the field for managers.
- C. Assign the administrator profile to the managers.
- D. Configure a validation rule to meet the criteria.

**Answer: D**

#### NEW QUESTION 136

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 organization. The company has different roles, and the organization-wide default opportunity is set to private.

How should the administrator accomplish this?

- A. Add the subject matter experts to a public group and give them access to records with a criteria-based sharing rule.
- B. Change the organization-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 141

Northern Trail Outfitters has hired interns to enter leads into Salesforce and has requested a way to identify these new records from existing leads.

What approach should an administrator take to meet this requirement?

- A. Set up Web-to-Lead form the interns use.
- B. Define a record type and assign it to the interns.

- C. Create a separate Lead Lightning App.
- D. Update the active Leas Assignment Rules.

**Answer:** B

**NEW QUESTION 143**

Clod Kicks has the organization wide defaults for Opportunity set to private.

which two features should the administrator use to open up access to Opportunity records for sales users working on collaborative deals?

Choose 2 answers

- A. Sharing set
- B. Role hierarchy
- C. Profiles
- D. Sharing rules

**Answer:** BD

**NEW QUESTION 147**

The standard Lead Rating field has picklist values of Hot, Warm, and Cold. A list of new leads was importance without errors even though several records had the value of Unrated in the Rating field.

How were these records added without error?

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

**Answer:** A

**NEW QUESTION 152**

Which two actions should an administrator perform with Case escalation rules? Choose 2 answers

- A. Re-open the Case.
- B. Send email notifications.
- C. Change the Case Priority.
- D. Re-assign the Case.

**Answer:** AB

**NEW QUESTION 155**

Users at Dreamhouse Reality are only allowed to see opportunities they own. Leadership wants

an enterprise- wide dashboard of all open opportunities in the pipeline so that users can see how the company is performing at any point in time.

How should an administrator create the dashboard without changing any sharing setting?

- A. Update the dashboard to folder settings to manager forthe 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 allOpportunities

**Answer:** C

**NEW QUESTION 156**

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

**NEW QUESTION 157**

An administrator hasbeen asked to update a flow that was created as part of a recent update. When

the administrator opens the flow for editing, the Flow toolbox offers only four elements: Assignment, Decision, Get Records, and Loop.

What would cause this?

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

**Answer:** C

**NEW QUESTION 159**

Universal container has a contact Lightning record Page with a component that shows LinkedIn data. The sales team would like to only show this component to sales users when they are on their mobile phones. Choose 2 Answers.

- A. Filter the component visibility with User > Profile > name = sales User.
- B. Filter the component visibility with Form Factor = phone
- C. Filter the component visibility with view = Mobile/Tablet.
- D. Filter the component visibility with User > Role > Name = Sales User.

**Answer:** BC

#### NEW QUESTION 163

The administrator for AW Computing is working with a user who is having trouble logging in to Salesforce. What should the administrator do to identify why the user is unable to log in?

- A. Review the login history for the user.
- B. Check the attempted logins by running the setup audit trail.
- C. Pull the password history to ensure the password policy was followed.
- D. Reset the security token for the profile.

**Answer:** A

#### NEW QUESTION 165

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

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

**Answer:** AB

#### NEW QUESTION 166

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

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

**Answer:** B

#### NEW QUESTION 171

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

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

**Answer:** A

#### NEW QUESTION 176

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

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

**Answer:** CD

#### NEW QUESTION 180

A sales rep has a list of 300 accounts with contacts that they want to load at one time. Which tool should the administrator utilize to import the records to Salesforce?

- A. DataLoader.io
- B. Data Loader
- C. Manual Import
- D. DataImport Wizard

**Answer:** D

#### NEW QUESTION 181

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 186

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

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

**Answer: AC**

#### NEW QUESTION 189

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**

#### NEW QUESTION 190

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 191

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 193

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

- A. Sync the users' Showing Calendar to Salesforce and filter it to only look at this year.
- B. Create a report that shows any Showing Dates not scheduled in the current year to be 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 194

Cloud Kicks has a custom object named shoe. The administrator has been asked to ensure that when a relationship is created between Account and shoe to prevent orphaned shoe records. What should the administrator do to complete this requirement?

- A. Create an indirect lookup

- B. Create an encrypted lookup
- C. Create a hierarchical lookup
- D. Create a master-detail lookup.

**Answer:** D

**NEW QUESTION 199**

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

**NEW QUESTION 204**

Cloud Kicks has decided to delete a custom field. What will happen to the data in the field when it is deleted?

- A. The data in the field is stored for 20 days.
- B. The data is permanently deleted.
- C. The data associated with the field is required.
- D. The data is restorable from the recycle bin.

**Answer:** B

**NEW QUESTION 205**

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

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

**Answer:** A

**NEW QUESTION 208**

Aw Computing needs to capture a loss reason in rich text field when an opportunity is Closed lost. How should an administrator configure this requirement?

- A. Select the requirement checkbox next to the loss reason field on the page layout.
- B. Create a validation rule to display an error if stage is Closed lost and Loss Reason is blank.
- C. Check the required checkbox on the Loss Reason field in Object Manager.
- D. Configure a workflow rule to display an error if Loss Reason is blank

**Answer:** B

**NEW QUESTION 212**

Cloud Kicks users are seeing error messages when they use one of their screen flows. The error messages are confusing but could be resolved if the users entered more information on the account before starting the flow. How should the administrator address this issue?

- A. Remove validation rules so that the users are able to process without complete records.
- B. Create a permission set to allow users to bypass the error.
- C. Use a fault connector and display a screen with text explaining what went wrong and how to correct it.
- D. Uncheck the end user Flow Errors box in setup.

**Answer:** C

**NEW QUESTION 217**

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

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

**Answer:** B

**NEW QUESTION 222**



Cloud Kicks needs to ensure appropriate shipping details are used in orders. Reps should have a streamlined solution to update the shipping address on selected orders associated with an account when the shipping address is changed on the account. How should the administrator deliver this requirement?

- A. An autolaunched flow on the order page that updates all open orders shipping addresses whenever the account shipping addresses changes.
- B. An autolaunched flow on the account page that updates all open orders shipping addresses whenever the account shipping addresses changes.
- C. A screen flow on the order page that lets the reps choose the updated account shipping address in all open associated orders
- D. A screen flow on the account page that lets the reps choose the updated account shipping address in all open associated orders

**Answer: B**

#### NEW QUESTION 223

Universal Containers is trying to improve the user experience when searching for the right 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 227

The administrator at Cloud Kicks has been told that users are unable to add repeating tasks in Salesforce. Which two solutions the administrator use to ensure users are able to do this? Choose 2 Answers

- A. Enable creation of Recurring Tasks in Activity Settings
- B. Disable shares Activities.
- C. Add create Recurring series of Tasks field on Page Layouts
- D. Turn on Task Notifications service.

**Answer: AC**

#### NEW QUESTION 230

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 234

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

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

**Answer: B**

#### NEW QUESTION 235

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 237

Cloud Kicks (CK) needs a new sales application. The administrator there is an application package on the AppExchange and wants to begin testing it in a sandbox to see if it addresses CK's needs. What are two considerations when installing a managed package in a sandbox? Choose 2 answers.

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



D. The package will be removed any time the sandbox is refreshed.

**Answer:** BD

**NEW QUESTION 240**

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:** D

**NEW QUESTION 245**

Users have noticed that when they click on a report in a dashboard to view the report details, the values in the report are different from the values displayed on the dashboard.

What are the two reasons this is likely to occur? Choose 2 answers

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

**Answer:** BD

**NEW QUESTION 248**

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

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

**Answer:** B

**NEW QUESTION 249**

Universal Container wants to increase the security of their org by requiring stricter user passwords. Which two of the following should an administrator configure? Choose 2 answers

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

**Answer:** CD

**NEW QUESTION 253**

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

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

**Answer:** AB

**NEW QUESTION 256**

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

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

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

**Answer:** C

**NEW QUESTION 258**

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 100 billion.

- B. Build a scheduled report displaying Account with Account revenue that is negative or greater than 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

#### NEW QUESTION 260

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

How should the administrator configure Salesforce to meet this requirement?

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

**Answer:** A

#### NEW QUESTION 262

DreamHouse Realty regularly processes customer requests for warranty work and would like to offer customers a self-serve option to generate cases.

Which two solutions should an administrator use to meet this request? Choose 2 answers

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

**Answer:** AD

#### NEW QUESTION 266

DreamHouse Realty needs to use consistent picklist value on a category field 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 267

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

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

**Answer:** A

#### NEW QUESTION 269

Universal Containers wants to prevent its service team from accessing deal records. While service users are unable to access deal list views, they are able to find the deal records via a search. What options should the administrator adjust to fully restrict access?

- A. Record setting and search index
- B. Permissions and tab visibility
- C. App permissions and search terms
- D. Page layouts and field-level security

**Answer:** D

#### NEW QUESTION 271

Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than 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

#### NEW QUESTION 276

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 ListViews permission for support users.

**Answer: C**

#### NEW QUESTION 278

Ursa Major Solar has a path on Case. The company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from reverting the Case back to a previous status.

Which feature should an administrator use to fulfill this request?

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

**Answer: D**

#### NEW QUESTION 279

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 281

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

What should an administrator do to accomplish this request?

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

**Answer: C**

#### NEW QUESTION 283

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. Use Validation rule to trigger workflow to email to Lead.
- B. Configure an auto responder rule to email the lead.
- 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 288

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 picklist?

- A. The Case record type is missing Closed as a picklist value.
- B. The Close Case page layout must be used to close a case.
- C. The Show Closed Statuses in 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 292

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

- A. Dashboard Filters
- B. Dashboard Subscriptions

- C. Dynamic Dashboards
- D. Public Dashboards.

**Answer:** C

**NEW QUESTION 297**

Ursa Major Solar offers amazing experiences for all of its employees. The Employee engagement committee wants to post updates while restricting other employees from posting.  
What should the administrator create to meet this request?

- A. Chatter Stream.
- B. Chatter Broadcast Group
- C. Chatter Recommendations.
- D. Chatter Unlisted Group

**Answer:** B

**NEW QUESTION 302**

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:** C

**NEW QUESTION 306**

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 309**

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

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

**Answer:** AC

**NEW QUESTION 313**

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