Exam Questions ADM-201

Administration Essentials for New Admins

https://www.2passeasy.com/dumps/ADM-201/

NEW QUESTION 1
Cloud kicks intends to protect with backups by using the data by using the data export Service.
Which two considerations should the administrator remember when Scheduling the export? Choose 2 Answers.

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

Answer: BD

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

NEW QUESTION 2
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 newStage picklist value.
B. Create a custom field on Opportunity.
C. Configure Forecasting support.
D. Make the field editable on page layouts

Answer: D

Explanation:
Probability is a standard percentage field on the Opportunity object that indicates how likely an opportunity will close successfully. It is automatically calculated based on the opportunity stage unless you make it editable on page layouts. To allow sales reps to change the probability field value of their opportunities, you need to make the field editable on page layouts. References: https://help.salesforce.com/s/articleView?id=sf.opportunity_fields.htm&type=5https://help.salesforce.com/s/articleView?id=sf.customize_layoutedit.htm&type=5

NEW QUESTION 3
An administrator gets a rush request from Human Resources to remove a user’s access to Salesforce Immediately. The user is part of a hierarchy field called Direct Manager.
What should the administrator do to fulfil the request?

A. Freeze the user to prevent them from logging in whileremoving them from being referenced in theDirect Manager field.
B. Deactivate the user and delete any records where they are referenced in the Direct Manager field.
C. Change the user’s profile to read-only while removing them from being referenced in the DirectManager Field.
D. Delete the user and leave all records where they referenced in the Direct Manager Field withoutchanges.

Answer: A

Explanation:
Freezing a user is a way to temporarily prevent them from logging in to Salesforce without deactivating their user record. This is useful when you need to perform some cleanup tasks before deactivating a user, such as removing them from being referenced in a hierarchy field like Direct Manager.References:https://help.salesforce.com/s/articleView?id=sf.users_freeze.htm&typ e=5

NEW QUESTION 4
Which tool should an administrator use to review recent configuration changes made in their org?

A. Critical Updates
B. Debug logs
C. Setup Audit Trail
D. Field History Tracking

Answer: C

Explanation:
Setup audit trail is a tool thatallows administrators to review recent configuration changes made in their org. It shows a list of up to 180 days of setup changes made by anyone in the org, including the date, time, user, and type of change. It can help administrators track who made what changes and when, and troubleshoot any issues caused by configuration changes. Critical updates are notifications that inform administrators of new features or enhancements that may impact their org; they do not show configuration changes made by users. Debug logs are records of database operations, system processes, and errors that occur when executing a transaction or running unit tests; they do not show configuration changes made by users either. Field history tracking is a feature that allows administrators to track changes to the values of certain fields on records; it does not show configuration changes made in setup.References:https://help.salesforce.com/s/articleView?id=sf.monitorsetup.htm&type=5

NEW QUESTION 5
Cloud Kicks 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: BC

Explanation:
A user with manager role above the agent can change ownership on multiple cases that are owned by the agent or by users below the agent in the role hierarchy. A user with the System Administrator profile can change ownership on any case, regardless of the owner or role hierarchy. References: https://help.salesforce.com/s/articleView?id=sf.case_change_owner.htm&type=5https://hel p.salesforce.com/s/articleView?id=sf.admin_userperms.htm&type=5

NEW QUESTION 6
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

Explanation:
Security Health Check is a tool that can be used to identify and fix potential session vulnerabilities. Security Health Check scans the security settings in an org and compares them to a baseline set of standards, such as the Salesforce Baseline Standard or the Salesforce Optimized Standard. Security Health Check provides a health check score and a list of issues and recommendations for improving the security settings.References:https://help.salesforce.com/s/articleView?id=sf.security_health_check. htm&type=5

NEW QUESTION 7
New leads need be routed to the correct Sales person based on the lead address.

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

Answer: B

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

NEW QUESTION 8
A user at Cloud Kicks is having issues logging in to Salesforce. The user asks theadministrator 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 ownpasswords 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 tosuccessfully log in to Salesforce.

Answer: CD

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

NEW QUESTION 9
User at Cloud Kicks want to see information more useful for their role on the Case page. How should an administrator make the pages more dynamic and easier to use?

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

Answer: A

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

NEW QUESTION 10
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: A

Explanation:
Data Export Wizard allows administrators to export data from Salesforce in CSV files. It can be used to export data for backup purposes or to analyze data in external tools. Data Import Wizard is used to import data into Salesforce, not export. Data Loader is a desktop tool that can also export data, but it is more complex and requires installation. Report Builder is used to create reports in Salesforce, not export data.References:https://help.salesforce.com/s/articleView?id=sf.data_export.htm&type=5

NEW QUESTION 10
At Universal Containers, there is a custom field on the Lead named Product Category. Management wants this information to be part of the Opportunity upon lead conversion.
What action should the administrator take to satisfy the request?

A. Map the lead custom field to the product's product category field.
B. Create a workflow to update Opportunity fields based on the lead.
C. Create a custom field on the Opportunity and map the two fields.
D. Configure the product categories picklist field on the product.

Answer: C

Explanation:
To transfer data from a lead custom field to an opportunity field uponlead conversion, an administrator needs to create a custom field on the opportunity object that matches the data type and length of the lead custom field, and then map the two fields using the lead field mapping tool under setup. This will ensure that the value of the product category field on the lead is copied to the corresponding field on the opportunity when the lead is converted.References:https://help.salesforce.com/s/articleView?id=sf.leads_customize_ma p.htm&type=5

NEW QUESTION 12
An administrator is planning to useData 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: B

Explanation:
To use Data Loader to mass import new records to a custom object from a new API, the administrator will need to append their security token at the end of their password to login. The security token is an alphanumeric code that is required for API access when logging in from an IP address that is not trusted by Salesforce. The security token can be obtained from the user’s personal settings or by resetting it via email. Adding a permission set, resetting the password and the security token, or using the DataImport Tool are not necessary for using Data Loader. References:
https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5https://help.salesfor ce.com/s/articleView?id=sf.security_token.htm&type=5

NEW QUESTION 16
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: D

Explanation:
Campaign hierarchy is a feature that allows administrators to organize campaigns into a parent-child relationship, where the parent campaign represents a larger initiative and the child campaigns represent smaller or more specific activities within that initiative. Using campaign hierarchy can help Ursa Major Solar report on campaign ROI by month and series by creating a parent campaign for the series of networking events and creating individual child campaigns for each monthly event. The parent campaign can show the aggregated metrics and ROI for the entire series, while the child campaigns can show the metrics and ROI for each month. Adding different record types for the monthly event types, creating individual campaigns that all have the same name, or configuring campaign member statuses to record which event members attended are not solutions for reporting on campaign ROI by month and series; they either do not group campaigns into a hierarchy or do not track campaign metrics or ROI.References:https://help.salesforce.com/s/articleView?id=sf.campaigns_hierarchy.htm& type=5

NEW QUESTION 20
An administration needs to store the ID of record type of later use in a flow. Which kind of variable should the administrator use?

A. Boolean variable
B. Text variable
C. ID variable

D. Record variable

Answer: C

Explanation:
An ID variable is a type of variable that can store an ID value of a record or a record type in a flow. It can be used to store the ID of a record typefor later use in a flow, such as assigning it to a record or using it in a condition. A boolean variable is a type of variable that can store a true or false value in a flow. A text variable is a type of variable that can store a text value in a flow. A record variable is a type of variable that can store one or more field values of a record in a flow.References:https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_variable s.htm&type=5

NEW QUESTION 21
Sales and Customer Care at Ursa Major Solar need to see different fields on the Case related list
from the Account record. Sales users want to see Case created date and status while Customer Care
would like to see owner, status, and contact.
What should the administrator use to achieve this?

A. Related Lookup Filters
B. Compact Layout Editor
C. Page Layout editor
D. Search Layout Editor

Answer: C

Explanation:
Pagelayout editor is a tool that allows you to customize the layout and organization of detail and edit pages for a specific object and record type combination. You can also use page layout editor to customize related lists on detail pages by adding or removing fields, changing column order, sorting records, etc. To meet the requirement of showing different fields on the Case related list from the Account record for Sales and Customer Care users, you need to use page layout editor to modify the related list properties for each page layout assigned to those users.References:https://help.salesforce.com/s/articleView?id=sf.customize_layoutrelatedlists.htm&type=5

NEW QUESTION 23
Clod Kicks has the organization wide defaults for Opportunity set to private.
which two features should the administrator use to open up access to Opportunity records for sales
users working on collaborative deals? Choose 2 answers

A. Sharing set
B. Role hierarchy
C. Profiles
D. Sharing rules

Answer: BD

Explanation:
Role hierarchy and sharing rules are two features that should be used to open up access to Opportunity records for sales users working on collaborative deals. Role hierarchy can be used to grant access to records owned by or shared with users who are below them in the hierarchy. Sharing rules can be used to extend sharing access to users in public groups, roles, or territories based on certain criteria, such as record owner or field value. References:
https://help.salesforce.com/s/articleView?id=sf.admin_sharing.htm&type=5https://help.sale sforce.com/s/articleView?id=sf.security_sharing_rules.htm&type=5

NEW QUESTION 25
Cloud Kicks wants to track shoe designs by products. Shoe designs should be unable to be deleted, and there can be multiple designs for one product across various stages.
Which two steps should the administrator configure to meet this requirement? Choose 2 answers

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

Answer: BD

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

NEW QUESTION 26
Once an opportunity reaches the negotiation stage at cloud kicks, The Amount fields becomes
required for sales users. Sales managers need to be able to move opportunities inti this stage without
knowing the amount.
How should the administrator require this field during the negotiation stage for sales users but allow
their managers to make changes?

A. Make the field required for all users.
B. Create to formula field to fill in the field for managers.
C. Assign the administrator profile to the managers.
D. Configure a validation rule tomeet the criteria.

Answer: D

Explanation:
To require the Amount field during the negotiation stage for sales users but allow their managers to make changes, the administrator should configure a validation rule
that checks if the user profile is not a salesmanager, the stage is negotiation, and the amount is blank. This will prevent sales users from saving the record without entering an amount, but allow sales managers to do so. Making the field required for all users will not meet the requirement. Creating a formula field or assigning the administrator profile to the managers will not affect field requirement.References:https://help.salesforce.com/s/articleView?id=sf.validation_rules_ov erview.htm&type=5

NEW QUESTION 29
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 withcreating 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: AC

Explanation:
Discount is not a standard field on the Opportunity object, so you need to create a custom field to capture the discount amount or percentage for each opportunity. To set up an approval process where opportunity discounts over 30% need to be approved by the VP of sales, and any discounts above 10% need to be approved by the user's manager, you need to configure two separate approval processes with different entry criteria based on the discount field value and different approvers based on their roles.References:https://help.salesforce.com/s/articleView?id=sf.approvals_getting_started. htm&type=5

NEW QUESTION 31
Customer service accesses articles with the Knowledge Lightning component on the Service Cloud Console. Billing department users would like similar functionality on the case record without using the console.
How should the administrator configure this request?

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

Answer: C

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

NEW QUESTION 34
The administrator for Cloud Kicks has created a screen flow to help service reps ask the same set of questions when customers call in with issues. This screen should be visible from cases.
How should the screen flow be distributed?

A. Page Layout
B. Component Filter
C. Lightning page
D. Home page

Answer: C

Explanation:
Lightning page allows you to customize a record page and add a screen flow as acomponent. You can use the Lightning App Builder to drag and drop the Flow component onto the page and select the screen flow you want to display.
References: https://help.salesforce.com/s/articleView?id=sf.flow_distribute_lightning_page.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5

NEW QUESTION 38
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

Explanation:
A gauge component shows a single value along with itspercentage of a total value within predefined ranges using colors (red-yellow-green). It is useful for showing key performance indicators (KPIs) such as total sales amount and progress towards sales goal.References:https://help.salesforce.com/s/articleView?id=sf.dashboards_gauge_comp onent_type.htm&type=5

NEW QUESTION 43
An administrator at Ursa Major Solar needs to send information to an external accounting system
What workflow action should theadministrator use to accomplish this?

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

Answer: B

Explanation:
Outbound message allows you to send information to an external system as part of a workflow rule or approval process. You can use outbound message to specify which fields to send and which endpoint URL to send them to.
References: https://help.salesforce.com/s/articleView?id=sf.workflow_om_considerations.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.workflow_om_define.htm&type=5

NEW QUESTION 46
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

Explanation:
Utility bar is a feature that is available in a Lightning app where visibility is limited to the Salesforce mobile app. Utility bar allows users to access common productivity
tools, such as notes, history, recent items, and more, from any page in the app.References:https://help.salesforce.com/s/articleView?id=sf.app_builder_utility_bar.htm
&type=5

NEW QUESTION 50
What are two considerations an administrator should keep in mind when working with Salesforce objects?
Choose 2 answers

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

Answer: BC

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

NEW QUESTION 51
The Administrator at Cloud Kicks need to automatically route support cases, regardless of how they are created, to a queue based on case priority.
What tool should the administrator use?

A. Email-to-Case
B. Assignment Rules
C. Auto-Response Rules
D. Web-to-case

Answer: B

Explanation:
Assignment rules are tools that allow administrators to automatically route records to users or queues based on certain criteria. For example, anassignment rule can assign cases to different queues based on case priority, origin, type, or other fields. Assignment rules can be triggered when records are created manually, via email, web, or API. Assignment rules consist of multiple rule entries that define the criteria and actions for each assignment scenario. References:
https://help.salesforce.com/s/articleView?id=sf.customize_leadrules.htm&type=5https://help
.salesforce.com/s/articleView?id=sf.customize_casesupport_assign.htm&type=5

NEW QUESTION 54

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

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

Answer: D

Explanation:
Expected revenue is calculated as Amount xProbability. If the expected revenue field displays incorrect values, it means that the probability associated with the stage is not accurate. The administrator should change the probability to reflect the actual likelihood of closing the opportunity at that stage.References:https://help.salesforce.com/s/articleView?id=sf.forecasts3_expected_rev enue.htm&type=5

NEW QUESTION 59
Cloud Kicks is working on a better way to track its product shipments utilizing Salesforce. Which field type should an administrator use to capture coordinates?

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

Answer: A

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

NEW QUESTION 61
Ursa Major Solar has a path on Case. The company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from reverting the Case back to a previous status.
Which feature should an administrator use to fulfill this request?

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

Answer: D

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

NEW QUESTION 66
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

Explanation:
To share report folders with different groups of users with different levels of access, an administrator can use folder sharing settings under setup. Folder sharing settings allow administrators to share report folders with public groups, roles, roles and subordinates, territories, or portal roles with view or edit access. In this case, the administrator can share the Helpdesk folder with Support Agents with view access so they can run Helpdesk reports but not edit them; and share the R&D folder with Support Managers with edit access so they can view and edit R&D reports.References:https://help.salesforce.com/s/articleView?id=sf.reports_builder_folders_ sharing.htm&type=5

NEW QUESTION 68
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: BC

Explanation:
Dependent picklist and global picklist are two options that can be used to meet this requirement. Dependent picklist allows users to create a conditional relationship between two picklist fields,where the available values in one field depend on the value selected in another field. Global picklist allows users to create a set of picklist values that can be shared across multiple fields and objects, ensuring consistent values and reducing maintenance. References:
https://help.salesforce.com/s/articleView?id=sf.fields_about_dependent_picklists.htm&type
=5https://help.salesforce.com/s/articleView?id=sf.picklist_global_picklists.htm&type=5

NEW QUESTION 71
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

Explanation:
Mass delete records and data loader are two tools that can be used by Ursa Major Solar administrator undo import records into object mistake. Mass delete records tool allows administrators delete large numbers records meet certain criteria once setup interface; it can used undo import records into object mistake selecting records imported mistake deleting them mass delete records tool setup interface Data loader tool allows administrators import export delete large numbers records using CSV files command line interface API calls; it can used undo import records into object mistake using CSV file contains IDs records imported mistake deleting them data loader tool command line interface API calls Weekly data export data import wizard are not tools undo import records into object mistake because they either export import records but not delete them. References:
https://help.salesforce.com/s/articleView?id=sf.admin_massdelete.htm&type=5https://help. salesforce.com/s/articleView?id=sf.data_loader.htm&type=5

NEW QUESTION 73
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

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

NEW QUESTION 76
The administrator at Ursa Major Solar need to make sure the unassigned cases from VP customers get
transferred to the appropriate service representative 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. CaseQueues
D. Escalation Rules

Answer: D

Explanation:
Escalation rules allow you to escalate cases based on certain criteria, such as time or priority. You can use escalation rules to transfer unassigned cases to the appropriate service representative within a specified time frame.
References: https://help.salesforce.com/s/articleView?id=sf.customize_escalation.htm&type=5

NEW QUESTION 78
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. Knowledge Management.
B. Omni-Channel
C. Escalation Rules
D. Territory Management

Answer: B

Explanation:
To assign agent capacity and skill set, the administrator should enable Omni- Channel, which is a feature that allows agents to work on multiple cases or chats at once based on their availability and expertise. Omni-Channel can route work items to agents based on their predefined capacity and skills, ensuring that they are

working on the right tasks at the right time. Knowledge Management, Escalation Rules, and Territory Management are not related to agent capacity and skill set.References:https://help.salesforce.com/s/articleView?id=sf.omnichannel_overview.htm
&type=5

NEW QUESTION 80
Brokers at DreamHouse Realty need to see certain information about one or more cases when referencing the contact record. This record case Name, Case ID, Customer Name, Case Reason, Case Status, and Case Creation Date.
Which two changes in Setup should the administrator make?

A. Use the page layout editor to change the related list type to Enhanced List.
B. Edit the Related List component in the Lightning App Builder and choose Related List as the related list type.
C. Edit the Related List component in the Lightning App Builder and choose Enhanced List as the related list type.
D. Use the page layout editor to include the appropriate column in the Cases related list.

Answer: BD

Explanation:
To see certaininformation about one or more cases when referencing the contact record, an administrator can use two methods: edit the Related List component in the Lightning App Builder and choose Related List as the related list type; and use the page layout editor to include the appropriate column in the Cases related list. The Related List component is a component that allows users to view and edit records related to a parent record on a record page. The Related List component has two types: Related List and EnhancedList. The Related List type shows records in a table format with columns that match the page layout of the parent record. The Enhanced List type shows records in a compact format with fewer columns and actions. To change the type of the Related List component, an administrator can use the Lightning App Builder and select either Related List or Enhanced List from the properties panel. The page layout editor is a tool that allows administrators to control how fields, related lists, buttons, etc., are arrangedon a record detail or edit page for each object. To include appropriate columns in a related list, such as case name, case ID, customer name, case reason, case status, and case creation date for cases related to contacts, an administrator can use the page layout editor and drag and drop the desired fields from the palette to the Cases related list on the contact page layout. References:
https://help.salesforce.com/s/articleView?id=sf.lex_related_lists_component.htm&type=5htt
ps://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type=5

NEW QUESTION 85
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. TheUsername is already in use.

Answer: D

Explanation:
One of the possible reasons why an administrator is unable to add a new user in Salesforce is that the username is already in use by another user in any Salesforce org. Usernames must be globally unique across all Salesforce orgs, so the administrator needs to choose a different username for the new user.References:https://help.salesforce.com/s/articleView?id=sf.users_add.htm&type=5

NEW QUESTION 88
Cloud Kicks wants to try out an app from the AppExchange to ensure that the app meets its needs.
Which two options should the administrator suggest? Choose two answers

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

Answer: BC

Explanation:
A Trailhead Playground is a free, online learning environment that allows you to try out Salesforce features and apps. You can use a Trailhead Playground to test out an app from the AppExchange before you install it in your production org.
A sandbox is a copy of your production org that you can use to test changes and new features. You can install an app from the AppExchange in a sandbox to see how it works in your environment.
Testing anapp in a production org is not recommended, as it could affect your live data. Checking edition compatibility is important, but it is not a way to try out an app.

NEW QUESTION 89
Northern Trail Outfitters has a custom quick action on Account that creates a new Case.
How should an administrator make the quick action available on the Salesforce mobile app?

A. Create a custom Lightning App with the action.
B. Modify compact Case page layout to include the action.
C. Include the action in the Salesforce Mobile Navigation menu.
D. Add the Salesforce Mobile and Lightning Experience action to the page layout.

Answer: D

Explanation:
To make a quick action available on the Salesforce mobile app, you need to add it to the Salesforce Mobile and Lightning Experience Actions section of the page layout. You can use the Page Layout Editor to drag and drop the quick action onto the section.
References: https://help.salesforce.com/s/articleView?id=sf.actions_in_lex.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_page_layouts.htm&type=5

NEW QUESTION 93
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 requirement?

A. Auto-Response Rules
B. Email Alerts
C. Knowledge Articles
D. Assignment Rules

Answer: C

Explanation:
Knowledge articles are documents that provide information or solutions about products, services, or processes in Salesforce. You can use knowledge articles to respond to customers quickly and consistently with accurate information. You can create different types of articles with different templates and fields, such as FAQ articles, troubleshooting articles, how-to articles, etc. To meet the requirement of responding to customers with the top five troubleshooting tips that could help solve their issue, you need to create knowledge articles with those tips and attach them to your email responses or case comments.References:https://help.salesforce.com/s/articleView?id=sf.knowledge_article_ty pes.htm&type=5

NEW QUESTION 94
A Sales user is trying to manage Campaign Members for an upcoming networking event. The user can view the Campaign, but add new Campaign Members or update Member statuses.
How can an administrator troubleshoot this problem?

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

Answer: C

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

NEW QUESTION 99
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: C

Explanation:
Flow Builder supports creating a scheduled flow thatcan run at specified intervals and perform actions on a set of records that meet certain criteria. References:
https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled_start.htm&type=5

NEW QUESTION 103
The administrator at Clod Kicks updated the custom object Event to include a lookup field to the primary contact for the event. When running an event report, They want to reference fields from the associated contact record.
What should the administrator do to pull contact fields into the Custom report?

A. Configure formula fields on event to populate contact information
B. Edit the custom Event report type and add fields related via lookup.
C. Create a new report type with event as the primary object and Contact as a related object.
D. Use a dashboard with filters to show Event and Contact data as requested.

Answer: B

Explanation:
Report type is a tool that can be used to pull contact fields into the custom report for Event. Report type defines the set of records and fields available to a report based on the relationships between a primary object and its related objects. To edit the custom Event report type and add fields related via lookup, go to Setup > Report Types and select the Event report type. Then click Edit Layout and drag the fields from the Contact object to the layout.
References:https://help.salesforce.com/s/articleView?id=sf.reports_builder_create_report_type.htm&type=5

NEW QUESTION 108
Asales rep has a list of 300 accounts with contacts that they want to load at one time.
Which tool should the administrator utilize to import the records to salesforce?

A. Dataloader.io
B. Data Loader
C. Manual Import
D. Data Import Wizard

Answer: D

Explanation:
Data Import Wizard allows you to import up to 50,000 records at a time. References: https://help.salesforce.com/s/articleView?id=sf.data_importer.htm&type=5

NEW QUESTION 111
Cloud Kicks wants a reports to categorize accounts into small, medium, and large based on the dollar value found inthe Contract Value Field.
What feature should an administrator use to meet this request?

A. Detail Column
B. Bucket Column
C. Group Rows
D. Filter Logic

Answer: B

Explanation:
Bucket column allows you to categorize report data into groups without creating a formula or custom field. You can create buckets for different ranges of values and assign labels to them.
References: https://help.salesforce.com/s/articleView?id=sf.reports_bucketing_overview.htm&type=5

NEW QUESTION 115
Universal Containers requires a different Lightning page to be displayed when Accounts are viewed in the Sales Console and in the Service Console. How should an administrator meet this requirement?

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

Answer: C

Explanation:
Lightning pages are custom layouts that let you design pages for your Salesforce org using Lightning App Builder. You can assign different Lightning pages for different apps, record types, and profiles using Lightning page assignments. To meet the requirement of displaying different Lightning pages for Accounts in Sales Console and Service Console, you need to assign Lightning pages as app default for each app. References:
https://help.salesforce.com/s/articleView?id=sf.lightning_page_overview.htm&type=5https://
help.salesforce.com/s/articleView?id=sf.lightning_page_assignments.htm&type=5

NEW QUESTION 120
The administrator are Cloud Kicks created a new field for tracking returns on their new cloud shoe. A user has submitted case to the administrator indication that the new field is unavailable. Which two steps should an administrator do to troubleshoot this issue?
Choose 2 answers

A. Ensure that the page layout for the user's profile has been updated.
B. Run the setup audit trail for the organization.
C. Update the organization wide default for the object.
D. Review the field level security of the field for the user profile

Answer: AD

Explanation:
Page layout and field level security are two factors that determine whether a user can see a new field on a record. To troubleshoot this issue, the administrator should
ensure that the page layout for the user’s profile has been updated to include the new field and that the field level security of the field for the user profile allows read or edit access. References: https://help.salesforce.com/s/articleView?id=sf.customize_layoutoverview.htm&type=5https
://help.salesforce.com/s/articleView?id=sf.admin_fls.htm&type=5

NEW QUESTION 121
An administrator at Universal Containers is reviewing current security settings in the company's Salesforce org.
What Should the administrator do to prevent unauthorized access to Salesforce?

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

Answer: B

Explanation:
Multi factor authentication (MFA) is a security feature that requires users to verify their identity using two or more factors when they log in to Salesforce. It can help

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

NEW QUESTION 125
Northern Trail Outfitters has asked an administrator to ensure that when a contact with a title
of CEO is created, the contact's account record gets updated with the CEO's name. Which feature should an administrator use to implement this request?

A. Quick Action
B. Workflow Rule
C. Process Builder
D. Validation Rule

Answer: C

Explanation:
Process Builder is a tool that can be used to implement this request. Process Builder can create record-triggered flows that execute actions when certain conditions are met. In this case, Process Builder can create a flow that executes when a contact with a title of CEO is created and updates the contact's account record with the CEO's name.References:https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&ty pe=5

NEW QUESTION 127
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

Explanation:
To display the screen flow, the administrator should create a tab and add the screen flow to the page. The administrator can also use a flow element and add the screen flow to the record page.
The other options are not relevant to this scenario. Adding the flow in the utility bar of the console will not display the screen flow. Installing an app from the AppExchange is not
necessary to display the screen flow.
Here are thesteps on how to create a tab and add the screen flow to the page:
? Go to Setup > Tabs.
? Click New.
? Enter a name and label for the tab.
? Select the Screen Flow tab type.
? Select the screen flow that you want to display.
? Click Save.
Here are the steps on howto use a flow element and add the screen flow to the record page:
? Go to Setup > Customize > Lightning App Builder.
? Select the record page that you want to add the screen flow to.
? Click Edit.
? Drag the Flow element from the Palette to the canvas.
? Select the screen flow that you want to display.
? Click Save.

NEW QUESTION 130
Northern Trail Outfitters wants to calculate how much revenue has been generated for each of its
marketing campaigns.
How should an administrator deliver this information?

A. Design a standard Campaign report and add the value Won Opportunities in Campaign field.
B. Perform periodic data job to update campaign records.
C. Create a roll-up summary field on Opportunity to Campaign.
D. Add a Total Value Field on campaign and use a workflow rule to update the value when an opportunity is won.

Answer: C

Explanation:
Roll-up summary fields allow you to calculate the sum of a field from child records related to a parent record.
References: https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&t ype=5

NEW QUESTION 132
Cloud Kicks wants users to only be able to choose Opportunity stage closed won if the Lead
source has been selected.
How should the administrator accomplish this goal?

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

Answer: B

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

NEW QUESTION 136
An administrator at Universal Container needs an automated way to delete records based on field values.
What automatedsolution should the administrator use?

A. Workflow
B. Process Builder
C. Flow Builder
D. Automation Studio

Answer: C

Explanation:
Flow Builder is a tool that can be used to create an automated way to delete records based on field values. Flow Builder can createflows that define the logic and actions for deleting records, such as finding records that match certain criteria and deleting them in bulk. Flows can be scheduled to run at regular intervals or triggered by other events or processes. References: https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5https://help.salesforce.com/s/articleView?id=sf.flow_concepts_delete.htm&type=5

NEW QUESTION 139
The Sales director at Cloud Kicks wants to be able to predict upcoming revenue in the next several fiscal quarters so they can set goals and benchmark how reps are performing. Which two features should the administrator configure?
Choose 2 answers

A. Sales Quotes
B. Opportunity List View
C. Forecasting
D. Opportunity Stages

Answer: AB

Explanation:
Forecasting is a feature that allows you to predict and plan the sales cycle from pipeline to closed sales, and manage sales expectations throughout your organization. Opportunity stages arethe steps that an opportunity goes through as it moves from creation to close, and they determine the probability and forecast category of the opportunity. References: https://help.salesforce.com/s/articleView?id=sf.forecasting3_overview.htm&type=5https://help.salesforce.com/s/articleView?id=sf.customize_opptystages.htm&type=5

NEW QUESTION 143
Northern Trail Outfitters wants to know the average stage duration for all closed Opportunities.
How should an administrator support this request?

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

Answer: C

Explanation:
The Opportunity Stage Duration report is a standard report that shows how long opportunities spend in each stage before they are closed. It can be used to measure the average stage duration for all closed opportunities by grouping and summarizing the data by stage name and duration fields. Using process builder to capture the daily average on each opportunity is not feasible because it would require creating multiple fields and formulas on the opportunity object and updating them every day. Adding formula fields to track stages on each opportunity is also not practical because it would require creating multiple fields and formulas on the opportunity object and maintaining them every time a stage changes. Refreshing weekly reporting snapshots for closed opportunities is not necessary because the report can run on real-time data without snapshots.
References:https://help.salesforce.com/s/articleView?id=sf.reports_opportunity_stage_duration_report.htm&type=5

NEW QUESTION 146
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

Explanation:
A Chatter private group is a type of Chatter group that allows members to sharefeedback and ideas with each other in a secure and exclusive space; only members can see and post in a private group. It can be used by Ursa Major Solar to create a space for product owners to collaborate with just the product team by creating a Chatter private group and adding product owners as members. Using quick actions to log communication, configuring a Chatter public group, or adding

activity history to document tasks are not solutions for creating a space for product owners to collaborate with justthe product team; they either do not provide privacy or do not support collaboration.
References:https://help.salesforce.com/s/articleView?id=sf.collab_groups_ov erview.htm&type=5

NEW QUESTION 150
Northern Trail Outfitters wants toinitiate expense reports from Salesforce to the external HR system. This process needs to be reviewed by managers and directors.
Which two tools should and administrator configure? Choose 2 answers

A. Quick Action
B. Outbound Message
C. Approval Process
D. Email Alert Action

Answer: AC

Explanation:
Quick actions allow you to initiate expense reports from Salesforce to an external HR system. Approval processes allow you to review the expense reports by managers and directors.
References: https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.quick_actions_overview.htm&type=5

NEW QUESTION 154
The administrator for AW Computing is working with a user who is having trouble logging in to salesforce.
What should the administrator do to identify why the user is unable to login?

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

Answer: D

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

NEW QUESTION 156
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

Explanation:
Contract is a standard object that represents a contractual agreement between your company and a customer. Case is a standard object that represents a customer’s question or problem that needs to be resolved by your support team. Account is a standard object that represents an individual or an organization involved in your business, such as customers, competitors, partners, etc. These three objects are commonly used for service use cases in Salesforce. References:
https://help.salesforce.com/s/articleView?id=sf.contract_fields.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.case_fields.htm&type=5https://help.salesfor ce.com/s/articleView?id=sf.account_fields.htm&type=5

NEW QUESTION 157
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 wheneverthe account shipping addresses changes.
B. An autolaunched flow on the account page that updates all open orders shipping addresses wheneverthe account shipping addresses changes.
C. A screen flow on the order page that lets the reps choose the updated account shipping address inall open associatedorders
D. A screen flow on the account page that lets the reps choose the updated account shipping address inall open associated orders

Answer: D

Explanation:
To update the shipping address on selected orders associated with an account when the shipping address is changed on the account, the administrator should create a screen flow on the account page that lets the reps choose which orders they want to update with the new address. This will give them more control and flexibility over which orders are affected by the change. An autolaunched flow on either object will not allow reps to select specific orders, and may cause unwanted updates or errors. A screen flowon the order page will not be able to update multiple orders at once.References:https://help.salesforce.com/s/articleView?id=sf.flow_build_screen.htm&ty pe=5

NEW QUESTION 161
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

Explanation:
To make atab hidden in the All App Launcher or visible in any app, but still allow a user to view records that would normally be found under this tab, the administrator
should use Tab Settings on a profile. Tab Settings control the visibility and default behavior of tabs for each app in an org. The administrator can set a tab to Hidden, which means it will not appear in any app or in the All App Launcher, but users can still access records via other means such as search or reports. Object Permissions, App Permissions, and Org- Wide Defaults are not related to tab visibility.References:https://help.salesforce.com/s/articleView?id=sf.customize_tabs.htm&ty pe=5

NEW QUESTION 162
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

Explanation:
Muting permission sets allow you to remove permissions that are granted by a permission set group.
References: https://help.salesforce.com/s/articleView?id=sf.perm_sets_muting.htm&type=5

NEW QUESTION 167
Ursa Major Solar provides a 1-year warranty on all of the panels it installs. Installation details, along with the warranty information, a captured on a custom object called Installation. The installation record is created by the installer from the mobile app. Customers son 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 l 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: A

Explanation:
To capture the expiration date of warranty based on installation date and warranty length (1 year by default), the administrator should use a formula as the default value of Warranty Expiration Date field on Installation object. The formula can calculate one year from installation date using DATE function or DATEVALUE function. For example, DATE(YEAR(Installation_Date c) + 1 , MONTH(Installation_Date c) , DAY(Installation_Date c)) will return one year from installation date. Creating a formula field, adding a validation rule, or including Warranty Expiration Date field on mobile page layout will not capture expiration date based on installation date and warranty length.
References:https://help.salesforce.com/s/articleView?id=sf.formula_using_date_dat etime.htm&type=5

NEW QUESTION 172
Aw 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 100billion.
B. Build a scheduled report displaying Account with Account revenue that is negative or greaterthan 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

Explanation:
A validation rule is a tool that allows administrators to enforce data quality and integrity by preventing users from saving records that do not meet certain criteria or conditions. For example, a validation rule can display an error message if a user enters an invalid value in a field. In this case, the administrator can create a validation rule on the account object that displays an error if the account annual revenue field is below 0 or greater than 100 billion.
References:https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&typ e=5

NEW QUESTION 173
Cloud Kicks wants to allow customers to create their own cases while visiting its public homepage.
What should the administrator recommend?

A. SMS Response
B. Web-to-Case

C. Email-to-Case
D. Omni-Channel

Answer: B

Explanation:
Web-to-Case allows you to create cases from a form on your website. References:https://help.salesforce.com/s/articleView?id=sf.customizesupport_web_to_case.htm&type=5

NEW QUESTION 175
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: A

Explanation:
To track all cases that reference the new product and giveread/write access to the product's two lead engineers, the administrator should create a queue and a criteria- based sharing rule. The queue will allow assigning cases that meet certain criteria, such as having a specific value in the Product field, to a group of users. The criteria-based sharing rule will grant read/write access to the queue members for cases that match the same criteria. References:
https://help.salesforce.com/s/articleView?id=sf.queues_overview.htm&type=5https://help.sa lesforce.com/s/articleView?id=sf.sharing_criteria.htm&type=5

NEW QUESTION 177
Universal Containers has three separate lines of business. Each line has specific fields that must be displayed to users. However, the fields needed by the sales team are different than the fields needed by the service team.
How should the administrator configure this requirement?

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

Answer: C

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

NEW QUESTION 182
A user at Northern Trail Outfitters Is having trouble logging into Salesforce. The user's login history showsthat this person has attempted to log in multiple times and has been locked out of the organization.
Which two ways should the administrator help the user log into Salesforce?

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

Answer: CD

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

NEW QUESTION 185
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 layou
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 layou
F. Use business processes to ensure the proper status picklist values display.
G. Create two page layouts, one with a House Status field and the other with a Condominium Status field.

Answer: B

Explanation:
To ensure extra steps only appear when creating open house records for condominiums, an administrator can use two methods: create two page layouts; and use business processes and record types to display appropriate picklist values. A page layout is a feature that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. An administrator can create two page layouts for open house records - one for houses and one for condominiums -and include different fields or sections for each page layout based on their requirements. A business process is a feature that allows administrators to define and enforce stages that records must go through based on their record type such as lead status or opportunity stage. A record type is a feature that allows administrators to offer different business processes, picklist values, page layouts etc., to different users based on their profile or role. An administrator can create two record types for openhouse records - one for houses and one for condominiums - and assign different business processes and picklist values for each record type based on their requirements. References:
https://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type
=5https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

NEW QUESTION 187
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: A

Explanation:
To debug a screen flow thatcreates contacts, one of the possible causes for a variable missing on the debug screen is that the available for input checkbox was unchecked for that variable. This means that variable cannot be set by external sources such as debug inputs or URL parameters. To fix this issue, check this checkbox for any variable that needs to be set externally. The flow version or field type does not affect variable availability for input. The available for output checkbox only affects whether variables can be passed outof flows or subflows. References:
https://help.salesforce.com/s/articleView?id=sf.flow_ref_variables.htm&type=5https://help.s alesforce.com/s/articleView?id=sf.flow_debugging.htm&type=5

NEW QUESTION 192
Universal Containers (UC) customers have provided feedback that their support cases are notbeing responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than 2 hours to an urgent Case queue and alert the support manager. which feature should an administrator configure to meet this requirement?

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

Answer: C

Explanation:
Case escalation rules are a way to automatically escalate cases that meet certain criteria, such as being open for more than a specified time or having a certain priority. Escalation rules can assign cases to a different owner or queue and send email notifications to the support manager or other recipients.References:https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5

NEW QUESTION 196
An administrator atUniversal Containers has been asked to prevent users from accessing Salesforce from outside of their network.
What are two considerations for this configuration? Choose 2 answers

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

Answer: AC

Explanation:
IP address restrictions allow you to prevent users from accessing Salesforce
from outside of their network. You can set IP address restrictions on the profile level or globally for the org. To enforce IP restrictions for API logins, you must select Enforce Login IP Ranges on Every Request in Session Settings.
References: https://help.salesforce.com/s/articleView?id=sf.security_networkaccess.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.security_enforce_ip_ranges.htm&type=5

NEW QUESTION 200
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

Explanation:

One of the possible causes for being unable to add a new user in Salesforce is that the username is already in use by another organization. Usernames must be globally unique across all Salesforce orgs, so if another user has claimed that username before, it cannot be used again. To fix this issue, choose a different username that is not taken by anyone else. The username is not restricted to a domain specific to my domain unless specified by an administrator. The email address used for the username does nothave to match a contact record. The email used for the username can be any valid email address.References:https://help.salesforce.com/s/articleView?id=sf.admin_usermgmt_add. htm&type=5

NEW QUESTION 203
The Client services and customer support teamsshare the same profile but have different
permission sets. The Custom Object Retention related list needs to be restricted to the client services teamon the Lightning record page layout.
What should the administrator use to fulfil this request?

A. Sharing settings
B. Page Layout Assignment
C. Component Visibility
D. Record Type Assignment

Answer: C

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

NEW QUESTION 205
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: A

Explanation:
A standard fiscal year starts on January 1 and ends on December 31. A custom fiscal year can be set to start on any month and end on any month. In this case, Cloud Kicks wants its fiscal year to start on February 1 and end on January 31. This can be achieved by setting the fiscal year to Custom and the starting month to February.
Setting the fiscal year to Standard and the starting month to February will not work, as the standard fiscal year starts on January 1. Setting the fiscal year to Custom and the duration to 4 quarters will not work, as the duration of a fiscal year is 12 months. Setting the fiscal year to Standard and the duration to 12 months will not work, as the standard fiscal year starts on January 1.
Custom fiscal years are fiscal years that follow a custom-defined structure that differs from the Gregorian calendar. They can be used by organizations that have fiscal years that start on a different month thanJanuary or have fiscal years that are divided into custom periods such as quarters or weeks. To set up a custom fiscal year that starts on February 1 and has 12 months, an administrator needs to set the fiscal year to custom and the starting month as February in the fiscal year settings. Setting the fiscal year to standard or the duration to 4 quarters does not meet the requirement of having a custom fiscal year that starts on February 1.
References:https://help.salesforce.com/s/articleView?id=sf.admin_fiscal_year.htm&type= 5

NEW QUESTION 210
An Administrator supporting global team of salesforce users has been asked to configure the
company settings
Which two options should the administrator configure? Choose 2 Answers

A. Login Hours
B. Password Policy
C. Default Language
D. Currency Local

Answer: CD

Explanation:
Default language andcurrency locale are two options that an administrator should configure in the company settings to support a global team of Salesforce users. Default language determines the language that is used for labels, buttons, tabs, help text, and messages in Salesforce for all users unless they override it in their personal settings.
Currency locale determines the format of currency fields and numbers in Salesforce for all users unless they override it in their personal settings or enable multiple currencies. References: https://help.salesforce.com/s/articleView?id=sf.admin_supported_languages.htm&type=5htt ps://help.salesforce.com/s/articleView?id=sf.admin_supported_currencies.htm&type=5

NEW QUESTION 215
The administrator at Cloud kicks deleted a custom field but realized there is a business unit that still uses the field.
What should an administrator take into consideration when undeleting the field?

A. The field needs to be re-added to reports.
B. The field history will remain deleted.
C. The field needs to be restored from the recycle bin.
D. The field needs to be re-added to page Layouts.

Answer: B

Explanation:

When an administrator deletes a custom field, Salesforce moves it to the deleted fields list for 15 days, during which time it can be undeleted or erased permanently. If the administrator undeletes the field within 15 days, most of its properties and data are restored, except for its field history data, which remains deleted and cannot be recovered.References:https://help.salesforce.com/s/articleView?id=sf.custom_field_delete. htm&type=5

NEW QUESTION 217
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: AB

Explanation:
The AppExchange is an online marketplace where you can find solutions to enhance your Salesforce organization. Some of the solutions you can find on the AppExchange are consultants and components. Consultants are certified professionals who can help you with your Salesforce projects, such as implementation, customization, integration, training, etc. Components are reusable building blocks that you can use to create apps or pages in Salesforce, such as charts, calendars, maps, buttons, etc.References: https://appexchange.salesforce.com/consultantshttps://appexchange.salesforce.com/comp onents

NEW QUESTION 221
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

Explanation:
Splits is a feature that should be used to meet this requirement. Splits allows users to assign credit to opportunity team members based on the level of effort contributed by each person toward each deal. Users can create different types of splits, such as revenue or overlay splits, and specify the percentage or amount of credit for each team member.References:https://help.salesforce.com/s/articleView?id=sf.forecasts3_splits_over view.htm&type=5

NEW QUESTION 226
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. Create a separate Lead Lightning App.
B. Define a record type and assign it to the interns.
C. Set up Web-to-Lead for the interns' use.
D. Update the active Lead Assignment Rules.

Answer: B

Explanation:
To identify new leads entered by interns from existing leads, the administrator should define a record type and assign it to the interns. This will allow them to select a different record type when creating leads, and distinguish them from other leads based on record type. Creating a separate Lead Lightning App or updating the active Lead Assignment Rules will not affect lead identification. Setting up Web-to-Lead form will not work if the interns are entering leads manually in Salesforce.References:https://help.salesforce.com/s/articleView?id=sf.customize_recordtyp e.htm&type=5

NEW QUESTION 228
An administrator needs to create aone-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: D

Explanation:
A lookup field is a type offield that creates a relationship between two objects and allows users to select a record from one object as a value for another object. A lookup relationship creates a one-to-many relationship between two objects, where each parent record can have many child records but each child record can have only one parent record. A lookup relationship also allows limited access to child records, meaning that users can see only those child records that they have access to based on their profile permissions and sharing settings.References:https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.ht m&type=5

NEW QUESTION 232
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

Explanation:
The Assignment Rule checkbox is a checkbox that appears on manual case creation pages when assignment rules are defined for cases. The Assignment Rule checkbox determines whether or not to apply assignment rules to manually created cases. If the Assignment Rule checkbox is selected by default, then any manually created cases will be assigned according to assignment rules instead of being owned by the agent creating them. To prevent this from happening, an administrator can either deselect the Assignment Rule checkbox when creating cases manually; or change the default setting for this checkbox under setup by selecting or deselecting Use active assignment rules by default.References:https://help.salesforce.com/s/articleView?id=sf.customize_casesupport _assign.htm&type=5

NEW QUESTION 233
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: A

Explanation:
When you delete a custom field, the data in that field is stored for 20 days before it is permanently deleted. During this time, you can restore the field and its data from the Recycle Bin or use Data Loader to export the data.References:https://help.salesforce.com/s/articleView?id=sf.customize_del_field.htm&t ype=5

NEW QUESTION 237
The Marketing team at Cloud Kicks uses campaigns to generate product interest. They want custom picklist values for the campaign member Status field for each campaign they run, currently, they ask the administrator to add or delete values, but this is very time consuming.
Which two user permission should allow the Marketing team to customize the campaign member status picklist values themselves?
Choose 2 answers

A. Create and Edit for Campaign Member
B. Marketing user feature license
C. Customize Application permission
D. Edit permission for campaigns

Answer: BD

Explanation:
To customize the campaign member status picklist values themselves, marketing users need two things: a marketing user feature license and edit permission for campaigns. A marketing user feature license enables users to create, edit, and delete campaigns; manage campaign members; and update campaign history via the import
wizards or API. Edit permission for campaigns allows users to modify existing campaigns and their related records such as campaign members and campaign member statuses. References: https://help.salesforce.com/s/articleView?id=sf.campaigns_enable.htm&type=5https://help. salesforce.com/s/articleView?id=sf.campaigns_member_status.htm&type=5

NEW QUESTION 241
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