

Salesforce

Exam Questions Salesforce-Administrator

Salesforce Certified Administrator



NEW QUESTION 1

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

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

Answer: AD

NEW QUESTION 2

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

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

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

Answer: C

NEW QUESTION 3

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 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 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 6

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

How should the administrator accomplish this?

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

Answer: B

NEW QUESTION 7

The administrator has created new users for ten new employees at Northern Trail Outfitters. Why are these users unable to access the account object in the Salesforce org?

- A. Users' profile requires a sharing rule for Accounts.
- B. Users' profile requires permission to the Account object.
- C. Users' roles are low on the role hierarchy.
- D. Organization-wide defaults are set to private.

Answer: B

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 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 9

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 rule.
- C. Set the default external access to private.
- D. Configure an owner-based sharing rule.

Answer: B

NEW QUESTION 10

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 10

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 12

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

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

Answer: B

NEW QUESTION 13

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

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

Answer: A

NEW QUESTION 18

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

Which two options could cause this issue? Choose 2 Answers

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

Answer: BD

NEW QUESTION 20

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 25

The administrator at Cloud Kicks created a new field for tracking returns on their new cloud shoe. A user has submitted a case to the administrator indicating 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

NEW QUESTION 27

The administrator at Cloud Kicks writes an assignment rule to send all cases created via email or the web to the Automated Cases Queue. Any manually created cases should be owned by the agent creating them, however, the manually created cases now show the administrator as the owner.

What will the administrator find when troubleshooting this issue?

- A. An escalation rule is changing the case owner on case creation
- B. The Assignment Rule checkbox is selected by default.
- C. Another assignment rule is giving ownership to the administrator
- D. The Owner field is missing on the webform and email template.

Answer: B

NEW QUESTION 32

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 Service team 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 35

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

Answer: A

NEW QUESTION 36

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

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

Answer: D

NEW QUESTION 37

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

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

Answer: B

NEW QUESTION 38

The administrator at Cloud 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 41

What data loss considerations should an administrator keep in mind when changing a custom field type from Text to Picklist? Choose 2 answers

- A. There will be no data loss with use of a global value set.
- B. Assignment and escalation rules may be affected.
- C. Auto updates will be made to Visualforce references to prevent data loss.
- D. Any list view based on the custom field is deleted.

Answer: D

NEW QUESTION 46

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

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

Answer: B

NEW QUESTION 49

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 54

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

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

Answer: D

NEW QUESTION 56

The administrator at DreamHouse Realty added an email quick action to the Case page layout and is unable to see the action on the case feed.

Which feature must be enabled to ensure the quick action will be displayed as expected?

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

Answer: B

NEW QUESTION 59

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 64

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 69

The administrator at Ursa Major Solar need to make sure the unassigned cases from VP customers get transferred to the appropriate servicerepresentative 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 72

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 73

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 escalationrule

Answer: B

NEW QUESTION 77

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: D

NEW QUESTION 79

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: B

NEW QUESTION 81

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

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

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

Answer: B

NEW QUESTION 86

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 89

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 92

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 Lead Assignment Rules.

Answer: B

NEW QUESTION 95

Cloud 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 98

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

NEW QUESTION 102

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 107

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 109

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 111

AW Computing would like to improve its Case Lightning record page by including:

- A filtered component to display a message in bold font when a case is saved as acriticalrecord type.
- A quick way to update the account status from the case layout.

Which two components should an administrator use to satisfy these requests? Choose 2 Answers

- A. Related List
- B. Related Record
- C. Record details
- D. Rich text

Answer: AD

NEW QUESTION 115

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 119

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 120

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 123

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 126

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: BC

NEW QUESTION 129

What are three characteristics of a master-detail relationship? Choose 3 answers

- A. The master object can be a standard or custom object.
- B. Permissions for the detail record are set independently of the master.
- C. Each object can have up to five master-detail relationships.
- D. Roll-up summaries are supported in master-detail relationships.
- E. The owner field on the detail records is the owner of the master record.

Answer: ADE

NEW QUESTION 130

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

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

Answer: AC

NEW QUESTION 131

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 132

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 135

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 138

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 142

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 143

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

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

Answer: C

NEW QUESTION 148

Brokers at DreamHouse Realty need to see certain information about one or more cases when referencing the contact record. This record case Name, Case ID, Customer Name, Case Reason, Case Status, and Case Creation Date. Which two changes in Setup should the administrator make?

- A. Use the page layout editor to change the related list type to Enhanced List.
- B. Edit the Related List component in the Lightning App Builder and choose Related List as the related list type.
- C. Edit the Related List component in the Lightning App Builder and choose Enhanced List as the related list type.
- D. Use the page layout editor to include the appropriate column in the Cases related list.

Answer: AD

NEW QUESTION 151

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 152

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

NEW QUESTION 155

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 159

How should an administrator support this request?

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

Answer: C

NEW QUESTION 163

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 166

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 167

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

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

Answer: C

NEW QUESTION 168

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 173

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

Answer: CD

NEW QUESTION 178

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

NEW QUESTION 181

At Universal Containers, users would like to be able to share Salesforce records with other members of their team, while collaborating around general topics as well.

Which are two considerations for enabling this functionality? Choose 2 answers

- A. Collaboration groups are created automatically for every department.
- B. Object layouts should be configured to include the groups related list.
- C. The Add Record action must be configured in the group publisher.
- D. An administrator needs to create a group to enable record sharing

Answer: CD

NEW QUESTION 185

Acme 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 187

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 191

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 195

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 196

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

- A. Record setting and search index
- B. Permissions and tab visibility

- C. App permissions and search terms
- D. Page layouts and field- level security

Answer: D

NEW QUESTION 201

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 202

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 206

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 207

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 209

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 210

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

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

Answer: B

NEW QUESTION 215

Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on pacific time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support. How should an administrator solve for this issue?

- A. Set temporary business hours for each time zone.
- B. Adjust the currant business hours to accommodate the Eastern Time Zone.
- C. Create one set of business hours per time zone.
- D. Allow the reps to set business hours manually.

Answer: C

NEW QUESTION 216

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

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

Answer: B

NEW QUESTION 221

Cloud Kicks want its reports to show a Fiscal Year that starts on February 1and 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 225

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 226

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