

# Salesforce

## Exam Questions ADM-201

Administration Essentials for New Admins



#### NEW QUESTION 1

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

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

**Answer:** CD

#### Explanation:

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

References:

[https://help.salesforce.com/s/articleView?id=sf.users\\_profiles\\_loginhours.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.users_profiles_loginhours.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.security\\_2fa\\_perm\\_ui\\_logins.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.security_2fa_perm_ui_logins.htm&type=5)

#### NEW QUESTION 2

The events manager at dream house realty has a hot lead from a successful open house that needs to become a contact with an associated opportunity. How should this be accomplished from the campaign keeping the associated campaign member history?

- A. Delete the lead and create a new contact and opportunity.
- B. Clone the lead and convert the cloned record to a contact.
- C. Convert the lead from the campaign member detail page.
- D. Add a contact from a campaign member detail page.

**Answer:** C

#### Explanation:

To create a contact and an opportunity from a lead that is associated with a campaign, and keep the campaign member history, the administrator should convert the lead from the campaign member detail page. This will automatically create a contact, an account, and an opportunity that are linked to the campaign. Deleting, cloning, or adding a contact will not preserve the campaign member history. References: [https://help.salesforce.com/s/articleView?id=sf.campaigns\\_leads.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.campaigns_leads.htm&type=5)

#### NEW QUESTION 3

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

- A. Freeze the user to prevent them from logging in while removing them from being referenced in the Direct Manager field.
- B. Deactivate the user and delete any records where they are referenced in the Direct Manager field.
- C. Change the user's profile to read-only while removing them from being referenced in the Direct Manager Field.
- D. Delete the user and leave all records where they are referenced in the Direct Manager Field without changes.

**Answer:** A

#### Explanation:

Freezing a user is a way to temporarily prevent them from logging in to Salesforce without deactivating their user record. This is useful when you need to perform some cleanup tasks before deactivating a user, such as removing them from being referenced in a hierarchy field like Direct Manager. References: [https://help.salesforce.com/s/articleView?id=sf.users\\_freeze.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.users_freeze.htm&type=5)

#### NEW QUESTION 4

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

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

**Answer:** C

#### Explanation:

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

#### NEW QUESTION 5

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

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

**Answer:** C

**Explanation:**

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

**NEW QUESTION 6**

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

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

**Answer:** B

**Explanation:**

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

**NEW QUESTION 7**

Northern Trail Outfitters (NTO) has deployed my domain. The Chief Marketing Officer wants to make sure that all of the Salesforce users log in using the branded login URL. There needs to be a grace period for the user's bookmarks to be updated. How should the administrator configure the policies in my domain settings?

- A. Set the login policy to require login from <https://nto.my.salesforce.com>
- B. Set the Redirect policy to Do Not redirect.
- C. Set the redirect policy to Redirect with a warning to the same page within the domain.
- D. Set the login policy to prevent login from <https://login.salesforce.com>

**Answer:** C

**Explanation:**

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

**NEW QUESTION 8**

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

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

**Answer:** A

**Explanation:**

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

#### NEW QUESTION 10

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

- A. Leads
- B. Campaigns
- C. Opportunities
- D. Campaign Members

**Answer:** AC

#### Explanation:

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

#### NEW QUESTION 10

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 Member Status 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=5](https://help.salesforce.com/s/articleView?id=sf.campaigns_fields.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.campaigns\\_member\\_status.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.campaigns_member_status.htm&type=5)

#### NEW QUESTION 13

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 lead sources 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.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_dependent.htm&type=5)

#### NEW QUESTION 18

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

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

**Answer:** A

#### Explanation:

Big Deal Alerts allow you to notify users when an opportunity reaches a certain amount or probability. References: [https://help.salesforce.com/s/articleView?id=sf.forecasts3\\_big\\_deal\\_alerts.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.forecasts3_big_deal_alerts.htm&type=5)

#### NEW QUESTION 19

Users at Universal Containers would like to visually see the sales stages on an Opportunity page. The administrator is configuring path for Opportunities. Which is an important consideration for path configuration?

- A. Kanban views for Path must be configured manually.
- B. TheOwner field can be edited in the key fields Panel.
- C. Celebrations are unable to be added to a path.
- D. Path can include guidance and key fields for each stage.

**Answer: D**

**Explanation:**

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

**NEW QUESTION 23**

An administration needs to store the ID of record type of later use in a flow. Which kind of variable should the administrator use?

- A. Boolean variable
- B. Text variable
- C. ID variable
- D. Record variable

**Answer: C**

**Explanation:**

An ID variable is a type of variable that can store an ID value of a record or a record type in a flow. It can be used to store the ID of a record type for later use in a flow, such as assigning it to a record or using it in a condition. A boolean variable is a type of variable that can store a true or false value in a flow. A text variable is a type of variable that can store a text value in a flow. A record variable is a type of variable that can store one or more field values of a record in a flow. References: [https://help.salesforce.com/s/articleView?id=sf.flow\\_ref\\_elements\\_variables.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_variables.htm&type=5)

**NEW QUESTION 24**

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:**

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 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](https://help.salesforce.com/s/articleView?id=sf.customize_layoutrelatedlists.htm&type=5)

**NEW QUESTION 29**

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

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

**Answer: BD**

**Explanation:**

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

**NEW QUESTION 34**

Cloud kicks wants to track shoe designs by products. Shoe designs should be unable to be deleted, and there can be multiple design for one product across various stages. Which two steps should the administration configure to meet this requirement? Choose 2 answers

- A. Create a Custom Object for shoe design.
- B. Configure a Custom Lookup Field for shoe design on the product object.
- C. Add a custom master detail field for shoe design on the Product Object.
- D. Use the Standard Object for designs.



**Answer:** AC

**Explanation:**

Custom object and master detail field are two steps that should be configured to meet this requirement. Custom object can be used to create a new object for shoe design that can store information about different designs and stages. Master detail field can be used to create a relationship between Product and Shoe Design that prevents deletion of Shoe Design records and allows multiple designs for one product. References:  
[https://help.salesforce.com/s/articleView?id=sf.customize\\_customobjects.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_customobjects.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.relationships\\_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5)

**NEW QUESTION 37**

Once an opportunity reaches the negotiation stage at cloud kicks, The Amount fields becomes required for sales users. Sales managers need to be able to move opportunities into this stage without knowing the amount.  
How should the administrator require this field during the negotiation stage for sales users but allow their managers to make changes?

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

**Answer:** D

**Explanation:**

To require the Amount field during the negotiation stage for sales users but allow their managers to make changes, the administrator should configure a validation rule that checks if the user profile is not a salesmanager, the stage is negotiation, and the amount is blank. This will prevent sales users from saving the record without entering an amount, but allow sales managers to do so. Making the field required for all users will not meet the requirement. Creating a formula field or assigning the administrator profile to the managers will not affect field requirement. References: [https://help.salesforce.com/s/articleView?id=sf.validation\\_rules\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5)

**NEW QUESTION 38**

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

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

**Answer:** B

**Explanation:**

Compact layouts determine which fields appear in the highlights panel on record pages and in the Salesforce mobile app. To create a custom compact layout, go to the Account object manager and select Compact Layouts from the sidebar menu. Then click New and add the desired fields to the layout. References: [https://help.salesforce.com/s/articleView?id=sf.compact\\_layouts\\_create.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.compact_layouts_create.htm&type=5)

**NEW QUESTION 43**

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

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

**Answer:** C

**Explanation:**

Lightning page allows you to customize a record page and add a screen flow as a component. You can use the Lightning App Builder to drag and drop the Flow component onto the page and select the screen flow you want to display.  
References: [https://help.salesforce.com/s/articleView?id=sf.flow\\_distribute\\_lightning\\_page.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_distribute_lightning_page.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.flow\\_builder\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5)

**NEW QUESTION 47**

The VP of sales at Dreamhouse Realty has requested a dashboard to visualize enterprise sales across the different teams. The key place of data is the total of all sales for the year and the progress to the enterprise sales goal.  
What dashboard component will effectively show this number and the proximity to the total goal as a single value?

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

**Answer:** D

**Explanation:**

A gauge component shows a single value along with its percentage of a total value within predefined ranges using colors (red-yellow-green). It is useful for showing key performance indicators (KPIs) such as total sales amount and progress towards sales goal. References: [https://help.salesforce.com/s/articleView?id=sf.dashboards\\_gauge\\_comp onent\\_type.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.dashboards_gauge_component_type.htm&type=5)

**NEW QUESTION 48**

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

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

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

**Answer: C**

**Explanation:**

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

**NEW QUESTION 49**

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

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

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

**Answer: B**

**Explanation:**

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

**NEW QUESTION 53**

The Administrator at Cloud Kicks need to automatically route support cases, regardless of how they are created, to a queue based on case priority.

What tool should the administrator use?

- A. Email-to-Case
- B. Assignment Rules
- C. Auto-Response Rules
- D. Web-to-case

**Answer: B**

**Explanation:**

Assignment rules are tools that allow administrators to automatically route records to users or queues based on certain criteria. For example, an assignment rule can assign cases to different queues based on case priority, origin, type, or other fields. Assignment rules can be triggered when records are created manually, via email, web, or API. Assignment rules consist of multiple rule entries that define the criteria and actions for each assignment scenario. References: [https://help.salesforce.com/s/articleView?id=sf.customize\\_leadrules.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_leadrules.htm&type=5)[https://help .salesforce.com/s/articleView?id=sf.customize\\_casesupport\\_assign.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_casesupport_assign.htm&type=5)

**NEW QUESTION 57**

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

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

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

**Answer: BC**

**Explanation:**

To enable record sharing and collaboration with groups, you need to add the groups related list to the object layouts and configure the Add Record action in the group publisher.

References: [https://help.salesforce.com/s/articleView?id=sf.collab\\_groups\\_records.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.collab_groups_records.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.collab\\_groups\\_record\\_actions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.collab_groups_record_actions.htm&type=5)

**NEW QUESTION 62**

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](https://help.salesforce.com/s/articleView?id=sf.customize_geoloc.htm&type=5)

**NEW QUESTION 66**

The Call center manager in Ursa Major Solar wants to provide agents with a case dashboard that can be drilled down by case origin, status and owner.  
What should an Administrator add to the dashboard to fulfil the request?

- A. Dashboard Filter
- B. Bucket column
- C. Dashboard component
- D. Combination Chart

**Answer:** A

**Explanation:**

A dashboard filter is a feature that allows users to filter dashboard components by one or more field values without changing the underlying report data. For example, a dashboard filter can allow users to view cases by origin, status, or owner. A dashboard filter consists of a filter name, one or more source fields, and one or more filter values. Users can apply one or more filters to see different views of the dashboard data. References: [https://help.salesforce.com/s/articleView?id=sf.dashboards\\_filters.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.dashboards_filters.htm&type=5)

**NEW QUESTION 67**

The administrator at AW Computing wants to send off client welcome tasks and a welcome email to the primary contact automatically when an Opportunity is Closed won.  
What automation tool best accomplishes this?

- A. Validation Rule
- B. Outbound Message
- C. Approval Process
- D. Process Builder

**Answer:** D

**Explanation:**

Process Builder is a tool that can be used to automate business processes by creating record-triggered flows that execute actions when certain conditions are met. In this case, Process Builder can be used to create a flow that executes when an opportunity is closed won and creates a client welcome task and a welcome email for the primary contact. References: [https://help.salesforce.com/s/articleView?id=sf.process\\_which\\_tool.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.process_which_tool.htm&type=5)

**NEW QUESTION 70**

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

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

**Answer:** C

**Explanation:**

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

**NEW QUESTION 74**

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

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

**Answer:** AD

**Explanation:**

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



#### NEW QUESTION 79

An administrator at Cloud Kicks wants to deactivate a User who has left the company. What are two reasons that would prevent a user from being deactivated? Choose 2 answers

- A. The user is part of a territory hierarchy.
- B. The User is in a Custom hierarchy field.
- C. The User is assigned in workflow email alert.
- D. The User is the highest role in the role hierarchy

**Answer:** AC

#### Explanation:

Two reasons that would prevent a user from being deactivated are that the user is part of a territory hierarchy or that the user is assigned in workflow email alert. A territory hierarchy is a structure that defines how territories are related to each other in Salesforce; if a user is part of a territory hierarchy, they cannot be deactivated until they are removed from all territories. A workflow email alert is an action that sends an email to one or more recipients when a workflow rule is triggered; if a user is assigned in workflow email alert, they cannot be deactivated until they are removed from all email alerts. The user being in a custom hierarchy field or being the highest role in role hierarchy are not reasons that would prevent deactivation; they may affect data visibility or record ownership after deactivation, but they do not block deactivation itself. References: [https://help.salesforce.com/s/articleView?id=sf.users\\_deactivate\\_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.users_deactivate_considerations.htm&type=5)

#### NEW QUESTION 82

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

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

**Answer:** AD

#### Explanation:

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

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

? A. Dependent Picklist

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

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

? Record Type: New Account

? Picklist Values: Residential, Commercial

? Record Type: Existing Account

? Picklist Values: Renewal, Upsell, Cross-sell

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

? B. Custom Picklist

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

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

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

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

#### NEW QUESTION 87

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. Share 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](https://help.salesforce.com/s/articleView?id=sf.reports_builder_folders_sharing.htm&type=5)

#### NEW QUESTION 91

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

What should an administrator configure to meet this requirement?

- A. Assignment Rule

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

**Answer:** B

**Explanation:**

Validation rules allow you to prevent users from changing an opportunity close date to a date in the past.  
References: [https://help.salesforce.com/s/articleView?id=sf.validation\\_rules.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5)

**NEW QUESTION 96**

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

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

**Answer:** B

**Explanation:**

Big Deal Alerts are notifications that are sent to users when an opportunity reaches a certain amount, probability, or stage. They can be configured by administrators to alert sales reps or managers when they have a high likelihood of winning a big deal. Key Deals are a feature of Einstein Opportunity Scoring that shows the top opportunities based on their score and stage, but they do not send notifications. Activity Timeline is a component of Lightning Experience that shows the past and upcoming activities related to a record, but it does not notify users of big deals. Performance chart is a type of report chart that shows how well users or teams are performing against their goals, but it does not alert users of big deals. References: [https://help.salesforce.com/s/articleView?id=sf.forecasts3\\_big\\_deal.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.forecasts3_big_deal.htm&type=5)

**NEW QUESTION 100**

Dream house realty needs to use consistent picklist values in the category field on accounts and cases, with values respective to record types. Choose 2 options

- A. Multi-select picklist
- B. Dependent picklist
- C. Global picklist
- D. Custom picklist

**Answer:** BC

**Explanation:**

Dependent picklist and global picklist are two options that can be used to meet this requirement. Dependent picklist allows users to create a conditional relationship between two picklist fields, where the available values in one field depend on the value selected in another field. Global picklist allows users to create a set of picklist values that can be shared across multiple fields and objects, ensuring consistent values and reducing maintenance. References: [https://help.salesforce.com/s/articleView?id=sf.fields\\_about\\_dependent\\_picklists.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fields_about_dependent_picklists.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.picklist\\_global\\_picklists.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.picklist_global_picklists.htm&type=5)

**NEW QUESTION 104**

Ursa Major Solar is noticing a decrease in deals with a cross-sell opportunity type and wants to share all cross-sell opportunities with a team of subject matter experts in their organisation. The company has different roles, and the organisation wide default opportunity is set to private. How should the administrator accomplish this?

- A. Add the subject matter experts to a public group and give them access to records with a criteria-based sharing rule.
- B. Change the organisation-wide default for opportunity from private to public Read/Write to open up access for subject matter experts.
- C. Enable territory management, assign the subject matter experts to the same territory, and give them access to the records with manual sharing.
- D. Create a new role for the subject matter experts and give them access to the records with the owner-based sharing rule

**Answer:** A

**Explanation:**

A criteria-based sharing rule is a tool that allows administrators to share records with certain users based on field values rather than ownership. For example, a criteria-based sharing rule can share all opportunities with a cross-sell opportunity type with a specific group of users. A public group is a collection of individual users, roles, roles and subordinates, or other groups that can be used to simplify sharing settings and other processes. In this case, the administrator can add the subject matter experts to a public group and give them access to records with a criteria-based sharing rule that matches the cross-sell opportunity type. References: [https://help.salesforce.com/s/articleView?id=sf.sharing\\_criteria\\_rules.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.sharing_criteria_rules.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.public\\_groups.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.public_groups.htm&type=5)

**NEW QUESTION 109**

An administrator is on a tight deadline to create dashboards for the sales and marketing teams at AW Computing. What should the administrator do to meet the deadline without increasing the budget?

- A. Train someone on the sales and marketing teams to build dashboards.
- B. Check the AppExchange for prebuilt Solution that can be easily customized.
- C. Hire a Consultant to build the custom dashboards.
- D. Build the dashboards manually to meet the deadline.

**Answer:** B

**Explanation:**

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

**NEW QUESTION 113**

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\\_screencomp.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screencomp.htm&type=5)

**NEW QUESTION 118**

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

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

**Answer: D**

**Explanation:**

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

**NEW QUESTION 120**

Ursa Major Solar offers amazing experiences for all of its 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](https://help.salesforce.com/s/articleView?id=sf.collab_groups_create.htm&type=5)

**NEW QUESTION 122**

An administrator has been asked to update a flow that was created as part of a recent update. When the administrator opens the flow for editing, the Flow toolbox offers only four elements: Assignment, Decision, Get Records, and Loop. What would cause this?

- A. The flow is a screen flow.
- B. The version of the flow is inactive.
- C. The flow is a before save flow.
- D. The version of the flow is activated.

**Answer: C**

**Explanation:**

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

**NEW QUESTION 125**

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

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

**Answer:** D

**Explanation:**

Contacts to multiple accounts is a feature that allows you to associate a single contact with multiple accounts, both business and person accounts. This way, you can maintain the historical accuracy of the contact record without creating duplicate records for each account. References: [https://help.salesforce.com/s/articleView?id=sf.contacts\\_multiple\\_accounts.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.contacts_multiple_accounts.htm&type=5)

**NEW QUESTION 128**

When a Sales rep clicks a button on an opportunity, a simple discount calculator screen should be launched.

Which automation tool should an administrator use to build this discount calculator screen?

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

**Answer:** A

**Explanation:**

Flow Builder supports creating a screen that can launch a simple discount calculator when a button is clicked on an opportunity.

References: [https://help.salesforce.com/s/articleView?id=sf.flow\\_builder\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.flow\\_distribute\\_button.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_distribute_button.htm&type=5)

**NEW QUESTION 133**

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

**NEW QUESTION 138**

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 next approver is inactive or missing
- D. Review the page layout to ensure, the fields updated in the process are visible

**Answer:** C

**Explanation:**

One possible reason why a manager receives an error when trying to approve a record is that the user in the next approver step is inactive or missing, which means there is no valid user to assign the record to after approval. To troubleshoot this issue, an administrator should check if the user in the next approver step is active and exists in Salesforce; if not, they should activate or create the user or change the approval process to assign the record to another user. Adding a delegated approver for the next approver in the process does not solve this issue because delegated approvers are only used when approvers are unavailable; they do not replace approvers who are inactive or missing. Updating the field level security to view on fields that are updated in the process does not solve this issue because field level security does not affect approval processes; it only affects what fields users can see or edit on page layouts. Reviewing the page layout to ensure fields updated in the process are visible does not solve this issue because page layouts do not affect approval processes; they only affect what fields users can see or edit on page layouts. References: [https://help.salesforce.com/s/articleView?id=sf.approvals\\_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5)

**NEW QUESTION 141**

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

What should the administrator use to complete this request?

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



**Answer:** D

**Explanation:**

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

**NEW QUESTION 142**

Universal Container wants toincrease the security of their org by requiring stricter user passwords. Which two of the following should an administrator configure? Choose 2 answers

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

**Answer:** CD

**Explanation:**

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

**NEW QUESTION 144**

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](https://help.salesforce.com/s/articleView?id=sf.users_add.htm&type=5)

**NEW QUESTION 145**

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

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

**Answer:** C

**Explanation:**

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

**NEW QUESTION 146**

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

#### NEW QUESTION 150

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

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

**Answer: C**

#### Explanation:

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

#### NEW QUESTION 154

Northern Trail Outfitters wants to encourage employees to choose secure and appropriate passwords for their Salesforce accounts. Which three password policies should an administrator configure? Choose 3 answers

- A. Maximum invalid login attempts
- B. Prohibited password values
- C. Require use of Password Manager App
- D. Password complexity requirements
- E. Number of days until expiration

**Answer: ADE**

#### Explanation:

Maximum invalid login attempts, password complexity requirements, and number of days until expiration are three password policies that an administrator can configure to encourage employees to choose secure and appropriate passwords for their Salesforce accounts. Maximum invalid login attempts determines how many times a user can enter an incorrect password before being locked out of Salesforce. Password complexity requirements determine how complex a user's password must be based on criteria such as length, case sensitivity, alphanumeric characters, etc. Number of days until expiration determines how often users must change their passwords.References:[https://help.salesforce.com/s/articleView?id=sf.security\\_password\\_policies.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.security_password_policies.htm&type=5)

#### NEW QUESTION 157

Sales reps at Ursa Major Solar are having difficulty managing deals. The leadership team has asked administrator to help sales reps prioritize and close more deals. the administrator configure to help with these issues?

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

**Answer: B**

#### Explanation:

To help sales reps prioritize and close more deals, the administrator should use Einstein Opportunity Scoring, which is a feature that assigns each opportunity a score from 1 to 99 based on how likely it is to be won. The score is calculated using historical data and machine learning models, and can help reps focus on the most promising opportunities and take actions to improve their chances of winning. Einstein Activity Capture, Einstein Search Personalization, and Einstein Lead Scoring are not related to opportunity management.References:[https://help.salesforce.com/s/articleView?id=sf.einstein\\_sales\\_oppty\\_scoring.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.einstein_sales_oppty_scoring.htm&type=5)

#### NEW QUESTION 158

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

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

**Answer: C**

#### Explanation:

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

#### NEW QUESTION 163

The administrator at Universal Container has created two objects: Containers\_c Purchase\_c, Management has requested that all container records display on purchase records in Salesforce.

Which type of relationship between Containers\_c and Purchase\_c should satisfy the requirement?

- A. Roll-Up Summary field
- B. Formula field
- C. Master-detail field
- D. Lookup field

**Answer: D**

#### Explanation:

A lookup field is a type of field that allows administrators to create a relationship between two objects by linking records from one object to another object. For example, a lookup field can link an account record to a purchase record by storing the account ID on the purchase record. A lookup field allows users to select an existing record from a pop-up window or create a new record from the same

window. References: [https://help.salesforce.com/s/articleView?id=sf.relationships\\_lookup.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.htm&type=5)

#### NEW QUESTION 167

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.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.mass_transfer_overview.htm&type=5)

#### NEW QUESTION 169

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

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

**Answer: C**

#### Explanation:

To track assigned licenses and permission sets in Salesforce instead of using a spreadsheet, an administrator should use User Report type on Report object. User Report type allows creating reports that show information about users such as their profile, role, license type, active status, login history etc. It also allows adding fields related to permission sets such as Permission Set Assignments or Permission Set License Assignments. For example, an administrator can create a User Report that shows user name, profile name, user license name, permission set assignments count etc. Login

History, Lightning Usage App, or Permission Set Groups are not features that can be used to track assigned licenses and permission sets in Salesforce.

References: [https://help.salesforce.com/s/articleView?id=sf.reports\\_report\\_types\\_standard\\_user.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_report_types_standard_user.htm&type=5)

#### NEW QUESTION 173

The administrator at Clod Kicks updated the custom object Event to include a lookup field to the primary contact for the event. When running an event report, They want to reference fields from the associated contact record.

What should the administrator do to pull contact fields into the Custom report?

- A. Configure formula fields on event to populate contact information
- B. Edit the custom Event report type and add fields related via lookup.
- C. Create a new report type with event as the primary object and Contact as a related object.
- D. Use a dashboard with filters to show Event and Contact data as requested.

**Answer: B**

#### Explanation:

Report type is a tool that can be used to pull contact fields into the custom report for Event. Report type defines the set of records and fields available to a report based on the relationships between a primary object and its related objects. To edit the custom Event report type and add fields related via lookup, go to Setup > Report Types and select the Event report type. Then click Edit Layout and drag the fields from the Contact object to the layout.

References: [https://help.salesforce.com/s/articleView?id=sf.reports\\_builder\\_create\\_report\\_type.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_builder_create_report_type.htm&type=5)

#### NEW QUESTION 175

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

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

D. Data Import Wizard

**Answer:** D

**Explanation:**

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

**NEW QUESTION 176**

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

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

**Answer:** C

**Explanation:**

The dashboard's running user determines the data that is displayed on the dashboard. If the running user has access to more data than the intended viewers, the dashboard will show more data than expected. To prevent this, the admin can set the running user to a specific user or a logged-in user, depending on the use case1. Alternatively, the admin can use dynamic dashboards to show data based on each viewer's access level2.

**NEW QUESTION 181**

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](https://help.salesforce.com/s/articleView?id=sf.flow_ref_global_variables.htm&type=5)

**NEW QUESTION 186**

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

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

**Answer:** A

**Explanation:**

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

**NEW QUESTION 189**

Northern Trail Outfitters has asked an administrator to ensure that when a contact with a title of CEO is created, the contact's account record gets updated with the CEO's name. Which feature should an administrator use to implement this request?

- A. Quick Action
- B. Workflow Rule
- C. Process Builder
- D. Validation Rule

**Answer:** C

**Explanation:**

Process Builder is a tool that can be used to implement this request. Process Builder can create record-triggered flows that execute actions when certain conditions are met. In this case, Process Builder can create a flow that executes when a contact with a title of CEO is created and updates the contact's account record with the CEO's name. References: [https://help.salesforce.com/s/articleView?id=sf.process\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5)

**NEW QUESTION 194**

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 the steps 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 how to 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 196**

An administrator at Cloud Kicks is building a flow that needs to search for records that meet certain conditions and store values from those records in variable for use later in the flow. What flow element should the administrator add?

- A. Assignment
- B. Get Records
- C. Create Records
- D. Update Records

**Answer:** B

**Explanation:**

Get Records is a flow element that allows you to retrieve one or more records from an object that meet certain conditions and store them in a collection variable or a record variable for use later in the flow. You can also choose which fields from those records you want to store in variables. References: [https://help.salesforce.com/s/articleView?id=sf.flow\\_ref\\_elements\\_data\\_getrecords.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_data_getrecords.htm&type=5)

**NEW QUESTION 197**

An analytics user at Cloud Kicks needs Read, Create, and Edit access for objects and Should be restricted from deleting any records. What should the administrator do to meet this requirement?

- A. Assign the standard System Administrator profile to the analytical user.
- B. Give the user View all access and assign them to the highest role in the role hierarchy.
- C. Create and assign a custom profile with Delete access removed for each object.
- D. Create and assign a permission set that includes Read, Create, and Edit access

**Answer:** C

**Explanation:**

A custom profile is a profile that can be created and customized by administrators to define what users can see and do in Salesforce based on their job function or role. It can be used by Cloud Kicks to give read, create, and edit access for objects and restrict users from deleting any records by creating and assigning a custom profile with delete access removed for each object in the object settings. Assigning the standard system administrator profile to analytical user, giving user view all access and assigning them to highest role in role hierarchy, or creating and assigning permission set that includes read, create, and edit access are not solutions for giving read, create, and edit access for objects and restricting users from deleting any records; they either give too much access or do not remove delete access. References: [https://help.salesforce.com/s/articleView?id=sf.users\\_profiles.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.users_profiles.htm&type=5)

**NEW QUESTION 199**

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=5](https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5)[https://help.salesforce.com/s/articleView?id=sf.process\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5)

**NEW QUESTION 204**

An administrator at Cloud Kicks has a flow in production that is supposed to create new records. However, no new records are being created. What could the issue be?

- A. The flow is read only.
- B. The flow is inactive.
- C. The flow URL is deactivated.
- D. The flow trigger is missing.

**Answer:** B

**Explanation:**

A flow can be active or inactive depending on whether you want it to run or not. An inactive flow cannot be run by users or processes until you activate it. If a flow in production is supposed to create new records but it is not doing so, it could be because the flow is inactive and needs to be activated. References: [https://help.salesforce.com/s/articleView?id=sf.flow\\_distribute\\_activation.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_distribute_activation.htm&type=5)

**NEW QUESTION 209**

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 and Performance 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](https://help.salesforce.com/s/articleView?id=sf.home_components.htm&type=5)

**NEW QUESTION 214**

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

- A. Auto-Number field?
- B. External ID
- C. Richtext field
- D. Record ID

**Answer:** B

**Explanation:**

An external ID is a custom field that has the external ID attribute enabled, which means it can be used as an identifier when importing and updating records from an external system. It allows administrators to match records based on a unique ID value from another system instead of using Salesforce record IDs, which may not be available or consistent across systems. An auto-number field is a custom field that automatically assigns a unique numeric value to each record, but it cannot be used as an identifier when importing and updating records from an external system because it is generated by Salesforce and may not match with the external system's IDs. A rich text field is a custom field that allows users to enter formatted text, images, and links, but it cannot be used as an identifier when importing and updating records from an external system because it is not unique or consistent across systems. A record ID is an internal ID assigned by Salesforce to each record, but it cannot be used as an identifier when importing and updating records from an external system because it may not be available or consistent across systems. References: [https://help.salesforce.com/s/articleView?id=sf.custom\\_field\\_attributes.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.custom_field_attributes.htm&type=5)

**NEW QUESTION 217**

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

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



- J. Create one auto-response rule.  
K. Configure three rule entry criteria and set a filter for case priority. Select the appropriate email template for each rule entry.

**Answer:** D

**Explanation:**

Auto-response rules are used to automatically send email responses to lead or case submissions based on the criteria you define. You can create one auto-response rule per object (lead or case) and configure multiple rule entries with different criteria and actions within that rule. To meet the requirement of sending different email notifications based on case priority, you need to create one auto-response rule for cases and configure three rule entries with filters for low-priority, medium-priority, and high-priority cases respectively. Then you need to select the appropriate email template for each rule entry action. References:  
[https://help.salesforce.com/s/articleView?id=sf.customize\\_leadsautor.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_leadsautor.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.customize\\_casesautor.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_casesautor.htm&type=5)

**NEW QUESTION 220**

Northern Trail Outfitters wants to initiate expense reports from Salesforce to the external HR system. This process needs to be reviewed by managers and directors.

Which two tools should an 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.approvals_considerations.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.quick\\_actions\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.quick_actions_overview.htm&type=5)

**NEW QUESTION 223**

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\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.pricebook_overview.htm&type=5)

**NEW QUESTION 228**

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

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

**Answer:** C

**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_salesprocess.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.customize\\_recordtype.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.customize\\_layout.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_layout.htm&type=5)

**NEW QUESTION 231**

The administrator at CloudKicks has created an approval process for time off requests. Which two automated actions are available to be added as part of the approval process? Choose 2 answers

- A. Field Update
- B. Chatter Post
- C. Auto launched Flow

D. Email Alert

**Answer:** AD

**Explanation:**

Field update and email alert are two types of automated actions that can be added as part of the approval process. Field update allows you to change the value of a field on a record when it is submitted, approved, rejected, or recalled. Email alert allows you to send an email to one or more recipients when a record is submitted, approved, rejected, or recalled.

References: [https://help.salesforce.com/s/articleView?id=sf.approvals\\_automated\\_actions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.approvals_automated_actions.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.approvals\\_creating\\_approval\\_actions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.approvals_creating_approval_actions.htm&type=5)

**NEW QUESTION 232**

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

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

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

**Answer:** B

**Explanation:**

To advertise on TV, radio, print, and social under one banner called New Runners and aggregate total statistics for this marketing effort, an administrator should use Parent campaign field on Campaign object. This field allows creating hierarchical relationships between campaigns by specifying one campaign as parent of another campaign. Parent campaigns roll up statistics from child campaigns such as number of leads generated, amount of revenue won etc. For example, an administrator can create four child campaigns for TV, radio, print and social ads respectively and link them to one parent campaign called New Runners using Parent campaign field. Junction object, lookup relationship, and master-detail relationship are not features related to Campaign object or hierarchy. References: [https://help.salesforce.com/s/articleView?id=sf.campaigns\\_parent.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.campaigns_parent.htm&type=5)

**NEW QUESTION 233**

Cloud Kicks needs to ensure appropriate shipping details are used in orders. Reps should have a streamlined solution 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 whenever the account shipping addresses changes.
- B. An autolaunched flow on the account page that updates all open orders shipping addresses whenever the account shipping addresses changes.
- C. A screen flow on the order page that lets the reps choose the updated account shipping address in all open associated orders
- D. A screen flow on the account page that lets the reps choose the updated account shipping address in all 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 flow on 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&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_build_screen.htm&type=5)

**NEW QUESTION 237**

Which setting on a profile makes a tab hidden in the All App Launcher or visible in any app, but still allows a user to view records that would normally be found under this tab?

- A. Object Permissions
- B. App Permissions
- C. Org-wide Defaults
- D. Tab Settings

**Answer:** D

**Explanation:**

To make a tab hidden in the All App Launcher or visible in any app, but still allow a user to view records that would normally be found under this tab, the administrator should use Tab Settings on a profile. Tab Settings control the visibility and default behavior of tabs for each app in an org. The administrator can set a tab to Hidden, which means it will not appear in any app or in the All App Launcher, but users can still access records via other means such as search or reports. Object Permissions, App Permissions, and Org-Wide Defaults are not related to tab visibility. References: [https://help.salesforce.com/s/articleView?id=sf.customize\\_tabs.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_tabs.htm&type=5)

**NEW QUESTION 242**

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

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

**Answer:** B

**Explanation:**

Web-to-Case allows you to create cases from a form on your website. References:[https://help.salesforce.com/s/articleView?id=sf.customizesupport\\_web\\_to\\_case.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customizesupport_web_to_case.htm&type=5)

**NEW QUESTION 245**

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

What should the administrator use to deliver this requirement?

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

**Answer:** A

**Explanation:**

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

**NEW QUESTION 248**

Northern Trail Outfitters has a new flow that automatically sets the field values when a new account is created. That the flow is launched by a process, But the flow is not working properly.

What should administrator do to identify the problem?

- A. Use the native debug feature in the flow builder.
- B. Review debug logs with the login level.
- C. View the setup audit Trail and review for errors.
- D. Setup Email logs and review the send error log.

**Answer:** A

**Explanation:**

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

**NEW QUESTION 249**

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

What should an administrator do to satisfy this requirement?

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

**Answer:** A

**Explanation:**

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

**NEW QUESTION 250**

The administrator for AW Computing is working with a user who is having trouble logging in to Salesforce.

What should the administrator do to identify why the user is unable to log in?

- A. Review the login history for the user.
- B. Check the attempted logins by running the setup audit trail.
- C. Pull the password history to ensure the password policy was followed.
- D. Reset the security token for the profile.

**Answer:** A

**Explanation:**

To identify why a user is unable to log in to Salesforce, the administrator should review the login history for the user. The login history shows the date and time of each login attempt, the source IP address, the browser and platform used, the login type (such as username and password or single sign-on), and the status (such as success or failure). The login history can help troubleshoot common login issues such as incorrect username or password, invalid security token, IP restrictions, or login hours violations. Checking the attempted logins by running the setup audit trail, pulling the password history, or resetting the security token for the profile

will not help identify why a user is unable to log in. References: [https://help.salesforce.com/s/articleView?id=sf.monitoring\\_login\\_history.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.monitoring_login_history.htm&type=5)

#### NEW QUESTION 251

An administrator supporting a global team of salesforce users has been asked to configure company settings.  
Choose 2 options

- A. Currency Locale
- B. Default Language
- C. Password Policy
- D. Login Hours

**Answer:** AB

#### Explanation:

Currency locale and default language are two of the company settings that an administrator can configure in Salesforce. Currency locale determines how currency amounts are formatted and displayed in reports and other places. Default language determines the language used for labels, buttons, tabs, and other elements in Salesforce. References: [https://help.salesforce.com/s/articleView?id=sf.admin\\_supported\\_currencies.htm&type=5https://help.salesforce.com/s/articleView?id=sf.admin\\_supported\\_languages.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.admin_supported_currencies.htm&type=5https://help.salesforce.com/s/articleView?id=sf.admin_supported_languages.htm&type=5)

#### NEW QUESTION 253

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

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

**Answer:** C

#### Explanation:

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

#### NEW QUESTION 255

What are three Setting an administrator should configure to make it easy for approvers to respond to approval requests?  
Choose 3 Answers.

- A. Update the organizations chatter setting to allow approvals.
- B. Enable the organizations Email approval response setting.
- C. Specify initial submission actions within the approval process.
- D. Add the Items to approve component to the approvers home page.
- E. Create a flow to automatically approve all records.

**Answer:** ACD

#### Explanation:

To make it easy for approvers to respond to approval requests, the administrator should configure three settings:  
? Update the organization's chatter setting to allow approvals, which enables approvers to approve or reject requests from chatter feeds or email notifications  
? Enable the organization's Email approval response setting, which allows approvers to reply to approval request emails with keywords such as APPROVE or REJECT  
? Add the Items to approve component to the approvers home page, which shows a list of pending approval requests that can be acted upon with one click  
Specifying initial submission actions within the approval process will not affect how approvers respond to requests. Creating a flow to automatically approve all records will bypass the approval process altogether. References: [https://help.salesforce.com/s/articleView?id=sf.approvals\\_considerations.htm&type=5https://help.salesforce.com/s/articleView?id=sf.approvals\\_email.htm&type=5https://help.salesforce.com/s/articleView?id=sf.approvals\\_one\\_click.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5https://help.salesforce.com/s/articleView?id=sf.approvals_email.htm&type=5https://help.salesforce.com/s/articleView?id=sf.approvals_one_click.htm&type=5)

#### NEW QUESTION 259

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

- A. Custom report type.
- B. Folder access
- C. Report subscription
- D. Field level security

**Answer:** ABD

#### Explanation:

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



? A custom report type that includes the shoe object and its fields  
? A folder access that grants access to the sales manager and their team members to view and run reports in that folder  
? A field level security that allows the sales manager and their team members to see all the fields on the shoe object Report subscription, while useful for scheduling and delivering reports, does not affect access to the report itself. References:  
[https://help.salesforce.com/s/articleView?id=sf.reports\\_builder\\_create\\_report\\_type.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_builder_create_report_type.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.reports\\_manage\\_folders.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_manage_folders.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.admin\\_fls.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.admin_fls.htm&type=5)

#### NEW QUESTION 261

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.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fields_about_formulas.htm&type=5)

#### NEW QUESTION 262

DreamHouse Realty regularly holds open houses for the selling of both houses and condominiums. For condominium open houses, there are a few extra steps that need to be taken. Agents need to be able to submit requests and receive approvals from the homeowners' association. How can the administrator ensure these extra steps only appear when creating open house records for condominiums?

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

**Answer:** B

#### Explanation:

To ensure extra steps only appear when creating open house records for condominiums, an administrator can use two methods: create two page layouts; and use business processes and record types to display appropriate picklist values. A page layout is a feature that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. An administrator can create two page layouts for open house records - one for houses and one for condominiums - and include different fields or sections for each page layout based on their requirements. A business process is a feature that allows administrators to define and enforce stages that records must go through based on their record type such as lead status or opportunity stage. A record type is a feature that allows administrators to offer different business processes, picklist values, page layouts etc., to different users based on their profile or role. An administrator can create two record types for openhouse records - one for houses and one for condominiums - and assign different business processes and picklist values for each record type based on their requirements. References:  
[https://help.salesforce.com/s/articleView?id=sf.customize\\_pagelayouts\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.customize\\_recordtype.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5)

#### NEW QUESTION 265

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

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

**Answer:** C

#### Explanation:

To acknowledge cases with a Case Reason of Installation immediately via email and assign them to appropriate agents, and escalate cases that are still in New status after 4 hours to support management, an administrator should use Auto-response rules, Queues, and Escalation Rules for case management. Auto-response rules allow sending automatic email responses to customers based on case criteria. Queues allow grouping cases that share common characteristics and assigning them to a group of users who can access and work on them. Escalation rules allow escalating cases that meet certain criteria to higher-level users or groups and sending email notifications. Macros and Entitlements are not case management tools that can be used for this requirement. References:  
[https://help.salesforce.com/s/articleView?id=sf.case\\_autoresponse.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.case_autoresponse.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.queues\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.queues_overview.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.case\\_escalation.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5)

#### NEW QUESTION 266

AW Computing has six sales teams in a region. These teams always consists of the same account manager, engineer, and assistant. What should the administrator configure to make it easier for teams to collaborate with the same



customer?

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

**Answer: B**

**Explanation:**

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

<https://help.salesforce.com/s/articleView?id=sf.accountteam.htm&type=5>[https://help.salesforce.com/s/articleView?id=sf.accountteam\\_default.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.accountteam_default.htm&type=5)

**NEW QUESTION 268**

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

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

**Answer: D**

**Explanation:**

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

**NEW QUESTION 269**

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](https://help.salesforce.com/s/articleView?id=sf.contacts_hierarchy.htm&type=5)

**NEW QUESTION 274**

Cloud Kicks want its reports to show a Fiscal Year that starts on February 1 and has 12 months. How Should the Administrator Address this requirement?

- A. Set the Fiscal Year to Custom and the starting month as February.
- B. Set the Fiscal Year to Custom and the duration to 4 quarters.
- C. Set the Fiscal Year to Standard and the starting month as February.
- D. Set the Fiscal Year to Standard and the duration to 12 months.

**Answer: A**

**Explanation:**

A standard fiscal year starts on January 1 and ends on December 31. A custom fiscal year can be set to start on any month and end on any month. In this case, Cloud Kicks wants its fiscal year to start on February 1 and end on January 31. This can be achieved by setting the fiscal year to Custom and the starting month to February.

Setting the fiscal year to Standard and the starting month to February will not work, as the standard fiscal year starts on January 1. Setting the fiscal year to Custom and the duration to 4 quarters will not work, as the duration of a fiscal year is 12 months. Setting the fiscal year to Standard and the duration to 12 months will not work, as the standard fiscal year starts on January 1.

Custom fiscal years are fiscal years that follow a custom-defined structure that differs from the Gregorian calendar. They can be used by organizations that have fiscal years that start on a different month than January or have fiscal years that are divided into custom periods such as quarters or weeks. To set up a custom fiscal year that starts on February 1 and has 12 months, an administrator needs to set the fiscal year to custom and the starting month as February in the fiscal year settings. Setting the fiscal year to standard or the duration to 4 quarters does not meet the requirement of having a custom fiscal year that starts on February 1.

References: [https://help.salesforce.com/s/articleView?id=sf.admin\\_fiscal\\_year.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.admin_fiscal_year.htm&type=5)

**NEW QUESTION 278**

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

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

**Answer:** AC

**Explanation:**

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

**NEW QUESTION 279**

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](https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5)

**NEW QUESTION 281**

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

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

**Answer:** B

**Explanation:**

Splits is a feature that should be used to meet this requirement. Splits allows users to assign credit to opportunity team members based on the level of effort contributed by each person toward each deal. Users can create different types of splits, such as revenue or overlay splits, and specify the percentage or amount of credit for each team member. References: [https://help.salesforce.com/s/articleView?id=sf.forecasts3\\_splits\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.forecasts3_splits_overview.htm&type=5)

**NEW QUESTION 284**

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\\_recordtype.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5)

**NEW QUESTION 288**

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

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

**Answer:** D

**Explanation:**

A lookup field is a type of field that creates a relationship between two objects and allows users to select a record from one object as a value for another object. A lookup relationship creates a one-to-many relationship between two objects, where each parent record can have many child records but each child record can

have only one parent record. A lookup relationship also allows limited access to child records, meaning that users can see only those child records that they have access to based on their profile permissions and sharing settings. References: [https://help.salesforce.com/s/articleView?id=sf.relationships\\_lookup.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.htm&type=5)

#### NEW QUESTION 292

An administrator at Ursa Major Solar just learned about the AppExchange and how helpful it can be to the company's business. Which two actions can be accomplished via the AppExchange? 'Choose 2 answers

- A. Find certified developers and consultants.
- B. Download the Dataloader data tool.
- C. Install industry-specific solution templates.
- D. Download standard Lightning components.

**Answer:** AC

#### **Explanation:**

The AppExchange is an online marketplace where customers can find apps, components, consultants, developers, and more to extend Salesforce functionality or solve specific business challenges. Some of the actions that can be accomplished via AppExchange are finding certified developers and consultants who can help with custom development or implementation projects; installing industry-specific solution templates that provide preconfigured apps, dashboards, reports etc., for various industries such as manufacturing or healthcare; downloading free tools or components that enhance productivity or user experience; browsing reviews or ratings from other customers who have used certain products or services; etc. References: <https://appexchange.salesforce.com/>

#### NEW QUESTION 294

.....

## Thank You for Trying Our Product

### We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questions and Answers in PDF Format

### ADM-201 Practice Exam Features:

- \* ADM-201 Questions and Answers Updated Frequently
- \* ADM-201 Practice Questions Verified by Expert Senior Certified Staff
- \* ADM-201 Most Realistic Questions that Guarantee you a Pass on Your FirstTry
- \* ADM-201 Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year

**100% Actual & Verified — Instant Download, Please Click**  
**[Order The ADM-201 Practice Test Here](#)**