



Salesforce

Exam Questions Salesforce-Advanced-Administrator

Salesforce Certified Advanced Administrator

NEW QUESTION 1

Cloud Kicks (CK) has a backup team of employees that helps short-staffed departments. These users could be working with sales one day and service the next. CK is implementing new Lightning record pages for each department so that they view records in a way that makes sense for each department. How should the administrator ensure this is configured correctly?

- A. Configure one app per department and activate record pages for each app.
- B. Create permission sets for each department and assign them to the backup team users.
- C. Adjust the profile of the backup users each day to align with the proper access they require.
- D. Allow the backup team users to update their own profile with Delegated Administration.

Answer: A

NEW QUESTION 2

An auto-response rule sends an email using Template when the field Case Source is 'email' and Template when Case Source is blank. A Process Builder updates CaseSource to 'email' when a case is created using Email-to-Case and to web' when a case is created using Web-to-Case. Otherwise, Case Source is blank. What will occur when a case is created from an Incoming email?

- A. Case Source updates to 'email' and an email is sent out using Template2.
- B. An email is sent out using Template and then Case Source updates to email'.
- C. An email is sent out using Template and then Case Source updates to 'email'.
- D. Case Source updates to email and an email is sent out using Template1.

Answer: C

NEW QUESTION 3

Cloud Kicks wants to implement multi-factor authentication (MFA) to help better secure its Salesforce org. Which two options should the administrator consider to use MFA?

Choose 2 answers

- A. An Authentication App
- B. A Username and Password
- C. A Security Token
- D. An Encryption Key

Answer: AB

NEW QUESTION 4

The administrator at Cloud Kicks recently replaced several case workflow rules with a single before save flow. Since this change, some cases are routing in unexpected ways.

What could be the cause or the changes to routing?

- A. The old workflow rules are still active and impacting routing.
- B. The flow precedes assignment rules; workflow rules are after assignment rules.
- C. Assignment rules no longer reference the correct fields.
- D. Multiple automation tools have been used and the automation is executed in a different order.

Answer: B

NEW QUESTION 5

DreamHouse Realty has a rental team and a real estate team. The two teams have different sales processes and capture different client information on their opportunities.

How should an administrator extend the Opportunity object to meet the teams' different needs?

- A. Leverage Opportunities for the Real Estate Team and create a new custom object for the Rental Team Opportunities.
- B. Use separate record types, page layouts, and sales processes for the Rental and Real Estate Teams.
- C. Create Opportunity Teams for the Rental and Real Estate Teams and make appropriate fields visible to only the necessary team.
- D. Add a section for Rental and a section for Real Estate on the Opportunity Master Record Type to keep the information separate.

Answer: B

NEW QUESTION 6

AW Computing continues to grow and has concerns about the volume of sensitive data being stored in its org. The administrator suggests utilizing Salesforce Shield.

What should the team consider before implementing Salesforce Shield?

- A. Encrypted fields are to be referenced in flows.
- B. Einstein Lead Scoring is available on encrypted fields.
- C. Paused flows can cause data to be saved in an unencrypted state.
- D. Shield Platform Encryption can be used with custom metadata types.

Answer: C

NEW QUESTION 7

An administrator created a new custom object. When trying to upload new records to the custom object using Data Loader, they are unable to see the new custom object in the list of available objects.

What should the administrator do to resolve the issue?

- A. Assign a permission set to give them access to the new object.
- B. Check the Field-Level Security of the new custom object's Name field.
- C. Ensure Allow Sharing is checked on the custom object.
- D. Confirm the object is marked as deployed and not in development.

Answer: D

NEW QUESTION 8

The administrator at Cloud Kicks needs to import a batch of person accounts into Salesforce. What tool should the administrator use?

- A. Data Import Wizard
- B. Quick Create
- C. Bulk API
- D. Mass Update

Answer: A

NEW QUESTION 9

Northern Trail Outfitters (NTO) wants to start using Salesforce for its HR recruiting process. NTO needs to ensure that every application is linked to both a job posting and an applicant can apply for more than one job posting, and each job posting can have more than one application. How should an administrator configure the objects?

- A. Make Job Application as a junction object with a master-detail relationship to Applications and a lookup relationship to Job Posting.
- B. Create Application as a junction object with a master-detail relationship to Job Postings and a lookup relationship to Job Applications.
- C. Add applicants as a junction object with master-detail relationship to both Posting and Job Applications.
- D. Configure Job Application as a Junction object with master-detail relationship to both Application and Job Postings.

Answer: D

NEW QUESTION 10

The administrator at Cloud Kicks is troubleshooting an issue one user is having with a flow. They have decided to add a debug log to that user. What debug log category should be used?

- A. Workflow
- B. Callout
- C. System
- D. Database

Answer: A

NEW QUESTION 10

On the Planet custom object, Ursa Major Solar's sales director wants only certain action buttons to appear depending on if a given planet is defined as gaseous. Which Lightning component should the administrator define dynamic action buttons?

- A. Record Detail
- B. Highlights Panel
- C. Activities
- D. Related Lists

Answer: B

NEW QUESTION 11

An administrator at Cloud Kicks has been tasked by the compliance team to flag where sensitive information is stored in Salesforce. What feature should the administrator use to fulfill this requirement?

- A. Data Classification
- B. Schema Builder
- C. Classic Encryption
- D. Field-Level Security

Answer: A

NEW QUESTION 15

Ursa Major Solar offers customers annual service contracts. Account owners should receive an email renewal reminder 1 month before their customer's planned expiration date. The administrator builds a flow to automate the process, which runs when a record is created, and tests several possible scenarios. What will occur if the expiration date is changed from January 1 of the next year to yesterday?

- A. The flow is unable to run and a flow error message is sent to the user who initiates the flow.
- B. The interview resumes 1 month before the original expiration date and will send the email at that time.
- C. The interview is rescheduled based on the expiration date and sends the email on the last day of the current month.
- D. The resume event is recalculated and the email goes out to the account owner immediately.

Answer: A

NEW QUESTION 17

At CloudKicks, the distributor account information is sensitive information. The administrator needs to make sure this information is unavailable to testers in the full sandbox.

What should the administrator recommend?

- A. Refresh the sandbox.
- B. Assign the users a new permission set.
- C. Use the data masking tool.
- D. Delete the sensitive information.

Answer: C

NEW QUESTION 19

AW Computing organizes its sales regions as East, Central, and West. Each region has sales reps, a sales director, and sales operations members. The organization-wide default for all objects is set to Private. Members of the operations team for the East region need access to all the accounts and opportunities in the region.

How should the administrator configure this requirement?

- A. Instruct the operations team members to add themselves to the account teams.
- B. Share an Opportunity sharing the with a public group containing the East operations profile.
- C. Assign to a role in the role hierarchy positioned above the East sales director.
- D. Utilize territory management to add the operations team to the East territory.

Answer: D

NEW QUESTION 22

Cloud Kicks has two record-triggered flows on the same object. One flow creates a child record when criteria are met. The second record-triggered flow is based on criteria to check if the child record exists and updates a field. The field on the child record that needs to be updated is still null after the second record trigger. What should the administrator do to resolve this issue?

- A. Make a new record-triggered flow on the child object to update the field on the parent record.
- B. Have the record-triggered flows fire on create or edit to update the field.
- C. Combine the two flows into one with checks to see which part of the flow needs to be run.
- D. flows into schedule flows and have them update the field.

Answer: C

NEW QUESTION 25

An administrator has a request to write a report listing accounts that have sales from this year and that have a completed activity in the last 30 days. What reporting feature should the administrator employ to provide only the list of accounts, without listing the details of the opportunities?

- A. Joined Report
- B. Cross-Filter
- C. Summary Report
- D. Filter Logic

Answer: B

NEW QUESTION 26

The administrator at Cloud Kicks is evaluating the capabilities of Schema Builder to create custom objects and custom fields. The administrator likes the user interface of the Schema Builder, as opposed to the new object and field wizards, but also notices some limitations.

What needs to be configured from the object manager instead of Schema Builder?

- A. Add custom fields to the page layout.
- B. Make available for Customer Postal.
- C. Enable field history tracking
- D. Allow Reports and Activities

Answer: A

NEW QUESTION 27

The sales team at Cloud Kicks is noticing that sales reps are misusing the new Screen Flow tool for data entry, since they are viewed the initial screen after clicking finish.

What should the administrator do to fix this?

- A. Use a lightning action to redirect the user
- B. Create a new flow to redirect the user when the other flow finishes.
- C. Add a trigger to redirect the user to a new page.
- D. Update the flow with a local redirect action.

Answer: D

NEW QUESTION 28

The administrator at Cloud Kicks needs to set up automation to update three fields on the Shipment custom object. Because of the effect these updates will have on some programmatic customizations, they need to happen in a very specific order.

How should the administrator configure the field updates to ensure the proper order.

- A. Create three workflow rules in order, one workflow rule for each field update.
- B. Create a process with one criteria node and three field updates in the correct order.
- C. Create a process with three criteria nodes and stop after each action.
- D. Create a workflow rule with three field updates entered in the correct order.

Answer: C

NEW QUESTION 33

DreamHouse Realty (DR) wants to ensure that its data is protected. There have been several recent attempts to phish employees. What should DR do to help ensure that the user that is logged in is the right user when the running user is trying to view reports and dashboards?

- A. Require a Username, Password, and Security Token when logging in.
- B. Set up an authentication provider for reports and dashboards.
- C. Require MFA when users need to view and export dashboards and reports.
- D. Require a high assurance session when exporting or printing reports and dashboards.

Answer: D

NEW QUESTION 38

AW Computing has been advertising a new keyboard that was released at the beginning of the month. The sales team has an additional incentive to add the keyboards to every sale. The administrator already added the product to Salesforce but the reps are unable to select the product on the opportunity. Which two options should an administrator check to ensure the product is available? Choose 2 answers

- A. Confirm the correct price book is selected on the opportunity.
- B. Make sure the price book is in the company currency.
- C. Ensure the product is associated with the correct price book.
- D. Verify the product has a start date entered.

Answer: AC

NEW QUESTION 39

Cloud Kicks users report receiving an "Apex CPU time limit exceeded" error message when attempting to close certain opportunity records. This does not occur on every opportunity record change or for every user. What is the recommended method for the administrator to identify the cause?

- A. Monitor with Login Forensics.
- B. Enable Debug Logging for users.
- C. Review the Setup Audit Trail.
- D. Set up Apex Exception Email alerts

Answer: B

NEW QUESTION 42

An administrator is asked to create a report to calculate the year-over—year changed in the dollar amount of a company's opportunities. What reporting tool should be used to complete this request?

- A. A row-level formula to compare amounts grouped by year.
- B. A joined report with two report blocks for each year
- C. A custom summary formula with PARENTGROUPVAL function
- D. A custom summary formula with the PREVGROUPVAL function.

Answer: D

NEW QUESTION 46

An administrator at Universal Containers has been asked by the compliance team to understand and track various sensitivity levels for its data in Salesforce. The administrator has enabled Data Classification and configured appropriate sensitivity levels. The compliance team would like a report showing field level sensitivity and classification. What should the administrator recommend?

- A. Run the standard Data Classification report.
- B. Create a custom Entity Definition and Field Definitions report type.
- C. Use the Data Classification Metadata list view.
- D. Configure a custom Data Classification and Metadata report type.

Answer: D

NEW QUESTION 49

DreamHouse Realty wants better insights into potential revenue in the next quarter and is considering using Collaborative Forecasts. What should the administrator consider when setting up Collaborative Forecasts?

- A. Opportunity Split data cannot be viewed in a forecast.
- B. A forecast can be either revenue-based or quantity-based.
- C. A single org can have up to six different types of forecasts.
- D. The default forecast categories cannot be customized.

Answer: B

NEW QUESTION 53

Cloud Kicks tracks project details in a custom Project object. Project Milestones are tracked in a second custom object, with a reference to the parent Project record. Users need to automatically create a standard set of related Project Milestones when a Project record is created. What is the recommended automation solution?

- A. Field Service flow
- B. Scheduled flow
- C. Before-save autolaunched flow
- D. After-save autolaunched flow

Answer: D

NEW QUESTION 55

At Ursa Major Solar, there is an account owner by a user with the role of Galaxy manager. Two users with the same profile are both assigned to the sub-role, Galaxy Subordinate. However, only one can access the account. What is the reason only one user can see the account record?

- A. Workflow Rule
- B. Manual Sharing
- C. Queues
- D. Role Hierarchy

Answer: B

NEW QUESTION 58

A user at Cloud Kicks has informed the administrator that they are unable to log in to Salesforce via multi-factor authentication. Which two areas should the administrator review to understand potential root causes? Choose 2 answers

- A. Identity Verification History
- B. Login History
- C. Debug Logs
- D. Setup Audit Trail

Answer: AB

NEW QUESTION 59

An administrator wants to determine if brute-force password attacks are being used against the org. A brute-force attack is when multiple password combinations are attempted in a short time period. Where should the administrator look for more information?

- A. Login Forensics
- B. Connected Apps OAuth Usage
- C. Event Manager
- D. User Field History Tracking

Answer: A

NEW QUESTION 63

After setting up field history tracking on the Account object, the administrator for AW Computing wants to retrieve the field history data for analysis. How should the administrator acquire this data?

- A. Create a report of Accounts and export it to Excel.
- B. Query and export the Account History object using Data Loader.
- C. Use the Data export service in setup.
- D. Create a list view of Account History and print using the Printable View action.

Answer: B

NEW QUESTION 65

Northern Trail Outfitters (NTO) is expanding into the U.K. While most of NTO's product are the same as in the US. Pricing will vary from product due to shipping and raw material cost differences. What should the administrator configure for a smooth rollout to the U.K.?

- A. Configure a U.K Opportunity record type.
- B. Write a flow that translates the currency from dollars to euros using a custom Exchange Rate field.
- C. Add a new U.K Order Form that has the euro symbol instead of the dollar symbol.
- D. Create a new Price Book for the U.K product pricing.

Answer: D

NEW QUESTION 66

The administrator at Cloud Kicks built a flow in a sandbox. After testing and validating the flow, the administrator plans to promote the flow to the production environment with a change set.

Which three considerations should the administrator be aware of when moving flows with a change set? Choose 3 answers

- A. Flows deployed are inactive and need to be manually activated.
- B. Flow allows only one version of the flow when deployed with a change set.

- C. Deploying or redeploying a flow with change sets creates a version of the flow in the destination org.
- D. All flow dependencies are automatically added to the change set.
- E. Flows are automatically activated upon deployment.

Answer: ABC

NEW QUESTION 67

AW Computing wants to create a process to assign accounts to different salespeople based on the annual revenue.... of the company. The administrator has decided to create a flow.

Which two considerations should the administrator make sure to remember when creating the flow? Choose 2 answers

- A. Use a Get Record component instead of hard coding record IDs.
- B. The running user of a flow is the user that last saved the flow.
- C. Update record elements should be placed outside the flow loop.
- D. Update Record elements should be placed inside the flow loop.

Answer: AC

NEW QUESTION 71

Person accounts were recently activated at Cloud Kicks. There are three record types for accounts:

- B2B customer
- B2C Customer
- External Partner

There are two record types for leads:

- B2B Lead
- B2C Lead

The test team finds that when the Convert button is clicked on a B2C Lead record, only the B2B Customer and External Partner account record types are available choices on the Conversion Layout.

What should the administrator do to correct this issue?

- A. Hide the Record Type field on the Account section of the Conversion Layout.
- B. Build a process that updates the record type field to B2C Customer after conversion.
- C. Use a validation rule to ensure the company name on B2C Leads is blank.
- D. Change organization-wide default settings for contacts to Controlled by Parent.

Answer: B

NEW QUESTION 73

The sales manager at Cloud Kicks wants a way to report on information from a form their clients fill out

during the sales cycle. Once a form has been submitted, the client is unable to access it. This form may need to be filled out more than once during the sales cycle. There are more than 30 fields on this form, and the sales team needs to be able to see what changed from one submission to the next.

Which two options should an administrator use to solve this scenario? Choose 2 answers

- A. Add forms as attachments.
- B. Make custom fields.
- C. Create a custom object.
- D. Turn on Field Tracking.

Answer: AC

NEW QUESTION 77

How should an administrator ensure the appropriate number of digits are entered into the custom encrypted field created to capture credit card numbers on the Opportunity object?

- A. Use the credit card number mask type.
- B. Define the number of mask characters.
- C. Enter the number of digits at the field level.
- D. Create a validation rule to ensure the length.

Answer: C

NEW QUESTION 80

Cloud Kicks has Service and Sales Manager roles that need to be able to see all Accounts. Currently, they each have their own custom profile. The organization-wide defaults are set to Private and a sharing rule shares access to Accounts to the sales and service teams based on criteria.

What should the administrator do to allow the service and sales Manager to see all Accounts?

- A. Configure a custom profile for each manager that gives them view All on Accounts.
- B. Set the organization-wide default for Accounts to Public Read Only.
- C. Create a permission set with view All to Accounts and assign it to the Service and Sales Managers.
- D. Move the Service and Sales Managers higher in the role hierarchy.

Answer: C

NEW QUESTION 83

DreamHouse Realty currently deals only with single-family homes but is expanding its business to include condos in large cities. There are some features and amenities that only apply to condos, such as the amount of a deposit and concierge services.

How should an administrator configure the Opportunity object to ensure that only relevant fields are displayed on the record?

How should an administrator configure the Opportunity object to ensure that only relevant fields are displayed on the record?

- A. Build a Lightning component to display fields that only apply to condos.
- B. Create a Record Type for the type of property and custom page layouts for each.
- C. Configure a validation rule to display fields based on the type of property the user is viewing.
- D. Make is custom Lightning page to display specific fields based on the type of property.

Answer: B

NEW QUESTION 85

Cloud Kicks (CK) does business directly with individual consumers (B2C) and large businesses (B2B). Some of CK's B2C customers are employed at its larger customer accounts and should be tracked under both.

Which two options will CK need to use to manage its customers' accounts? Choose 2 answers

- A. Contacts to Multiple Accounts
- B. Leads
- C. Person Accounts
- D. Campaign Members

Answer: AC

NEW QUESTION 90

A user at Ursa Major Solar is experiencing a flow error while trying to process a record to the next status. The users with the same access can process records without any errors.

What should the administrator do to troubleshoot the issue?

- A. Use the flow debug option and set the selection to Run as another user.
- B. Grant the user more data access by moving them higher in the role hierarchy.
- C. Change the flow to run as System Context Without Sharing - Access All Data.
- D. Grant the user the Modify All permission to ensure they have full system access.

Answer: B

NEW QUESTION 93

The sales VP notices several sales reps generating a contract too early in the sales stage. The help correct this behavior, they have requested the Create Contract button only be available when the opportunity reaches the negotiation stage.

How should the administrator meet this requirement?

- A. Create a validation rule.
- B. Configure dynamic action.
- C. Create a custom permission.
- D. Modify page layout.

Answer: B

NEW QUESTION 95

A user at Cloud Kicks has informed the administrator that they are unable to log in to Salesforce via multi-factor authentication.

Which two areas should the administrator review to understand potential root causes? Choose 2 answers

- A. Identity Verification History
- B. Login History
- C. Debug Logs
- D. Setup Audit Trail

Answer: AB

NEW QUESTION 97

An administrator needs to import a large amount of historical data (more than 100,000 records) from another system.

How should the administrator import the data?

- A. SOAP based API with Developer console
- B. Data Loader with Bulk API Enabled
- C. An AppExchange package
- D. Import Wizard with Add Only

Answer: C

NEW QUESTION 99

Sales reps and partner consultants at Cloud Kicks work on the same kinds of shoe deals. The administrator has been asked to ensure that the Profit new on the Opportunity object is available to sales reps and is hidden from partners using Field Level Security.

Which two features should the administrator use to fulfill this request? Choose 2 answers

- A. Permission Set
- B. Record Type
- C. Organization-wide Defaults
- D. Profiles

Answer: AD

NEW QUESTION 104

Ursa Major Solar allows accounts to apply for loans to purchase solar panrts. Financial information will be stored in a custom object. Only finance team members should see the related financial information about the account.

What kind of field should the administrator create in the customobject?

- A. Lookup Relationship
- B. External Relationship
- C. Hierarchical Relationship
- D. Master-Detail Reiatric

Answer: D

NEW QUESTION 105

Users at AW Computing use a custom object to manage order*. All profiles share a single page layout. Customer Service and Sales users express frustration overseeing actions that-do not always apply to their situation on thepage layout.

What should an administrator recommend?

- A. Use Dynamic Actions and conditional visibility to show the appropriate actions to the applicable users.
- B. Create separate record types for the Customer Service and Sales users' records.
- C. Configuretwo separate permission sets and assign the appropriate permissions to each user.
- D. Make two separate Lightning record pages and assign them to the applicable profiles.

Answer: A

NEW QUESTION 106

AW Computing has a newrequirement from its security team where audit information relating to an account must be recorded in a new custom object called Audit.

Audit records need to be preserved for 10 years and only accessible by the audit team.

What relationship should be usedto relate the Audit object to the Account object?

- A. Master-Detail
- B. Lookup
- C. Many-To-Many
- D. Self

Answer: A

NEW QUESTION 107

The operations team at Ursa Major Solar (UMS) currently tracksinstallations using a spreadsheet. The information captured includes customer name, address, purchase and installation dates, configuration specs, and additional installer instructions. UMS's CEO would like to utilize Salesforce to track this information instead.

Which action should the administrator take to meet this requirement?

- A. Use Salesforce REST API to create the object and also import the data.
- B. Use Lightning Object Creator to create the object and also import the data.
- C. Use Schema Builder to create the object and also import the data.
- D. Use Object Manager to create the object and also import the data.

Answer: A

NEW QUESTION 111

Administrator has been tasked with creating a new custom field on the Account object called Government Der. The compliance department has determined that this field contains sensitive Information and needs to be encrypted using Classic Encryption.

How willthis impact users when reading, editing, or reporting on Accounts?

- A. Encrypted fields are unable to be used the report criteria or list views filters.
- B. Users will need the View Encrypted Data permission to edit the field.
- C. Encrypted fields can be added to a list view and rule filters.
- D. Users with the View Encrypted Data permission can see the field, regardless of Field-Level Security.

Answer: A

NEW QUESTION 116

Sales teams at Cloud Kicks ask each visiting customer to fill out a form that capturing their contact information and some basic footwearpreferences. This information is saved to a spreadsheet and used by the sales team to alert their contacts when new shows are added to the inventory that matches their preferences. The sales team wants to be able to track this in Salesforce and see the information when viewing the contact Record.

Which two ways should the administrator configure this requirement? Choose 2 answers

- A. Data Loader
- B. Lookup Field
- C. Lightning Object Creator
- D. Schema Builder

Answer: BC

NEW QUESTION 118

The administrator at AW Computing implements multi-factor authentication using the Salesforce Authenticator app downloaded on company-provided iPhones. A sales rep breaks their phone and needs to update an opportunity record. How should the administrator grant access for the sales rep?

- A. Instruct the sales rep to log in from the company's VPN.
- B. Delegate multi-factor identification to the sales rep.
- C. Add the sales rep's IP address to the trusted IP ranges.
- D. Generate a temporary identity verification code for the rep.

Answer: D

NEW QUESTION 120

AW Computing uses a custom Invoice object to track invoices related to accounts. The administrator wants to use roll-up summary fields to view high-level information at a glance on the account record.

Which two considerations should an administrator remember about roll-up summary fields? Choose 2 answers

- A. Roll-up types include COUNT, SUM, and AVG.
- B. Roll-up summary fields are created on the master side of a master-detail relationship.
- C. Roll-up summary fields prevent the conversion of a master-detail relationship to a lookup.
- D. Rollup fields are calculated prior to save.

Answer: BC

NEW QUESTION 122

Ursa Major Solar's administrator has configured multiple record-triggered flows to run before or after the record is saved on the Account object. What should the administrator consider when a record-triggered flow executes first?

- A. Assign the highest priority to the record-triggered flow which should execute first.
- B. The flow with the longest execution time will execute first.
- C. The flow with the shortest execution time will execute first.
- D. The order in which those flows are executed is not guaranteed.

Answer: A

NEW QUESTION 126

What should an administrator use as an alternative to a Process Builder to expedite the time required to update the records?

- A. Before save Flow Trigger
- B. Batch Update
- C. Workflow Rule Field Change
- D. Screen Row

Answer: A

NEW QUESTION 130

AW Computing has a 4-hour SLA in its support guarantee. The company recently received feedback that customers are reporting long wait times before an agent responds to a new case after it has been submitted.

How should an administrator ensure cases are properly prioritized?

- A. Auto-Response Rules
- B. Escalation Rules
- C. Assignment Rules
- D. Workflow Rules

Answer: C

NEW QUESTION 134

The support operations team has noticed some invalid data in the custom Primary issue picklist field on case records. They are unsure of what the issue is since the field is being updated by an automated procedure and there is a validation rule to ensure clean data on case records.

Why are records being updated with data that violates the validation rule?

- A. The data change is triggered by an update record flow element.
- B. The field is being updated by a workflow field update.
- C. The field is being updated by an Apex before trigger.
- D. The user has the Modify All Data permission on the object.

Answer: B

NEW QUESTION 136

Cloud Kicks (CK) has a backup team of employees that helps short-staffed departments. These users could be working with sales one day and service the next. CK is implementing new Lightning record pages for each department so that they view records in a way that makes sense for each department.

How should the administrator ensure this is configured correctly?

- A. Configure one app per department and activate record pages for each app.
- B. Create permission sets for each department and assign them to the backup team users.
- C. Adjust the profile of the backup users each day to align with the proper access they require.

D. Allow the backup team users to update their own profile with Delegated Administration.

Answer: A

NEW QUESTION 141

The Cloud Kicks security team has seen an increase in unattended device attacks, where hackers can view sensitive information when users leave devices unlocked in public settings. The security team wants to ensure Salesforce data cannot be viewed after 10 minutes of inactivity. What is the recommended security setting to configure?

- A. Enforce login IP ranges on every request.
- B. Lock sessions to the domain in which they were first used.
- C. Require a high assurance session.
- D. Force logout on session timeout.

Answer: D

NEW QUESTION 144

The administrator at Universal Containers recently rolled out Email-to-Case functionality. Even though a new record type was created and specified in the Email-to-Case settings, all incoming cases are receiving a different record type. What is likely causing the record type discrepancy?

- A. The new Case Owner needs permissions to the new record type.
- B. The Automated Case User needs permissions to the new record type.
- C. A Case assignment rule is preventing the record type from being updated.
- D. A validation rule is preventing the record type from being updated.

Answer: B

NEW QUESTION 145

An administrator needs to create a junction object called Account Region to link the standard Account object with a custom object called Region. Once the junction object is created, what are the next two steps the administrator should take? Choose 2 answers

- A. Make a master-detail relationship field on the junction object to the Region object.
- B. Build a master-detail relationship field on the Region object to the junction object.
- C. Create a master-detail relationship field on the Account object to the junction object.
- D. Configure a master-detail relationship field on the junction object to the Account object.

Answer: AD

NEW QUESTION 146

DreamHouse Realty wants to notify an assigned agent when an appointment is booked on a custom object for one of their listed homes along with the total number of appointments booked so far. The administrator has configured a Roll-up Summary for the number of appointments as well as a flow to detect the creation of a new appointment and send the information to the agent. What consideration about process automation should the administrator be aware of to ensure the right information is delivered?

- A. Only standard objects can be used with Roll-up Summary fields.
- B. Rows can only be triggered from the records created on standard objects.
- C. Roll-up Summary calculations will prevent a flow from being triggered.
- D. Roll-up Summary calculations run after processes and workflows.

Answer: D

NEW QUESTION 151

A developer is getting errors for Production deployment. The test deployment in the Full sandbox, which included a local test run, was successful. The Full sandbox was last refreshed 2 weeks ago. Where should the administrator check to see what was recently changed?

- A. Salesforce Optimizer
- B. Dev Console
- C. Field History
- D. Setup Audit Trail

Answer: D

NEW QUESTION 153

A previous consultant helped Universal Containers automate many of its business processes. The administrator changed the email address on the consultant's user record and deactivated it. The consultant called to say they continue to get email messages from failed flows and processes. What steps should the administrator perform to stop the fault messages from going to the consultant?

- A. Create a custom metadata type and associate the LastModifiedBy field
- B. Write a flow that updates the field in any flows or processes equal to the consultant's name.
- C. Request an Email Log from Email Log Files in Setup and filter the request by the consultant's email. Manually update any flows or processes listed on the log.
- D. Set Send Process or Flow Error Email' to Apex Exception Email Recipients' in Automation settings. Add the System Admin's email to the Apex Exception Email page in Setup.
- E. Export Flow Interviews filtered by LastModifiedBy.email using Data Loader
- F. In the .csv file, change LastModifiedBy to the System Admin and upload changes with Data Loader.

Answer: C

NEW QUESTION 157

The administrator at Universal Containers does a soft launch of the Salesforce Authenticator app and allows users to optionally use it to log in. The administrator would now like to look at how many users have successfully used it since it was rolled out. What are two ways the administrator can get this information? Choose 2 answers

- A. Run a session setting report, specifying login methods by user.
- B. Open the Login Access Policies in Setup which shows how many users are using MFA.
- C. Create a new view in Identity Verification History, specifying Method.
- D. The order of flow execution is unpredictable

Answer: D

NEW QUESTION 162

Universal Containers has a Private sharing model for Accounts and Opportunities. A new team is being created from within the sales team that will be assigned all renewal opportunities. These users will need to see all closed won opportunities while keeping the account private. How should the administrator meet this requirement?

- A. Update the organization-wide default on Opportunities to Public Read Only and add them to the opportunities team.
- B. Create a permission set with View All enabled on Accounts and assign it to the new users.
- C. Create a new profile for the renewals team with View All permission enabled on Accounts and Opportunities.
- D. Create a public group for the renewals team and create a criteria based sharing rule on Opportunities.

Answer: C

NEW QUESTION 167

An administrator at Universal Containers has been asked to configure product schedules. What should the administrator consider before enabling this feature?

- A. The Product Schedule is unavailable in Process Builder and Flow.
- B. Line Item Schedule is unavailable in Process Builder and Workflow.
- C. Customizable product schedule page layouts cannot be modified.
- D. To remove a product schedule completely, remove it from the standard price book.

Answer: B

NEW QUESTION 172

An administrator at Cloud Kicks recently built a screen flow in a sandbox that creates a case and follow-up task. When the flow runs in the sandbox, it works just as expected. When tested in production, the flow errors when creating the records. Choose 2 answers

- A. Change the user experiencing the issue to the System Administrator profile.
- B. Open the flow in Debug mode and Run the Flow as another user.
- C. Change the Default Case Creator to the user's manager.
- D. Log in as another user and run the flow.

Answer: BD

NEW QUESTION 175

Ursa Major Solar (UMS) wants to identify customers that need to install a new solar panel monitor system it recently released. UMS tracks the installed products as Asset records that are related to the Account. Sales management has asked the administrator to create a report for users. What is the recommended method for the administrator to meet the requirement?

- A. Use PREVGROUPVAL() in Report Builder.
- B. Use Role Hierarchy filter to restrict related records.
- C. Use a Summary report with Bucket Columns.
- D. Use a Cross Filter with WITHOUT logic.

Answer: D

NEW QUESTION 177

The administrator at Universal Containers does a soft launch of the Salesforce Authenticator app and allows users to optionally use it to log in. The administrator would now like to look at how many users have successfully used it since it was rolled out. What are two ways the administrator can get this information? Choose 2 answers

- A. Run a session setting report, specifying login methods by user.
- B. Open the Login Access Policies in Setup which shows how many users are using MFA.
- C. Create a new view in Identity Verification History, specifying Method.
- D. The order of flow execution is unpredictable

Answer: D

NEW QUESTION 178

When should an administrator consider when using Person Accounts?

- A. In a complex business model and the users find it easiest to record Opportunity information on Contacts rather than Accounts.
- B. In a B2B business model and is selling to the primary contact at a business organization.
- C. In a B2C business model and the consumer is the intended recipient of sales and marketing attention.
- D. In a business model that needs a separate Contact and Account to be included on all Case records submitted.

Answer: C

NEW QUESTION 181

The AW Computing administrator team does significant amounts of work around process automation and ensuring data integrity. When an administrator created a new validation rule in production, the development team complained that their deployment to production failed. What should be implemented to prevent this conflict from happening?

- A. Review the setup audit trail prior to changes.
- B. Refresh the full copy sandbox daily.
- C. Test changes in a shared sandbox.
- D. Build automation and validation rules using screen flows.

Answer: C

NEW QUESTION 183

Northern Trail Outfitters requires the sales user to input a use case before moving the opportunity stage to qualified. A consultant has reviewed the business requirement and ran a report to check the state of data completion. When pulling a report for opportunities in the qualified stage or beyond, it appears that only 30% of records have a use case filled out with varying text strings. What should the administrator recommend?

- A. Write a record-triggered flow that populates the Use Case field when an opportunity is closed.
- B. Create a validation rule and add the Use Case field to the Stage Guidance in Path.
- C. Make the Use Case field required on the master Opportunity layout.
- D. Use a quick action with the Use Case field in the layout, and add it as a Lightning component.

Answer: B

NEW QUESTION 186

An administrator created and activated several record-triggered flows that are configured to run before the record is saved on the same object. What should the administrator consider about the order of execution for flows?

- A. The flow type will determine the order of execution.
- B. The last created date of the flow will determine the order.
- C. The order of flow execution is unpredictable.
- D. The flows will execute in alphabetical order based on their names.

Answer: C

NEW QUESTION 189

Sales reps at AW Computing have asked the Administrator to help them close deals faster on the Salesforce mobile app when they're in the new. They want to be able to quickly close an opportunity and have key fields, like status, pre-populated to Closed Won. What should an administrator create to achieve this?

- A. Object-specific Quick Action
- B. Global Quick Action
- C. Lightning Component
- D. Enhanced Related Lists

Answer: A

NEW QUESTION 191

Cloud Kicks (CK) completed a project in a sandbox environment and wants to migrate the changes to production. CK split the deployment into two distinct change sets. Change set 1 has new custom objects and fields. Change set 2 has updated profiles and automation. What should the administrator consider before deploying the change sets?

- A. The Field-Level Security will not be deployed with the profiles in change set 2.
- B. Change set 2 needs to be deployed first.
- C. Automations need to be deployed in the same change set in order to be activated.
- D. Both change sets must be deployed simultaneously.

Answer: A

NEW QUESTION 194

Management at Urso Major Solar wants to understand how many accounts have opportunities in the overall pipeline. What should the administrator use to create a report showing all open opportunities and the total number of accounts represented?

- A. The row count on a summary report grouped by account name
- B. A CrossFilter selecting opportunities with accounts
- C. A custom report type showing opportunities with accounts
- D. The Show Unique Count option on the account name column

Answer: B

NEW QUESTION 199

What are three options available to the administrator to help with this issue? Choose 3 answers

- A. Move some page components behind a tab.
- B. Remove some of the fields displayed.
- C. Deactivate unnecessary validation rules.
- D. Convert all Process builders to flows.
- E. Reduce the number of related lists displayed.

Answer: ABE

NEW QUESTION 200

At Ursa Major Solar, several different planetary teams handle leads depending on which planet the lead is coming from. While most of the team only need a few fields filled out to work the lead, the Jupiter team requires additional information to be filled out, such as which moon the lead is coming from. The administrator needs to automate which team is allocated the lead record based on the planet and ensure that every team has all of the information they need. Which two features will satisfy these requirements? Choose 2 answers

- A. Assignment Rules
- B. Validation Rules
- C. Matching Rules
- D. Workflow Rules

Answer: AC

NEW QUESTION 202

An administrator at Cloud Kicks recently built a screen flow in a sandbox that creates a case and follow-up task. When the flow runs in the sandbox, it works just as expected. When tested in production, the flow errors when creating the records. Choose 2 answers

- A. Change the user experiencing the issue to the System Administrator profile.
- B. Open the flow in Debug mode and Run the Flow as another user.
- C. Change the Default Case Creator to the user's manager.
- D. Log in as another user and run the flow.

Answer: BD

NEW QUESTION 204

A sales rep at Ursa Major Solar was assigned to a role under their manager and is the record owner of several opportunities; however, the sales rep is missing from the manager's forecast. What should the administrator review to solve this issue?

- A. Enable owner adjustment
- B. Enable manager adjustments
- C. Allow Forecasting
- D. Allow Override Forecasts

Answer: B

NEW QUESTION 209

Cloud Kicks is looking for a way to back up its data daily. What should the administrator recommend?

- A. Set up Salesforce's Data Export Service and store the data in the target destination.
- B. Extract the data with the Import Wizard and push it to the target destination.
- C. Schedule a report and have the data emailed to the admin to put in the target destination.
- D. Use an ETL tool that can be scheduled to extract the data and push it to the target destination.

Answer: D

NEW QUESTION 213

The security department at AW Computing wants to prevent users from exporting more data than they need. Included in this request is limiting records containing sensitive information, such as bank accounts and Personal Identifiable Information (PII). Which feature should an administrator recommend to help limit what data is exported?

- A. Salesforce Platform Encryption
- B. Export Data Settings
- C. Salesforce Shield
- D. Muted Permission Sets

Answer: C

NEW QUESTION 217

An administrator has created a flow that sends platform events whenever an opportunity is updated. An Apex developer has been tasked to write code that listens for these events. When reviewing the debug logs for a user, the developer can see that the flow ran, but the debug information is missing. What should the administrator recommend to assist with debugging?

- A. Select the Debug Enabled checkbox on platform events,

- B. Platform events are unavailable for debugging.
- C. Set a debug log on the Automated Process entity.
- D. Search the AppExchange to find a tool that assists with debugging.

Answer: C

NEW QUESTION 220

What should the administrator consider before enabling Person Accounts?

- A. Person Account cannot be disabled.
- B. Person Account requires less data storage.
- C. Person Account and Business Accounts cannot be in the same sharing model.
- D. All standard Account news can be converted to Person Account field.

Answer: A

NEW QUESTION 224

An administrator is creating a custom Opportunity record page for Sales users for new logo opportunities. They need to control what fields display on the record when a sales user is viewing the opportunity.

Where should the administrator edit what fields display in the details of the record page?

- A. Record Detail Component
- B. Custom Lightning Component
- C. Record Types
- D. Page Layout

Answer: A

NEW QUESTION 227

An administrator has created a flow that sends platform events whenever an opportunity is updated. An Apex developer has been tasked to write code that listens for these events. When reviewing the debug logs for a user, the developer can see that the flow ran, but the debug information is missing.

What should the administrator recommend to assist with debugging?

- A. Select the Debug Enabled checkbox on platform events.
- B. Platform events are unavailable for debugging.
- C. Set a debug log on the Automated Process entity.
- D. Search the AppExchange to find a tool that assists with debugging.

Answer: C

NEW QUESTION 232

Dream House Realty has created a custom object to track its Open Houses with a master-detail relationship up to a custom object for Properties. Agents need to quickly calculate the number of Open House records in a status of Pending so they can see the value from the Property record.

What feature should the administrator implement?

- A. Lightning Component
- B. Formula Fields
- C. Roll-Up Summary
- D. Visualforce Page

Answer: C

NEW QUESTION 236

Cloud Kicks has received feedback that customers are frustrated with the amount of time it takes to reach a support agent by area of expertise according to product information after a new case has been submitted.

Which feature should the administrator configure in order to improve the case management process?

- A. Omni-Channel
- B. Escalation Rules
- C. Macros
- D. Knowledge Component

Answer: A

NEW QUESTION 241

What would prevent a user from syncing a quote with an opportunity?

- A. The quote has a validation rule preventing it from being updated.
- B. Another quote is already synced with the opportunity and is awaiting approval.
- C. Another quote is already synced with the opportunity.
- D. The quote has already passed its expiration date.

Answer: B

NEW QUESTION 246

Users at AW Computing are receiving a duplicate message when they enter contacts with common first and last names. Management wants to improve the user experience but also keep the data Integrity of contacts.
What should an administrator implement for this issue?

- A. Update the matching method on the rule from fuzzy to exact for FirstName and Last Name.
- B. Change the duplicate rule to report Instead of alert so the message is avoided.
- C. Include the Email field to the existing matching rule for a more exact match.
- D. Add a secondary matching rule to the duplicate rule to match on the associated customer.

Answer: A

NEW QUESTION 247

AW Computing has implemented the Contacts to Multiple Accounts functionality. Users should be able to distinguish between contacts and related contacts.
What should the administrator do to configure the account page layout?

- A. Display both the contacts and the related contacts related lists.
- B. Display the related accounts related list on the page layout.
- C. Display the related contacts related list and add the direct field.
- D. Display the contacts related list and add the related field

Answer: B

NEW QUESTION 248

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