

## Salesforce-Administrator Dumps

## Salesforce Certified Administrator

<https://www.certleader.com/Salesforce-Administrator-dumps.html>



**NEW QUESTION 1**

The VP of Sales at Cloud Kicks is receiving an error message that prevents them from saving an Opportunity. The administrator attempted the same edit without receiving an error.

How can the administrator validate the error the user is receiving?

- A. Edit the page layout.
- B. View the setup audit trail.
- C. Log in as the user
- D. Review the sharing model

**Answer: C**

**NEW QUESTION 2**

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

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

**Answer: B**

**NEW QUESTION 3**

The administrator at Ursa Major Solar imported records into an object by mistake. Which two tools should be used to undo this import? Choose 2 answers

- A. Weekly Data Export
- B. Mass Delete Records
- C. Data Loader
- D. Data Import Wizard

**Answer: BC**

**NEW QUESTION 4**

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

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

**Answer: B**

**NEW QUESTION 5**

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**

**NEW QUESTION 6**

When a Cloud Kicks Opportunity closes, the company would like to automatically create a renewal opportunity.

Which two automation tools should an administrator use to accomplish this request? Choose 2 answers

- A. Approval Process
- B. Flow Builder
- C. Workflow Rule
- D. Process Builder

**Answer: B**

**NEW QUESTION 7**

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:** B

#### NEW QUESTION 8

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

#### NEW QUESTION 9

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 or?

- 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

#### NEW QUESTION 10

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

#### NEW QUESTION 10

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

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

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

**Answer:** D

#### NEW QUESTION 12

The Human resources department at Northern Trail outfitters wants employees to provide feedback about the manager using a custom object in Salesforce. It is important that managers are unable to see the feedback records from their staff.

How should an administrator configure the custom object to meet this requirement?

- A. Uncheck grant access using Hierarchies.
- B. Define a criteria-based sharing rules.
- C. Set the default external access to private.
- D. Configure an owner-based sharing rules.

**Answer:** B

#### NEW QUESTION 16

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

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

**Answer:** AD

**NEW QUESTION 17**

Northern Trail Outfitters uses a custom object Invoice to collect customer payment information from an external billing system. The Billing System field needs to be filled on every Invoice record.

How should an administrator ensure this requirement?

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

**Answer:** C

**NEW QUESTION 22**

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:** AB

**NEW QUESTION 24**

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

What should the administrator do to free up users licenses for the new users?

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

**Answer:** D

**NEW QUESTION 26**

Cloud Kicks wants to track shoe designs by products. Shoe designs should be unable to be deleted, and there can be multiple design for one product across various stages.

Which two steps should the administration configure to meet this requirement? Choose 2 answers

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

**Answer:** AC

**NEW QUESTION 29**

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:** AB

**NEW QUESTION 32**

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

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

**Answer:** A

**NEW QUESTION 37**

Universal Containers (UC) has a queue that is used for managing tasks that need to be worked by the UC customer support team. The same team will now be working some of UC's cases.

Which two options should the administrator use to help the support team? Choose 2 answers

- A. Configure a flow to assign the cases to the queue.
- B. Use assignment rules to set the queue as the owner of the case.
- C. Add Case to the existing queue as available object.

D. Create a new queue and add Cases as an available object.

**Answer:** AB

#### NEW QUESTION 40

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

#### NEW QUESTION 44

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:** BD

#### NEW QUESTION 48

Universal Containers administrator has been asked to create a many-to-many relationship between two existing custom objects.

Which two steps should the administrator take when enabling the many-to-many relationship? Choose 2 answers

- A. Create a junction with a custom object.
- B. Create two master detail relationships on the new object.
- C. Create two lookup relationships on the new object.
- D. Create URL fields on a custom object.

**Answer:** AB

#### NEW QUESTION 50

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

#### NEW QUESTION 51

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

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

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

**Answer:** C

#### NEW QUESTION 53

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

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

**Answer:** AC

#### NEW QUESTION 55

Northern Trail Outfitters is using one profile for all of its marketing users, providing read-only access to the Campaign object. A few marketing users now require comprehensive edit access on Campaigns.



How should an administrator fulfil this request?

- A. Permission sets
- B. Organization-wide defaults
- C. Marketing user checkbox
- D. Field-level security

**Answer:** C

#### NEW QUESTION 57

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:** A

#### NEW QUESTION 61

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 the administrator use to fulfill the requirement?

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

**Answer:** A

#### NEW QUESTION 64

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

#### NEW QUESTION 68

The sales team at Ursa Major Solar has asked the administrator to automate an outbound message.

What should the administrator utilize to satisfy the request?

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

**Answer:** D

#### NEW QUESTION 72

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

#### NEW QUESTION 76

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

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

- A. Auto-response rules, Macros, Entitlements
- B. Auto-response rules, Queues, Macros

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

**Answer:** C

#### NEW QUESTION 77

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

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

**Answer:** AC

#### NEW QUESTION 78

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

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

**Answer:** B

#### NEW QUESTION 80

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

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

**Answer:** C

#### NEW QUESTION 85

Which item is available in a Lightning App where visibility is limited to the Salesforce Mobile App?

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

**Answer:** C

#### NEW QUESTION 86

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:** AC

#### NEW QUESTION 87

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

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

**Answer:** D

#### NEW QUESTION 92

The administrator at DreamHouse Realty added an email quick action to the Case page layout and is unable to see the action on the case feed. Which feature must be enabled to ensure the quick action will be displayed as expected?

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

**Answer:** B

#### NEW QUESTION 93

An administrator is planning to use Data Loader to mass import new records to a custom object from a new API. What will the administrator need to do to use the Data Loader?

- A. Add a permission set that allows them to import data.
- B. Append their security token at the end of their password to login.
- C. Use the Data Import Tool to mass import custom object records.
- D. Reset their password and their security token.

**Answer:** D

#### NEW QUESTION 94

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

#### NEW QUESTION 97

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:** BD

#### NEW QUESTION 101

The Cloud Kicks sales manager wants to boost productivity by providing insights at the start of each day. Which three sales-specific standard Lightning components should administrator add to the homepage to meet this requirement? Choose 3 Answers.

- A. Activities
- B. Path
- C. Assistant
- D. KeyDeals
- E. Performance chart.

**Answer:** B

#### NEW QUESTION 102

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

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

**Answer:** D

#### NEW QUESTION 103

Northern Trail Outfitters want 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 service to set the owner of the case upon creation.
- C. Create an Escalation Rule to send cases to the correct queue.
- D. Configure Email-to-Case so emails are delivered to the correct queue

**Answer:** D



**NEW QUESTION 106**

Cloud Kickshas a Customer success agent going on leave and needs to change ownership on multiple cases. Which two users are able to fulfill this request? Choose 2 answers

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

**Answer:** CD

**NEW QUESTION 110**

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

- A. Assignment Rules.
- B. Business Hours.
- C. Case Queues
- D. Escalation Rules

**Answer:** A

**NEW QUESTION 114**

When a Sales rep clicks a button on an opportunity, a simple discount calculator screen should be launched. Which automation tool should an administrator use to build this discount calculator screen?

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

**Answer:** A

**NEW QUESTION 117**

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

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

**Answer:** AD

**NEW QUESTION 119**

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

**NEW QUESTION 122**

Cloud Kicks want to have consistency when communication with customers on cases. The company has requested messages to be sent in an email channel with categories to help search for the proper message. Which Solution Should be administrator suggest to meet this requirement?

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

**Answer:** D

**NEW QUESTION 127**

The administrator for AW Computing is working with a user who is having trouble logging in to salesforce. Whatshould 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:** A

**NEW QUESTION 128**

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

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

**Answer:** B

**NEW QUESTION 131**

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

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

**Answer:** B

**NEW QUESTION 133**

The Administrator at Universal Containers wants to add branding to Salesforce. Which two considerations should the administrator keep in mind? Choose 2 Answers

- A. Only one theme can be active at a time, and a theme applies to the entire org.
- B. Themes apply to Salesforce Classic and to the Salesforce mobile app.
- C. Up to 150 custom themes can be created, modified, or cloned from the built-in themes.
- D. Chatter external users see the built-in Lightning theme only.

**Answer:** AC

**NEW QUESTION 136**

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

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

**Answer:** B

**NEW QUESTION 141**

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

**NEW QUESTION 146**

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:** AB

**NEW QUESTION 149**

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:** D

#### NEW QUESTION 150

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

#### NEW QUESTION 153

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

#### NEW QUESTION 158

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

#### NEW QUESTION 160

Users at Dreamhouse Reality are only allowed to see opportunities they own. Leadership wants an enterprise- wide dashboard of all open opportunities in the pipeline so that users can see how the company is performing at any point in time. How should an administrator create the dashboard without changing any sharing setting?

- A. Update the dashboard to folder settings to manager forthe sales reps role.
- B. Add a filter to the dashboard to filter the opportunities by owner role.
- C. Build individual dashboards for profiles that need to see the enterprise results.
- D. Create a dashboard with the running User set as someone who can see allOpportunities

**Answer:** C

#### NEW QUESTION 164

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 tosales 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:** BC

#### NEW QUESTION 166

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 typesand sales processes for opportunities.
- D. Separate record types and Sales processes for the different types of opportunities.

**Answer:** D

#### NEW QUESTION 168

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**

#### NEW QUESTION 170

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

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

**Answer: A**

#### NEW QUESTION 175

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 pick list field.
- C. Back-up the Shoe Style values in existing records.
- D. Change the field type from a multi-select picklist field to a picklist field.

**Answer: BD**

#### NEW QUESTION 180

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**

#### NEW QUESTION 184

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

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

**Answer: A**

#### NEW QUESTION 187

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

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

**Answer: ABD**

#### NEW QUESTION 190

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

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

**Answer:** C

**NEW QUESTION 192**

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

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

**Answer:** C

**NEW QUESTION 194**

Which two solutions could an administrator find on the AppExchange to enhance their organization? Choose 2 answers

- A. Communities
- B. Consultants
- C. Components
- D. Customers

**Answer:** AC

**NEW QUESTION 197**

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

**NEW QUESTION 198**

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

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

**Answer:** B

**NEW QUESTION 203**

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 issue?

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

**Answer:** C

**NEW QUESTION 208**

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:** B

**NEW QUESTION 209**

Universal Containers is trying to improve the user experience when searching for the right 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

#### NEW QUESTION 214

An Administrator at DreamHouse Realty wants an easier way to assign an agent capacity and skill set. Which feature should the administrator enable to meet this requirement?

- A. KnowledgeManagement.
- B. Omni-Channel
- C. Escalation Rules
- D. Territory Management

**Answer:** B

#### NEW QUESTION 217

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 2Answers

- 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

#### NEW QUESTION 220

The administrator has been asked to automate a simple field update on the account. When a support agent changes the status of the account to 'Audited', they would like the system to automatically update the Audited date field on the account with today's date. Which tool should the administrator use to complete this automation?

- A. Approval process
- B. Formula Field
- C. Flow Builder
- D. Validation Rule

**Answer:** C

#### NEW QUESTION 224

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

#### NEW QUESTION 225

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

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

**Answer:** A

#### NEW QUESTION 229

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

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

**Answer:** A

#### NEW QUESTION 233



Cloud Kicks (CK) needs a new sales application. The administrator there is an application package on the AppExchange and wants to begin testing it in a sandbox to see if it addresses CK's needs.

What are two considerations when installing a managed package in a sandbox? Choose 2 answers.

- A. Any metadata changes to the package have to be recreated in production.
- B. The installation link has to be modified to test.salesiorcc.com.
- C. Install for Admins Only will be the only Install option available.
- D. The package will be removed any time the sandbox is refreshed.

**Answer:** BD

#### NEW QUESTION 237

An administrator at Northern Trail Outfitters is creating a validation rule.

Which two functions should the administrator use when creating a validation rule? Choose 2 answers

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

**Answer:** BC

#### NEW QUESTION 240

How should an administrator support this request?

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

**Answer:** C

#### NEW QUESTION 242

Cloud Kicks (CK) stores information about specific customers in Contacts and information about shoes and accessories in a custom Merchandise object.

What should the CK administrator use to represent that Contact can be interested in multiple pieces of Merchandies?

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

**Answer:** C

#### NEW QUESTION 243

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

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

**Answer:** B

#### NEW QUESTION 245

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:** A

#### NEW QUESTION 249

DreamHouse Realty regularly processes customer requests for warranty work and would like to offer customers a self-serve option to generate cases.

Which two solutions should an administrator use to meet this request? Choose 2 answers

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

**Answer:** AD

**NEW QUESTION 251**

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

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

**Answer:** BD

**NEW QUESTION 256**

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

**NEW QUESTION 260**

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 ListViews permission for support users.

**Answer:** C

**NEW QUESTION 263**

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

**NEW QUESTION 268**

DreamHouse Realty (DHR) wants a templated process with a mortgage calculator that generated leads for loans. DHR needs to complete the project within 30 days and has maxed out its budget for the year. Which AppExchange item should help the administrator to meet the request?

- A. Lightning Data
- B. Lightning Community
- C. Flow Solutions
- D. Bolt Solutions

**Answer:** C

**NEW QUESTION 272**

The Sales manager at DreamHouse Realty wants the sales users to have a quick way to view and edit the Opportunities in their pipeline expected to close in the next 90 days.

What should an administrator do to accomplish this request?

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

**Answer:** C

**NEW QUESTION 275**

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

Choose 2 answers

- A. Create a tab and add the screen flow to the page.
- B. use a flow element and add the screen flow to the record page.

- C. Add the flow in the utility bar of the console
- D. install an app from the AppExchange

**Answer:** AB

#### **NEW QUESTION 276**

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

#### **NEW QUESTION 281**

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:** B

#### **NEW QUESTION 285**

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

- A. Dashboard Filters
- B. Dashboard Subscriptions
- C. Dynamic Dashboards
- D. Public Dashboards.

**Answer:** C

#### **NEW QUESTION 287**

The VP of sales at Universal Containers wants to prevent members of the sales team from changing an opportunity to a date in the past. What should an administrator configure to meet this requirement?

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

**Answer:** B

#### **NEW QUESTION 289**

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

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

**Answer:** C

#### **NEW QUESTION 292**

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