

Exam Questions ADM-201

Administration Essentials for New Admins

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NEW QUESTION 1

Cloud kicks intends to protect with backups by using the data by using the data export Service. Which two considerations should the administrator remember when Scheduling the export? Choose 2 Answers.

- A. Metadata Backups are limited a sandbox refresh intervals.
- B. Data Backups are limited to weekly or monthly intervals.
- C. Data export service should be run from a sandbox.
- D. Metadata backups must berun via a separate process.

Answer: BD

Explanation:

To protect data with backups by using Data Export Service, two considerations that the administrator should remember when scheduling export are:
? Data Backups are limited to weekly or monthly intervalsdepending on edition and license type
? Metadata backups must be run via a separate process such as Metadata API or change sets because Data Export Service only exports data (records) Metadata backups are not limited by sandbox refresh intervals. Data Export Service should be run from production orgs unless testing purposes require otherwise.
References: https://help.salesforce.com/s/articleView?id=sf.data_export.htm&type=5

NEW QUESTION 2

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

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

Answer: CD

Explanation:

When users log in to Salesforce via the user interface, the system checks for authentication based on their profile settings and permissions. One of the settings is login hours, which specify the time range when users can log in to Salesforce based on their profile. Another setting is Two-Factor Authentication for User Interface Logins permission, which requires users to enter a verification code along with their username and password when they log in to Salesforce via the user interface.
References:
https://help.salesforce.com/s/articleView?id=sf.users_profiles_loginhours.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.security_2fa_perm_ui_logins.htm&type=5

NEW QUESTION 3

Ursa Major Solar wants to know which of its marketing efforts are helping the team win Opportunities. What should an administrator configure to provide these insights?

- A. Campaign Hierarchy.
- B. Campaign Influence
- C. Map Custom Lead Fields
- D. List Email Activities

Answer: B

Explanation:

Campaign influence is a feature that allows users to track how campaigns have influenced opportunities and measure the return on investment (ROI) of marketing efforts. Users can see which campaigns have influenced an opportunity on the related list and assign different attribution models to calculate the campaign influence. References: https://help.salesforce.com/s/articleView?id=sf.campaigns_influence.htm&type=5

NEW QUESTION 4

The administrator at Aw Computing wants Account Details, related list and chatter feeds to each appear on separate tabs when reviewing an account. Which type of page should the administrator create?

- A. Lightning app page.
- B. Lightning page Tab.
- C. Lightning record page.
- D. Lightning page Component.

Answer: C

Explanation:

Lightning record page is a type of page that should be created to meet this requirement. Lightning record page allows an administrator to customize the layout and components for a specific object record page in Lightning Experience or the Salesforce mobile app. To create tabs for account details, related lists, and chatter feeds, use the Tabs component in the Lightning App Builder and drag the desired components to each tab. References:
https://help.salesforce.com/s/articleView?id=sf.app_builder_record_page.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.app_builder_tabs.htm&type=5

NEW QUESTION 5

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 DirectManager Field.
- D. Delete the user and leave all records where they 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 6

AW Computing would like to improve its Case Lightning record page by including:

- A filtered component to display a message in bold font when a case is saved as acriticalrecord type.
- A quick way to update the account status from the case layout.

Which two components should an administrator use to satisfy these requests?

Choose 2 Answers

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

Answer: BD

Explanation:

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

NEW QUESTION 7

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 8

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 9

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 10

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

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

Answer: B

Explanation:

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

NEW QUESTION 10

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

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

Answer: C

Explanation:

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

NEW QUESTION 12

A user at Cloud Kicks is having issues logging in to Salesforce. The user asks the administrator to reset their password.

Which two options should the administrator consider when resetting the user's password? Choose 2 answers

- A. Resetting the password will change the user's password policy.
- B. Single sign-on users can reset their own passwords using the forgot password link.
- C. Resetting a locked-out user's password automatically unlocks the user's account.
- D. After resetting a password, the user may be required to activate their device to successfully log in to Salesforce.

Answer: CD

Explanation:

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

NEW QUESTION 15

User at Cloud Kicks want to see information more useful for their role on the Case page. How should an administrator make the pages more dynamic and easier to use?

- A. Add Component visibility filters to the Components.
- B. Remove fields from the record details component.
- C. Delete the extra component from the page.
- D. Include more tab components with filters.

Answer: A

Explanation:

Component visibility filters are a way to make the record pages more dynamic and easier to use by showing or hiding components based on certain criteria. For example, users can see different components based on their profile, role, record type, or field values. References: https://help.salesforce.com/s/articleView?id=sf.app_builder_component_visibility.htm&type=5

NEW QUESTION 18

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 20

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 22

The marketing team at Ursa Major Solar wants to send a personalized email whenever a lead fills out the web-to-Lead form on their website. They want to send different Message based on the Lead Industry Field Value.

What Should an administrator configure to meet this requirement?

- A. Use Validation rule to trigger workflow to email to Lead.
- B. Configure an auto responder rule to email the lead.
- C. Add a public group and process builder to email the lead.
- D. Create an assignment rule to email the lead

Answer: B

Explanation:

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

NEW QUESTION 25

The marketing team wants a new picklist value added to the Campaign Member Status field for the upsell promotional campaign.

Which two solutions should the administrator use to modify the picklist field values? Choose 2 answers

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

Answer: BD

Explanation:

Campaign Status is a standard picklist field on the Campaign object that indicates whether a campaign is planned, in progress, completed, or aborted. Campaign

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

NEW QUESTION 27

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

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

Answer: A

Explanation:

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

NEW QUESTION 29

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

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

Answer: B

Explanation:

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

NEW QUESTION 34

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

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

Answer: A

Explanation:

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

NEW QUESTION 39

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

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

Answer: BD

Explanation:

To track shoe designs by products, prevent them from being deleted, and allow multiple designs for one product across various stages, the administrator should create a custom object for shoe designs and configure a custom lookup field for shoe designs on the Product object. This will create a one-to-many relationship

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

NEW QUESTION 42

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 47

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

- A. Add the knowledge component to the page layout.
- B. Add the Knowledge component list to the page layout.
- C. Add the Knowledge related list to the page layout.
- D. Add the knowledge related list to the record page

Answer: C

Explanation:

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

NEW QUESTION 51

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 54

Universal Containers has enabled Data Protection and Privacy for its org. Which page layouts will have the Individual field available for tracking data privacy information?

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

Answer: C

Explanation:

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

NEW QUESTION 57

The administrator has created new users for ten new employees at Northern Trail Outfitters. Why are these users unable to access the account object in the Salesforce org?

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

Answer: B

Explanation:

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

NEW QUESTION 61

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 66

What are two considerations an administrator should keep in mind when working with Salesforce objects? Choose 2 answers

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

Answer: BC

Explanation:

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

NEW QUESTION 68

The administrator at Cloud Kicks has been asked to change the company's Shoe Style field to prevent users from selecting more than one style on a record. Which two steps should an administrator do to accomplish this? Choose 2 answers

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

Answer: BD

Explanation:

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

NEW QUESTION 73

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 77

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_casesupport_assign.htm&type=5

NEW QUESTION 81

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

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

Answer: AC

Explanation:

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

NEW QUESTION 83

Cloud Kicks executives have noticed the opportunity Expected revenue Field displays incorrect values. How Should the administrator correct this?

- A. Update the expected revenue associated with the stage.
- B. Adjust the forecast category associated with the stage.
- C. Modify the closed won value associated with the stage.
- D. Change the probability associated with the stage.

Answer: D

Explanation:

Expected revenue is calculated as Amount x Probability. If the expected revenue field displays incorrect values, it means that the probability associated with the stage is not accurate. The administrator should change the probability to reflect the actual likelihood of closing the opportunity at that stage. References: https://help.salesforce.com/s/articleView?id=sf.forecasts3_expected_revenue.htm&type=5

NEW QUESTION 84

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_record_actions.htm&type=5

NEW QUESTION 88

Users have noticed that when they click on a report in a dashboard to view the report details, the

values in the report are different from the values displayed on the dashboard. What are the two reasons this is likely to occur?
Choose 2 answers

- A. The report needs to be refreshed.
- B. The dashboard needs to be refreshed.
- C. The current user does not have access to the report folder.
- D. The running dashboard user and viewer have different permissions.

Answer: CD

Explanation:

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

NEW QUESTION 91

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

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

Answer: A

Explanation:

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

NEW QUESTION 95

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

NEW QUESTION 99

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

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

Answer: AB

Explanation:

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

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

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

NEW QUESTION 101

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

NEW QUESTION 105

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

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

Answer: D

Explanation:

To require users to follow the status values as they are on the path and prevent them from reverting back to previous status values, the administrator should use validation rules that check if the statusfield value is changed from one value to another value that is not allowed by business logic. For example, if status values are New > In Progress > Closed, then a validation rule can check if status is changed from Closed to In Progress or New, and show an error message if true. Predefined Field Values, Global Value Picklists, and Dependent Picklists are not able to enforce status progression or prevent status reversion. References: https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5

NEW QUESTION 106

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 109

What will happen to the Chatter post in this situation?

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

Answer: A

Explanation:

A pending Chatter post is a post that has been scheduled to be published at a future date and time. However, if the user who created the pending Chatter post is deactivated before the scheduled date and time, then the pending Chatter post will be canceled and will not be published. This is because deactivated users cannot create or edit posts in Chatter. References: https://help.salesforce.com/s/articleView?id=sf.collab_scheduled_posts.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.collab_deactivated_users.htm&type=5

NEW QUESTION 111

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

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

Answer: BC

Explanation:

A permission set group is a collection of permission sets that can be assigned to users as one unit; it simplifies permission management by reducing the number of permission assignments needed for users who require multiple permission sets. A permission set is a collection of settings and permissions that give users access to various tools and functions in Salesforce; it can be used to extend users' access beyond their profile without changing their profile. Creating permission sets and assigning permission set groups can help Cloud Kicks give access to new custom object with custom fields to more than one user by creating permission sets that include access to new custom object with custom fields and assigning permission set groups that contain those permission sets to users who need them. Adding users to manual sharing list or editing organization-wide defaults are not options for giving access to new custom object with custom fields to more than one user; they either do not apply to custom objects or do not grant object-level access. References:

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

NEW QUESTION 113

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

Which three options should the administrator use to address this need? Choose Three answers

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

Answer: ABE

Explanation:

Guided selling, validation rules, and required fields on the page layout are three options that can be used to ensure sales reps fill out key fields when working on an opportunity through the process. Guided selling allows administrators to add prompts and guidance at each stage of the path to help reps move forward with confidence. Validation rules allow administrators to enforce data quality and business logic by preventing reps from saving records that do not meet certain criteria. Required fields on the page layout allow administrators to make certain fields mandatory for reps to enter before saving records. Configuring opportunity path can help reps visualize and update key fields at each stage, but it does not make them required or prevent them from moving forward without entering them. Using flow to mark fields required is not possible because flows cannot modify page layouts or field properties. References:

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

NEW QUESTION 116

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 D 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 119

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

NEW QUESTION 123

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

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

Answer: B

Explanation:

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

NEW QUESTION 124

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

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

Answer: A

Explanation:

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

NEW QUESTION 129

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 134

Cloud Kicks (CK) has new administrator who is asked to put together a memo detailing Salesforce uses to budget for upcoming license purchases. Where should the administrator go to find out what type of licenses CK has purchased and how many are available.

- A. Search for license types in setup.
- B. User Licenses Related List in Company information.
- C. User Management settings in setup.
- D. Usage based entitlement related list in company information.

Answer: B

Explanation:

The User Licenses related list in Company Information shows the types of licenses that have been purchased for an org and how many are available or used. It also shows the expiration date of each license type if applicable. This information can help administrators plan for license purchases and manage user access. Searching for license types in setup does not show how many licenses have been purchased or how many are available or used. User Management settings in setup does not show license information either, but rather settings related to user login, session, identity, etc. Usage-based entitlement related list in company information shows information about usage-based licenses such as API requests or sandboxes, but not user licenses. References: https://help.salesforce.com/s/articleView?id=sf.users_understanding_license_types.htm&type=5

NEW QUESTION 137

Cloud 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 138

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 139

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

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

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

Answer: AC

Explanation:

Two ways that marketing users can now access converted leads for editing are:
? Find them in the global search result, by entering the lead name or other keywords in the global search box and selecting Leads from the drop-down menu. Converted leads will appear in the search result with a check mark icon next to them.
? Utilize a list view where lead status equals Qualified, by creating or modifying a list view on the Leads tab and adding a filter for Lead Status equals Qualified. Converted leads will have Qualified as their lead status and will be visible in the list view. Searching the Recent Records component on the homepage or using Data Import Wizard will not allow users to access converted leads for editing. References: https://help.salesforce.com/s/articleView?id=sf.leads_view_converted.htm&type=5

NEW QUESTION 141

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

NEW QUESTION 145

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

NEW QUESTION 150

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

What should AWC use to track Contacts?

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

Answer: D

Explanation:

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

NEW QUESTION 154

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

NEW QUESTION 155

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:

Scheduled 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 requirement because 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

NEW QUESTION 158

Universal Container wants to increase 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 than 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_policies.htm&type=5

NEW QUESTION 162

Cloud Kicks wants to try out an app from the AppExchange to ensure that the app meets its needs. Which two options should the administrator suggest? Choose two answers

- A. Test Drive in a production org.
- B. Download into a Trailhead Playground.
- C. Install in a sandbox.
- D. Check edition compatibility.

Answer: BC

Explanation:

A Trailhead Playground is a free, online learning environment that allows you to try out Salesforce features and apps. You can use a Trailhead Playground to test out an app from the AppExchange before you install it in your production org.

A sandbox is a copy of your production org that you can use to test changes and new features. You can install an app from the AppExchange in a sandbox to see how it works in your environment.

Testing an app in a production org is not recommended, as it could affect your live data. Checking edition compatibility is important, but it is not a way to try out an app.

NEW QUESTION 167

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

NEW QUESTION 168

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 170

Cloud Kicks is introducing a new shoe model and wants to advertise on TV, radio, print, and social under the banner of a called New Runners. In addition, total statistics for this marketing effort need to be aggregated and visible.

Which feature should the administrator use to implement this functionality?

- A. Junction object
- B. Parent campaign field
- C. Lookup relationship
- D. Master-detail relationship

Answer: B

Explanation:

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

NEW QUESTION 173

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 177

Sales reps at Ursa Major Solar are having difficulty managing deals. The leadership team has asked the administrator to help sales reps prioritize and close more deals. How should 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_opportunity_scoring.htm&type=5

NEW QUESTION 179

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

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

Answer: C

Explanation:

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

NEW QUESTION 181

Cloud Kicks want to have consistency when communicating 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 the 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 185

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

NEW QUESTION 189

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

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

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

Answer: AC

Explanation:

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

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

NEW QUESTION 190

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

NEW QUESTION 191

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

NEW QUESTION 192

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 194

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 196

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 201

An administrator at Universal Containers is reviewing current security settings in the company's Salesforce org.

What Should the administrator do to prevent unauthorized access to Salesforce?

- A. Disable TLS requirements for sessions.
- B. Enable multi factor authentication
- C. Customize organization wide default
- D. Enable caching and autocomplete on login page

Answer: B

Explanation:

Multi factor authentication (MFA) is a security feature that requires users to verify their identity using two or more factors when they log in to Salesforce. It can help prevent unauthorized access to Salesforce by adding an extra layer of protection beyond username and password. Enabling MFA can be done by administrators in the security

settings or by users in their personal settings. Disabling TLS requirements for sessions, customizing organization wide defaults, or enabling caching and autocomplete on login page are not actions that would prevent unauthorized access to Salesforce; in fact, they may reduce security or have no effect on security at all. References: https://help.salesforce.com/s/articleView?id=sf.security_mfa.htm&type=5

NEW QUESTION 202

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 204

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 205

Cloud Kicks has asked the administrator to test a new screen flow that create contacts. What are two key components of testing the flow? Choose 2 answers

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

Answer: BC

Explanation:

Running the flow using it to create contacts and using debug to test the flow in Flow Builder are two key components of testing a new screen flow that creates contacts. Running the flow allows the administrator to see how the flow behaves in real time and check for any errors or unexpected results. Debugging the flow allows the administrator to simulate how the flow runs with different inputs and outputs and check for any logic or syntax errors. Setting up a flow interview or testing the flow in a sandbox are not necessary for testing a screen flow that creates contacts. References: https://help.salesforce.com/s/articleView?id=sf.flow_test.htm&type=5

NEW QUESTION 206

Cloud Kicks wants users to only be able to choose Opportunity stage closed won if the Lead source has been selected. How should the administrator accomplish this goal?

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

Answer: B

Explanation:

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

NEW QUESTION 207

Dreamhouse realty wants to offer a form on its experience cloud site where inspectors will submit findings from a property inspection. Which feature should an administrator place on the page to fulfill this requirement?

- A. Related List
- B. Autolaunched Flow
- C. Record Detail
- D. Screen Flow

Answer: D

Explanation:

Screen flow allows you to create a form that collects user input and performs actions based on that input. You can use screen components to display questions and instructions, and use flow logic to update records or send notifications. References: <https://trailhead.salesforce.com/content/learn/modules/screen-flows/get-started-with-screen-flows>
https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5

NEW QUESTION 211

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

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

Answer: D

Explanation:

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

NEW QUESTION 213

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 216

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 221

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 Leads 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 226

The Support team at Ursa Major Solar prefers using split list views on the case homepage. Occasionally, the team views shipments from another support application. What should the administrator configure to allow the team to use the split list view?

- A. Filter by a single shipment record type in the list view.
- B. Include the Shipments tab on the app's navigation bar.
- C. Split views are only available on standard objects.
- D. Add the Manage List Views permission for support users.

Answer: C

Explanation:

Split views are a feature that allows users to view records as a split list on object home pages in Lightning Experience apps that use console navigation. Split views show records in two panes: a list view pane on the left and a record detail pane on the right. Users can switch between different list views and records without losing context or scrolling. However, split views are only available on standard objects such as accounts, contacts, leads, opportunities, cases, etc., and not on custom objects such as shipments. References: https://help.salesforce.com/s/articleView?id=sf.lex_split_view.htm&type=5

NEW QUESTION 227

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.quick_actions_overview.htm&type=5

NEW QUESTION 231

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 236

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 login?

- A. Review the Security token.
- B. Review the password history.
- C. Review the Password policies.
- D. Review the Login history

Answer: D

Explanation:

The login history is a tool that allows administrators and users to view information about recent login attempts, such as date, time, status, source IP address, browser type, platform, application, and login type. Administrators can use this tool to identify why a user is unable to login to Salesforce by checking for any failed login attempts and their corresponding error messages or reasons. References: https://help.salesforce.com/s/articleView?id=sf.monitoring_login_history.htm&type=5

NEW QUESTION 239

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 244

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 246

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

NEW QUESTION 247

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 249

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

What should the administrator use to deliver this requirement?

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

Answer: A

Explanation:

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

NEW QUESTION 253

Cloud Kicks needs to capture a loss reason in a rich text field when an opportunity is Closed Lost.

How should an administrator configure this requirement?

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

Answer: B

Explanation:

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

NEW QUESTION 256

The administrator for AW Computing is working with a user who is having trouble toggling 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 260

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

NEW QUESTION 264

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

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

Answer: C

Explanation:

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

NEW QUESTION 269

A user at Northern Trail Outfitters is having trouble logging into Salesforce. The user's login history shows that this person has attempted to log in multiple times and has been locked out of the organization. Which two ways should the administrator help the user log into Salesforce?

- A. Log in as the user to unlock the user and reset the password.
- B. Reset the password policies to allow the user to login.
- C. Reset password on the user's record detail page.
- D. Use the unlock button on the user's record detail page.

Answer: CD

Explanation:

To help a user who has attempted to log in multiple times and has been locked out of Salesforce, the administrator should reset password on the user's record detail page and use the unlock button on the user's record detail page. Resetting password will generate a new temporary password and send it to the user's email address. Using unlock will restore access for a locked-out user without changing their password or waiting for lockout period to end. Logging in as the user or resetting the password policies will not help a locked-out user log in to Salesforce. References:
https://help.salesforce.com/s/articleView?id=sf.users_passwords.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.users_unlock.htm&type=5

NEW QUESTION 273

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 278

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 282

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 283

Sales Users at Cloud Kicks are requesting that the data in the industry field on the Account object displays on the Opportunity page layout.

Which type of the field should an administrator create to accomplish this?

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

Answer: C

Explanation:

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

NEW QUESTION 288

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 289

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 291

Ursa Major Solar uses two different page layouts for Account records. One page layout reflects the fields related to customer accounts and another page layout includes fields for partner accounts. The administrator has assigned the customer account page layout to sales and support users and the partner account layout to the partner management team.

What should the administrator configure to meet this requirement?

- A. Use a public group and a criteria-based sharing rule to share customer accounts with the partner team.
- B. Add members of the partner management team to the default Account team for the customer accounts.
- C. Grant create, read, edit and delete access to customer accounts on the partner team profile.
- D. Create one record type for customer accounts and one record type for partner accounts.

Answer: D

Explanation:

Record types are a way to assign different page layouts and picklist values to different users based on their business needs. To use two different page layouts for customer and partner accounts, create one record type for each account type and assign them to the appropriate page layouts and profiles. References: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

NEW QUESTION 292

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

- A. Sharing settings
- B. Page Layout Assignment

- C. Component Visibility
- D. Record Type Assignment

Answer: C

Explanation:

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

NEW QUESTION 295

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

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

Answer: A

Explanation:

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

NEW QUESTION 297

The standard Lead Rating field has picklist values of Hot, Warm, and Cold. A list of new leads was importance without errors even though several records had the value of Unrated in the Rating field.
How were these records added without error?

- A. The Restricted picklist checkbox was unchecked.
- B. Field-level security was set to Visible for all profiles.
- C. A global picklist value set was used to populate the picklist.
- D. The Add to All Record Types checkbox was selected.

Answer: A

Explanation:

A restricted picklist is a type of picklist that enforces the integrity of the picklist values by allowing only values defined in the picklist during data entry or import operations. If the restricted picklist checkbox is checked for a picklist field, then any records with values not defined in the picklist will cause errors during import operations. However, if the restricted picklist checkbox is unchecked for a picklist field, then any records with values not defined in the picklist will be imported without errors.
References: https://help.salesforce.com/s/articleView?id=sf.picklist_limitations.htm&type=5

NEW QUESTION 302

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 306

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

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NEW QUESTION 310

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