



# Salesforce

## Exam Questions Salesforce-Administrator

Salesforce Certified Administrator

#### NEW QUESTION 1

A new Sales Rep at Ursa Major has a qualified lead that is ready for conversation. When using the Lead Conversion process, which two records can be Created? Choose 2 answers

- A. Account
- B. Campaign
- C. Case
- D. Contact

**Answer:** AD

#### NEW QUESTION 2

Ursa Solar Major is evaluating Salesforce for its service team and would like to know what objects were available out of the box. Which three of the standard objects are available to an administrator considering a support use case? Choose 3 answers

- A. Contract
- B. Case
- C. Ticket
- D. Request
- E. Account

**Answer:** ABE

#### NEW QUESTION 3

The VP of sales at Dreamhouse Realty has requested a dashboard to visualize enterprise sales across the different teams. The key place of data is the total of all sales for the year and the progress to the enterprise sales goal.

What dashboard component will effectively show this number and the proximity to the total goal as a single value?

- A. Table
- B. Stacked Bar
- C. Donut
- D. Gauge

**Answer:** D

#### NEW QUESTION 4

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 5

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 6

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 7

Dream house realty needs to use consistent picklist values in the category field on accounts and cases, with values respective to record types. Choose 2 options

- A. Multi-select picklist

- B. Dependent picklist
- C. Global picklist
- D. Custom picklist

**Answer:** CD

#### NEW QUESTION 8

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 9

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 10

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 10

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 11

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 12

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 13**

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 18**

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

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

**Answer:** D

**NEW QUESTION 21**

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 salesreps 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 26**

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

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

**Answer:** AB

**NEW QUESTION 31**

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 34**

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 39**

The administrator at Cloud Kicks writes an assignment rule to send all cases created via email or the web to the Automated Cases Queue Any manually created

cases should be owned by the agent creating them, however, the manually created cases now show the administrator as the owner. What will the administrator find when troubleshooting this issue?

- A. An escalation rule is changing the case owner on case creation
- B. The Assignment Rule checkbox is selected by default.
- C. Another assignment rule is giving ownership to the administrator
- D. The Owner field is missing on the webform and email template.

**Answer: B**

#### NEW QUESTION 40

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

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

**Answer: A**

#### NEW QUESTION 42

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 47

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 48

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 53

Cloud Kicks want to give credit to Opportunity team members based on the level of effort contributed by each person toward each deal. What feature should the administrator use to meet this requirement?

- A. Stages
- B. Splits
- C. Queues
- D. List Views

**Answer: B**

#### NEW QUESTION 55

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 57

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 62

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 63

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 67

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

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

**Answer: D**

#### NEW QUESTION 70

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 72

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 75

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

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

**Answer:** B

#### NEW QUESTION 79

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 82

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

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

**Answer:** A

#### NEW QUESTION 85

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

- A. IP address restrictions are set on the profile or globally for the org.
- B. Users can change their password to avoid login IP restrictions.
- C. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.
- D. Single sign-on will allow users to log in from anywhere.

**Answer:** AC

#### NEW QUESTION 87

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 90

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

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

**Answer:** C

#### NEW QUESTION 91

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

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

**Answer:** B

#### NEW QUESTION 93

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

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

Which two components should an administrator use to satisfy these requests? Choose 2 Answers

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

**Answer:** AD

#### NEW QUESTION 97

CloudKicks needs to change the owner of a case when it has been open for more than 7 days. How should the administrator complete this requirement?

- A. Auto - Response Rules
- B. Validation Rule
- C. Escalation Rule
- D. Assignment Rule

**Answer:** D

#### NEW QUESTION 98

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 102

An administrator installed a managed package that contains a permission set group. The permission setgroup 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 106

The administrator at cloud kicks has been ask 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 109

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 112

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 114

Dreamhouse Reality just announced its new home concierge offering. This product is unlike anything the company has offered in the past and follows a different business model.

What Should the administrator Configure to meet this requirement?

- A. Create a quick action.
- B. Create a new approval process.
- C. Create a new sales process.
- D. Create a new Opportunity product.

**Answer: C**

#### NEW QUESTION 116

The sales manager at Cloud Kicks wants to set up a business process where opportunity discounts over 30% need to be approved by the VP of sales. Any discounts above 10% need to be approved by the user's manager. The administrator has been tasked with creating an approval process.

Which are two considerations the administrator needs to review before setting up this approval process?

Choose 2 answers

- A. Create a custom Discount field on the opportunity to capture the discount amount
- B. Populate the Manager standard field on the sales users' User Detail page.
- C. Configure two separate approval processes.
- D. Allow the submitter choose the approver manually.

**Answer: AB**

#### NEW QUESTION 119

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

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

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

**Answer: BCD**

#### NEW QUESTION 123

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 128

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 OpportunityScoring
- C. Einstein Search Personalization Einstein Lead Scoring

**Answer: B**

#### NEW QUESTION 130

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 133

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 136**

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

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

**Answer: AB**

**NEW QUESTION 139**

Which setting on a profile makes a tab hidden in the All App Launcher or viable in arty app, but still allows a user to view records that would normally be found under this tab?

- A. Object Permissions
- B. App Permissions
- C. Pig wide Defaults
- D. Tab Settings

**Answer: D**

**NEW QUESTION 140**

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 142**

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

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

**Answer: AD**

**NEW QUESTION 147**

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

What Should an administrator configure to meet this requirement?

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

**Answer: B**

**NEW QUESTION 149**

Urso Major Solar offers amazing experiences for all of its employees. The Employee engagement committee wants to post updates while restricting other employees from posting.

What should the administrator create to meet this request?

- A. Chatter Stream.
- B. Chatter Broadcast Group
- C. Chatter Recommendations.
- D. Chatter Unlisted Group

**Answer: B**

**NEW QUESTION 153**

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 155

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