

ADM-201 Dumps

Administration Essentials for New Admins

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NEW QUESTION 1

The administrator at Aw Computing wants Account Details, related list and chatter feeds to each appear on separate tabs when reviewing an account. Which type of page should the administrator create?

- A. Lightning app page.
- B. Lightning page Tab.
- C. Lightning record page.
- D. Lightning page Component.

Answer: C

Explanation:

Lightning record page is a type of page that should be created to meet this requirement. Lightning record page allows an administrator to customize the layout and components for a specific object record page in Lightning Experience or the Salesforce mobile app. To create tabs for account details, related lists, and chatter feeds, use the Tabs component in the Lightning App Builder and drag the desired components to each tab. References:

https://help.salesforce.com/s/articleView?id=sf.app_builder_record_page.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.app_builder_tabs.htm&type=5

NEW QUESTION 2

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

What should the administrator do to fulfil the request?

- A. Freeze the user to prevent them from logging in 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 referenced in the Direct Manager Field without changes.

Answer: A

Explanation:

Freezing a user is a way to temporarily prevent them from logging in to Salesforce without deactivating their user record. This is useful when you need to perform some cleanup tasks before deactivating a user, such as removing them from being referenced in a hierarchy field like Direct Manager. References:

https://help.salesforce.com/s/articleView?id=sf.users_freeze.htm&type=5

NEW QUESTION 3

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 a critical record 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: BD

Explanation:

A related record component is a type of component that allows users to view and edit fields from a parent record on a child record page without leaving the page. For example, a related record component can allow users to update the account status from the case layout by selecting an account record from a drop-down list.

A rich text component is a type of component that allows users to display formatted text on a record page using rich text editor tools such as bold font, bullet points, images, and links. For example, a rich text component can display a message in bold font when a case is saved as a critical record type by using conditional visibility rules. References: https://help.salesforce.com/s/articleView?id=sf.lightning_page_components_related_record.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.lightning_page_components_rich_text.htm&type=5

NEW QUESTION 4

Cloud Kicks has a Customer success agent going on leave and needs to change ownership on multiple cases.

Which two users are able to fulfill this request? Choose 2 answers

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

Answer: BC

Explanation:

A user with manager role above the agent can change ownership on multiple cases that are owned by the agent or by users below the agent in the role hierarchy. A user with the System Administrator profile can change ownership on any case, regardless of the owner or role hierarchy. References:

https://help.salesforce.com/s/articleView?id=sf.case_change_owner.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.admin_userperms.htm&type=5

NEW QUESTION 5

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 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: A

Explanation:

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

NEW QUESTION 6

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

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

Answer: B

Explanation:

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

NEW QUESTION 7

DreamHouse Realty (DHR) wants a templated process with a mortgage calculator that generated leads for loans. DHR needs to complete the project within 30 days and has maxed out its budget for the year.

Which AppExchange item should help the administrator to meet the request?

- A. Lightning Data
- B. Lightning Community
- C. Flow Solutions
- D. Bolt Solutions

Answer: C

Explanation:

Flow Solutions are pre-built flows or templates that can be installed from AppExchange and customized to meet specific business needs. For example, Flow Solutions can provide common use cases such as lead generation, document generation, payment processing, and more. In this case, the administrator can use a Flow Solution that provides a mortgage calculator and generates leads for loans. Flow Solutions are easy to install and configure, and can help save time and budget for projects. References: https://help.salesforce.com/s/articleView?id=sf.flow_solutions.htm&type=5

NEW QUESTION 8

Northern Trail Outfitters (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: C

Explanation:

To make sure that all of the Salesforce users log in using the branded login URL after deploying my domain, and give them a grace period for updating their bookmarks, the administrator should set the Redirect policy to Redirect with a warning to the same page within the domain. This will redirect users who try to log in from <https://login.salesforce.com> or another domain to <https://nto.my.salesforce.com>, and show them a warning message that they need to update their bookmarks. Setting the Login policy or preventing login from <https://login.salesforce.com> will not redirect users or give them a warning. Filtering with Form Factor will not affect login URL. References: https://help.salesforce.com/s/articleView?id=sf.domain_mgmt_redirect.htm&type=5

NEW QUESTION 9

A user at Cloud Kicks is having issues logging in to Salesforce. The user asks the administrator to reset their password.

Which two options should the administrator consider when resetting the user's password? Choose 2 answers

- A. Resetting the password will change the user's password policy.
- B. Single sign-on users can reset their own passwords using the forgot password link.
- C. Resetting a locked-out user's password automatically unlocks the user's account.
- D. After resetting a password, the user may be required to activate their device to successfully log in to Salesforce.

Answer: CD

Explanation:

Page layout editor is a tool that allows you to customize the layout and organization of detail and edit pages for a specific object and record type combination. You can use page layout editor to make fields editable or read-only on page layouts for different profiles or record types. After resetting a password, the user may be required to activate their device by entering a verification code sent to their email address or phone number before they can log in to Salesforce. This is a security feature that helps prevent unauthorized access to Salesforce from unknown devices or browsers. References:

https://help.salesforce.com/s/articleView?id=sf.customize_layoutedit.htm&type=5https://help.salesforce.com/s/articleView?id=sf.identity_verification.htm&type=5

NEW QUESTION 10

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 component from the page.
- D. Include more tab components with filters.

Answer: A

Explanation:

Component visibility filters are a way to make the record pages more dynamic and easier to use by showing or hiding components based on certain criteria. For example, users can see different components based on their profile, role, record type, or field values. References:

https://help.salesforce.com/s/articleView?id=sf.app_builder_component_visibility.htm&type=5

NEW QUESTION 10

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

Explanation:

Permission sets are a flexible way to grant additional access to users without changing their profiles. To provide access to the lead object for a team of support users, create a permission set that includes the appropriate object and field permissions for leads, and then assign it to the users. References: https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5

NEW QUESTION 11

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

Explanation:

Record types allow you to update the options in a picklist based on the kind of opportunity. References: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

NEW QUESTION 16

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

Explanation:

To test the impact of a critical update before it is auto-activated, you should activate it in a sandbox first. This way, you can verify that your customizations and integrations work as expected without affecting your production org.

References: https://help.salesforce.com/s/articleView?id=sf.admin_critical_updates.htm&type=5

NEW QUESTION 17

Which two objects are customizable in the Stage Setup Flow? Choose 2 answers

- A. Leads
- B. Campaigns

- C. Opportunities
- D. Campaign Members

Answer: AC

Explanation:

The Stage Setup Flow is a tool that allows administrators to customize stages for leads and opportunities based on best practices from Salesforce experts. The Stage Setup Flow guides administrators through a series of questions about their sales process and then creates or updates stages for leads or opportunities accordingly. The Stage Setup Flow also provides tips and resources for each stage such as key fields, guidance for success, reports and dashboards, etc. References: https://help.salesforce.com/s/articleView?id=sf.stages_setup_flow_overview.htm&type=5

NEW QUESTION 18

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 exist on the master object.

Answer: D

Explanation:

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

NEW QUESTION 21

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 response 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

Explanation:

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

NEW QUESTION 25

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

Explanation:

Big Deal Alerts allow you to notify users when an opportunity reaches a certain amount or probability. References: https://help.salesforce.com/s/articleView?id=sf.forecasts3_big_deal_alerts.htm&type=5

NEW QUESTION 26

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

Explanation:

Path is a feature that can be used to visually see the sales stages on an opportunity page. Path can include guidance and key fields for each stage to help users move opportunities along the sales process. Guidance can provide tips, policy information, or best practices for each stage. Key fields can display important fields that users need to fill in or update for each stage. References: https://help.salesforce.com/s/articleView?id=sf.path_overview.htm&type=5

NEW QUESTION 31

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

Explanation:

Role hierarchy and sharing rules are two features that should be used to open up access to Opportunity records for sales users working on collaborative deals. Role hierarchy can be used to grant access to records owned by or shared with users who are below them in the hierarchy. Sharing rules can be used to extend sharing access to users in public groups, roles, or territories based on certain criteria, such as record owner or field value. References: https://help.salesforce.com/s/articleView?id=sf.admin_sharing.htm&type=5[https://help.sale sforce.com/s/articleView?id=sf.security_sharing_rules.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.security_sharing_rules.htm&type=5)

NEW QUESTION 33

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: AC

Explanation:

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

NEW QUESTION 35

The administrator for Cloud Kicks has created a screen flow to help service reps ask the same set of questions when customers call in with issues. This screen should be visible from cases. How should the screen flow be distributed?

- A. Page Layout
- B. Component Filter
- C. Lightning page
- D. Home page

Answer: C

Explanation:

Lightning page allows you to customize a record page and add a screen flow as a component. You can use the Lightning App Builder to drag and drop the Flow component onto the page and select the screen flow you want to display.

References: https://help.salesforce.com/s/articleView?id=sf.flow_distribute_lightning_page.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5

NEW QUESTION 37

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

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

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

Answer: D

Explanation:

A gauge component shows a single value along with its percentage of a total value within predefined ranges using colors (red-yellow-green). It is useful for

showing key performance indicators (KPIs) such as total sales amount and progress towards sales goal. References: https://help.salesforce.com/s/articleView?id=sf.dashboards_gauge_comp_onent_type.htm&type=5

NEW QUESTION 38

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

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

Answer: B

Explanation:

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

NEW QUESTION 39

An administrator is building a Lightning app and sees a message that a My Domain must be set up first. What should the administrator take into consideration when enabling My Domain?

- A. Single sign-on must be disabled prior to implementing MyDomain.
- B. The login for all internal and external users changes to the My Domain login
- C. A deployed My Domain is irreversible and renaming is unavailable.
- D. The URL instance for a My Domain stays the same for every release

Answer: B

Explanation:

My Domain is a feature that allows administrators to create a custom domain name for their Salesforce org that replaces their instance URL (such as na35.salesforce.com). My Domain provides benefits such as improved security; enhanced branding; faster navigation; access to Lightning components; etc. However, one of the considerations when enabling My Domain is that it changes how users log in to Salesforce - instead of using their instance URL login (such as login.salesforce.com), they have to use their My Domain login (such as mydomain.my.salesforce.com). This applies to all internal and external users who access Salesforce via web browser or mobile app. References: https://help.salesforce.com/s/articleView?id=sf.domain_name_overview.htm&type=5

NEW QUESTION 43

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

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

Answer: A

Explanation:

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

NEW QUESTION 46

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

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

Answer: C

Explanation:

Flow Builder allows you to create an automated business process that can update records based on certain criteria. You can use a scheduled flow to run once a week and count the number of open cases related to an account. References: https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled_start.htm&type=5

NEW QUESTION 49

What will happen to the Chatter post in this situation?

- A. The pending Chatter post will be canceled.
- B. The pending Chatter post will be sent on the 10th of the month

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

Answer: A

Explanation:

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

NEW QUESTION 52

Sales reps miss key fields when filling out on opportunity record through the process. Reps need to move forward Win unable to enter previous stage.

Which three options should the administrator use to address this need? Choose Three answers

- A. Enable guided selling.
B. Use Validation Rules.
C. Configure Opportunity Path.
D. Use Flow to mark fields required.
E. Mark fields required on the page layout.

Answer: ABE

Explanation:

Guided selling, validation rules, and required fields on the page layout are three options that can be used to ensure sales reps fill out key fields when working on an opportunity through the process. Guided selling allows administrators to add prompts and guidance at each stage of the path to help reps move forward with confidence. Validation rules allow administrators to enforce data quality and business logic by preventing reps from saving records that do not meet certain criteria. Required fields on the page layout allow administrators to make certain fields mandatory for reps to enter before saving records. Configuring opportunity path can help reps visualize and update key fields at each stage, but it does not make them required or prevent them from moving forward without entering them. Using flow to mark fields required is not possible because flows cannot modify page layouts or field properties. References:

https://help.salesforce.com/s/articleView?id=sf.path_guided_selling.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fields_defining_field_properties.htm&type=5

NEW QUESTION 56

DreamHouse Reality 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: AD

Explanation:

A dependent picklist and a custom picklist are the two features that can be used to fulfill the requirement. A global picklist and a multi-select picklist are not features that can be used to fulfill the requirement.

Here is a more detailed explanation of why A and B are the correct answers:

? A. Dependent Picklist

A dependent picklist is a picklist whose values are dependent on the value selected in another picklist. This is useful for ensuring that only valid values are selected for a field. In this case, the administrator can create a dependent picklist for the category field on accounts and cases, with the values for the picklist being dependent on the record type selected. This will ensure that only the relevant picklist values are available for selection based on the record type selected.

For example, the administrator could create a dependent picklist for the category field on accounts and cases with the following values:

? Record Type: New Account

? Picklist Values: Residential, Commercial

? Record Type: Existing Account

? Picklist Values: Renewal, Upsell, Cross-sell

This would ensure that only the relevant picklist values are available for selection when creating a new account or an existing account.

? B. Custom Picklist

A custom picklist is a picklist that is created by the administrator. This is useful for creating picklists with values that are specific to the organization's needs. In this case, the administrator can create a custom picklist for the category field on accounts and cases, with the values for the picklist being specific to the organization's needs. This will ensure that the picklist values are relevant to the organization and its customers.

For example, the administrator could create a custom picklist for the category field on accounts and cases with the following values:

? Picklist Values: Residential, Commercial, Land, Multi-Family

This would ensure that the picklist values are relevant to the organization and its customers.

NEW QUESTION 58

The VP of sales at Universal Containers wants to prevent members of the sales team from changing an opportunity to a date in the past.

What should an administrator configure to meet this requirement?

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

Answer: B

Explanation:

Validation rules allow you to prevent users from changing an opportunity close date to a date in the past.

References: https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

NEW QUESTION 59

Sales reps at Cloud Kicks want to be notified when they have a high likelihood of winning an opportunity over \$1,000,000.

Which feature meets this requirement?

- A. Key Deals
- B. Big Deal Alerts
- C. Activity Timeline.
- D. Performance chart.

Answer: B

Explanation:

Big Deal Alerts are notifications that are sent to users when an opportunity reaches a certain amount, probability, or stage. They can be configured by administrators

to alert sales reps or managers when they have a high likelihood of winning a big deal. Key Deals are a feature of Einstein Opportunity Scoring that shows the top opportunities based on their score and stage, but they do not send notifications. Activity Timeline is a component of Lightning Experience that shows the past and upcoming activities related to a record, but it does not notify users of big deals. Performance chart is a type of report chart that shows how well users or teams are performing against their goals, but it does not alert users of big deals. References: https://help.salesforce.com/s/articleView?id=sf.forecasts3_big_deal.htm&type=5

NEW QUESTION 62

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: BC

Explanation:

Dependent picklist and global picklist are two options that can be used to meet this requirement. Dependent picklist allows users to create a conditional relationship between two picklist fields, where the available values in one field depend on the value selected in another field. Global picklist allows users to create a set of picklist values that can be shared across multiple fields and objects, ensuring consistent values and reducing maintenance. References:

https://help.salesforce.com/s/articleView?id=sf.fields_about_dependent_picklists.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.picklist_global_picklists.htm&type=5

NEW QUESTION 66

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 public group and give them access to records with a criteria-based 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

Explanation:

A criteria-based sharing rule is a tool that allows administrators to share records with certain users based on field values rather than ownership. For example, a criteria-based sharing rule can share all opportunities with a cross-sell opportunity type with a specific group of users. A public group is a collection of individual users, roles, roles and subordinates, or other groups that can be used to simplify sharing settings and other processes. In this case, the administrator can add the subject matter experts to a public group and give them access to records with a criteria-based sharing rule that matches the cross-sell opportunity type.

References: https://help.salesforce.com/s/articleView?id=sf.sharing_criteria_rules.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.public_groups.htm&type=5

NEW QUESTION 68

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

Explanation:

To save time and budget, you can check the AppExchange for prebuilt solutions that can be easily customized for your needs. AppExchange is a marketplace for apps, components, and consulting services that extend Salesforce functionality. References: <https://appexchange.salesforce.com/>

NEW QUESTION 71

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

Explanation:

Master-detail lookup is a type of relationship field that can be used to create a relationship between Account and Shoe and prevent orphaned Shoe records. Master-detail lookup establishes a parent-child relationship between two objects, where the parent record controls certain behaviors of the child record, such as security, ownership, and deletion. If the parent record is deleted, all the child records are deleted as well. References: https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

NEW QUESTION 73

Sales users at Universal Containers are reporting that it is taking a longtime to edit opportunity records. Normally, the only field they are editing is the Stage field. Which two options should the administrator recommend to 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: AB

Explanation:

Paths allow you to display key fields and guidance for each stage of an opportunity. Kanban list views allow you to update records by dragging them between columns.

References: https://help.salesforce.com/s/articleView?id=sf.path_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.kanban_overview.htm&type=5

NEW QUESTION 76

An administrator has been 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 a screen 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

Explanation:

Before save flows only support four elements: Assignment, Decision, Get Records, and Loop. References: https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements.htm&type=5

NEW QUESTION 80

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

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

Answer: A

Explanation:

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

NEW QUESTION 85

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

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

Answer: D

Explanation:

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

NEW QUESTION 89

Universal Container wants toincrease 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

Explanation:

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

NEW QUESTION 94

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 timezone.
- D. Allow the reps to set business hours manually.

Answer: C

Explanation:

Business hours are used to specify the days and hours when your company's employees work. You can create multiple sets of business hours for different time zones or regions and assign them to users based on their location or function. To meet the requirement of having different business hours for reps on pacific time and eastern time, you need to create one set of business hours per time zone and assign them accordingly. References:
https://help.salesforce.com/s/articleView?id=sf.customize_supporthours.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_supporthours_assign.htm&type=5

NEW QUESTION 95

Cloud Kicks wants to try out an app from the AppExchange to ensure that the app meets its needs. Which two options should the administrator suggest? Choose two answers

- A. Test Drive in a production org.
- B. Download into a Trailhead Playground.
- C. Install in a sandbox.
- D. Check edition compatibility.

Answer: BC

Explanation:

A Trailhead Playground is a free, online learning environment that allows you to try out Salesforce features and apps. You can use a Trailhead Playground to test out an app from the AppExchange before you install it in your production org. A sandbox is a copy of your production org that you can use to test changes and new features. You can install an app from the AppExchange in a sandbox to see how it works in your environment. Testing anapp in a production org is not recommended, as it could affect your live data. Checking edition compatibility is important, but it is not a way to try out an app.

NEW QUESTION 99

Cloud Kicks is Introducing a new shoe model and wants to advertise on TV, radio, print, and social under the banner of a called New Runners. In addition, total statistics for this marketing effort need to be aggregated and visible. Which feature should the administrator use to implement this functionality?

- A. Junction object
- B. Parent campaign field
- C. Lookup relationship
- D. Master-detail relationship

Answer: B

Explanation:

To advertise on TV, radio, print, and social under one bannercalled New Runners and aggregate total statistics for this marketing effort, an administrator should use Parent campaign field on Campaign object. This field allows creating hierarchical relationships between campaigns by specifying one campaign as parent of

another campaign. Parent campaigns roll up statistics from child campaigns such as number of leads generated, amount of revenue won etc. For example, an administrator can create four child campaigns for TV, radio, print and social ads respectively and link them to one parent campaign called New Runners using Parent campaign field. Junction object, lookup relationship, and master-detail relationship are not features related to Campaign object or hierarchy. References: https://help.salesforce.com/s/articleView?id=sf.campaigns_parent.htm&type=5

NEW QUESTION 104

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

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

Answer: C

Explanation:

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

NEW QUESTION 105

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

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

Answer: C

Explanation:

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

NEW QUESTION 110

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

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

Answer: C

Explanation:

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

NEW QUESTION 115

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

Explanation:

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

NEW QUESTION 120

Asales 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. Data Import Wizard

Answer: D

Explanation:

Data Import Wizard allows you to import up to 50,000 records at a time. References: https://help.salesforce.com/s/articleView?id=sf.data_importer.htm&type=5

NEW QUESTION 124

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

Explanation:

Bucket column allows you to categorize report data into groups without creating a formula or custom field. You can create buckets for different ranges of values and assign labels to them.

References: https://help.salesforce.com/s/articleView?id=sf.reports_bucketing_overview.htm&type=5

NEW QUESTION 127

Universal Containers requires a different Lightning page to be displayed when Accounts are viewed in the Sales Console and in the Service Console. How should an administrator meet this requirement?

- A. Update page layout assignments.
- B. Define multiple record types.
- C. Assign Lightning pages as app default.
- D. Create different user profiles.

Answer: C

Explanation:

Lightning pages are custom layouts that let you design pages for your Salesforce org using Lightning App Builder. You can assign different Lightning pages for different apps, record types, and profiles using Lightning page assignments. To meet the requirement of displaying different Lightning pages for Accounts in Sales Console and Service Console, you need to assign Lightning pages as app default for each app. References:

https://help.salesforce.com/s/articleView?id=sf.lightning_page_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.lightning_page_assignments.htm&type=5

NEW QUESTION 130

The administrator are Cloud Kicks created a new field for tracking returns on their new cloud shoe. A user has submitted case to the administrator indication that the new field is unavailable. Which two steps should an administrator do to troubleshoot this issue? Choose 2 answers

- A. Ensure that the page layout for the user's profile has been updated.
- B. Run the setup audit trail for the organization.
- C. Update the organization wide default for the object.
- D. Review the field level security of the field for the user profile

Answer: AD

Explanation:

Page layout and field level security are two factors that determine whether a user can see a new field on a record. To troubleshoot this issue, the administrator should

ensure that the page layout for the user's profile has been updated to include the new field and that the field level security of the field for the user profile allows read or edit access. References: https://help.salesforce.com/s/articleView?id=sf.customize_layoutoverview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_fls.htm&type=5

NEW QUESTION 132

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: BC

Explanation:

Two considerations when installing a managed package in a sandbox are:

? The installation link has to be modified to test.salesforce.com, because the default installation link points to login.salesforce.com which is for production orgs. To install a package in a sandbox org, the administrator has to replace login with test in the installation URL before clicking it.

? The package will be removed any time the sandbox is refreshed, because refreshing a sandbox replaces its current data and metadata with those from its source org. If the source org does not have the package installed, then the sandbox will lose it after refresh. Any metadata changes to the package do not have to be recreated in production, because they are preserved during upgrades unless overwritten by the package developer. Install for Admins Only is not the only install option available; there are also Install for All Users and Install for Specific Profiles options. References:

https://help.salesforce.com/s/articleView?id=sf.distribution_installing_packages.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.data_sandbox_implementation_tips.htm&type=5

NEW QUESTION 135

An administrator at Universal Containers is reviewing current security settings in the company's Salesforce org.

What Should the administrator do to prevent unauthorized access to Salesforce?

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

Answer: B

Explanation:

Multi factor authentication (MFA) is a security feature that requires users to verify their identity using two or more factors when they log in to Salesforce. It can help prevent unauthorized access to Salesforce by adding an extra layer of protection beyond username and password. Enabling MFA can be done by administrators in the security

settings or by users in their personal settings. Disabling TLS requirements for sessions, customizing organization wide defaults, or enabling caching and autocomplete on login page are not actions that would prevent unauthorized access to Salesforce; in fact, they may reduce security or have no effect on security at all. References: https://help.salesforce.com/s/articleView?id=sf.security_mfa.htm&type=5

NEW QUESTION 138

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: AD

Explanation:

There are two possible reasons why users are unable to access a report based on a custom report type created by an administrator. One is that the custom report type is in development mode, which means that it is not deployed and available for use by other users except for administrators and users with manage custom report types permission. The other is that the report is saved in a private folder, which means that it is visible only to its owner and not shared with other users or groups. References: https://help.salesforce.com/s/articleView?id=sf.reports_builder_custom_report_types.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.reports_builder_folders.htm&type=5

NEW QUESTION 141

Northern Trail Outfitters wants to calculate how much revenue has been generated for each of its marketing campaigns.

How should an administrator deliver this information?

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

Answer: C

Explanation:

Roll-up summary fields allow you to calculate the sum of a field from child records related to a parent record.

References: https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&type=5

NEW QUESTION 146

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. Opportunity sharing rule
- D. Validation rule

Answer: BD

Explanation:

Flow Builder and Process Builder are two automation tools that should be used to accomplish this request. Flow Builder can be used to create a flow that defines the logic and actions for creating a renewal opportunity, such as setting the stage, close date, and amount. Process Builder can be used to create a process that triggers the flow when an opportunity is closed won. References:

https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5

NEW QUESTION 147

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: C

Explanation:

Flow Builder is a tool that can be used to create an automated way to delete records based on field values. Flow Builder can create flows that define the logic and actions for deleting records, such as finding records that match certain criteria and deleting them in bulk. Flows can be scheduled to run at regular intervals or triggered by other events or processes. References: https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5https://help.salesforce.com/s/articleView?id=sf.flow_concepts_delete.htm&type=5

NEW QUESTION 151

Which three items are available in the mobile navigation menu? Choose 3 answers

- A. Lightning App Pages
- B. Lightning Home Page
- C. Chatter
- D. Utility Bar
- E. Dashboards

Answer: ACE

Explanation:

Lightning app pages, Chatter, and dashboards are three items that are available in the mobile navigation menu. The mobile navigation menu allows users to access different items in the Salesforce mobile app, such as objects, apps, or utilities. Users can customize their mobile navigation menu by adding or removing items and changing their order. References: https://help.salesforce.com/s/articleView?id=sf.app_nav_setup.htm&type=5

NEW QUESTION 154

Support agent at Cloud Kicks are spending too much time finding resources to solve cases.

The agents need a more efficient way to find documentation and similar cases from the Case page layout.

How should an administrator meet this requirement?

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

Answer: D

Explanation:

Knowledge is a feature that can be used to meet this requirement. Knowledge allows users to create, manage, and share articles that provide information and solutions for common issues or questions. Data categories can be used to organize articles into different topics and make them easier to find and access. Users can view related articles from the Case page layout based on the data category of the case. References:

https://help.salesforce.com/s/articleView?id=sf.knowledge_overview.htm&type=5https://help.salesforce.com/s/articleView?id=sf.knowledge_categories.htm&type=5

NEW QUESTION 156

Northern Trail Outfitters wants to know the average stage duration for all closed Opportunities.

How should an administrator support this request?

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

Answer: C

Explanation:

The Opportunity Stage Duration report is a standard report that shows how long opportunities spend in each stage before they are closed. It can be used to measure the average stage duration for all closed opportunities by grouping and summarizing the data by stage name and duration fields. Using process builder to capture the daily average on each opportunity is not feasible because it would require creating multiple fields and formulas on the opportunity object and updating

them every day. Adding formula fields to track stages on each opportunity is also not practical because it would require creating multiple fields and formulas on the opportunity object and maintaining them every time a stage changes. Refreshing weekly reporting snapshots for closed opportunities is not necessary because the report can run on real-time data without snapshots.

References: https://help.salesforce.com/s/articleView?id=sf.reports_opportunity_stage_duration_report.htm&type=5

NEW QUESTION 158

Ursa Major Solar has service level agreements (SLA) that are routed to support queues. Cases that meet the 24 hour SLA need to be automatically re-assigned to the next tier queue.

Which feature should be used to fulfill this requirement?

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

Answer: D

Explanation:

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

NEW QUESTION 160

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

Explanation:

To use as an identifier when importing and updating records from a separate system, an administrator should use External ID field type on an object. External ID fields allow storing unique identifiers from external systems and using them for matching records during import or update operations. External ID fields can also be used for upsert operations that insert new records or update existing ones based on external ID values. For example, an administrator can create an External ID field on Account object that stores account numbers from an external ERP system and use it for importing or updating accounts from that system. Rich Text field, Record ID, and Auto-Number field are not suitable for using as identifiers when importing and updating records from a separate system. References:

https://help.salesforce.com/s/articleView?id=sf.fields_about_field_types.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.data_loader_upsert.htm&type=5

NEW QUESTION 165

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

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

Answer: A

Explanation:

Muting permission sets allow you to remove permissions that are granted by a permission set group.

References: https://help.salesforce.com/s/articleView?id=sf.perm_sets_muting.htm&type=5

NEW QUESTION 169

Ursa Major Solar provides a 1-year warranty on all of the panels it installs. Installation details, along with the warranty information, are captured on a custom object called Installation. The installation record is created by the installer from the mobile app. Customers soon receive a longer warranty as a way of increasing customer satisfaction when an installation gets delayed or has issues.

How should the administrator configure Salesforce to capture the expiration date of the warranty?

- A. Use a formula as the default value of the warranty Expiration Date field.
- B. Create a formula field to display 1 year from the warranty purchased.
- C. Add a validation rule to ensure the Expiration Date field is populated.
- D. Include the warranty Expiration Date field on the mobile page layout.

Answer: A

Explanation:

To capture the expiration date of warranty based on installation date and warranty length (1 year by default), the administrator should use a formula as the default value of Warranty Expiration Date field on Installation object. The formula can calculate one year from installation date using DATE function or DATEVALUE function. For example, `DATE(YEAR(Installation_Date c) + 1, MONTH(Installation_Date c), DAY(Installation_Date c))` will return one year from installation date. Creating a formula field, adding a validation rule, or including Warranty Expiration Date field on mobile page layout will not capture expiration date based on installation date and warranty length.

References: https://help.salesforce.com/s/articleView?id=sf.formula_using_date_datetime.htm&type=5

NEW QUESTION 174

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: AD

Explanation:

Themes are a way to customize the look and feel of Salesforce by changing the colors, images, and logos that appear on Lightning Experience pages. However, there are some limitations and considerations when using themes, such as: only one theme can be active at a time, and a theme applies to the entire org; themes apply only to Lightning Experience and do not affect Salesforce Classic or the Salesforce mobile app; up to 300 custom themes can be created, modified, or cloned from the built-in themes; Chatter external users see the built-in Lightning theme only and cannot see custom themes. References: https://help.salesforce.com/s/articleView?id=sf.themes_overview.htm&type=5

NEW QUESTION 178

Cloud Kicks wants to allow customers to create their own cases while visiting its public homepage.
What should the administrator recommend?

- A. SMS Response
- B. Web-to-Case
- C. Email-to-Case
- D. Omni-Channel

Answer: B

Explanation:

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

NEW QUESTION 179

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

Explanation:

Native debug feature is a tool that can be used to identify the problem with the new flow. Native debug feature allows users to test a flow by running it with different input values and inspecting the output values at each element. Users can also see error messages and warnings that indicate where the flow failed or might fail. References: https://help.salesforce.com/s/articleView?id=sf.flow_debug.htm&type=5

NEW QUESTION 181

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

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

Answer: A

Explanation:

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

NEW QUESTION 182

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

- A. Custom report type.
- B. Folder access
- C. Report subscription

D. Field level security

Answer: ABD

Explanation:

To provide appropriate access to a report that contains shoe records for all of the sales reps on their team, the administrator should configure three items:

? A custom report type that includes the shoe object and its fields

? A folder access that grants access to the sales manager and their team members to view and run reports in that folder

? A field level security that allows the sales manager and their team members to see all the fields on the shoe object Report subscription, while useful for scheduling and delivering reports, does not affect access to the report itself. References:

https://help.salesforce.com/s/articleView?id=sf.reports_builder_create_report_type.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.reports_manage_folders.htm&type=5

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

NEW QUESTION 185

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

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

A. Auto-response rules, Macros, Entitlements

B. Auto-response rules, Queues, Macros

C. Auto-response rules, Queues, Escalation Rules

D. Auto-response rules, Entitlements, Escalation Rules

Answer: C

Explanation:

To acknowledge cases with a Case Reason of Installation immediately via email and assign them to appropriate agents, and escalate cases that are still in New status after 4 hours to support management, an administrator should use Auto-response rules, Queues, and Escalation Rules for case management. Auto-response rules allow sending automatic email responses to customers based on case criteria. Queues allow grouping cases that share common characteristics and assigning them to a group of users who can access and work on them. Escalation rules allow escalating cases that meet certain criteria to higher-level users or groups and sending email notifications. Macros and Entitlements are not case management tools that can be used for this requirement. References:

https://help.salesforce.com/s/articleView?id=sf.case_autoresponse.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.queues_overview.htm&type=5https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5

NEW QUESTION 190

The administrator at cloud kicks is trying to debug a screen flow that create contacts. One of the variables in the flow is missing on the debug screen. What could cause this issue?

A. The available for input checkbox was unchecked.

B. The flow is an inactive version

C. The field type is unsupported by debugging.

D. The available for output checkbox was unchecked.

Answer: A

Explanation:

To debug a screen flow that creates contacts, one of the possible causes for a variable missing on the debug screen is that the available for input checkbox was unchecked for that variable. This means that variable cannot be set by external sources such as debug inputs or URL parameters. To fix this issue, check this checkbox for any variable that needs to be set externally. The flow version or field type does not affect variable availability for input. The available for output checkbox only affects whether variables can be passed out of flows or subflows. References:

https://help.salesforce.com/s/articleView?id=sf.flow_ref_variables.htm&type=5https://help.salesforce.com/s/articleView?id=sf.flow_debugging.htm&type=5

NEW QUESTION 191

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

Explanation:

A cross object formula field is a type of formula field that references fields from related objects using relationships such as lookup or master-detail. It can be used to display data from one object on another object without creating another relationship or copying data. A cross object formula field can be created on opportunity object to display data from industry field on account object using account ID lookup relationship. A custom account field, a standard account field, or a master-detail relationship field are not types of fields that can display data from industry field on account object on opportunity page layout; they either do not exist or do not reference related objects. References: https://help.salesforce.com/s/articleView?id=sf.cross_object_formulas.htm&type=5

NEW QUESTION 194

AW Computing has six sales teams in a region. These teams always consists of the same account manager, engineer, and assistant.

What should the administrator configure to make it easier for teams to collaborate with the same customer?

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

Answer: B

Explanation:

Account teams are groups of users who work together on an account. You can enable account teams in Setup and assign team roles and access levels for each team member. Users can set up a default account team that is automatically added to any account that they own or create. This makes it easier for teams to collaborate with the same customer without manually sharing each account. References:

<https://help.salesforce.com/s/articleView?id=sf.accountteam.htm&type=5>https://help.salesforce.com/s/articleView?id=sf.accountteam_default.htm&type=5

NEW QUESTION 199

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

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

Answer: A

Explanation:

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

NEW QUESTION 203

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

Explanation:

Record types are a way to assign different page layouts and picklist values to different users based on their business needs. To use two different page layouts for customer and partner accounts, create one record type for each account type and assign them to the appropriate page layouts and profiles. References: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

NEW QUESTION 205

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

Explanation:

The contact hierarchy is a feature that allows users to view contacts related to an account in a hierarchical tree structure based on their role or position within the account. The contact hierarchy respects record-level access by user, meaning that users can see only those contacts that they have access to based on their profile permissions and sharing settings. The other options are incorrect because contact hierarchy is not limited to 3,000 contacts at one time (it can display up to 5,000 contacts), customizing hierarchy columns does not change the recently viewed contacts list view (it only affects how contacts are displayed in the hierarchy), and sharing settings are not ignored by contacts displayed in the contact hierarchy (they determine which contacts are visible to users). References: https://help.salesforce.com/s/articleView?id=sf.contacts_hierarchy.htm&type=5

NEW QUESTION 207

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

Choose 2 answers

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

Answer: AD

Explanation:

To show different picklist values for sales and marketing users, you can either use record types or profiles. Record types allow you to have different picklist values for different page layouts assigned to different profiles. Profiles allow you to restrict picklist values based on user permissions.

References: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.admin_profile_picklists.htm&type=5

NEW QUESTION 211

Universal Containers has two sales teams, Sales team A and Sales team B. Each team has their own role in the role hierarchy. Both roles are subordinates of the same Manager role.

How Should the administrator share records owned by sales team A with Sales team B?

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

Answer: B

Explanation:

Manual sharing allows record owners to share individual records with other users or groups. This is useful when one-off sharing is needed for a specific situation.

Hierarchical sharing, criteria-based sharing and owner-based sharing are not suitable for this scenario because they are based on predefined rules or roles that do not match the requirement. References: https://help.salesforce.com/s/articleView?id=sf.sharing_overview.htm&type=5

NEW QUESTION 212

Users at Cloud Kicks want to be able to create a task that will repeat every two weeks. What should an administrator do to meet the requirement?

- A. Enable Creation of Recurring Tasks.
- B. Flow to create recurring tasks.
- C. Workflow rule to create recurring tasks.
- D. Turn on Recurring Activities.

Answer: A

Explanation:

Recurring tasks are tasks that repeat at regular intervals, such as daily, weekly, monthly, etc. They can be created by users who have the permission to create recurring tasks, which can be enabled by administrators in the user profile settings. Flow, workflow rule, and recurring activities are not valid options for creating recurring tasks in Salesforce. References: https://help.salesforce.com/s/articleView?id=sf.tasks_recurring.htm&type=5

NEW QUESTION 214

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: D

Explanation:

A lookup field is a type of field that creates a relationship between two objects and allows users to select a record from one object as a value for another object. A lookup relationship creates a one-to-many relationship between two objects, where each parent record can have many child records but each child record can have only one parent record. A lookup relationship also allows limited access to child records, meaning that users can see only those child records that they have access to based on their profile permissions and sharing settings. References: https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.htm&type=5

NEW QUESTION 219

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

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

Choose 2 answers

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

Answer: BD

Explanation:

To customize the campaign member status picklist values themselves, marketing users need two things: a marketing user feature license and edit permission for campaigns. A marketing user feature license enables users to create, edit, and delete campaigns; manage campaign members; and update campaign history via the import

wizards or API. Edit permission for campaigns allows users to modify existing campaigns and their related records such as campaign members and campaign member statuses. References: https://help.salesforce.com/s/articleView?id=sf.campaigns_enable.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.campaigns_member_status.htm&type=5

NEW QUESTION 221

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