



Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins

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NEW QUESTION 1

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

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

Answer: CD

Explanation:

When users log in to Salesforce via the user interface, the system checks for authentication based on their profile settings and permissions. One of the settings is login hours, which specify the time range when users can log in to Salesforce based on their profile. Another setting is Two-Factor Authentication for User Interface Logins permission, which requires users to enter a verification code along with their username and password when they log in to Salesforce via the user interface.

References:

https://help.salesforce.com/s/articleView?id=sf.users_profiles_loginhours.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.security_2fa_perm_ui_logins.htm&type=5

NEW QUESTION 2

Sales reps at Northern Trail Outfitters have asked for a way to change the Probability field value of their Opportunities.

What should an administrator suggest to meet this request?

- A. Define a newStage picklist value.
- B. Create a custom field on Opportunity.
- C. Configure Forecasting support.
- D. Make the field editable on page layouts

Answer: D

Explanation:

Probability is a standard percentage field on the Opportunity object that indicates how likely an opportunity will close successfully. It is automatically calculated based on the opportunity stage unless you make it editable on page layouts. To allow sales reps to change the probability field value of their opportunities, you need to make the field editable on page layouts. References: https://help.salesforce.com/s/articleView?id=sf.opportunity_fields.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_layoutedit.htm&type=5

NEW QUESTION 3

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

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

Answer: C

Explanation:

Setup audit trail is a tool that allows administrators to review recent configuration changes made in their org. It shows a list of up to 180 days of setup changes made by anyone in the org, including the date, time, user, and type of change. It can help administrators track who made what changes and when, and troubleshoot any issues caused by configuration changes. Critical updates are notifications that inform administrators of new features or enhancements that may impact their org; they do not show configuration changes made by users. Debug logs are records of database operations, system processes, and errors that occur when executing a transaction or running unit tests; they do not show configuration changes made by users either. Field history tracking is a feature that allows administrators to track changes to the values of certain fields on records; it does not show configuration changes made in setup. References: <https://help.salesforce.com/s/articleView?id=sf.monitorsetup.htm&type=5>

NEW QUESTION 4

Northern Trail Outfitters wants to track ROI for contacts that are key stakeholders for opportunities. The VP of Sales requested that this information be accessible on the opportunity and available for reporting.

Which two options should the administrator configure to meet these requirements? Choose 2 answers

- A. Customize Campaign Member Role.
- B. Add the Campaign Member related list to the Opportunity page layout.
- C. Customize Campaign Role.
- D. Customize Opportunity Contact Role.
- E. Add the Opportunity Contact Role related list to the Opportunity page layout.

Answer: DE

Explanation:

Opportunity contact roles allow you to track ROI for contacts that are key stakeholders for opportunities. You need to customize the contact role field and add the related list to the opportunity page layout.

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

NEW QUESTION 5

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

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

Answer: AD

Explanation:

Two options that should be added to Lightning record pages to make sales reps aware when they are speaking with high-profile customers are:
? Custom Component, which can display a custom message or icon on the record page based on certain criteria such as account rating or industry. For example, an administrator can create a custom Lightning Web Component that shows a star icon on account record pages if account rating is Hot or Warm.
? Component Visibility Filter, which can control when a component is visible on a record page based on field values of that record. For example, an administrator can add a component visibility filter to an existing component such as Path or Highlights Panel that makes it visible only if account rating is Hot or Warm. Highlight Panel, Action and Recommendations, and Rich Text Area are not options that can be used to make sales reps aware when they are speaking with high-profile customers. References: https://developer.salesforce.com/docs/component-library/documentation/en/lwc/lwc.create_components
https://help.salesforce.com/s/articleView?id=sf.dynamic_forms_component_visibility.htm&type=5

NEW QUESTION 6

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

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

Answer: C

Explanation:

Security Health Check is a tool that can be used to identify and fix potential session vulnerabilities. Security Health Check scans the security settings in an org and compares them to a baseline set of standards, such as the Salesforce Baseline Standard or the Salesforce Optimized Standard. Security Health Check provides a health check score and a list of issues and recommendations for improving the security settings. References: https://help.salesforce.com/s/articleView?id=sf.security_health_check.htm&type=5

NEW QUESTION 7

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 8

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

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

Answer: C

Explanation:

Support processes allow you to define different status values for different record types on cases. References: https://help.salesforce.com/s/articleView?id=sf.customize_support_process.htm&type=5

NEW QUESTION 9

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 10

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

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

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

Answer: A

Explanation:

Grant access using Hierarchies is a setting that can be used to configure the custom object to meet this requirement. Grant access using Hierarchies determines whether access to records of the custom object is granted through the role hierarchy. If this setting is unchecked, managers are unable to see the feedback records from their staff, unless they are given access by other means, such as sharing rules or manual sharing. References: https://help.salesforce.com/s/articleView?id=sf.security_sharing_owd_custom_objects.htm&type=5

NEW QUESTION 10

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

NEW QUESTION 11

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 13

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 17

An administrator at Cloud Kicks needs to export a file of closed won opportunities from the last 90 days. The file should include the Opportunity Name, ID, Close Date, and Amount. How should the administrator export this file?

- A. Data Export Wizard.
- B. Data Import Wizard.
- C. Data Export Wizard.
- D. Data Loader.

Answer: A

Explanation:

Data Export Wizard allows administrators to export data from Salesforce in CSV files. It can be used to export data for backup purposes or to analyze data in external tools. Data Import Wizard is used to import data into Salesforce, not export. Data Loader is a desktop tool that can also export data, but it is more complex and requires installation. Report Builder is used to create reports in Salesforce, not export data. References: https://help.salesforce.com/s/articleView?id=sf.data_export.htm&type=5

NEW QUESTION 21

An administrator at Universal Containers has been asked to prevent users from accessing Salesforce from outside of their network. What are two considerations for this configuration? Choose 2 answers

- A. IP address restrictions are set on the profile or globally for the org.
- B. Assign single sign-on to a permission set to allow users to log in when outside the network.
- C. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.
- D. Restrict U2F Security Keys on the user's profile to enforce login hours.

Answer: AC

Explanation:

Two considerations for preventing users from accessing Salesforce from outside of their network are:

? IP address restrictions are set on the profile or globally for the org, which limit login access based on IP ranges specified by an administrator

? Restrict U2F Security Keys on the user's profile to enforce login hours, which require users to use security keys during certain hours of day Assigning single sign-on to a permission set or enforcing Login IP Ranges on Every Request will not prevent users from accessing Salesforce from outside of their network. References:

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

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

NEW QUESTION 22

Dreamhouse Realty just announced its new home concierge offering. This product is unlike anything the company has offered in the past and follows a different business model. What Should the administrator Configure to meet this requirement?

- A. Create a quick action.
- B. Create a new approval process.
- C. Create a new sales process.
- D. Create a new Opportunity product.

Answer: C

Explanation:

A sales process is a set of stages that an opportunity goes through as it moves from creation to close. It can be customized by administrators to match different business models or product lines within an org. Creating a new sales process can help Dreamhouse Realty define a different set of stages for its new home concierge offering that is unlike anything the company has offered in the past and follows a different business model. Creating a quick action, a new approval process, or a new opportunity product are not solutions for creating a customized sales process; they are used for different purposes such as creating records, approving records, or adding products to opportunities. References: https://help.salesforce.com/s/articleView?id=sf.customize_salesprocess.htm&type=5

NEW QUESTION 23

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 25

At Universal Containers, there is a custom field on the Lead named Product Category. Management wants this information to be part of the Opportunity upon lead conversion.

What action should the administrator take to satisfy the request?

- A. Map the lead custom field to the product's product category field.
- B. Create a workflow to update Opportunity fields based on the lead.
- C. Create a custom field on the Opportunity and map the two fields.
- D. Configure the product categories picklist field on the product.

Answer: C

Explanation:

To transfer data from a lead custom field to an opportunity field upon lead conversion, an administrator needs to create a custom field on the opportunity object that matches the data type and length of the lead custom field, and then map the two fields using the lead field mapping tool under setup. This will ensure that the value of the product category field on the lead is copied to the corresponding field on the opportunity when the lead is converted. References: https://help.salesforce.com/s/articleView?id=sf.leads_customize_map.htm&type=5

NEW QUESTION 26

Universal Containers administrator has been asked to create a many-to-many relationship between two existing custom objects. Which two steps should the administrator take when enabling the many-to-many relationship? Choose 2 answers

- A. Create a junction with a custom object.
- B. Create two master detail relationships on the new object.
- C. Create two lookup relationships on the new object.
- D. Create URL fields on a custom object.

Answer: AB

Explanation:

To create a many-to-many relationship between two existing custom objects, the administrator needs to create a junction object that has two master-detail relationships, one to each of the custom objects. This will allow each record of one object to be linked to multiple records from another object and vice versa. References: https://help.salesforce.com/s/articleView?id=sf.relationships_manytomany.htm&type=5

NEW QUESTION 28

Which two objects are customizable 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 33

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

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

Answer: B

Explanation:

To use Data Loader to mass import new records to a custom object from a new API, the administrator will need to append their security token at the end of their password to login. The security token is an alphanumeric code that is required for API access when logging in from an IP address that is not trusted by Salesforce. The security token can be obtained from the user's personal settings or by resetting it via email. Adding a permission set, resetting the password and the security token, or using the Data Import Tool are not necessary for using Data Loader. References: https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.security_token.htm&type=5

NEW QUESTION 35

The IT manager at Universal Containers is doing an audit of the systems security. How should the administrator provide a summary of the org's security health?

- A. Change the Organization-Wide Default to private to restrict visibility.
- B. Turn on Event Monitoring to track user events.
- C. Download the last six months of user login data.
- D. Run a Health Check to identify vulnerabilities.

Answer: D

Explanation:

To provide a summary of org's security health, an administrator should run a Health Check that compares org's settings against baseline settings defined by Salesforce Security Baseline Standard or industry standards such as CIS (Center for Internet Security) Benchmark Standard. Health Check generates an overall health score based on how org's

settings match with baseline settings for various security categories such as Password Policies, Network Access, Session Settings etc. Health Check also provides recommendations for improving org's security health score by adjusting settings that do not match with baseline settings. Changing Org-Wide Default to private, turning on Event Monitoring, or downloading user login data will not provide a summary of org's security health. References: https://help.salesforce.com/s/articleView?id=sf.security_health_check.htm&type=5

NEW QUESTION 36

Cloud Kicks wants to update a screen flow so that if the checkbox field High Value Customer is set to true, the first screen is skipped and the user is directed to the second screen. How should the administrator configure the decision element?

- A. Use the equals operator and `{!$GlobalConstant.True}` as the value.
- B. Use the equals operator and "High Value Customer" as the value.
- C. Use the contains operator and `{!$GlobalConstant.False}` as the value.
- D. Use the contains operator and "High Value Customer" as the value

Answer: A

Explanation:

The equals operator is an operator that compares two values and returns true if they are equal or false if they are not equal; it can be used in decision elements in flow builder to check if two values match certain criteria. The `{!$GlobalConstant.True}` value is a global constant value that represents true in flow builder; it can be used in decision elements in flow builder as one of the values being compared. Using equals operator and `{!$GlobalConstant.True}` as value can help Cloud Kicks update screen flow so that if checkbox field High Value Customer is set true first screen is skipped by using equals operator compare High Value Customer field value with `{!$GlobalConstant.True}` value in decision element output connector conditions; if condition is met first screen is skipped else first screen is shown. Using equals operator "High Value Customer" as value contains operator `{!$GlobalConstant.False}` as value contains operator "High Value Customer" as value are not valid options for updating screen flow skip first screen if checkbox field High Value Customer is set true because they either use wrong values wrong operators compare checkbox field values. References: https://help.salesforce.com/s/articleView?id=sf.flow_ref_operators.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_decision.htm&type=5

NEW QUESTION 40

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 43

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

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

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

Answer: BD

Explanation:

To track shoe designs by products, prevent them from being deleted, and allow multiple designs for one product across various stages, the administrator should create a custom object for shoe designs and configure a custom lookup field for shoe designs on the Product object. This will create a one-to-many relationship between products and shoe designs, and allow users to link multiple shoe designs to one product record. To prevent shoe designs from being deleted, the administrator can use validation rules or permissions. Adding a custom master-detail field for shoe designs on the Product object will create a many-to-one relationship, which is not desired. Using the standard object for designs or configuring a validation rule will not meet the requirement. References: https://help.salesforce.com/s/articleView?id=sf.customize_object_relationships_overview.htm&type=5

NEW QUESTION 48

Once an opportunity reaches the negotiation stage at cloud kicks, The Amount fields becomes required for sales users. Sales managers need to be able to move opportunities into this stage without knowing the amount.

How should the administrator require this field during the negotiation stage for sales users but allow their managers to make changes?

- A. Make the field required for all users.
- B. Create a formula field to fill in the field for managers.
- C. Assign the administrator profile to the managers.
- D. Configure a validation rule to meet the criteria.

Answer: D

Explanation:

To require the Amount field during the negotiation stage for sales users but allow their managers to make changes, the administrator should configure a validation rule

that checks if the user profile is not a salesmanager, the stage is negotiation, and the amount is blank. This will prevent sales users from saving the record without entering an amount, but allow sales managers to do so. Making the field required for all users will not meet the requirement. Creating a formula field or assigning the administrator profile to the managers will not affect field requirement. References: https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5

NEW QUESTION 52

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_component_type.htm&type=5

NEW QUESTION 57

Northern Trail Outfitters wants emails received from customers to generate cases automatically.

How should the administrator ensure that the emails are sent to the correct queue?

- A. Utilize a flow to identify the correct queue and assign the case.
- B. Use a custom email services to set the owner of the case upon creation.
- C. Create an Escalation Rules to send cases to the correct queue.
- D. Configure Email-to-Case so emails are delivered to the correct queue

Answer: D

Explanation:

Email-to-Case allows administrators to set up routing addresses that automatically create cases from incoming emails and assign them to queues based on predefined criteria. This way, emails from customers can generate cases automatically and be sent to the correct queue. A flow is a tool for building automated processes, but it is not designed for email routing. A custom email service is a way to process inbound emails using Apex code, but it requires coding skills and is more complex than Email-to-Case. An escalation rule is a way to escalate cases based on certain conditions, but it does not create cases from emails or assign them to queues. References: https://help.salesforce.com/s/articleView?id=sf.customize_email2case.htm&type=5

NEW QUESTION 59

Universal Containers has enabled Data Protection and Privacy for its org.

Which page layouts will have the Individual field available for tracking data privacy information?

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

Answer: C

Explanation:

Contact, lead, and person account are three objects that will have the individual field available for tracking data privacy information when data protection and privacy is enabled for an org. The individual object is an object that stores data privacy preferences and requests for customers who are subject to privacy regulations such as GDPR; it can be linked to contact, lead, or person account records using the individual field. Case and opportunity, account and user, or individual, user, and account are not combinations of objects that will have the individual field available for tracking data privacy information; they either do not store customer data or do not support individual object relationships. References: https://help.salesforce.com/s/articleView?id=sf.individual_object.htm&type=5

NEW QUESTION 62

The administrator has created new users for ten new employees at Northern Trail Outfitters.

Why are these users unable to access the account object in the Salesforce org?

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

Answer: B

Explanation:

To access the account object in Salesforce, users need to have permission to the account object on their profile or permission set. Permission to an object determines what users can do with records of that object, such as create, read, edit, delete, view all, or modify all. If users do not have permission to an object, they will not be able to see or access that object in Salesforce. References: https://help.salesforce.com/s/articleView?id=sf.users_profiles_permissions.htm&type=5

NEW QUESTION 63

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 68

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 72

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

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

Answer: AC

Explanation:

Process builder can be used to create a record-triggered flow that executes when an opportunity is closed as won and creates a follow-up task for the owner. Field update can be used to update a date field on the opportunity that can be referenced by a time-dependent workflow rule to create another task after 60 days.
References: https://help.salesforce.com/s/articleView?id=sf.process_which_tool.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.workflow_time_action_considerations.htm&type=5

NEW QUESTION 76

Which three aspects of standard fields should an administrator customize? Choose 3 answers

- A. Picklist Values
- B. Help Text
- C. Field history tracking
- D. Decimal Places
- E. Field name

Answer: ABD

Explanation:

Picklist values, help text, and decimal places are three aspects of standard fields that an administrator can customize to suit their business needs. Picklist values are the options that users can choose from a picklist field; they can be added, edited, or deleted by administrators. Help text is the text that appears when users hover over a field; it can be customized by administrators to provide additional information or guidance for users. Decimal places are the number of digits that appear after the decimal point in a number or currency field; they can be changed by administrators to adjust the precision of the field values. Field history tracking and field name are not aspects of standard fields that can be customized; they are only available for custom fields. References:
https://help.salesforce.com/s/articleView?id=sf.customize_picklists.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_fields_edit.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_fields_number.htm&type=5

NEW QUESTION 80

Users have noticed that when they click on a report in a dashboard to view the report details, the values in the report are different from the values displayed on the dashboard. What are the two reasons this is likely to occur? Choose 2 answers

- A. The report needs to be refreshed.
- B. The dashboard needs to be refreshed.
- C. The current user does not have access to the report folder.

D. The running dashboard user and viewer have different permissions.

Answer: CD

Explanation:

Dashboards show data from source reports as visual components that provide a snapshot of key metrics and performance indicators. Dashboards need to be refreshed manually or scheduled to run on a regular basis to reflect the most recent data from the reports. The running user of a dashboard determines whose security settings are applied when the dashboard is run. If the running user is different from the viewer of the dashboard, they may see different data based on their permissions and sharing settings. References: https://trailhead.salesforce.com/en/content/learn/modules/lex_implementation_dashboards_and_reports/dashboards

NEW QUESTION 83

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

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

Answer: A

Explanation:

Geolocation fields allow you to store the latitude and longitude coordinates of a location. They can be used to calculate distances between records and display maps of accounts, contacts, leads, or other custom objects. References: https://help.salesforce.com/s/articleView?id=sf.customize_geoloc.htm&type=5

NEW QUESTION 84

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

Which tool should the administrator use to complete this automation?

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

Answer: B

Explanation:

A formula field is a type of field that calculates a value based on an expression or formula that references other fields or constants. For example, a formula field can display today's date by using the TODAY() function. In this case, the administrator can create a formula field on the account object that updates the audited date field with today's date when the status of the account is changed to 'Audited'. References: https://help.salesforce.com/s/articleView?id=sf.fields_about_formulas.htm&type=5

NEW QUESTION 86

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

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

Answer: AB

Explanation:

To show a component that shows LinkedIn data only to sales users when they are on their mobile phones, the administrator should filter the component visibility with two conditions:

? User > Profile > name = sales User, which checks if the user's profile name is "sales User"

? Form Factor = phone, which checks if the user's device is a phone Filtering with view or role will not achieve the desired result. References: https://help.salesforce.com/s/articleView?id=sf.app_builder_page_visibility_rules.htm&type=5

NEW QUESTION 91

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

Which feature should an administrator use to fulfill this request?

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

Answer: D

Explanation:

To require users to follow the status values as they are on the path and prevent them from reverting back to previous status values, the administrator should use validation rules that check if the status field value is changed from one value to another value that is not allowed by business logic. For example, if status values are

New > In Progress > Closed, then a validation rule can check if status is changed from Closed to In Progress or New, and show an error message if true. Predefined Field Values, Global Value Picklists, and Dependent Picklists are not able to enforce status progression or prevent status reversion. References: https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5

NEW QUESTION 95

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 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 96

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

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

Answer: AD

Explanation:

Account and contact are two records that can be created when using the lead conversion process. The lead conversion process converts a lead into an account, a contact, and optionally, an opportunity. References: https://help.salesforce.com/s/articleView?id=sf.convert_lead.htm&type=5

NEW QUESTION 101

What will happen to the Chatter post in this situation?

- A. The pending Chatter post will be canceled.
- B. The pending Chatter post will be sent on the 10th of the month
- C. The pending Chatter post will be paused.
- D. The pending Chatter post will be sent in 30 days.

Answer: 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 106

Sales reps miss key fields when filling out an opportunity record through the process. Reps need to move forward but are 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 108

Universal Containers (UC) has a queue that is used for managing tasks that need to be worked by the UC customer support team. The same team will now be working some of UC's Cases. Which two options should the administrator use to help the support team? Choose 2 answers

- A. Configure a flow to assign the cases to the queue.
- B. Use assignment rules to set the queue as the owner of the case.
- C. Add Case to the existing queue as available object.
- D. Create a new queue and add Cases as an available object.

Answer: BC

Explanation:

Assignment rules and queue configuration are two options that should be used to help the support team work on some of UC's cases. Assignment rules can be used to automatically assign cases to a queue based on certain criteria, such as case origin or priority. Queue configuration can be used to add Case as an available object to the existing queue and specify which users or groups can access the queue. References:
https://help.salesforce.com/s/articleView?id=sf.case_assignment_rules.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_queues.htm&type=5

NEW QUESTION 109

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

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

Answer: 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 113

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 117

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

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

Answer: BC

Explanation:

Mass delete records and data loader are two tools that can be used by Ursa Major Solar administrator undo import records into object mistake. Mass delete records tool allows administrators delete large numbers records meet certain criteria once setup interface; it can used undo import records into object mistake selecting records imported mistake deleting them mass delete records tool setup interface Data loader tool allows administrators import export delete large numbers records using CSV files command line interface API calls; it can used undo import records into object mistake using CSV file contains IDs records imported mistake deleting them data loader tool command line interface API calls Weekly data export data import wizard are not tools undo import records into object mistake because they either export import records but not delete them. References:
https://help.salesforce.com/s/articleView?id=sf.admin_massdelete.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5

NEW QUESTION 121

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 124

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

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

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

Answer: A

Explanation:

To ensure Market Segment field from Lead is copied to converted Account record in routine manner without manual intervention, an administrator should ensure Market Segment field on Lead is mapped to right field on Account using Lead Field Mapping tool under Lead Settings. This tool allows mapping custom fields from Lead object to custom fields on Account, Contact, or Opportunity objects so that data is transferred when leads are converted. For example, an administrator can map Market Segment field on Lead to Market Segment field on Account using this tool. Ensuring Account has a field that has same name as new Lead field, writing validation rule, or writing record-triggered flow are not necessary for copying custom fields from Lead to Account. References: https://help.salesforce.com/s/articleView?id=sf.leads_custom_field_mapping.htm&type=5

NEW QUESTION 126

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 131

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

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

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

Answer: AC

Explanation:

Two ways that marketing users can now access converted leads for editing are:

? Find them in the global search result, by entering the lead name or other keywords in the global search box and selecting Leads from the drop-down menu.

Converted leads will appear in the search result with a check mark icon next to them.

? Utilize a list view where lead status equals Qualified, by creating or modifying a list view on the Leads tab and adding a filter for Lead Status equals Qualified.

Converted leads will have Qualified as their lead status and will be visible in the list view. Searching the Recent Records component on the homepage or using Data Import Wizard will not allow users to access converted leads for editing. References:

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

NEW QUESTION 135

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

What should AWC use to track Contacts?

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

Answer: D

Explanation:

Contacts to multiple accounts is a feature that allows you to associate a single contact with multiple accounts, both business and person accounts. This way, you can maintain the historical accuracy of the contact record without creating duplicate records for each account. References:

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

NEW QUESTION 139

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 142

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

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

Answer: B

Explanation:

To assign agent capacity and skill set, the administrator should enable Omni-Channel, which is a feature that allows agents to work on multiple cases or chats at once based on their availability and expertise. Omni-Channel can route work items to agents based on their predefined capacity and skills, ensuring that they are working on the right tasks at the right time. Knowledge Management, Escalation Rules, and Territory Management are not related to agent capacity and skill set. References:

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

NEW QUESTION 147

DreamHouse realty has an approval process. A manager attempts to approve the record but receives an error.

What should an administrator review to troubleshoot this request?

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

Answer: C

Explanation:

One possible reason why a manager receives an error when trying to approve a record is that the user in the next approver step is inactive or missing, which means there is no valid user to assign the record to after approval. To troubleshoot this issue, an administrator should check if the user in the next approver step is active and exists in Salesforce; if not, they should activate or create the user or change the approval process to assign the record to another user. Adding a delegated approver for the next approver in the process does not solve this issue because delegated approvers are only used when approvers are unavailable; they do not replace approvers who are inactive or missing. Updating the field level security to view on fields that are updated in the process does not solve this issue because field level security does not affect approval processes; it only affects what fields users can see or edit on page layouts. Reviewing the page layout to

ensure fields updated in the process are visible doesnot solve this issue because page layouts do not affect approval processes; they only affect what fields users can see or edit on page layouts. References: https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5

NEW QUESTION 151

Brokers at DreamHouse Realty need to see certain information about one or more cases when referencing the contact record. This record case Name, Case ID, Customer Name, Case Reason, Case Status, and Case Creation Date.

Which two changes in Setup should the administrator make?

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

Answer: BD

Explanation:

To see certain information about one or more cases when referencing the contact record, an administrator can use two methods: edit the Related List component in the Lightning App Builder and choose Related List as the related list type; and use the page layout editor to include the appropriate column in the Cases related list. The Related List component is a component that allows users to view and edit records related to a parent record on a record page. The Related List component has two types: Related List and EnhancedList. The Related List type shows records in a table format with columns that match the page layout of the parent record. The Enhanced List type shows records in a compact format with fewer columns and actions. To change the type of the Related List component, an administrator can use the Lightning App Builder and select either Related List or Enhanced List from the properties panel. The page layout editor is a tool that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. To include appropriate columns in a related list, such as case name, case ID, customer name, case reason, case status, and case creation date for cases related to contacts, an administrator can use the page layout editor and drag and drop the desired fields from the palette to the Cases related list on the contact page layout. References:

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

NEW QUESTION 155

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

NEW QUESTION 160

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 an app 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 163

Northern Trail Outfitters has a custom quick action on Account that creates a new Case.

How should an administrator make the quick action available on the Salesforce mobile app?

- A. Create a custom Lightning App with the action.
- B. Modify compact Case page layout to include the action.
- C. Include the action in the Salesforce Mobile Navigation menu.
- D. Add the Salesforce Mobile and Lightning Experience action to the page layout.

Answer: D

Explanation:

To make a quick action available on the Salesforce mobile app, you need to add it to the Salesforce Mobile and Lightning Experience Actions section of the page

layout. You can use the Page Layout Editor to drag and drop the quick action onto the section.

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

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

NEW QUESTION 165

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 banner called 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 166

The support manager at Cloud Kicks wants to respond to customers as quickly as possible.

They have requested that the response include the top five troubleshooting tips that could help solve the customer's issue.

What should the administrator suggest to meet these requirements?

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

Answer: 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 167

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 169

The administrator at Cloud Kicks has a Custom picklist field on Lead, which is missing on the Contact when leads are converted.

Which two items should the administrator do to make sure these values are populated? Choose 2 answers

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

Answer: AC

Explanation:

To make sure the custom picklist field values are populated on contact when leads are converted, you need to create a custom picklist field on contact and map it to the corresponding field on lead.

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

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

NEW QUESTION 172

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 174

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

- A. Dataloader.io
- B. Data Loader
- C. Manual Import
- D. 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 175

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

- A. Dashboard Filters
- B. Dashboard Subscriptions
- C. Dashboard's running users
- D. Public Dashboards.

Answer: C

Explanation:

The dashboard's running user determines the data that is displayed on the dashboard. If the running user has access to more data than the intended viewers, the dashboard will show more data than expected. To prevent this, the admin can set the running user to a specific user or a logged-in user, depending on the use case. Alternatively, the admin can use dynamic dashboards to show data based on each viewer's access level.

NEW QUESTION 178

Cloud Kicks has a custom object called Shipments. The Company wants to see all the shipment items from an Account page. When an Account is deleted, the shipments should remain. What type of relationship should the administrator make between Shipments and Account?

- A. Shipments should have a lookup to Account.
- B. Accounts should have a lookup to Shipments.
- C. Shipments should have a master-detail to Accounts.
- D. Accounts should have a master-detail to Shipments.

Answer: A

Explanation:

A lookup relationship is a type of relationship that links two objects together, but does not affect security or deletion. It can be used to create a relationship between shipments and accounts where shipments should have a lookup to accounts; this way, shipments can show related account information on their records, but when an account is deleted, the shipments remain. Accounts should have a lookup to shipments is not a valid option because it does not match the requirement of seeing all shipment items from an account page; it would show related account information on shipment records instead. Shipments should have a master-detail to accounts or accounts should have a master-detail to shipments are not valid options either because they do not match the requirement of keeping shipments when an account is deleted; they would delete shipments along with their master account records. References: https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.htm&type=5

NEW QUESTION 181

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

- A. Ensure that the page layout for the user's profile has been updated.
- B. Run the setup audit trail for the organization.

- C. Update the organization wide default for the object.
- D. Review the field level security of the field for the user profile

Answer: AD

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

NEW QUESTION 184

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 188

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

Which tool should an administrator use to meet the requirement?

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

Answer: B

Explanation:

To surface important values based on the stage of the opportunity, the administrator should use path key fields that display fields relevant to each stage along with guidance for success. Path key fields can be customized for each stage and can help users focus on key information and actions as they move opportunities through the sales process. Dynamic forms, opportunity processes, and workflow rules are not designed to show values based on stages. References: https://help.salesforce.com/s/articleView?id=sf.path_key_fields.htm&type=5

NEW QUESTION 192

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

Choose 2 answers

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

Answer: BC

Explanation:

Running the flow using it to create contacts and using debug to test the flow in Flow Builder are two key components of testing a new screen flow that creates contacts. Running the flow allows the administrator to see how the flow behaves in real time and check for any errors or unexpected results. Debugging the flow allows the administrator to simulate how the flow runs with different inputs and outputs and check for any logic or syntax errors. Setting up a flow interview or testing the flow in a sandbox are not necessary for testing a screen flow that creates contacts. References:

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

NEW QUESTION 195

Cloud Kicks wants users to only be able to choose Opportunity stage closed won if the Lead source has been selected.

How should the administrator accomplish this goal?

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

D. Modify the Opportunity stage a dependent picklist to the Lead source field.

Answer: B

Explanation:

Validation rules allow you to enforce data quality by preventing users from saving records that do not meet certain criteria. References: https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

NEW QUESTION 197

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 201

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 206

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 207

The Sales director at Cloud Kicks wants to be able to predict upcoming revenue in the next several fiscal quarters so they can set goals and benchmark how reps are performing. Which two features should the administrator configure? Choose 2 answers

- A. Sales Quotes
- B. Opportunity List View
- C. Forecasting
- D. Opportunity Stages

Answer: AB

Explanation:

Forecasting is a feature that allows you to predict and plan the sales cycle from pipeline to closed sales, and manage sales expectations throughout your organization. Opportunity stages are the steps that an opportunity goes through as it moves from creation to close, and they determine the probability and forecast category of the opportunity. References: https://help.salesforce.com/s/articleView?id=sf.forecasting3_overview.htm&type=5https://help.salesforce.com/s/articleView?id=sf.customize_opptystages.htm&type=5

NEW QUESTION 211

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 212

Northern Trail outfitters has hired interns to enter Leads into Salesforce and has requested a way to identify these new records from existing Leads. What approach should an administrator take to meet this requirement?

- A. Set up Web-to-Lead form the interns use.
- B. Define a record type and assign it to the interns.
- C. Create a separate Lead Lightning App.
- D. Update the active Lead Assignment Rules.

Answer: B

Explanation:

To identify new leads entered by interns from existing leads, the administrator should define a record type and assign it to the interns. This will allow them to select a different record type when creating leads, and distinguish them from other leads based on record type. Setting up Web-to-Lead form will not work if the interns are entering leads manually in Salesforce. Creating a separate Lead Lightning App or updating the active Lead Assignment Rules will not affect lead identification. References: https://help.salesforce.com/s/articleView?id=sf.customize_record_type.htm&type=5

NEW QUESTION 217

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

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

Answer: C

Explanation:

To surface important values based on stage of opportunity, an administrator should use Path Key fields feature on Opportunity object. This feature allows adding up to five fields that display key information about each stage along path. Users can edit these fields inline without leaving path. For example, an administrator can add Amount, Close Date, Next Step, Probability, and Stage fields as key fields for Opportunity path. Opportunity Processes, Dynamic Forms, and Workflow Rules are not tools for surfacing important values based on stage of opportunity. References: https://help.salesforce.com/s/articleView?id=sf.lex_path_setup_key_fields.htm&type=5

NEW QUESTION 221

The service manager at Ursa Major Solar wants to let customers know that they have received their cases via email and their websites. Medium-priority and high-priority cases should receive different email notifications than low-priority cases. The administrator has created three email templates for this purpose. How should an administrator configure this requirement?

- A. Include three assignment rules that fire when cases are create
- B. Add a filter for case priorit
- C. Select the appropriate email template for each rule.
- D. Add three auto-response rule
- E. Configure one rule entry criteria for each rule and set a filter for case priorit
- F. Select the appropriate email template for each rule entry.
- G. Configure one workflow rule that fires when cases are create
- H. Add a filter for case priorit
- I. Select the appropriate email template for the rule.
- J. Create one auto-response rule
- K. Configure three rule entry criteria and set a filter for case priority. Select the appropriate email template for each rule entry.

Answer: D

Explanation:

Auto-response rules are used to automatically send email responses to lead or case submissions based on the criteria you define. You can create one auto-response rule per object (lead or case) and configure multiple rule entries with different criteria and actions within that rule. To meet the requirement of sending

different email notifications based on case priority, you need to create one auto-response rule for cases and configure three rule entries with filters for low-priority, medium-priority, and high-priority cases respectively. Then you need to select the appropriate email template for each rule entry action. References:
https://help.salesforce.com/s/articleView?id=sf.customize_leadsautor.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_casesautor.htm&type=5

NEW QUESTION 223

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

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

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

Answer: B

Explanation:

To advertise on TV, radio, print, and social under one banner called 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 226

AW computing wants to prevent user from updating the Account Annual Revenue field to be a negative value or an amount more than \$100 billion. How should an administrator accomplish this request?

- A. Create a validation rule that displays an error if Account revenue is below 0 or greater than 100 billion.
- B. Build a scheduled report displaying Account with Account revenue that is negative or greater than 100 billion.
- C. Make the Account Revenue field required on the page layout.
- D. Enable the Account Revenue limits in setup, with 0 as minimum and 100 billion as maximum

Answer: A

Explanation:

A validation rule is a tool that allows administrators to enforce data quality and integrity by preventing users from saving records that do not meet certain criteria or conditions. For example, a validation rule can display an error message if a user enters an invalid value in a field. In this case, the administrator can create a validation rule on the account object that displays an error if the account annual revenue field is below 0 or greater than 100 billion. References: https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

NEW QUESTION 227

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 228

At cloud kicks sales reps use discounts on the opportunity record to help win sales on products. When an opportunity is won, they then have to manually apply the discount up the related opportunity products. The sales manager has asked if there is a way to automate this time-consuming task.

What should the administrator use to deliver this requirement?

- A. Flow Builder
- B. Approval Process
- C. Prebuild Macro.
- D. Formula field

Answer: A

Explanation:

To automate applying discounts on opportunity products when an opportunity is won, the administrator should use Flow Builder, which is a tool that allows creating complex business processes with clicks. The administrator can create an autolaunched flow that runs when an opportunity is updated, checks if its stage is "Closed Won", and updates its related opportunity products with discounts from a formula or variable. Approval Process, Prebuilt Macro, and Formula Field are not able to update related records based on criteria. References: https://help.salesforce.com/s/articleView?id=sf.flow_build_overview.htm&type=5

NEW QUESTION 230

Aw Computing needs to capture a loss reason in rich text field when an opportunity is Closed lost.

How should an administrator configure this requirement?

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

Answer: B

Explanation:

Validation rule is a tool that can be used to enforce data quality and business logic by preventing users from saving records that do not meet certain criteria. In this case, a validation rule can be created on the Opportunity object to display an error message if the Stage field is Closed lost and the Loss Reason field is blank. References: https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5

NEW QUESTION 235

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 239

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

How should the administrator configure this requirement?

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

Answer: C

Explanation:

A record type is a feature that allows administrators to offer different business processes, picklist values, page layouts, etc., to different users based on their profile or role. A page layout is a feature that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. In this case, since Universal Containers has three separate lines of business with specific fields for each line; and since sales team needs different fields than service team; the administrator should create three record types for each line of business; and create two page layouts for each record type - one for sales team and one for service team. References: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type=5

NEW QUESTION 240

Northern Trail Outfitters has two different sales processes: one for business opportunities with four stages and one for partner opportunities with eight stages. Both processes will vary in page layouts and picklist value options.

What should an administrator configure to meet these requirements?

- A. Validation rules that ensure that users are entering accurate sales stage information.
- B. Different page layouts that control the picklist values for the opportunity types.
- C. Public groups to limit record types and sales processes for opportunities.
- D. Separate record types and Sales processes for the different types of opportunities.

Answer: D

Explanation:

Record types and sales processes allow you to have different page layouts, fields, required fields, and picklist values for different types of opportunities. References: <https://www.salesforce.com/salesforce-record-types/> <https://trailhead.salesforce.com/content/learn/projects/create-an-opportunity-record-type-for-nps/create-and-manage-stages-and-sales-processes>

NEW QUESTION 241

DreamHouse Realty regularly holds open houses for the selling of both houses and condominiums. For condominium open houses, there are a few extra steps that need to be taken. Agents need to be able to submit requests and receive approvals from the homeowners' association.

How can the administrator ensure these extra steps only appear when creating open house records for condominiums?

- A. Create one page layout
- B. Use record types to ensure the proper status picklist values display.

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

Answer: B

Explanation:

To ensure extra steps only appear when creating open house records for condominiums, an administrator can use two methods: create two page layouts; and use business processes and record types to display appropriate picklist values. A page layout is a feature that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. An administrator can create two page layouts for open house records - one for houses and one for condominiums - and include different fields or sections for each page layout based on their requirements. A business process is a feature that allows administrators to define and enforce stages that records must go through based on their record type such as lead status or opportunity stage. A record type is a feature that allows administrators to offer different business processes, picklist values, page layouts etc., to different users based on their profile or role. An administrator can create two record types for openhouse records - one for houses and one for condominiums - and assign different business processes and picklist values for each record type based on their requirements. References:

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

NEW QUESTION 243

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

NEW QUESTION 244

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

NEW QUESTION 248

The administrator at Cloud Kicks has been asked to replace two old workflow rules that are doing simple field updated when a lead is created to improve processing time.

What tool should the administrator use to replace the workflow rules?

- A. Quick Action Flow
- B. Before Save Flow
- C. Scheduled Flow
- D. Screen Flow

Answer: B

Explanation:

Before Save Flows are a type of record-triggered flow that run before a record is saved and can update fields on that record without any additional actions or DML operations. They are faster and more efficient than workflow rules or process builder for simple field updates when a record is created or updated. References: https://help.salesforce.com/s/articleView?id=sf.flow_concepts_before_save_update.htm&type=5

NEW QUESTION 253

Universal Containers (UC) customers have provided feedback that their support cases are not being

responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than 2 hours to an urgent Case queue and alert the support manager. Which feature should an administrator configure to meet this requirement?

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

Answer: C

Explanation:

Case escalation rules are a way to 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 254

AW Computing has six sales teams in a region. These teams always consist 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 258

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 262

The Client services and customer support teams share the same profile but have different permission sets. The Custom Object Retention related list needs to be restricted to the client services team on the Lightning record page layout. What should the administrator use to fulfill this request?

- A. Sharing settings
- B. Page Layout Assignment
- C. Component Visibility
- D. Record Type Assignment

Answer: C

Explanation:

Component visibility allows you to restrict the visibility of a related list based on a permission set. References: https://help.salesforce.com/s/articleView?id=sf.dynamic_forms_component_visibility.htm&type=5

NEW QUESTION 263

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

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

Answer: D

Explanation:

One thing that an administrator should be aware of before changing an auto-number field to text field is that this change is prevented by Salesforce; it cannot be done because it would cause data loss and inconsistency. Auto-number fields are fields that automatically assign unique numeric values to each record; they cannot be changed to text fields because text fields do not have this functionality and may allow duplicate or invalid values. Existing field values remaining unchanged, being converted, or being deleted are not things that would happen before changing an auto-number field to text field because this change cannot happen at all. References: https://help.salesforce.com/s/articleView?id=sf.fields_about_auto_number.htm&type=5

NEW QUESTION 268

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

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

Answer: AC

Explanation:

To enable users to add repeating tasks in Salesforce, the administrator needs to do two things: first, enable the creation of recurring tasks in activity settings under setup; second, add the create recurring series of tasks field on the page layouts for tasks. This will allow users to create a series of tasks that repeat based on a specified frequency and end date. References: https://help.salesforce.com/s/articleView?id=sf.tasks_repeating.htm&type=5

NEW QUESTION 269

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

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

Answer: B

Explanation:

A validation rule is a feature that allows administrators to define criteria for data entry or import operations and display an error message when those criteria are not met. For example, a validation rule can require users to select a product type or check a needs review box when saving an opportunity by using an OR function that evaluates both fields. If neither field is populated, then the validation rule will prevent users from saving records with an error message. References: https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5

NEW QUESTION 273

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

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

Answer: B

Explanation:

Splits is a feature that should be used to meet this requirement. Splits allows users to assign credit to opportunity team members based on the level of effort contributed by each person toward each deal. Users can create different types of splits, such as revenue or overlay splits, and specify the percentage or amount of credit for each team member. References: https://help.salesforce.com/s/articleView?id=sf.forecasts3_splits_over view.htm&type=5

NEW QUESTION 278

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