

ADM-201 Dumps

Administration Essentials for New Admins

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NEW QUESTION 1

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

NEW QUESTION 2

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

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

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

Answer: DE

Explanation:

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

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

NEW QUESTION 3

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

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

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

Answer: BC

Explanation:

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

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

NEW QUESTION 4

Ursa Major Solar wants its sales reps to be aware when they are speaking with high-profile customers.

Which two options should be added to the Lightning record pages to achieve this? Choose 2 answers

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

Answer: AD

Explanation:

Two options that should be added to Lightning record pages to make sales reps aware when they are speaking with high-profile customers are:

? Custom Component, which can display a custom message or icon on the record page based on certain criteria such as account rating or industry. For example, an administrator can create a custom Lightning Web Component that shows a star icon on account record pages if account rating is Hot or Warm.

? Component Visibility Filter, which can control when a component is visible on a record page based on field values of that record. For example, an administrator can add a component visibility filter to an existing component such as Path or Highlights Panel that makes it visible only if account rating is Hot or Warm. Highlight Panel, Action and Recommendations, and Rich Text Area are not options that can be used to make sales reps aware when they are speaking with high-profile customers. References: https://developer.salesforce.com/docs/component-library/documentation/en/lwc/lwc.create_components

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

NEW QUESTION 5

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

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

Answer: A

Explanation:

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

NEW QUESTION 6

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

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

Answer: C

Explanation:

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

NEW QUESTION 7

A team of support users at Cloud Kicks is helping inside sales reps make follow-up calls to prospects that filled out an interest from online. The team currently does not access to the lead object. How should an administrator provide proper access?

- A. Create a new profile
- B. Configure permission sets.
- C. Assign a new role.
- D. Set Up Manual Sharing

Answer: B

Explanation:

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

NEW QUESTION 8

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_dashboard_folder_access.htm&type=5

NEW QUESTION 9

An administrator has reviewed an upcoming critical update. How should the administrator proceed with activation of the critical update?

- A. Activate the critical update in a sandbox.
- B. Allow the critical update to auto-activate.
- C. Activate the critical update in production.
- D. Allow the critical update to auto-activate in a sandbox.

Answer: A

Explanation:

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

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

NEW QUESTION 10

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

What action should the administrator take to satisfy the request?

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

Answer: C

Explanation:

To transfer data from a lead custom field to an opportunity field upon lead conversion, an administrator needs to create a custom field on the opportunity object that matches the data type and length of the lead custom field, and then map the two fields using the lead field mapping tool under setup. This will ensure that the value of the product category field on the lead is copied to the corresponding field on the opportunity when the lead is converted.

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

NEW QUESTION 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

NEW QUESTION 12

The administrator at Ursa Major Solar has been asked to change the work Item and Project Custom Object Relationship from a master detail to a Lookup.

Which Scenario Could prevent the administrator from fulfilling this requirement?

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

Answer: D

Explanation:

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

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

NEW QUESTION 15

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

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

Answer: D

Explanation:

To provide a summary of org's security health, an administrator should run a Health Check that compares org's settings against baseline settings defined by Salesforce Security Baseline Standard or industry standards such as CIS (Center for Internet Security) Benchmark Standard. Health Check generates an overall health score based on how org's settings match with baseline settings for various security categories such as Password Policies, Network Access, Session Settings etc. Health Check also provides

recommendations for improving org's security health score by adjusting settings that do not match with baseline settings. Changing Org-Wide Default to private, turning on Event Monitoring, or downloading user login data will not provide a summary of org's security health. References: https://help.salesforce.com/s/articleView?id=sf.security_health_check.htm&type=5

NEW QUESTION 18

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

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

Answer: D

Explanation:

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

NEW QUESTION 21

An administrator at Northern Trail Outfitters is creating a validation rule. Which two functions should the administrator use when creating a validation rule? Choose 2 answers

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

Answer: BC

Explanation:

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

NEW QUESTION 25

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.security_sharing_rules.htm&type=5

NEW QUESTION 28

New Leads needs to be routed to the correct sales person based on the lead address. How should the administrator configure this requirement?

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

Answer: B

Explanation:

To route new leads to the correct sales person based on the lead address, the administrator should use lead assignment rules that specify criteria based on lead fields such as City, State/Province, or Country, and assign leads that match those criteria to queues or users. Lead assignment rules can be triggered automatically when leads are created or manually by users. Creating a formula field, assigning with an escalation rule, or configuring a validation rule will not route leads to sales people. References: https://help.salesforce.com/s/articleView?id=sf.leads_assignment_rules.htm&type=5

NEW QUESTION 29

Northern Trail Outfitters wants emails received from customers to generate cases automatically. How should the administrator ensure that the emails are sent to the correct queue?

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

Answer: D

Explanation:

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

NEW QUESTION 34

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

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

Answer: B

Explanation:

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

NEW QUESTION 37

The administrator at Ursa Major Solar has Created a new record type for customer warranty cases which two assignments should the administrator use to display the new record type to users? Choose 2 answers

- A. Profile Assignment
- B. Role Assignment
- C. App Manager Assignment.
- D. Page layout Assignment.

Answer: AD

Explanation:

Profile assignment and page layout assignment are two assignments that should be used to display a new record type to users. Profile assignment determines which profiles can access a record type and which record type is the default for each profile. Page layout assignment determines which page layout is assigned to each record type and profile combination. References: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype_assign.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_recordtype_pagelayoutassign.htm&type=5

NEW QUESTION 40

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

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

Answer: B

Explanation:

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

NEW QUESTION 43

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

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

Answer: A

Explanation:

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

NEW QUESTION 48

The DreamHouse Realty team has a master-detail relationship set up with open house as the parent object and visitors as the child object.

What type of field should the administrator add to the openhouse object to track number of visitors?

- A. Roll-up Summary.
- B. Multi-select Picklist
- C. Cross-object formula field
- D. Indirect lookup

Answer: A

Explanation:

A roll-up summary field is a type of field that calculates values from related records, such as the count of child records or the sum of a field on child records. In this case, the administrator can add a roll-up summary field to the open house object to track the number of visitors by counting the child records on the visitors object. References: https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&type=5

NEW QUESTION 49

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

NEW QUESTION 51

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

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

Answer: BC

Explanation:

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

NEW QUESTION 54

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

What should an administrator configure to meet this requirement?

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

Answer: B

Explanation:

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

NEW QUESTION 58

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

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

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

Answer: A

Explanation:

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

NEW QUESTION 61

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 66

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_screencmp.htm&type=5

NEW QUESTION 67

Cloud Kicks has a custom object named shoe. The administrator has been asked to ensure that when

a relationship is created between Account and shoe to prevent orphaned shoe records. What should the administrator do to complete this requirement?

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

Answer: D

Explanation:

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

NEW QUESTION 68

Sales users at Universal Containers are reporting that it is taking a long time to edit opportunity records. Normally, the only field they are editing is the Stage field.

Which two options should the administrator recommend to help simplify the process? Choose 2 answers

- A. Add a path for stage to the opportunity record page.
- B. Use a Kanban list view for Opportunity.

- C. Configure an auto launched flow for Opportunity editing.
- D. Create a simplified Opportunity page layout.

Answer: AB

Explanation:

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

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

NEW QUESTION 72

The administrator at Ursa Major Solar need to make sure the unassigned cases from VP customers get transferred to the appropriate service representative within 5 hours. VIP Customers have access to support 24 hours a day. How should this be configured?

- A. Assignment Rules.
- B. Business Hours.
- C. CaseQueues
- D. Escalation Rules

Answer: D

Explanation:

Escalation rules allow you to escalate cases based on certain criteria, such as time or priority. You can use escalation rules to transfer unassigned cases to the appropriate service representative within a specified time frame.

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

NEW QUESTION 74

Brokers at DreamHouse Realty need to see certain information about one or more cases when referencing the contact record. This record case Name, Case ID, Customer Name, Case Reason, Case Status, and Case Creation Date. Which two changes in Setup should the administrator make?

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

Answer: BD

Explanation:

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

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

NEW QUESTION 77

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

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

Answer: D

Explanation:

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

NEW QUESTION 78

The sales team at Ursa Major Solar has asked the administrator to automate an outbound message. What should the administrator utilize to satisfy the request?

- A. Process builder
- B. Task assignment
- C. Workflow rule
- D. Flow builder

Answer: C

Explanation:

To automate an outbound message, the administrator should use a workflow rule that defines the criteria for sending the message and the actions to perform when those criteria are met. One of the actions available for workflow rules is sending an outbound message to a designated endpoint URL with specified fields as parameters. Process builder, task assignment, and flow builder are not able to send outbound messages directly. References: https://help.salesforce.com/s/articleView?id=sf.workflow_define.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.workflow_action_outboundmessaging.htm&type=5

NEW QUESTION 80

Northern Trail Outfitters has a custom quick action on Account that creates a new Case. How should an administrator make the quick action available on the Salesforce mobile app?

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

Answer: D

Explanation:

To make a quick action available on the Salesforce mobile app, you need to add it to the Salesforce Mobile and Lightning Experience Actions section of the page layout. You can use the Page Layout Editor to drag and drop the quick action onto the section. References: https://help.salesforce.com/s/articleView?id=sf.actions_in_lex.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_page_layouts.htm&type=5

NEW QUESTION 83

Which two actions should an administrator perform with Case escalation rules? Choose 2 answers

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

Answer: BD

Explanation:

Case escalation rules are used to escalate cases that haven't been resolved within a certain time frame by changing the case owner, sending email notifications, or triggering workflow actions. You can use these actions to alert the appropriate users or groups when a case needs urgent attention or escalation. References: https://help.salesforce.com/s/articleView?id=sf.customize_caseesc.htm&type=5

NEW QUESTION 84

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

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

Answer: C

Explanation:

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

NEW QUESTION 86

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

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

Answer: C

Explanation:

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

NEW QUESTION 91

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

NEW QUESTION 93

Cloud Kicks want to have consistency when communication with customers on cases. The company has requested messages to be sent in an email channel with categories to help search for the proper message.

Which Solution Should be administrator suggest to meet this requirement?

- A. Prebuilt Quick Texts
- B. Prebuilt Email Templates.
- C. Prebuilt Flow Templates.
- D. Prebuilt Auto-Responses.

Answer: B

Explanation:

Prebuilt email templates are email templates that have been created and provided by Salesforce for common use cases such as sending welcome messages, confirmation emails, etc. They can be used by Cloud Kicks to have consistency when communicating with customers on cases via email channel with categories to help search for the proper message. Prebuilt email templates can be accessed from the email action in the case feed or from the email composer in Lightning Experience. They can also be filtered by category to find the most relevant template for each case. Prebuilt quick texts, prebuilt flow templates, and prebuilt auto-responses are not solutions for having consistency when communicating with customers on cases via email channel; they are used for different purposes such as inserting common phrases, creating guided processes, or sending automated replies. References:

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

NEW QUESTION 97

Cloud Kicks users are seeing error messages when they use one of their screen flows. The error messages are confusing but could be resolved if the users entered more information on the Account before starting the flow.

How should the administrator address this issues?

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

Answer: C

Explanation:

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

NEW QUESTION 99

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

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

Answer: C

Explanation:

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

NEW QUESTION 102

A user at Universal Containers left the company. The administrator needs to create new user for their replacement, but they have assigned all available users licenses. What should the administrator do to free up users licenses for the new users?

- A. Deactivate the former employees user record.
- B. Delete former employees user record.
- C. Freeze former employees user record.
- D. Change the formers users record to the new user.

Answer: A

Explanation:

To free up user licenses for new users, the administrator should deactivate the former employees user record. This will prevent them from logging in and using Salesforce resources, but preserve their historical activities and data. Deleting or freezing user records will not release user licenses. References: https://help.salesforce.com/s/articleView?id=sf.admin_usermgmt_licensing.htm&type=5

NEW QUESTION 105

Sales reps at Ursa Solar are having difficulty managing deals. The leadership team has asked the administrator to help sales reps prioritize and close more deals. What should the administrator and close more deals.

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

Answer: D

Explanation:

Einstein Opportunity Scoring is a feature that helps sales reps prioritize and close more deals by assigning each opportunity a score from 1 to 99 based on how likely it is to be won. The score is calculated using artificial intelligence and machine learning based on historical data and patterns from similar opportunities. Sales reps can use the score to focus on high-value opportunities and take actions to improve low-scoring ones. References: https://help.salesforce.com/s/articleView?id=sf.einstein_sales_oppty_scoring.htm&type=5

NEW QUESTION 106

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

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

Answer: B

Explanation:

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

NEW QUESTION 108

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

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

Answer: A

Explanation:

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

NEW QUESTION 113

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

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

Answer: C

Explanation:

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

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

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

NEW QUESTION 118

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

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

Answer: A

Explanation:

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

NEW QUESTION 122

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

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

Answer: AD

Explanation:

Page layout and field level security are two factors that determine whether a user can see a new field on a record. To troubleshoot this issue, the administrator should ensure that the page layout for the user's profile has been updated to include the new field and that the field level security of the field for the user profile allows read or edit access. References: https://help.salesforce.com/s/articleView?id=sf.customize_layoutoverview.htm&type=5
[://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 126

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

NEW QUESTION 129

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

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

Answer: B

Explanation:

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

NEW QUESTION 134

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

NEW QUESTION 139

Cloud Kicks (CK) stores information about specific customers in Contacts and information about shoes and accessories in a custom Merchandise object. What should the CK administrator use to represent that Contact can be interested in multiple pieces of Merchandies?

- A. Hierarchy column
- B. Lookup filter
- C. Formula field
- D. Junction object

Answer: D

Explanation:

A junction object is a type of custom object that allows administrators to create many-to-many relationships between two other objects. A many-to-many relationship means that each record of one object can be related to multiple records of another object, and vice versa. For example, a junction object can represent that a contact can be interested in multiple pieces of merchandise, and a piece of merchandise can be of interest to multiple contacts. A junction object has two master-detail relationships with the two objects it connects. References: https://help.salesforce.com/s/articleView?id=sf.relationships_manyto_many.htm&type=5

NEW QUESTION 141

An administrator at Universal Container needs an automated way to delete records based on field values. What automated solution should the administrator use?

- A. Workflow
- B. Process Builder
- C. Flow Builder
- D. Automation Studio

Answer: C

Explanation:

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

NEW QUESTION 146

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

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

Answer: AB

Explanation:

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

NEW QUESTION 148

Support agent at Cloud Kicks are spending too much time finding resources to solve cases. The agents need a more efficient way to find documentation and similar cases from the Case page layout. How should an administrator meet this requirement?

- A. Create a custom object to capture popular case resolutions.
- B. Use an interview flow to capture Case details.
- C. Direct users to Global Search to look for similar cases.

D. Configure Knowledge with articles and data categories.

Answer: D

Explanation:

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

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

NEW QUESTION 153

Northern Trail Outfitters wants to know the average stage duration for all closed Opportunities. How should an administrator support this request?

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

Answer: C

Explanation:

The Opportunity Stage Duration report is a standard report that shows how long opportunities spend in each stage before they are closed. It can be used to measure the average stage duration for all closed opportunities by grouping and summarizing the data by stage name and duration fields. Using process builder to capture the daily average on each opportunity is not feasible because it would require creating multiple fields and formulas on the opportunity object and updating them every day. Adding formula fields to track stages on each opportunity is also not practical because it would require creating multiple fields and formulas on the opportunity object and maintaining them every time a stage changes. Refreshing weekly reporting snapshots for closed opportunities is not necessary because the report can run on real-time data without snapshots.

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

NEW QUESTION 157

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_activate.htm&type=5

NEW QUESTION 158

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

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

Answer: B

Explanation:

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

NEW QUESTION 159

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

NEW QUESTION 161

Cloud Kicks has a team of product owners that need a space to share feedback and ideas with just the product team.

How should the administrator leverage Salesforce to help the team collaborate?

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

Answer: C

Explanation:

A Chatter private group is a type of Chatter group that allows members to share feedback and ideas with each other in a secure and exclusive space; only members can see and post in a private group. It can be used by Ursa Major Solar to create a space for product owners to collaborate with just the product team by creating a Chatter private group and adding product owners as members. Using quick actions to log communication, configuring a Chatter public group, or adding activity history to document tasks are not solutions for creating a space for product owners to collaborate with just the product team; they either do not provide privacy or do not support collaboration.

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

NEW QUESTION 164

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

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

Answer: C

Explanation:

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

NEW QUESTION 165

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

NEW QUESTION 167

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

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

Answer: AB

Explanation:

When you mark a field as required in Object Manager, the field is universally required to save a record on that object in the user interface. However, the field is not required to save records via the API on that object, unless you also mark it as required on the page layout.

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

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

NEW QUESTION 168

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

NEW QUESTION 171

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

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

Answer: A

Explanation:

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

NEW QUESTION 175

DreamHouse Realty regularly processes customer requests for warranty work and would like to offer customers a self-serve option to generate cases. Which two solutions should an administrator use to meet this request? Choose 2 answers

- A. Web-to-Case
- B. Case Escalation
- C. Case Queues
- D. Email-to-Case

Answer: AD

Explanation:

Web-to-Case and Email-to-Case are two solutions that allow customers to create cases from a web form or an email. Web-to-Case generates HTML code for a web form that you can place on your website. Email-to-Case converts incoming emails into cases. 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_email_to_case.htm&type=5

NEW QUESTION 178

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

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

Answer: B

Explanation:

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

NEW QUESTION 181

Northern Trail Outfitters has a new flow that automatically sets the field values when a new account is created. That the flow is launched by a process, But the flow is not working properly. What should administrator do to identify the problem?

- A. Use the native debug feature in the flow builder.
- B. Review debug logs with the login level.

- C. View the setup audit Trail and review for errors.
- D. Setup Email logs and review the send error log.

Answer: A

Explanation:

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

NEW QUESTION 183

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

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

Answer: A

Explanation:

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

NEW QUESTION 185

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

NEW QUESTION 187

Cloud Kicks has the organization-wide sharing default set to private on the shoe object. The sales manager should be able to view a report containing shoe records for all of the sales reps on their team.

Which 3 items should the administrator configure to provide appropriate access to the report?
Choose 3 answers

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

Answer: ABD

Explanation:

To provide appropriate access to a report that contains shoe records for all of the sales reps on their team, the administrator should configure three items:
? A custom report type that includes the shoe object and its fields
? A folder access that grants access to the sales manager and their team members to view and run reports in that folder
? A field level security that allows the sales manager and their team members to see all the fields on the shoe object Report subscription, while useful for scheduling and delivering reports, does not affect access to the report itself. References: https://help.salesforce.com/s/articleView?id=sf.reports_builder_create_report_type.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.reports_manage_folders.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.admin_fls.htm&type=5

NEW QUESTION 192

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

What should an administrator configure to meet these requirements?

- A. Validation rules that ensure that users are entering accurate sales stage information.
- B. Different page layouts that control the picklist values for the opportunity types.

- C. Public groups to limit record types and sales processes for opportunities.
- D. Separate record types and Sales processes for the different types of opportunities.

Answer: D

Explanation:

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

NEW QUESTION 196

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

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

Answer: B

Explanation:

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

NEW QUESTION 200

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

- A. The available for input checkbox was unchecked.
- B. The flow is an inactive version
- C. The field type is unsupported by debugging.
- D. The available for output checkbox was unchecked.

Answer: A

Explanation:

To debug a screen flow that creates contacts, one of the possible causes for a variable missing on the debug screen is that the available for input checkbox was unchecked for that variable. This means that variable cannot be set by external sources such as debug inputs or URL parameters. To fix this issue, check this checkbox for any variable that needs to be set externally. The flow version or field type does not affect variable availability for input. The available for output checkbox only affects whether variables can be passed out of flows or subflows. References: https://help.salesforce.com/s/articleView?id=sf.flow_ref_variables.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_debugging.htm&type=5

NEW QUESTION 203

Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than 2 hours to an urgent Case queue and alert the support manager. which feature should an administrator configure to meet this requirement?

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

Answer: C

Explanation:

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

NEW QUESTION 205

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

- A. IP address restrictions are set on the profile or globally for the org.
- B. Users can change their password to avoid login IP restrictions.
- C. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.

D. Single sign-on will allow users to log in from anywhere.

Answer: AC

Explanation:

IP address restrictions allow you to prevent users from accessing Salesforce from outside of their network. You can set IP address restrictions on the profile level or globally for the org. To enforce IP restrictions for API logins, you must select Enforce Login IP Ranges on Every Request in Session Settings.

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

NEW QUESTION 209

Cloud Kicks need to be able to show different picklist values for sales and marketing users. Which two options will meet this requirement? Choose 2 answers

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

Answer: AD

Explanation:

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

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

NEW QUESTION 213

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

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

Answer: A

Explanation:

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

NEW QUESTION 214

The business development team at Cloud Kicks thinks the account creation process has too many fields to fill out and the page feels cluttered. They have requested the administrator to simplify the process.

Which automation tool should an administrator use?

- A. Approval process
- B. Workflow rule
- C. Flow builder
- D. Validation rule

Answer: C

Explanation:

Flow builder is an automation tool that allows administrators to create flows that guide users through screens, collect data, and perform actions on records. It can be used to simplify the account creation process by creating a screen flow that shows only the essential fields for creating an account and hides any unnecessary fields or sections from the page layout. Approval process, workflow rule, and validation rule are not automation tools that can simplify the account creation process; they are used for different purposes such as approving records, updating fields, or enforcing data quality. References: https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5

NEW QUESTION 219

The administrator at DreamHouse Realty added an email quick action to the Case page Layout and is unable to see the action on the case feed.

Which feature must be enabled to ensure the quick action will be displayed as expected?

- A. Email Notifications
- B. Email-to-Case
- C. Email Alerts
- D. Email Templates

Answer: B

Explanation:

Email-to-Case allows you to create cases from incoming emails. You need to enable this feature and set up routing addresses and case creation settings.

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

NEW QUESTION 224

Cloud Kicks has decided to delete a custom field.
What will happen to the data in the field when it is deleted?

- A. The data in the field is stored for 20 days.
- B. The data is permanently deleted.
- C. The data associated with the field is required.
- D. The data is restorable from the recycle bin.

Answer: A

Explanation:

When you delete a custom field, the data in that field is stored for 20 days before it is permanently deleted. During this time, you can restore the field and its data from the Recycle Bin or use Data Loader to export the data. References: https://help.salesforce.com/s/articleView?id=sf.customize_del_field.htm&type=5

NEW QUESTION 225

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