

Exam Questions Salesforce-Administrator

Salesforce Certified Administrator

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NEW QUESTION 1

Salesmanagers 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

NEW QUESTION 2

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 3

Ursa Major Solar wants to assist users with a guided expense report process to simplify submissions, routing, and authorizations.

Which two tools should an administrator use to build this solution? Choose 2 answers

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

Answer: BC

NEW QUESTION 4

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

Which Scenario Could prevent the administrator from fulfilling this requirement?

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

Answer: D

NEW QUESTION 5

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

NEW QUESTION 6

Ursa Major Solar provides a 1-year warranty on all of the panels it installs. Installation details, along with the warranty information, are captured on a custom object called Installation. The installation record is created by the installer from the mobile app. Customers soon receive a longer warranty as a way of increasing customer satisfaction when an installation gets delayed or has issues.

How should the administrator configure Salesforce to capture the expiration date of the warranty?

- A. Use a formula as the default value of the warranty Expiration Date field.
- B. Create a formula field to display 1 year from the warranty purchased.
- C. Add a validation rule to ensure the Expiration Date field is populated.
- D. Include the warranty Expiration Date field on the mobile page layout.

Answer: B

NEW QUESTION 7

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. Prebuild Macro.
- D. Formula field

Answer: A

NEW QUESTION 8

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 9

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 10

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

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

Answer: C

NEW QUESTION 10

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. hare the Support Reports folder with Support Agents with View Access.

Answer: BC

NEW QUESTION 13

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 18

Universal Containers has two sales teams, Sales team A and Sales team B. Each team has their own role in the role hierarchy. Both roles are subordinates of the same Manager role. How Should the administrator share records owned by sales team A with Sales team B?

- A. Hierarchical sharing
- B. Use Manual sharing
- C. Criteria based sharing
- D. Owner based sharing

Answer: D

NEW QUESTION 22

Universal Containers has a private sharing model for Opportunities and uses Opportunity teams. Criteria-based sharing rules a sales rep at Universal Containers leaves the company and their user record is deactivated. The rep is later rehired in V administrator activates the old user record. The user is added to the same default Opportunity teams but h no longer able records the user worked on before leaving the company.

What isthe likely cause?

- A. The stage of the Opportunity records was changed to closed lost.
- B. Permission sets were removed when the user was deactivated.
- C. The record type of the Opportunity records was changed.
- D. The records were manual shared with the user.

Answer: D

NEW QUESTION 23

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 forAccounts.
- 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 27

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 29

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 theAccount 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 31

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

How should the administrator export this file?

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

Answer: D

NEW QUESTION 34

The administrator atUrsa 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 38

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 40

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

NEW QUESTION 43

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 45

The administrator at Universal Container has created two objects: Containers_c Purchase_c, Management has requested that all container records display on purchase records in Salesforce. Which type of relationship between Containers_c and Purchase_c should satisfy the requirement?

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

Answer: B

NEW QUESTION 49

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 54

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

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

Answer: A

NEW QUESTION 58

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 59

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: AC

NEW QUESTION 64

A sales rep at Ursa Major Solar has launched a series of networking events. They are hosting one event per month and want to be able to report on campaign ROI by month and series. How should the administrator set up the Campaign to simplify reporting?

- A. Add different record types for the monthly event types.
- B. Create individual Campaigns that all have the same name.
- C. Configure campaign Member Statuses to record which event members attended.
- D. Use Campaign Hierarchy where the monthly events roll up to a parent Campaign

Answer: C

NEW QUESTION 67

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 licenses 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

NEW QUESTION 71

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 74

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

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

Answer: AC

NEW QUESTION 79

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 81

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

NEW QUESTION 84

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

NEW QUESTION 87

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 89

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

NEW QUESTION 94

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

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

Answer: D

NEW QUESTION 97

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: D

NEW QUESTION 98

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 100

What data loss considerations should an administrator keep in mind when changing a custom field type from Text to Picklist?
Choose 2 answers

- A. There will be no data loss with use of a global value set.
- B. Assignment and escalation rules may be affected.
- C. Auto updates will be made to Visualforce references to prevent data loss.
- D. Any list view based on the custom field is deleted.

Answer: D

NEW QUESTION 102

An administrator at Ursa Major Solar needs to send information to an external accounting system. What workflow action should the administrator use to accomplish this?

- A. Assign Task
- B. Outbound Message
- C. Create Record
- D. Custom Notification

Answer: B

NEW QUESTION 107

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 108

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 111

A sales rep has left the company and an administrator has been asked to reassign 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. Data Loader.io

Answer: B

NEW QUESTION 115

Cloud Kicks has asked the administrator to test a new screen flow that creates 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 120

Users at Universal Containers would like to visually see the sales stages on an Opportunity page. The administrator is configuring the 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 124

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 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

NEW QUESTION 125

The administrator at universal containers has a screen flow that helps users create new leads.

When lead source is "Search Engine", the administrator needs to require the user to choose a specific search engine from a picklist. If lead source is not "Search Engine", this picklist should be hidden. How should the administrator complete this requirement?

- A. Assign a decision element to direct the user to a second screen to hold specific search engine only when a lead source is "Search Engine".
- B. Use an assignment element, one for when lead source is "Search Engine" and one for everything else.
- C. Create a picklist for specific search engine, and set conditional visibility so that it is only shown when lead source is "Search Engine".
- D. Configure a picklist for specific search engine, and use a validation rule to conditionally show only when lead source is "Search Engine"

Answer: A

NEW QUESTION 130

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

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

Answer: CD

NEW QUESTION 134

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: BC

NEW QUESTION 137

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

How should an administrator configure this requirement?

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

Answer: D

NEW QUESTION 139

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 an 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 140

The Administrator at Universal Container 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 145

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

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

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

Answer: B

NEW QUESTION 149

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

NEW QUESTION 152

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 154

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

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

Answer: D

NEW QUESTION 156

The administrator at AW Consulting has created a custom picklist field. Business users have requested that it be a text field. The administrator attempts to change the field type but, is unable to because it is referenced by other functionalities.

Which functionality is preventing the field type from being changed?

- A. Formula fields
- B. Record types
- C. Visualforce
- D. Javascript

Answer: D

NEW QUESTION 159

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 164

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 169

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

NEW QUESTION 174

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

NEW QUESTION 178

Ursa Major Solar has service level agreements (SLA) that are routed to support queues. Cases that meet the 24 hour SLA need to be automatically re-assigned to the next tier queue. Which feature should be used to fulfill this requirement?

- A. Einstein Case Routing
- B. Auto-response rule
- C. Case assignment rule
- D. Case escalation rule

Answer: D

NEW QUESTION 179

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 a critical record 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: AD

NEW QUESTION 184

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: BC

NEW QUESTION 189

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

NEW QUESTION 194

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

NEW QUESTION 199

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 202

Which three aspects of standard fields should an administrator customize? Choose 3 answers

- A. Picklist Values
- B. Help Text
- C. Field history tracking
- D. Decimal Places
- E. Field name

Answer: ABC

NEW QUESTION 203

What are three characteristics of a master-detail relationship? Choose 3 answers

- A. The master object can be a standard or custom object.
- B. Permissions for the detail record are set independently of the master.
- C. Each object can have up to five master-detail relationships.
- D. Roll-up summaries are supported in master-detail relationships.
- E. The owner field on the detail records is the owner of the master record.

Answer: ADE

NEW QUESTION 205

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 210

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

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

- A. Add a path for stage to the opportunity record page.
- B. Use a Kanban list view for Opportunity.
- C. Configure an auto-launched flow for Opportunity editing.
- D. Create a simplified Opportunity page layout.

Answer: BC

NEW QUESTION 213

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 216

Aw Computing needs to capture a loss reason in 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

NEW QUESTION 217

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

the administrator configure to help with these issues?

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

Answer: B

NEW QUESTION 219

Cloud kicks needs to ensure appropriate shipping details are used in orders. Reps should have

a streamlined solutions 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 224

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

NEW QUESTION 227

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

NEW QUESTION 230

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 234

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

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

Answer: ADE

NEW QUESTION 239

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

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

Answer: C

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 246

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

NEW QUESTION 249

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

NEW QUESTION 254

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: C

NEW QUESTION 259

Acme Computing wants to prevent user from updating the Account Annual Revenue field to be a negative value or an amount more than \$100 billion. How should an administrator accomplish this request?

- A. Create a validation rule that displays an error if Account revenue is below 0 or greater than 100 billion.
- B. Build a scheduled report displaying Account with Account revenue that is negative or greater than 100 billion.
- C. Make the Account Revenue field required on the page layout.
- D. Enable the Account Revenue limits in setup, with 0 as minimum and 100 billion as maximum

Answer: A

NEW QUESTION 262

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 264

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 265

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

NEW QUESTION 266

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 268

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 response 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

NEW QUESTION 270

Sales reps at Northern Trail Outfitters have asked for a way to change the Probability field value of their Opportunities. What should an administrator suggest to meet this request?

- A. Define a new Stage picklist value.
- B. Create a custom field on Opportunity.
- C. Configure Forecasting support.
- D. Make the field editable on page layouts

Answer: D

NEW QUESTION 271

Support reps at Cloud Kicks (CK) are reporting that when they try to close a case, the Closed option in the Case Status picklist is missing. CK has asked the administrator to find a solution.

Why are the support reps unable to see the Closed option in the specified picklist?

- A. The Case record type is missing Closed as a picklist value.
- B. The Close Case page layout must be used to close a case.
- C. The Show Closed Statuses in Case Status Field checkbox is set to the default.
- D. The Support Process being used omits Closed as a status choice.

Answer: A

NEW QUESTION 272

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 275

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

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

Answer: C

NEW QUESTION 279

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

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

Answer: D

NEW QUESTION 283

The events manager at Dream House Realty has a hot lead from a successful open house that needs to become a contact with an associated opportunity.

How should this be accomplished from the campaign keeping the associated campaign member history?

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

Answer: C

NEW QUESTION 287

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

NEW QUESTION 292

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