Exam Questions Salesforce-Advanced-Administrator

Salesforce Certified Advanced Administrator

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NEW QUESTION 1
An auto-response rule sends en email using Template when the field Case Source Is 'email' and Template when Case Source is blank. A Process Builder updates CaseSource to 'email' when a case is created using Email-to-Case and to web' when a case Is created using Web-to-Case. Otherwise, Case Source Is blank.
What will occur when a case is created from an Incoming email?

A. Case Source updates to 'email' and an email is sent out using Template2.
B. An email is sent out using Template and then Case Source updates to email'.
C. An email la sent out using Template and then Case Source updates to 'email'.
D. Case Source updates to email and an email Is sent out using Template1.

Answer: C

NEW QUESTION 2
The administrator at Cloud Kicks recently replaced several case workflow rules with a single before save flow. Since this change, some cases are routing In unexpected ways.
What could be the cause or the charges to routing?

A. The old workflow rules are still active and impacting routing.
B. The flow precedes assignment rules; workflow rules are after assignment rules.
C. Assignment rules no longer reference the correct fields.
D. Multiple automation tools have been used and the automation is executed in a different order.

Answer: B

NEW QUESTION 3
At Cloud Kicks, users are able to run reports. However, when users try to export a report, they are taken to a login screen and prompted for additional verification.
What is causing this issue?

A. Users need to update their browser to the latest version.
B. The users are logged Into an Insecure network.
C. The users' profile is missing the Export Reports permission.
D. Exporting Is configured to require a high assurance session.

Answer: D

NEW QUESTION 4
DreamHouse Realty has a rental team and a real estate team. The two teams have differentsafes processes and capture different client information on their opportunities.
How should an administrator extend the Opportunity object to meet the teams' different needs?

A. Leverage Opportunities for the Real Estate Team and create a new custom object for the Rental Team Opportunities.
B. Use separate record types, page layouts, and sales processes for the Rental and Real Estate Teams.
C. Create Opportunity Teams for the Rental and Real Estate Teams and make appropriate fields visible to only the necessary team.
D. Add a section for Rental and a section for Real Estate on the Opportunity Master Record Type to keep the information separate.

Answer: B

NEW QUESTION 5
The Cloud Kicks online LeadIntake form was recently updated to allow for new choices on some older picklist fields. The leads are all being created properly in Salesforce, but reps are getting errors as they try to work the leads.
What tool should the administrator use to evaluate what is causing the errors?

A. Login History
B. Debug Log
C. Setup Audit Log
D. Record History

Answer: B

NEW QUESTION 6
The accounting team at Universal Containers is looking to roll out two new custom objects: a parent Invoice object and a child Payment object. Whenever a Payment record is created, the Invoice object should be updated to reflectthe current outstanding value of the Invoice.
What should the administrator do to build this functionality?

A. Create a lookup-relationship on the Payment with a Roll-up Summary field on the Invoice.
B. Create a lookup-relationship on the Payment and a workflow cross object field update.
C. Create a master-detail relationship on the Payment and a workflow cross object field update.
D. Create a master-detail relationship on the Payment with a Roll-up Summary field on the Invoice.

Answer: C

NEW QUESTION 7
Cloud Kicks (CK) has a filed called Shoe Type Preference, CK,s product team wants to see a report that groups specific picklist values together into the one of two lists.
What functionality should the administrator use to fulfill the team's request?

A. PREVGROUPVALUE
B. Summary Formula
C. Bucket field
D. Matrix Report

Answer: C

NEW QUESTION 8
Cloud Kicks wants to force its users to set a value for a custom called Tier by answering a seriesof questions. What two functions should the administrator use to ensure that users cannot bypass answering these questions in order to determine their Tier value. Choose 2 answers

A. Set up a list view for the list of questions.
B. Make the field Read Onlyon the page layout.
C. Set up a restriction rule on the field.
D. Use a screen flow to ask the question.

Answer: D

NEW QUESTION 9
Ursa Major Solarhas a global customer base. Recent issues with customs have greatly delayed shipping to Canadian customers. While the Country field is already on the page layout, the sales team wants Canadian customers highlighted as a potential challenge for fulfillmentuntil the shipping issue is resolved.
How should the administrator solve this issue?

A. Modify the page layouts to move the Country field into its own section.
B. Add a rich text component to the Lightning pag
C. Use conditional visibility to only show thecomponent if the account is Canadian.
D. Create an in-app guidance prompt for Canadian records.
E. Create a new record type and page layout for Canadian customers, ensuring their pages look different.

Answer: C

NEW QUESTION 10
Cloud Kicks (CK) wants the forecast numbers to be shown by territory regardless ofwho owns the record. CK also wants a way to forecast based on role hierarchy. Which three options should an administrator recommend? Choose 3 answers

A. Have the user select the forecast type listed under the Forecast Type in the Display Settings.
B. Enable Territory Forecast.
C. Make a custom field to track the amounts for Territory and Hierarchy Forecast.
D. Modify the Territory Forecast to match the Hierarchy Forecast model.
E. Enable Role Hierarchy Forecast.

Answer: ABE

NEW QUESTION 10
Cloud Kicks has a Process Builder which should trigger upon a status change from onapproval process. The Process Builder triggers if the status is updated manually, but not as a result or the approval process update.
What could the administrator do to troubleshoot the issue?

A. Check the Approval Process to make sure it is on the correct version.
B. Check the Reevaluate Workflow Rules After Field Change box on the Approval Process Field Update Action.
C. Turn Recursion the Process Builder under the Advanced Settings so the Process Builder fires again.
D. Change the value with a SpecificNew Field Value so the Process Builder knows what value to look for.

Answer: B

NEW QUESTION 13
The Cloud Kicks online Lead Intake form was recently updated to allow for new choices on some older picklist fields. The leads are all being created properly in Salesforce, but reps are getting errors as they try to work the leads.
What tool should the administrator use to evaluate what is causing the errors?

A. Login History
B. Debug Log
C. Setup Audit Log
D. Record History

Answer: B

NEW QUESTION 15
An administrator is asked to create a report to calculate the year-over—year changed in the dollar amount of a company's opportunities.
What reporting tool should be used to complete this request?

A. A row-level formula to compare amounts grouped by year.
B. A joined report with two report blocks for each year
C. A customsummary formula with PARENTGROUPVAL function
D. A custom summary formula with the PREVGROUPVAL function.

Answer: D

NEW QUESTION 19
The administrator at Cloud Kicks made new fields and page layout adjustments based on new requirements from the service teem. The changes have been built In a sandbox and are ready to be deployed Into production.
Whetshould en administrator do before deploying the change set in production?

A. Request a new sandbox based on the sandbox where the changes were made.
B. Make a new sandbox based on production to restore changes from.
C. Push the change set to another sandbox to restore from.
D. Create the fields and update the page layouts In production.

Answer: B

NEW QUESTION 21
Cloud Kicks tracks project details in acustom Project object. Project Milestones are tracked in a second custom object, with a reference to the parent Project record. Users need to automatically create a standard set of related Project Milestones when a Project record is created.
What is the recommended automation solution?

A. Field Service flow
B. Scheduled flow
C. Before-save autolaunched flow
D. After-save autolaunched flow

Answer: D

NEW QUESTION 26
Cloud Kicks (CK) typically sells Its products direct to consumer and tracks sales using the Order object In Salesforce. The head of sales has now decided that CK will also sell to retail locations for resale. The administrator wants toleverage opportunities and opportunity products for these new deals.
What should the administrator do to track accurate sales data on opportunities?

A. Create new Products with the new retail pricing.
B. Add a new Order Process for Orders generated from opportunities.
C. Create a new Price Book for the new retail pricing.
D. Add a required lookup field from the Order to the opportunity.

Answer: C

NEW QUESTION 31
The sales manager at Cloud Kicks wants a way to report on information from a form their clients fill out
during the sales cycle. Once a form has been submitted, the client is unable to access it. This form may need to be filled out more than once during the sales cycle. There are more than 30 fields on this form, and thesales team needs to be able to see what changed from one submission to the next.
Which two options should an administrator use to solve this scenario? Choose 2 answers

A. Add forms as attachments.
B. Make custom fields.
C. Create a custom object.
D. Turnon Field Tracking.

Answer: AC

NEW QUESTION 35
How should an administrator ensure the appropriate number of digits are entered Into the custom encrypted field created to capture credit card numbers on the Opportunity object?

A. Use the credit card number masktype.
B. Define the number of mask characters.
C. Enter the number of digits at the field level.
D. Create a validation rule to ensure the length.

Answer: C

NEW QUESTION 37
DreamHouse Realty currently deals only with single-family homes but is expanding its business it include condos in large cities. There are some features and amenities that inly apply to condos, such as the amount of a deposit and concierge services.
How should an administrator configure the Opportunity object to ensure that only relevant fields are displayed on the record?
How should an administrator configure the Opportunity object to ensure that only relevantfields are displayed on the record?

A. Build a Lightning component to display fields that only apply to condos.
B. Create a Record Type for the type of property and custom page layouts for each.
C. Configure a validation rule to display fields based on thetype of property the user is viewing.
D. Make is custom Lightning page to display specific fields based on the type of property.

Answer: B

NEW QUESTION 38
Cloud Kicks (CK) does business directly with individual consumers (B2C) and large businesses (B2B). Some of CK's B2C customers are employed at its larger customer accounts and should be tracked under both.

Which two options will CK need to use to manage its customers' accounts? Choose 2 answers

A. Contacts to Multiple Accounts
B. Leads
C. Person Accounts
D. Campaign Members

Answer: AC

NEW QUESTION 43
DreamHouse Realty has a rental team and a real estate team. The two teams have different safes processes and capture different client information on their opportunities.
How should an administrator extend the Opportunity object to meet the teams' different needs?

A. Leverage Opportunities for the Real Estate Team and create a new custom object for theRental Team Opportunities.
B. Use separate record types, page layouts, and sales processes for the Rental and Real Estate Teams.
C. Create Opportunity Teams for the Rental and Real Estate Teams and make appropriate fields visible to only the necessaryteam.
D. Add a section for Rental and a section for Real Estate on the Opportunity Master Record Type to keep the information separate.

Answer: B

NEW QUESTION 47
An administrator recently Implemented multi-factor authentication (MFA) with a standard security level selectee. They are receiving cases that users are unable to log in.
What should me administrator do to troubleshoot?

A. Check the session security level required at login on the user profile.
B. Change MF-A to High Assurance.
C. Reset the user passwords and ask them to try again.
D. Temporarily disable MFA.

Answer: A

NEW QUESTION 49
Anadministrator is planning he release process for the year. The team will be using change sets to process deployment to production.
Which three best practices should be considered?

A. Plan your deployments around the production and sandbox maintenance schedules.
B. Use matching names for global publisher layouts and Outlook publisher layouts.
C. Be sure to test only after business hours the data after deployment.
D. Make sure to deploy all dependent components.
E. Make sure change sets are limited to 10,000files.

Answer: ADE

NEW QUESTION 50
Cloud Kicks has just released a new ProcessBuilder on the Account in production. The end users keep getting error messages that prevent them from completing their updates to the Account.
Which three things should the administrator do to resolve this issue? Choose 3 answers

A. Review the Error Emailfor the Process Builder and rectify the issues.
B. Manually make the updates to the Account as the logged-in user.
C. Deactivate the Process Builder in production.
D. Have the users refresh the Account page so they get the current Process Builder.
E. Fixthe Process Builder in a sandbox and migrate the change to production.

Answer: BCE

NEW QUESTION 55
Sales reps at Ursa Major Solar often give discounts depending on the configuration of the solar panel system. Customers want to know what the different configuration options are. Sales management wants to ensure the opportunity pipeline is as accurate as possible.
What should sales reps do to ensure their quotes and opportunities reflect their sales?

A. Update the quote record each time the customer requests a different product configuration, and clicks the sync button to update the opportunity.
B. Create a new quote record for each of the different product configuration
C. Sync the most likely to be purchased back to the opportunity.
D. Create new opportunities for each quote reques
E. Change the forecast category toomitted for all except the most likely to be purchased.
F. Use the products related list to associate the different configurations with the opportunit
G. Update the Amount field with the most likely purchase price.

Answer: A

NEW QUESTION 58
The administrator at AW Computing has received an email for a system error indicating that their organization has reached is hourly limit processing workflow time triggers.
Whichtwo processes should the administrator review? Choose 2 answers

A. Time-Based Workflows
B. Paused now Interviews
C. Apex Triggers
D. Debug Logs

Answer: AD

NEW QUESTION 59
The Service team at Cloud Kicks needs a way to show the current status from the Account on the Case. This value should be on the page and is used in validation rules.
What should the administrator recommend to solve this?

A. Create a cross-object formula.
B. Use a picklist field.
C. Make a Rollup Summary.
D. Add a lookup field to Account.

Answer: A

NEW QUESTION 64
Anadministrator has a request to create a Next Steps field for users to document what they need to do next on a lead. The field should allow users to format the text and be mapped to an opportunity when converted.
What type of field will satisfy these requirements?

A. Formula (Text)
B. Text Area (Long)
C. Text Area
D. Text Area (Rich)

Answer: C

NEW QUESTION 69
Universal Containers has found duplicate contacts in Salesforce. The sales team administrator prevent duplicate records frombeing created.
Which two ways should the administrator customize duplicate management? Choose 2 answers

A. Modify the Global Picklist Value Sets.
B. Configure custom duplicate rules.
C. Create custom matching rules.
D. Set up mobile duplicate alerts.

Answer: BC

NEW QUESTION 72
AW Computing has a 4-hour SLA in its support guarantee. The company recently received feed that customers art reporting long wait times before an agent responds to a new case after it has been submitted.
How should an administrator ensure cases are properly prioritized?

A. Auto-Response Rules
B. Escalation Rules
C. Assignment Rules
D. Workflow Rules

Answer: C

NEW QUESTION 75
Cloud Kicks (CK) has a backup team of employees that helps short-staffed departments. These users could be working with sales one day and service the next. CK is implementing new Lightning record pagesfor each department so that they view records In a way that makes sense for each department.
How should the administrator ensure this Is configured correctly?

A. Configure ore app per department and activate record pages for each app.
B. Create permissionsets for each department and assign them to the backup team users.
C. Adjust the profile of the backup users each day to align with the proper access they require.
D. Allow the backup team users to update their own profile with Delegated Administration.

Answer: A

NEW QUESTION 80
The Cloud Kicks security team has seen an increase in unattended device attacks, where hackers can view sensitiveinformation when users leave devices unlocked in public settings. The security team wants to ensure Salesforce data cannot be viewed after 10 minutes of inactivity.
What is the recommended security setting to configure?

A. Enforce login IP ranges on everyrequest.
B. Lock sessions to the domain in which they were first used.
C. Require a high assurance session.
D. Force logout on session timeout.

Answer: D

NEW QUESTION 83
Ursa Major Solar has a training sandbox with 160MB of test data that needs to be refreshed every other day. Which two sandboxes should be used in this instance?
Choose 2 answers

A. Partial
B. Developer
C. Developer Pro
D. Full

Answer: CD

NEW QUESTION 86
Theadministrator at Universal Containers does a soft launch of the Salesforce Authenticator app and allows users to optionally use it to log in. The administrator would now like to look at how many users have successfully used it since it was rolled out.
Whatare two ways the administrator can get this information? Choose 2 answers

A. Run a session setting report, specifying login methods by user.
B. Open the Login Access Policies in Setup which shows how many users are using MFA.
C. Create a new view in Identity Verification History, specifying Method.
D. The order of flow execution is unpredictabl

Answer: D

NEW QUESTION 87
Universal Containers has a Private sharing model for Accounts and Opportunities. A new team is being createdfrom within the sales team that will be assigned all renewal opportunities. These users will need to see all closed won opportunities while keeping the account private.
How should the administrator meet this requirement?

A. Update the organization-widedefault on Opportunities to Public Read Only and add them to the opportunities team.
B. Create a permission set with View All enabled on Accounts and assign it to the new users.
C. Create a new profile for the renewals team with View All permission enabledon Accounts and Opportunities.
D. Create a public group for the renewals team and create a criteria based sharing rule on Opportunities.

Answer: C

NEW QUESTION 92
The administrator at Ursa Major Solar has set up IT policies for all user passwords to be a minimum length of 3 characters and have an expiration period of 90 days. The security team recently decided that administrators of any system should have a 15-character minimum password with a 30-day expiration period.
Where should the administrator make this change?

A. Organi2ation-wide password policies
B. Password complexity requirements on the permission set
C. Password Policies on the System Administrator profile .
D. Session Settings on the User record

Answer: C

NEW QUESTION 93
An administrator at Universal Containers has been asked to configure product schedules. What should the administrator consider before enabling this feature?

A. The Product Schedule is unavailable in Process Builder and Flow.
B. Line Item Schedule is unavailable In Process Builder and Workflow.
C. Customizable product schedule page layouts cannot be modified.
D. To remove o product schedule completely, remove It from the standard price book.

Answer: B

NEW QUESTION 96
The administrator at Universal Containers does a soft launch of the Salesforce Authenticator app and allows users to optionally use it to log in. The administrator would now like to look at how many users have successfully used it since it was rolled out.
What are two ways the administrator can get this information? Choose 2 answers

A. Run a session setting report, specifying login methodsby user.
B. Open the Login Access Policies in Setup which shows how many users are using MFA.
C. Create a new view in Identity Verification History, specifying Method.
D. The order of flow execution is unpredictabl

Answer: D

NEW QUESTION 99
When should an administrator consider when using Person Accounts'

A. In a complex business model and the users find iteasiest to record Opportunity information on Contacts rather than Accounts.
B. In a B2B business model and is selling to the primary contact at a business organization.
C. In a B2C business model and the consumer is the intended recipient of sates and marketing attention.

D. In a business model that needs a separate Contact and Account to be included on all Case records submitted.

Answer: C

NEW QUESTION 102
Theadministrator at Cloud Kicks is troubleshooting an issue one user Is having with a flow. They have decided to add a debug log to that user.
What debug log category should be used?

A. Workflow
B. Callout
C. System
D. Database

Answer: A

NEW QUESTION 105
Ursa Major Solar (UMS) receives hundred of cases every week from both consumers and retail partners. UMS wants to ensure it's meeting all service-level agreements to maintain high levels of customer satisfaction.
What should theadministrator do to help meet this goal?

A. Set up and configure Entitlement Process to design timelines and track issue resolution.
B. Configure the Milestones object on Service Contracts to sequential milestones for common case issues.
C. Design a Net Promoter Score survey using Surveys that is automatically sent when a case is closed.
D. Expose the Service Contracts object in the Service Console for an agent to view when working a case.

Answer: A

NEW QUESTION 107
An administrator is asked to create a report to calculate the year-over—year changed in the dollar amount of a company’s opportunities.
What reporting tool shouldbe used to complete this request?

A. A row-level formula to compare amounts grouped by year.
B. A joined report with two report blocks for each year
C. A custom summary formula with PARENTGROUPVAL function
D. A custom summary formula with the PREVGROUPVALfunction.

Answer: D

NEW QUESTION 108
Soles reps at AW Computing hove asked the Administrator to help them close deals faster on the Salesforce mobile app when they're in the new. They want to beable to quickly close an opportunity and have key fields, like status, pre populated to Closed Won.
What should an administrator create to achieve this?

A. Object-specific Quick Action
B. Global Quick Action
C. Lightning Component
D. Enhanced RelatedLists

Answer: A

NEW QUESTION 110
AW Computing sells a variety of software programs for Its customers to choose from. Management wants to ensure that the customer automatically receives phone support when they purchase photo editing. software.
how should an administrator meet these retirements?

A. Add an entitlement template to the product for phone support.
B. Include a milestone to the product with a term of 365 days for phone support.
C. Configure a flow to create a milestone co the asset upon purchase.
D. Create a flow to attach an entitlement to the asset upon purchase.

Answer: A

NEW QUESTION 114
Management at Ursa Major Solar wants to understand how many accounts have opportunities in the overall pipeline.
What should the administrator use to create a report showing all open opportunities and the total number of accounts represented?

A. The row count on a summary report grouped by account name
B. A CrossFilter selecting opportunities with accounts
C. A custom report type showing opportunities with accounts
D. The Show Unique Count option on the account name column

Answer: B

NEW QUESTION 115
What are three options available to the administrator to help with this issue? Choose 3 answers

A. Move some page components behind a tab.
B. Remove some of the fields displayed.
C. Deactivate unnecessary validation rules.
D. Convert all Process builders to flows.
E. Reduce the number of related lists displayed.

Answer: ABE

NEW QUESTION 117
An administrator has found a free app on the AppExchanged and would like to install it.
Which three items should the administrator take to consideration before installed he managed package? Choose 3 answers

A. Custom objects and custom fields used by the app count against the org's limits.
B. Managed apps do not undergo a formal security review by Salesforce.
C. Apps may require certain Salesforce editions or features to be enabled.
D. Apps may requireexternal, third-party web services to function properly.
E. Apps must be installed in production before the app can be installed in a sandbox.

Answer: CDE

NEW QUESTION 122
An administrator at Cloud kicks recently built a screen flow in a sandbox that creates a case andfollow-up task. When the flow runs in the sandbox, it works just as expected. When tested in production, the flow errors when creating the records.
Choose 2 answers

A. Change the user experiencing the issue to the System Administrator profile.
B. Open theflow In Debug mode and Run the Flow as another user.
C. Change the Default Case Creator to the user's manager.
D. Log in as another user and run the flow.

Answer: BD

NEW QUESTION 124
A sales rep at Ursa Major Solar wasassigned to a role under their manager and is the record owner of several opportunities; however, the sales rep is missing from the manager's forecast.
What should the administrator review to solve this issue?

A. Enable owner adjustment
B. Enable manager adjustments
C. Allow Forecasting
D. Allow Override Forecasts

Answer: B

NEW QUESTION 129
AW Computing (AVVC) has customersIn multiple countries. AWC would li<e to set up advanced currency management for Its system.
Which two considerations should AWC be aware or prior to implementing this change to the existing system? Choose 2 answers

A. When a currency is added to an organization's List of supported currencies, it cannot be deleted.
B. Opportunities will only display sales In the customer's localized currency.
C. Historical trend reports will only use the last dated exchange rate.
D. Once enabled, advanced currency management cannot be disabled.

Answer: AC

NEW QUESTION 130
Dream house Realty has created a custom object to track its Open Houses with a master-detail relationship up to a custom object for Properties. Agents need to quickly calculate the number of Open House records in a status or Pending so they can see the value from the Property record.
What feature should the administrator implement?

A. Lightning Component
B. Formula Fields
C. Roll-Up Summary
D. visualforce Page

Answer: C

NEW QUESTION 131
An administrator created two record types on the Account object: Internal Customers and External Customers. A custom profile called Sales has the External Customers record type assigned. The sharing rules for Accounts arm set to Public Read Only. On occasion. Sales users notice that an Account record has the wrong record type assigned. The administrator has created a screen flow that will change the record type on the user's behalf.
What will happen to the Sales user's record access after running this flow?

A. Read access will be lost to the record.
B. Edit access will be lost to the record.
C. Record Access remains the same.
D. A new record owner will be assigned.

Answer: B

NEW QUESTION 133
AW Computing is conducting an audit and wants to understand how many objects have been shared as public externally.
which tool should the administrator use to quickly obtain this details?

A. Security Health Check
B. Setup Audit Trail
C. Session Security Settings
D. Object Manager

Answer: C

NEW QUESTION 138
Ursa Major Solar has a junction object that connects Docs withSolar Panels. The administrator needs users to be able to see all the solar panels that a Dot is related to. Users already have access to the Bot and the Junction, but not the Solar Panel object.
What access docs the user need to be able to see the solar panel records?

A. Read permission is required on both master records.
B. Access permission Is not required on either master record.
C. Create permission Is required on both master records.
D. Read permission is required on at least are master record.

Answer: A

NEW QUESTION 142
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