ADM-201 Dumps

Administration Essentials for New Admins

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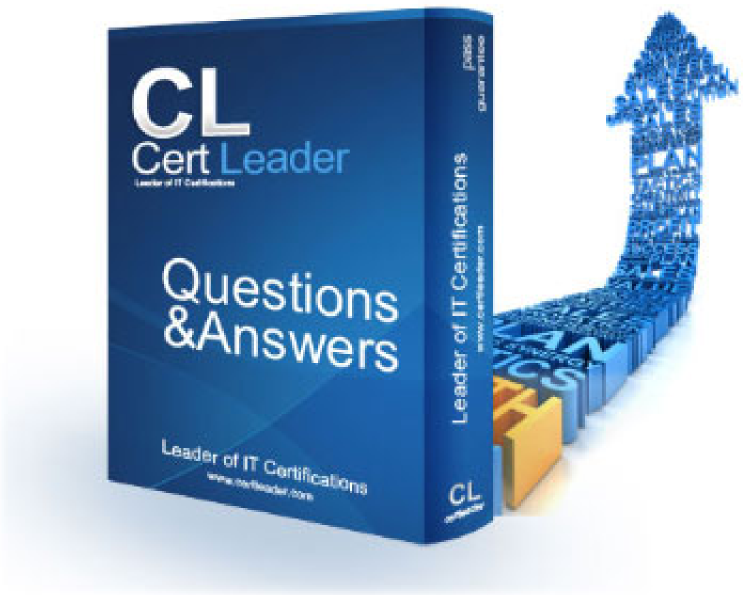

NEW QUESTION 1
AW Computing would like to improve its Case Lightning record page by including:
• A filtered component to display a message in bold font when a case is saved as acriticalrecord type.
• A quick way to update the account status from the case layout.
Which twocomponents should an administrator use to satisfy these requests?
Choose 2 Answers

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

Answer: BD

Explanation:
A related record component is a type of component that allows users to view and edit fields from a parent record on a child record page without leaving the page. For example, a related record component can allow users to update the account status from the case layout by selecting an account record from a drop-down list. A rich text component is a type of component that allows users to display formatted text on a record page using rich text editor tools such as bold font, bullet points, images, and links. For example, a rich text component can display a message in bold font when a case is saved as acriticalrecord type by using conditional visibility rules. References: https://help.salesforce.com/s/articleView?id=sf.lightning_page_components_related_record .htm&type=5https://help.salesforce.com/s/articleView?id=sf.lightning_page_components_ri ch_text.htm&type=5

NEW QUESTION 2
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 thatallows 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 3
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 andavailable 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. CustomizeCampaign 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 4
Cloud Kicks has a Customer success agent going on leave and needs to change ownership on multiple cases.
Which two users are able to fulfill this request? Choose 2 answers

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

Answer: BC

Explanation:
A user with manager role above the agent can change ownership on multiple cases that are owned by the agent or by users below the agent in the role hierarchy. A user with the System Administrator profile can change ownership on any case, regardless of the owner or role hierarchy. References: https://help.salesforce.com/s/articleView?id=sf.case_change_owner.htm&type=5https://hel p.salesforce.com/s/articleView?id=sf.admin_userperms.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_visibilit y.htm&type=5

NEW QUESTION 6
Universal Containers (UC) customers have provided feedback that their support cases are not
being responded to quickly enough. UC wants to send all unassigned Cases that have been open for
more than two hours to an urgent Case queue and alert the support manager. Which feature should an administrator configure to meet this requirement?

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

Answer: A

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

NEW QUESTION 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
A user at Cloud Kicks is having issues logging in to Salesforce. The user asks theadministrator
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 ownpasswords 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 tosuccessfully log in to Salesforce.

Answer: CD

Explanation:
Page layout editor is a tool that allows you to customize the layout and organization of detail and edit pages for a specific object and record type combination. You can use page layout editor to make fields editable or read-only on page layouts for different profiles or record types. After resetting a password, the user may be required to activate their device by entering a verification code sent to their email address or phone number before they can log in to Salesforce. This is a security feature that helps prevent unauthorized access to Salesforce from unknown devices or browsers. References:
https://help.salesforce.com/s/articleView?id=sf.customize_layoutedit.htm&type=5https://hel p.salesforce.com/s/articleView?id=sf.identity_verification.htm&type=5

NEW QUESTION 9
Executives at Cloud Kicks have reported that their dashboards are showing inaccurate data. The
administrator has discovered been changing the source reports.
Which two actions should the administrator take to preserve the integrity of the source reports?
Choose 2 answers

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

Answer: AC

Explanation:
Report folders are used to organize and secure reports in Salesforce. You can set different levels of access for different users orgroups on each report folder. To preserve the integrity of the source reports for dashboards, you can create a new report folder with viewer access only and move the dashboard reports to that folder. This way, users can view the reports but not edit them. References: https://help.salesforce.com/s/articleView?id=sf.reports_folders.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.reports_dashboard_folder_access.htm&type=5

NEW QUESTION 10
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 themany-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_manytoman y.htm&type=5

NEW QUESTION 10
The administrator at Ursa Major Solar has been asked to change the work Item and Project Custom
Object Relationship from a master detail to a Lookup.
Which Scenario Could prevent the administrator from fulfilling this requirement?

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

Answer: D

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

NEW QUESTION 15
An administrator is planning to useData 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 DataImport Tool are not necessary for using Data Loader. References: https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5https://help.salesfor ce.com/s/articleView?id=sf.security_token.htm&type=5

NEW QUESTION 17
The marketing team at Ursa Major Solar wants to send a personalized email whenever a lead fills out
the web-to-Lead form on their website. They want to send different Message based on the Lead
Industry FieldValue.
What Should an administrator configure to meet this requirement?

A. Use Validation rule to trigger workflow to email to Lead.
B. Configure an auto responserule to email thelead.
C. Add a public group and process builder to email the lead.

D. Create an assignment rule to email the lead

Answer: B

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

NEW QUESTION 19
A sales rep at Ursa Major Solar has launched a series of networking events. They are hosting
one event per month and want to be able to report on campaign ROI by month and series. How should the administrator set up the Campaign to simplify reporting?

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

Answer: D

Explanation:
Campaign hierarchy is a feature that allows administrators to organize campaigns into a parent-child relationship, where the parent campaign represents a larger initiative and the child campaigns represent smaller or more specific activities within that initiative. Using campaign hierarchy can help Ursa Major Solar report on campaign ROI by month and series by creating a parent campaign for the series of networking events and creating individual child campaigns for each monthly event. The parent campaign can show the aggregated metrics and ROI for the entire series, while the child campaigns can show the metrics and ROI for each month. Adding different record types for the monthly event types, creating individual campaigns that all have the same name, or configuring campaign member statuses to record which event members attended are not solutions for reporting on campaign ROI by month and series; they either do not group campaigns into a hierarchy or do not track campaign metrics or ROI.References:https://help.salesforce.com/s/articleView?id=sf.campaigns_hierarchy.htm& type=5

NEW QUESTION 23
The marketing team wants a new picklist value added to the Campaign Member Status field for
the upsell promotional campaign.
Which two solutions should the administrator use to modify the picklist field values? Choose 2 answers

A. Add the Campaign Member Statuses related list to the Page Layout.
B. Edit the picklist values for the Campaign Status in object Manager.
C. Mass modify the Campaign Member Statuses related list.
D. Modify the picklist value on the Campaign Member Statuses related list

Answer: BD

Explanation:
Campaign Status is a standard picklist field on the Campaign object that indicates whether a campaign is planned, in progress, completed, or aborted. Campaign MemberStatus is a custom picklist field on the Campaign Member object that indicates how a person responded to a campaign, such as sent, responded, registered, attended, etc. To add a new picklist value for Campaign Status, you need to edit the field in Object Manager. To add a new picklist value for Campaign Member Status, you need to modify the field on the Campaign Member Statuses related list on the Campaign page layout. References:
https://help.salesforce.com/s/articleView?id=sf.campaigns_fields.htm&type=5https://help.sa
lesforce.com/s/articleView?id=sf.campaigns_member_status.htm&type=5

NEW QUESTION 24
Cloud Kicks generates leads for its different product categories (shoes, apparel, and accessories) through many different sources. While some lead sources are used for all three categories, other lead sources are specific to a single category. The VP of marketing requests that only the proper lead sources be displayed based on the product category chosen.
How should the administrator configure Salesforce to meet this requirement?

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

Answer: B

Explanation:
To display only the proper leadsources based on the product category chosen, an administrator should create a dependency between the Product Category field and Lead Source field on Lead object. A dependency is a relationship between two picklist fields that restricts the values available in one picklist based on the value selected in another picklist. For example, an administrator can create a dependency that shows only Online Store and Social Media as lead sources if Product Category is Shoes, but shows only Trade Show and Magazine as lead sources if Product Category is Apparel. Creating a page layout for each category, creating business processes and record types for each category, or creating a single business process with record types for each category will not display only the proper lead sources based on the product category chosen.References:https://help.salesforce.com/s/articleView?id=sf.customize_dependent.h tm&type=5

NEW QUESTION 28
An administrator at Northern Trail Outfitters is creating a validation rule.
Which twofunctions should the administrator use when creating a validation rule? Choose 2 answers

A. Formula return type
B. Error condition formula
C. Error message location
D. Rule active date

Answer: BC

Explanation:
Two functions that an administrator should use when creating a validation rule are:
? Error condition formula, which defines when an error should occur based on record fields and values
? Error message location, which specifies where on the page layout an error message should appear when triggered by an error condition formula Formula return type and rule active date are not functions used for validation rules. References: https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5

NEW QUESTION 30
Sales and Customer Care at Ursa Major Solar need to see different fields on the Case related list from the Account record. Sales users want to see Case created date and status while Customer Care would like to see owner, status, and contact.
What should the administrator use to achieve this?

A. Related Lookup Filters
B. Compact Layout Editor
C. Page Layout editor
D. Search Layout Editor

Answer: C

Explanation:
Pagelayout 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 also use page layout editor to customize related lists on detail pages by adding or removing fields, changing column order, sorting records, etc. To meet the requirement of showing different fields on the Case related list from the Account record for Sales and Customer Care users, you need to use page layout editor to modify the related list properties for each page layout assigned to those users.References:https://help.salesforce.com/s/articleView?id=sf.customize_layoutrelatedlists.htm&type=5

NEW QUESTION 34
Clod Kicks has the organization wide defaults for Opportunity set to private.
which two features should the administrator use to open up access to Opportunity records for sales users working on collaborative deals? Choose 2 answers

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

Answer: BD

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

NEW QUESTION 37
The sales manager at Cloud Kicks wants to set up a business process where opportunity discounts over 30% need to be approved by the VP of sales. Any discounts above 10% need to be approved by the user’s manager. The administrator has been tasked withcreating an approval process. Which are two considerations the administrator needs to review before setting up this approval process?
Choose 2 answers

A. Create a custom Discount field on the opportunity to capture the discount amount
B. Populate the Manager standard field on the sales users’ User Detail page.
C. Configure two separate approval processes.
D. Allow the submitter choose the approver manually.

Answer: AC

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

NEW QUESTION 39
Customer service accesses articles with the Knowledge Lightning component on the Service Cloud Console. Billing department users would like similar functionality on the case record without using the console.
How should the administrator configure this request?

A. Add the knowledge component to the page layout.
B. Add the Knowledge component list to the page layout.

C. Add the Knowledge related list to the page layout.
D. Add the knowledge related list to the record page

Answer: C

Explanation:
The Knowledge Lightning component is a component that allows users to access articles from the Service Cloud Console app. However, if users want to access articles from a different app that does not use the console, they can use the Knowledge related list instead. The Knowledge related list shows articles related to a record based on data categories and shows article details such as title, summary, rating, and view count. To add the Knowledge related list to a record page, an administrator can use the pagelayout editor and drag and drop the Knowledge related list to the appropriate section on the page layout. References:
https://help.salesforce.com/s/articleView?id=sf.knowledge_lightning_component.htm&type=
5https://help.salesforce.com/s/articleView?id=sf.knowledge_related_list.htm&type=5

NEW QUESTION 40
An administrator at Ursa Major Solar needs to send information to an external accounting system
What workflow action should theadministrator use to accomplish this?

A. Assign Task
B. Outbound Message
C. Create Record
D. Custom Notification

Answer: B

Explanation:
Outbound message allows you to send information to an external system as part of a workflow rule or approval process. You can use outbound message to specify which fields to send and which endpoint URL to send them to.
References: https://help.salesforce.com/s/articleView?id=sf.workflow_om_considerations.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.workflow_om_define.htm&type=5

NEW QUESTION 44
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. Anescalation 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 49
Which item is available in a Lightning App where visibility is limited to the Salesforce Mobile App?

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

Answer: C

Explanation:
Utility bar is a feature that is available in a Lightning app where visibility is limited to the Salesforce mobile app. Utility bar allows users to access common productivity
tools, such as notes, history, recent items, and more, from any page in the app.References:https://help.salesforce.com/s/articleView?id=sf.app_builder_utility_bar.htm
&type=5

NEW QUESTION 53
Ursa Major Solar wants to automatically notify a manager about any cases awaiting a response
froman 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 56
What are two considerations an administrator should keep in mind when working with Salesforce objects?
Choose 2 answers

A. Custom and standard objects have standard fields.
B. Standard objects are included with Salesforce.
C. A new standard object can be created.
D. Only standard objects support master-detail relationships.

Answer: BC

Explanation:
Standard objects are objects that are included with Salesforce by default, such as Account, Contact, Lead, Opportunity, etc. They have predefined fields and functionality that support common business processes. Custom objects are objects that you create to store information that is specific to your organization or industry. You can create new standard objects using the Object Manager in Setup.References:https://trailhead.salesforce.com/en/content/learn/modules/data_modelin g/standard_and_custom_objects

NEW QUESTION 58
The administrator at cloud kicks has been ask to change the company's Shoe style field to prevent users from selecting more than one style on a record.
Which two steps should an administrator do to accomplish this? Choose 2 answers

A. Reactivate the appropriate Shoe Style values after the field type changes.
B. Select the "Choose only one value "checkbox on the pick list field.
C. Back-up the Shoe Style values in existing records.
D. Change the field type from a multi-select picklist field to a picklist field.

Answer: BD

Explanation:
To prevent usersfrom selecting more than one value on a picklist field, the administrator needs to change the field type from a multi-select picklist to a regular picklist, and select the "Choose only one value" checkbox on the field definition page. This will ensure that only one value can be selected on the record page and in reports and filters.References:https://help.salesforce.com/s/articleView?id=sf.customize_picklists.htm&t ype=5

NEW QUESTION 62
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&ty pe=5

NEW QUESTION 66
An Administrator wants to trigger afollow-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=5https://help.
salesforce.com/s/articleView?id=sf.workflow_time_action_considerations.htm&type=5

NEW QUESTION 69
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=5https://hel
p.salesforce.com/s/articleView?id=sf.customize_fields_number.htm&type=5

NEW QUESTION 72
What data loss considerations should an administrator keep in mind when changing a custom field type from Text to Picklist?
Choose 2 answers

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

Answer: BD

Explanation:
Two data loss considerations when changing a custom field type from Text to Picklist are:
? Assignment and escalation rules may beaffected, because the values in the
picklist may not match the values that were previously entered in the text field, and the rules may not trigger as expected.
? Any list view based on the custom field is deleted, because the filter criteria for the list view may not be valid for the new field type, and the list view cannot be displayed. There will be no data loss with use of a global value set or auto updates to Visualforce references, because these are not related to changing a custom field type from Text to Picklist. References: https://help.salesforce.com/s/articleView?id=sf.fields_changing_type_consideration s.htm&type=5

NEW QUESTION 77
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 79
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 thatcalculates 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 84
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 87
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 statusfield 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_over view.htm&type=5

NEW QUESTION 88
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&typ e=5

NEW QUESTION 89
Universal Containers requires that when an Opportunity is closed won, all other open opportunities on the same account must be marked as closed lost.
Which automation solution should an administrator use to implement this request?

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

Answer: C

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

NEW QUESTION 94
The administrator for Cloud Kicks needs to give access to a new custom object with custom
fields to more than one user.
Which two options should an administrator use to meet this requirement? Choose 2 answers

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

Answer: BC

Explanation:
A permission set group is a collection ofpermission sets that can be assigned to users as one unit; it simplifies permission management by reducing the number of permission assignments needed for users who require multiple permission sets. A permission set is a collection of settings and permissions that give users access to various tools and functions in Salesforce; it can be used to extend users' access beyond their profile without changing their profile. Creating permission sets and assigning permission set groups can help Cloud Kicks give access to new custom object with custom fields to more than one user by creating permission sets

that include access to new custom object with custom fields and assigning permission set groups that contain those permission sets to users who need them. Adding users to manual sharing list or editing organization-wide defaults are not options for giving access to new custom object with custom fields to more than one user; they either do not apply to custom objects or do not grant object-level access. References:
https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5https://hel
p.salesforce.com/s/articleView?id=sf.perm_set_groups_overview.htm&type=5

NEW QUESTION 99
Sales reps miss key fields when filling out on opportunity record through the process. Reps need to
move forward Win unable to enter previous stage.
Which three options should the administrator use to address this need? Choose Three answers

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

Answer: ABE

Explanation:
Guided selling, validation rules, and required fields on the page layout are three options that can be used to ensure sales reps fill out key fields when working on an opportunity through the process. Guided selling allows administrators to add prompts and guidance at each stage of the path to help reps move forward with confidence. Validation rules allow administrators to enforce data quality and business logic by preventing reps from saving records that do not meet certain criteria. Required fields on thepage 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=5https://help.sale
sforce.com/s/articleView?id=sf.fields_defining_field_properties.htm&type=5

NEW QUESTION 101
DreamHouse Reality needs to use consistent picklist value on a category filed 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 102
An administrator at AW Computing has been asked to help the Support team with report folders. They want a folder called Support Reports and two folders underneath called Helpdesk and R&D. The Support organization uses public groups for Support Agents, R&D, and Managers. Support agents should be able to run Helpdesk reports, but should not be able to view R&D reports. Support managers should be able to view and edit all reports.
Which two ways should these folders be shared? Choose 2 answers

A. Share the R&D folder with Support Managers with Edit Access.
B. Share the Helpdesk folder with Support Agents with View access.
C. Share the Support Reports folder with Support Managers with Edit Access.
D. hare the Support Reports folder with Support Agents with View Access.

Answer: BC

Explanation:
To share report folders with different groups of users with different levels of access, an administrator can use folder sharing settings under setup. Folder sharing settings allow administrators to share report folders with public groups, roles, roles and subordinates, territories, or portal roles with view or edit access. In this

case, the administrator can share the Helpdesk folder with Support Agents with view access so they can run Helpdesk reports but not edit them; and share the R&D folder with Support Managers with edit access so they can view and edit R&D reports.References:https://help.salesforce.com/s/articleView?id=sf.reports_builder_folders_ sharing.htm&type=5

NEW QUESTION 107
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 activitiesrelated 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 109
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=5https://help. salesforce.com/s/articleView?id=sf.data_loader.htm&type=5

NEW QUESTION 112
Clod Kicks has a screen flow with two questions on the same screen, but only one is necessary
at a time. The administrator has been asked to show only the questions that is needed. How should an administrator complete this?

A. Use a new version of the flow for each scenario.
B. Use a decision element and a new screen to show the proper question
C. Use a conditional visibility to hide the unnecessary question
D. Use branching in the flow screen to show the proper scenario

Answer: C

Explanation:
Conditional visibility is a feature that allows administrators to show or hide screen components in a flow based on certain conditions or criteria. For example, conditional visibility can show only one question on a screen depending on the value of another field or variable. Conditional visibility consists of one or more rules that define when to show or hide a component based on an expression that evaluates to true or false. In this case, the administrator can use conditional visibility to hide the unnecessary question on the screen flow based on the scenario.References:https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_scr eencmp.htm&type=5

NEW QUESTION 115
Cloud Kicks has a custom object named shoe. The administrator has been asked to ensure that when
a relationship is created between Account and shoe to prevent orphaned shoe records. What should the administrator do to complete this requirement?

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

Answer: D

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

NEW QUESTION 118
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 122
Ursa Major Solar offers amazing experiences for all of it employees. The Employee engagement
committee wants to post updates while restricting other employees from posting. What should the administrator create to meet this request?

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

Answer: B

Explanation:
Chatter broadcast group is a type of group that should be created to meet this request. Chatter broadcast group is a group where only group owners and managers can create posts, but anyone can comment on posts. This can be useful for sharing important updates or announcements with a large audience without cluttering the feed with other posts.References:https://help.salesforce.com/s/articleView?id=sf.collab_groups_create.htm
&type=5

NEW QUESTION 124
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 anopportunity.
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 127
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 132
Northern Trail Outfitters uses a custom object Invoice to collect customer payment information from an external billing system. The Billing System field needs to be filled on every Invoice record.
How should anadministrator ensure this requirement?

A. Make the field universally required.

B. Create a Process Builder to set the field.
C. Define an approval process for the child.
D. Require the field on the record type.

Answer: A

Explanation:
Making a field universally required is a way to ensure that the field needs to be filled on every record; it prevents users from saving a record without entering a value in that field. It can be used to ensure that the billing system field needs to be filled on every invoice record by making it universally required in the field settings. Creating a process builder to set the field, defining an approval process for the child, or requiring the field on the record type are not ways to ensure that the field needs to be filled on every record; they either do not enforce data entry or only apply to certain scenarios or users.References:https://help.salesforce.com/s/articleView?id=sf.customize_fields.htm&typ e=5

NEW QUESTION 133
DreamHouse reality has an approval process. A manager attempts to approve the record but receives an error.
What should an administrator review to troubleshoot this request?

A. Add a delegated approver for the next approver in the process.
B. Update the field level security to view on fields that are updated in the process.
C. Check if the user in the nextapprover 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_consideratio ns.htm&type=5

NEW QUESTION 137
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 certaininformation 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 arrangedon 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=5htt
ps://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type=5

NEW QUESTION 142
An administrator at Northern Trail Outfitters is unable to add a new user in salesforce. What could cause this issue?

A. The Username is not a corporate email address
B. The username is less than 80 characters.
C. The Username is a fake email address.
D. TheUsername is already in use.

Answer: D

Explanation:
One of the possible reasons why an administrator is unable to add a new user in Salesforce is that the username is already in use by another user in any Salesforce org. Usernames must be globally unique across all Salesforce orgs, so the administrator needs to choose a different username for the new user.References:https://help.salesforce.com/s/articleView?id=sf.users_add.htm&type=5

NEW QUESTION 143
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 145
Northern Trail Outfitters has requested that when the Referral Date field is updated on the custom object Referral Source, the parent object Referral also needs to be updated. Which automation solution should an administrator use to meet this request?

A. Lightning Web Component
B. Approval Process
C. Workflow Field Update
D. Process Builder

Answer: D

Explanation:
Process Builder is an automation tool that allows you to create processes that perform actions based on criteria that you specify. You can use Process Builder to update fields on related records when a record is created or updated. To meet the requirement of updating the parent object Referral when the Referral Date field is updated on the custom object Referral Source, you need to create a process that triggers when a Referral Source record is updated, checks if the Referral Date field has changed, and updates the Referral Date field on the related Referral
record.References:https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&t ype=5

NEW QUESTION 148
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 150
Which two actions should an administrator perform with Case escalation rules? Choose 2 answers

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

Answer: BD

Explanation:
Case escalation rules are used to escalate cases that havenot been resolved within a certain time frame by changing the case owner, sending email notifications, or triggering workflow actions. You can use these actions to alert the appropriate users or groups when a case needs urgent attention or escalation.References:https://help.salesforce.com/s/articleView?id=sf.customize_caseesc. htm&type=5

NEW QUESTION 151
The Sales manager at DreamHouse Realty wants the sales users to have a quick way to view and edit the Opportunities in their pipeline expected to close in the next 90 days.
What should an administrator do to accomplish this request?

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

Answer: C

Explanation:
A list view is a feature that allows users to filter and display records based on certain criteria and fields. A Kanban view is a feature that allows users to view

records as cards organized by columns that represent stages in a process such as opportunity stages or case statuses. Users can switch between list view and Kanban view by clicking on a toggle button on any object tab that supports Kanban view such as opportunities or cases. Users can also edit records by dragging and dropping cards from one column to another or by clicking on an inline edit icon on each card. In this case, the administrator can create a list view on the opportunity object that filters opportunities by expected close date in the next 90 days; and recommend users switch the view to Kanban to edit opportunities by drag and drop. References: https://help.salesforce.com/s/articleView?id=sf.lex_list_views.htm&type=5https://help.salesf orce.com/s/articleView?id=sf.kanban_view.htm&type=5

NEW QUESTION 155
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, anddelete 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.ht m&type=5

NEW QUESTION 156
Cloud Kicks users are seeing error messages when they use one of their screen flows. The error
messages are confusing but could be resolved if the users entered more information on the
Account before starting the flow.
How should the administrator address this issues?

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

Answer: C

Explanation:
Fault connector and screen component are two features that can be used to address the issue of users seeing error messages when they use one of their screen flows. Fault connector can be used to handle errors that occur when a flow element fails, such as a record create or update element. Screen component can be used to display a message to the user with text explaining what went wrong and how to correct it. References: https://help.salesforce.com/s/articleView?id=sf.flow_ ref_elements_connector_fault.htm&type=5https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screencmp_display_ text.htm&type=5

NEW QUESTION 159
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 thatcan 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 162
A sales rep has left the company and an administrator has been asked to re-assign all their accounts
and opportunities to a new sales rep and keep the teams as is. Which tool should an administrator use to accomplish this?

A. Data Loader
B. Mass Transfer Tool
C. Data Import Wizard
D. Dataloader.io

Answer: B

Explanation:
The mass transfer tool allows you to transfer up to 250 records at a time from one user to another user while keeping the existing team members intact. You can access this tool from Setup by entering Mass Transfer Records in the Quick Find box.
References:https://help.salesforce.com/s/articleView?id=sf.mass_transfer_overview.ht m&type=5

NEW QUESTION 163
Asales rep has a list of 300 accounts with contacts that they want to load at one time.
Which tool should the administrator utilize to import the records to salesforce?

A. Dataloader.io
B. Data Loader
C. Manual Import
D. Data Import Wizard

Answer: D

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

NEW QUESTION 166
An administrator created a record trigger flow to update contacts.
How should the administrator reference the values of the active record the flow is running on?

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

Answer: C

Explanation:
The $Record global variable allows you to reference the values of the active record the flow is running on.
References: https://help.salesforce.com/s/articleView?id=sf.flow_ref_global_variables.htm&type=5

NEW QUESTION 169
Cloud Kicks wants a reports to categorize accounts into small, medium, and large based on the dollar value found inthe Contract Value Field.
What feature should an administrator use to meet this request?

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

Answer: B

Explanation:
Bucket column allows you to categorize report data into groups without creating a formula or custom field. You can create buckets for different ranges of values and assign labels to them.
References: https://help.salesforce.com/s/articleView?id=sf.reports_bucketing_overview.htm&type=5

NEW QUESTION 172
Ursa Major Solar has a path on Case. The Company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from preventing the case back to a previous status.
Which Feature Should an administrator use to fulfill this request?

A. Validation rules.
B. Global Value Picklists
C. Predefined field Values.
D. Dependent Picklists.

Answer: A

Explanation:
Validation rules are a way to enforce data quality and business logic by preventing users from saving records that do not meet certain criteria. They can be used to require users tofollow the status values as they are on the path and prevent them from reverting the case back to a previous status by using formulas that compare the old and new values of the status field. Global value picklists are a way to create and maintain picklist values that can be shared across multiple fields, but they do not enforce any logic or order on the values. Predefined field values are a way to set default values for fields on path settings, but they do not prevent users from changing them later. Dependent picklists are a way to filter the values of one picklist based on the value of another picklist, but they do not prevent users from going back to a previous value.References:https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

NEW QUESTION 173
Universal Containers requires a different Lightning page to be displayed when Accounts are viewed in the Sales Console and in the Service Console. How should an administrator meet this requirement?

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

Answer: C

Explanation:
Lightning pages are custom layouts that let you design pages for your Salesforce org using Lightning App Builder. You can assign different Lightning pages for different apps, record types, and profiles using Lightning page assignments. To meet the requirement of displaying different Lightning pages for Accounts in Sales Console and Service Console, you need to assign Lightning pages as app default for each app. References:
https://help.salesforce.com/s/articleView?id=sf.lightning_page_overview.htm&type=5https://
help.salesforce.com/s/articleView?id=sf.lightning_page_assignments.htm&type=5

NEW QUESTION 175
The administrator at Ursa Major Solar has created a custom report type and built a report for
sales operation team. However, none of the user are able to access the report. Which two options could cause this issue?
Choose 2 Answers

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

Answer: AD

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

NEW QUESTION 180
Cloud Kicks has created a screen flow for their sales team to use when they add new leads. The screen flow collect name, email and shoe preference. which two things should the administrator do to display the screen flow? Choose 2 answers

A. Create a tab and add the screen flow to the page.
B. use a flow element and add the screen flow to the record page.
C. Add the flow in the utility bar of the console
D. install an app from the AppExchange

Answer: AB

Explanation:
To display the screen flow, the administrator should create a tab and add the screen flow to the page. The administrator can also use a flow element and add the screen flow to the record page.
The other options are not relevant to this scenario. Adding the flow in the utility bar of the console will not display the screen flow. Installing an app from the AppExchange is not
necessary to display the screen flow.
Here are thesteps on how to create a tab and add the screen flow to the page:
? Go to Setup > Tabs.
? Click New.
? Enter a name and label for the tab.
? Select the Screen Flow tab type.
? Select the screen flow that you want to display.
? Click Save.
Here are the steps on howto use a flow element and add the screen flow to the record page:
? Go to Setup > Customize > Lightning App Builder.
? Select the record page that you want to add the screen flow to.
? Click Edit.
? Drag the Flow element from the Palette to the canvas.
? Select the screen flow that you want to display.
? Click Save.

NEW QUESTION 184
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&typ e=5

NEW QUESTION 185
The marketing director at Northern Trail Outfitters has requested that the budget field is populated in
order for the Lead Status field to be marked as qualified. What tool should the administrator use to fulfill this request?

A. Lead Conversion.
B. Require Field.
C. Workflow Rule
D. Validation Rule

Answer: D

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, avalidation rule can be created on the Lead object to display an error message if the Lead Status field is marked as qualified and the Budget field is blank.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5

NEW QUESTION 186
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 190
An administrator at Universal Container needs an automated way to delete records based on field values.
What automatedsolution 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 createflows 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 192
The Cloud kicks sales manager wants to boost productivity by providing insights at the start of each day.
Which three sales-specific standard Lightning components should administrator add to the homepage to meet this requirement? Choose 3 Answers.

A. Activities
B. Path
C. Assistant
D. Key Deals
E. Performance chart.

Answer: ACD

Explanation:
To boost productivity by providing insights at the start of each day, the administrator should add three sales-specific standard Lightning components to the homepage:
? Activities, which shows tasks and events related to records that matter most to users
? Assistant, which provides personalized suggestions and reminders for key updates and actions
? Key Deals, which highlights important opportunities that need attention or are close to closing Path andPerformance Chart are not standard Lightning components, but custom components that can be added to specific objects or pages. References:
https://help.salesforce.com/s/articleView?id=sf.home_components.htm&type=5

NEW QUESTION 193
Cloud Kicks has a team of product owners that need a space to share feedback and ideas with just the product team.
How should the administrator leverage Salesforce to help the team collaborate?

A. Use Quick Actions to log communication.
B. Configure a Chatter Public Group.
C. Create a Chatter Private Group.
D. Add Activity History to document tasks.

Answer: C

Explanation:
A Chatter private group is a type of Chatter group that allows members to sharefeedback and ideas with each other in a secure and exclusive space; only members can see and post in a private group. It can be used by Ursa Major Solar to create a space for product owners to collaborate with just the product team by creating a Chatter private group and adding product owners as members. Using quick actions to log communication, configuring a Chatter public group, or adding activity history to document tasks are not solutions for creating a space for product owners to collaborate with justthe product team; they either do not provide privacy or do not support collaboration.
References:https://help.salesforce.com/s/articleView?id=sf.collab_groups_ov erview.htm&type=5

NEW QUESTION 197
Northern Trail Outfitters wants toinitiate expense reports from Salesforce to the external HR system. This process needs to be reviewed by managers and directors.
Which two tools should and administrator configure? Choose 2 answers

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

Answer: AC

Explanation:
Quick actions allow you to initiate expense reports from Salesforce to an external HR system. Approval processes allow you to review the expense reports by managers and directors.
References: https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.quick_actions_overview.htm&type=5

NEW QUESTION 199
Universal Containers wants to provide reseller partners with discounted prices on the products they purchase.
How should an administrator configure this requirement?

A. Add a Partner_Discount_c field to the Opportunity
B. Build separate reseller partner products.
C. Use a different Opportunity record type.
D. Create a separate PriceBook for reseller partners.

Answer: D

Explanation:
A PriceBook is a feature that allows administrators to define different prices for the same products based on different criteria such as customer segment, region, channel, etc. For example, a PriceBook can provide reseller partners with discounted prices on the products they purchase compared to regular customers. A PriceBook consists of one or more PriceBook entries that specify the product ID, pricebook ID, list price, currency, and active status for each product-pricebook combination.References:https://help.salesforce.com/s/articleView?id=sf.pricebook_overvie w.htm&type=5

NEW QUESTION 202
Ursa MajorSolar uses Opportunity to track sales of solar energy products. The company has two
separate sales teams that focus on different energy markets. The Services team also wants to use
Opportunity to track installation. All three teams will need to usedifferent fields and stages. How Should the administrator configure this requirement?

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

Answer: C

Explanation:
A sales process is a set of stages that an opportunity goes through as it moves from creation to close. A record type is a way to offer different business processes, picklist values, and page layouts to different users based on their profiles. A page layout controls the layout and organization of detail and edit pages for a specific object and record type combination. To meet the requirement of having different fields and stages for each team, you need to create three sales processes for each market segment, three record types for each sales process, and three page layouts for each record type. References:
https://help.salesforce.com/s/articleView?id=sf.customize_salesprocess.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5https://he lp.salesforce.com/s/articleView?id=sf.customize_layout.htm&type=5

NEW QUESTION 206
An administrator has assigned a permission set group with the two-factor authentication for
User Interface Logins permissions and the two-factor authentication for API Logins permission to a group of users.
Which two prompts will happen when one of the users attempts to log in to Data Loader? Choose 2 answers

A. Users need to connect an authenticator app to their Salesforce account.
B. Users need to get a security token from a trusted network using Reset MySecurityToken.
C. Users need to download and install an authenticator app on their mobile device.
D. Users need to enter a verification code from email or SMS, whichever has higher priority.

Answer: AD

Explanation:
Two-factor authentication requires users to verify their identity with two pieces of information when they log in to Salesforce. One piece is their username and password, and the other is a verification code from an authenticator app or email or SMS. References:
https://help.salesforce.com/s/articleView?id=sf.identity_2fa_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.identity_2fa_login_flow.htm&type=5

NEW QUESTION 211
Which two capabilities are considerations when marking a field as required in Object Manager?
Choose 2 answers

A. The field is not required to save records via the API on that object.
B. The field is universally required to save a record on that object.
C. The field is added to every page layout on that object.
D. The field is optional when saving records via web-to-lead and web-to-case

Answer: AB

Explanation:
When you mark a field as required in Object Manager, the field is universally required to save a record on that object in the user interface. However, the field is not required to save records via the API on that object, unless you also mark it as required on the page layout.
References: https://help.salesforce.com/s/articleView?id=sf.fields_about_required_fields.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_profile_picklists.htm&type=5

NEW QUESTION 214
Ursa Solar Major is evaluating Salesforce for its service team and would like to know what objects
were available out of the box.
Which three of the standard objects are available to an administrator considering a support use case?
Choose 3 answers

A. Contract
B. Case
C. Ticket
D. Request
E. Account

Answer: ABE

Explanation:
Contract is a standard object that represents a contractual agreement between your company and a customer. Case is a standard object that represents a customer's question or problem that needs to be resolved by your support team. Account is a standard object that represents an individual or an organization involved in your business, such as customers, competitors, partners, etc. These three objects are commonly used for service use cases in Salesforce. References:
https://help.salesforce.com/s/articleView?id=sf.contract_fields.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.case_fields.htm&type=5https://help.salesfor ce.com/s/articleView?id=sf.account_fields.htm&type=5

NEW QUESTION 218
Cloud kicks needs to ensure appropriate shipping details are used in orders. Reps should have
a streamlined solutions to update the shipping address on selected orders associated with an account
when the shipping address is changed on the account. How should the administrator deliver this requirement?

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

Answer: D

Explanation:
To update the shipping address on selected orders associated with an account when the shipping address is changed on the account, the administrator should create a screen flow on the account page that lets the reps choose which orders they want to update with the new address. This will give them more control and flexibility over which orders are affected by the change. An autolaunched flow on either object will not allow reps to select specific orders, and may cause unwanted updates or errors. A screen flowon the order page will not be able to update multiple orders at once.References:https://help.salesforce.com/s/articleView?id=sf.flow_build_screen.htm&ty pe=5

NEW QUESTION 222
An administrator installed a managed package that contains a permission set group. The
permission set group that was installed includes Delete access on several objects, and the administrator
needs to prevent users in the permission set group from being able to delete records. What should the administrator do to control Delete access?

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

Answer: A

Explanation:

Muting permission sets allow you to remove permissions that are granted by a permission set group.
References: https://help.salesforce.com/s/articleView?id=sf.perm_sets_muting.htm&type=5

NEW QUESTION 227
Ursa Major Solar provides a 1-year warranty on all of the panels it installs. Installation details, along with the warranty information, a captured on a custom object called Installation. The installation record is created by the installer from the mobile app. Customers son receive a longer warranty as a way of increasing customer satisfaction when an installation gets delayed or has issues.
How should the administrator configure Salesforce to capture the expiration date of the warranty?

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

Answer: A

Explanation:
To capture the expiration date of warranty based on installation date and warranty length (1 year by default), the administrator should use a formula as the default value of Warranty Expiration Date field on Installation object. The formula can calculate one year from installation date using DATE function or DATEVALUE function. For example, DATE(YEAR(Installation_Date c) + 1 , MONTH(Installation_Date c) , DAY(Installation_Date c)) will return one year from installation date. Creating a formula field, adding a validation rule, or including Warranty Expiration Date field on mobile page layout will not capture expiration date based on installation date and warranty length.
References:https://help.salesforce.com/s/articleView?id=sf.formula_using_date_dat etime.htm&type=5

NEW QUESTION 228
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 100billion.
B. Build a scheduled report displaying Account with Account revenue that is negative or greaterthan 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&typ e=5

NEW QUESTION 231
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_cas e.htm&type=5

NEW QUESTION 235
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 ifstage 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_r ules.htm&type=5

NEW QUESTION 239
The administrator at AW Consulting has created a custom picklist field. Business users have requested that it be a text field. The administrator attempts to change the field type but, is unable to because it is referenced by other functionalities.
Which functionality is preventing the field type from being changed?

A. Formula fields
B. Record types
C. Visualforce
D. Javascript

Answer: A

Explanation:
Formula fields are types of fields that calculate a value based on an expression or formula that references other fields or constants. Formula fields prevent administrators from changing their field type once they are created because they may be referenced by other functionalities such as reports, validation rules, workflow rules, etc., that depend on their data type and value. If a formula field is referenced by other functionalities, then changing its field type may cause errors or unexpected results.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_formulas.ht m&type=5

NEW QUESTION 242
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 thatcreates 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 outof flows or subflows. References:
https://help.salesforce.com/s/articleView?id=sf.flow_ref_variables.htm&type=5https://help.s alesforce.com/s/articleView?id=sf.flow_debugging.htm&type=5

NEW QUESTION 244
Sales Users at Cloud Kicks are requesting that the data in the industry field on the Account object displays on the Opportunity page layout.
Which type of the field should an administrator create to accomplish this?

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

Answer: C

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

NEW QUESTION 247
An administrator atUniversal 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. Users can change their password to avoid login IP restrictions.
C. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.
D. Single sign-on will allow users to log in from anywhere.

Answer: AC

Explanation:
IP address restrictions allow you to prevent users from accessing Salesforce
from outside of their network. You can set IP address restrictions on the profile level or globally for the org. To enforce IP restrictions for API logins, you must select Enforce Login IP Ranges on Every Request in Session Settings.
References: https://help.salesforce.com/s/articleView?id=sf.security_networkaccess.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.security_enforce_ip_ranges.htm&type=5

NEW QUESTION 252
Anadministrator wants to create a form in Salesforce for users to fill out when they lose a client.
Which automation tool supports creating a wizard to accomplish this goal?

A. Process Builder
B. Approval Process
C. Outbound Message
D. Flow Builder

Answer: D

Explanation:
Flow Builder supports creating a wizard that can collect user input and perform actions. References:
https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5

NEW QUESTION 254
administrator at Northern Trail Outfitters is unable to add a new user in Salesforce. What could cause this issue?

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

Answer: A

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

NEW QUESTION 259
The Client services and customer support teamsshare the same profile but have different
permission sets. The Custom Object Retention related list needs to be restricted to the client services teamon the Lightning record page layout.
What should the administrator use to fulfil 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&t ype=5

NEW QUESTION 261
Northern trail Outfitter wants to use contract hierarchy in its or to display contact association.
What should the administrator take into consideration regarding the contact hierarchy?

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

Answer: A

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

NEW QUESTION 262
Universal Containers has two sales teams, Sales team A and Sales team B. Each team has their own
role in the role hierarchy. Both roles are subordinates of the same Manager role.
How Should the administrator share records owned by sales team A with Sales team B?

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

Answer: B

Explanation:
Manual sharing allows record owners to share individual records with other users or groups. This is useful when one-off sharing is needed for a specific situation. Hierarchical sharing, criteria-based sharing and owner-based sharing are not suitable for this scenario because they are based on predefined rules or roles that do not match the requirement.References:https://help.salesforce.com/s/articleView?id=sf.sharing_overview.h tm&type=5

NEW QUESTION 264
What are three characteristics of a master-detail relationship? Choose 3 answers

A. Themaster object can be a standard or custom object.

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

Answer: ABC

Explanation:
A master-detail relationship is a parent-child relationship in which the master object controls certain behaviors of the detail object. The master object can be a standard or custom object, but not all standard objects support being a master. Roll-up summaries are fields that calculate the sum, count, min, or max of child records. The owner field on the detail records is not available and is automatically set to the owner of the master record. References:
https://www.forcetalks.com/blog/master-detail-relationship-in-salesforce/
https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&t ype=5

NEW QUESTION 266
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 267
Support reps at Cloud Kicks (CK) are reporting that when they try to close a case, the Closed option in the Case Status picklist is missing. CK has asked the administrator to find a solution.
Why are the support reps unable to see the Closed option in the specified piclist?

A. The Case record type is missing Closed as a picklist value.
B. The Close Case page layout must be used to close a case.
C. The Show Closed Statuses m Case Status Field checkbox is set to the default.
D. The Support Process being used omits Closed as a status choice.

Answer: D

Explanation:
A support process is afeature that allows administrators to define and enforce the stages that a case or work order must go through based on its record type. A support process determines which values are available for the status field for each record type. If a support process omits a certain value for the status field, such as Closed, then users will not be able to see or select that value when working with cases or work orders of that record type.References:https://help.salesforce.com/s/articleView?id=sf.customize_supporthome.ht m&type=5

NEW QUESTION 268
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. Create a separate Lead Lightning App.
B. Define a record type and assign it to the interns.
C. Set up Web-to-Lead for the interns' use.
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. Creating a separate Lead Lightning App or updating the active Lead Assignment Rules will not affect lead identification. Setting up Web-to-Lead form will not work if the interns are entering leads manually in Salesforce.References:https://help.salesforce.com/s/articleView?id=sf.customize_recordtyp e.htm&type=5

NEW QUESTION 272
The administrator at Cloud Kicks writes an assignment rule to send all cases created via email or the web to the Automated Cases Queue Any manually created cases should be owned by the agent creating them, however, the manually created cases now show the administrator as the owner.
What will the administrator find when troubleshooting this issue?

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

Answer: B

Explanation:
The Assignment Rule checkbox is a checkbox that appears on manual case creation pages when assignment rules are defined for cases. The Assignment Rule checkbox determines whether or not to apply assignment rules to manually created cases. If the Assignment Rule checkbox is selected by default, then any manually created cases will be assigned according to assignment rules instead of being owned by the agent creating them. To prevent this from happening, an administrator can either deselect the Assignment Rule checkbox when creating cases manually; or change the default setting for this checkbox under setup by selecting or deselecting Use active assignment rules by default.References:https://help.salesforce.com/s/articleView?id=sf.customize_casesupport_assign.htm&type=5

NEW QUESTION 275
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