# Salesforce

## Exam Questions Advanced-Administrator

Salesforce Certified Advanced Administrator (SP19)

**NEW QUESTION 1**
Which two permissions need to be enabled to set up entitlement management, including milestones, entitlement processes, and entitlement templates?

A. Customize Entitlements
B. Manage Milestones
C. Customize Application
D. Manage Entitlements

**Answer:** CD

**NEW QUESTION 2**
A user with permissions to create price books wants to quickly create a new product with the same information as the existing product by cloning the product. What is an important consideration when cloning a product?

A. Price book entries will not be created in the standard price book.
B. Price book entries in price books that you don't have sharing access to are created.
C. Price book entries in price books that you don't have sharing access to aren't created.
D. Price book entries need to be activated before users can use the new price book.

**Answer:** D

**NEW QUESTION 3**
Universal Containers wants to create a Feedback__c custom object related to Account and ensure all feedback records are owned by the same user as the Account owner.
How should an administrator relate Feedback__c to Account?

A. Create a hierarchical field on Feedback__c.
B. Create a junction object between Account and Feedback__c.
C. Create a master-detail field on Feedback__c.
D. Create a lookup Account field and filter on Feedback__c.

**Answer:** A

**NEW QUESTION 4**
In order to provide customer support agents with a 360 view of the customer, UC wants support agents to continue to have read only access to accounts but allow create and edit access to contacts and cases. the current OWD for contacts is "Controlled by parent".
what solution should be implemented?

A. Change OWD of contacts to public read only and grant create/edit access to cases on support agent profile.
B. Create read/write sharing rules to share all contacts to all support agents and grant read only access to cases on agent profile.
C. Grant create/edit access to contacts and cases on support agent profile.
D. Change the OWD of contacts and cases to private and create read/write sharing for all support agents.

**Answer:** C

**NEW QUESTION 5**
Which capability is available in both customizable Forecasting and collaborative forecasting? choose 2

A. Ability to track forecasts against sales quotas.(100%)
B. Ability to rename forecast categories.
C. Ability to choose to forecast either monthly or quarterly.(100%)
D. Ability to customize the forecast object with custom fields.

**Answer:** AC

**NEW QUESTION 6**
A change set has already been uploaded but changes need to be made to its contents. what is a best practice for adding these changes?

A. Edit existing change set, add needed changes, upload again.
B. Delete existing change set, add changes to new change set, upload change set
C. clone the change set, add needed change set and upload again.
D. Manually make changes in change set destination org.

**Answer:** C

**NEW QUESTION 7**
Universal containers wants a summary report that displays the percemtage growth of revenue year over year.
What function should an administrator use to calculate this information?

A. PARENTGROUPVAL.
B. DATEVALUE
C. PRIORVALUE
D. PREVGROUPVAL

**Answer:**

A

**NEW QUESTION 8**
Universal containers uses Salesforce to track job positions and applicants. Applicants can apply for multiple positions and positions will have multiple applicants. The company wants to ensure that if an applicant is deleted, all associations between the applicant and the position(s) that he or she has applied for are deleted. How can this be accomplished?

A. Create a many –to- many relationships using junction object with both positions and applicants as masters.
B. Create a custom object between applicants and positions with lookup fields on the junction to both the objects.
C. Create a lookup relationship between applicants and positions with applicants as the parent.
D. Create a master detail relationship between applicants and positions with applicants as the master.

**Answer:** D

**NEW QUESTION 9**
A growing number of duplicate leads are being entered into salesforce.
universal containers IT department wants to give all marketing team members the ability to leverage the "find duplicates" functionality in saleforce to reduce the number of duplicate leads in the system through merges.
what lead object level permission is needed to allow the marketing team members to complete this task?

A. View all
B. Merge
C. Read and edit
D. Delete

**Answer:** D

**NEW QUESTION 10**
Universal Containers purchased Field Service Lightning Licenses in Production and wants to make these license available in an active development sandbox with the minimum development impact.
How should an administrator create these licenses in the sandbox?

A. Merge Production and the sandbox using a template.
B. Use the Match Production Licenses tool.
C. Refresh the sandbox from production.
D. Submit a Salesforce support case.

**Answer:** C

**NEW QUESTION 10**
The sales manager at Universal Containers would like a dashboard to view each of the sales representative's opportunities, accounts, and related cases.
What is a recommended solution?

A. Create a dashboard and add filters for users, opportunities, accounts, and cases.
B. Create an individual dashboard for each sales representative with opportunity, account, and case components.
C. Create a dynamic dashboard and ensure the sales manager has the view My Team's Dashboard permission.
D. Create a dynamic dashboard and add fitters for opportunities, accounts, and cases.

**Answer:** C

**NEW QUESTION 13**
Which feature should the administrator consider that allows for this?

A. A permission set containing the modify all data permission for the Position object.
B. Delegated administration for the Position object
C. Screen Flow using custom metadata types
D. Field accessibility set to editable for the picklists for the Position object.

**Answer:** B

**NEW QUESTION 14**
How can the administrator ensure article managers use specified values for custom article fields?

A. Create a validation rule on the article.
B. Require a field on the page layout.
C. Use field dependencies on article types.
D. Create different article type for different requirements.

**Answer:** C

**NEW QUESTION 15**
Users have been given Read/Write access to product support cases through criteria-based sharing rules. A user's profile only has the Read permission for cases.
What can the user expect regarding their ability to edit product support cases?

A. The user will only be able to edit the cases that they created.
B. The user will only be able to edit cases manually shared with them.

C. The user will be able to edit product support cases.
D. The user will NOT be able to edit product support cases.

**Answer:** D

**NEW QUESTION 16**
What are two considerations an administrator should consider when setting up quotes? Choose 2 answers

A. Discount fields on quotes can be a negative number
B. Quotes can be synced with multiple active quotes
C. Price books must be active in an opportunity before you can create quote for the opportunity
D. When a quote is deleted the related opportunity and products are deleted as well
E. Quote PDF text aligns to the left side of the page instead of the right.

**Answer:** CE

**NEW QUESTION 18**
which two features of Enterprise Territory Management are available in the Salesforce1 mobile app? choose 2 answers

A. Assign an account to a new parent territory.
B. Change a user's list of assigned territories.
C. View a list of assigned territories on the account.
D. Change the assigned territory on an Opportunity record.
E. View a list of territories to which the current user is assigned.

**Answer:** AC

**NEW QUESTION 21**
A sales manager cannot view a contact owned by a salesperson. The salesperson is below the sales manager in the role hierarchy. Why is the sales manager unable to view the contact?

A. Mastered
B. Not Mastered

**Answer:** A

**Explanation:**
Contact sharing settings have grant access using hierarchies unchecked

**NEW QUESTION 26**
Universal Containers created a few new fields on the account object as well as a new section on the page layout in the config sandbox. After positive test results, the administrator created and uploaded a change set with the new fields from the sandbox to production. Unfortunately, the administrator forgot to add the page layout.
Which two options can the administrator take to deploy the page layout? Choose 2 answers.

A. Edit the change set in production to add the new page layout before deploying the change set.
B. Deploy the existing change se
C. create and deploy a new change set containing the page layout.
D. Add the page layout to the existing change set in the sandbox and upload the change set again.
E. Clone the change set in the sandbox, add the new page layout to it and upload to production.

**Answer:** BC

**NEW QUESTION 31**
a sales manager wants to edit the opportunities owned by the sales team. the manager does not have edit access to opportunity object.
What is a recommended solution?

A. Redefine the role hierarchy by enabling " grant access using hierarchies".
B. change the opportunity organization-wide default setting to public Read/Write.
C. Enable team selling on the opportunity object to grant Read/write access.
D. Create a permission set and associate Edit opportunity to the user record.

**Answer:** CD

**NEW QUESTION 34**
A user changes roles from an EMEA sales representative to a US sales representative. How will this impact the ownership-based sharing rules for the user's records?

A. This will affect the ownership of records for standard objects but not custom objects.
B. All of the ownership-based sharing rules are recalculated.
C. None of the ownership-based sharing rules are recalculated.
D. This will only affect ownership-based sharing rules if the user moves up in the role hierarchy.

**Answer:** B

**NEW QUESTION 39**
Universal Containers is implementing a new lead status process and wants to be able to do the following:
- Track leads through five different status values
- Run reports showing the duration a lead spends in each status
- Run full Lifetime reports of a lead from creation to conversion
- Prevent leads from skipping a lead status How can these requirements be met?

A. Use lead history reporting to track changes in the lead status field, and use custom reporting fields to calculate status duratio
B. Use validation rules to prevent status skipping
C. Use custom date fields and workflow rules for each status, and use custom formula fields for calculating duration of a statu
D. Use validation rules to prevent status skipping
E. Use an Apex Trigger to populate custom date fields for each status, and use custom formula fields for calculating duration of each status
F. Use field history tracking on the lead status field to track the duration of each statu
G. Use validation rules to prevent status skipping

**Answer:** A

**NEW QUESTION 43**
Universal Containers categorizes its accounts with one of two status values - Prospect or Customer. The administrator wants to automatically change the value from Prospect to Customer when an opportunity is won. Which two actions should the administrator take to accomplish this? Choose 2 answers

A. Use Visualforce to update the Account Status field.
B. Create an account workflow rule that updates the Account Status field.
C. Create an opportunity workflow rule that updates the Account Status field.
D. Use an Apex trigger to update the Account Status field.

**Answer:** CD

**NEW QUESTION 48**
Universal Containers wants to implement a new entitlement process for premier support accounts. This support includes phone contact with the customer every 24 hours from the time the case is created for as long as it remains open.
How should an administrator configure this requirement?

A. Create an independent milestone
B. Configure an escalation rule
C. Build a sequential milestone
D. Enable milestone tracker

**Answer:** D

**NEW QUESTION 49**
Universal Containers wants to track invoices with a custom object. They want to be able to view any invoices as a related list on the Opportunity record page. Which feature would ensure can view all invoices associated with an Opportunity if the user can view the parent Opportunity record?

A. Field Level Security
B. Master-Detail Relationships
C. Lookup Relationships
D. Sharing Rules

**Answer:** B

**NEW QUESTION 54**
Universal Containers has set up a picklist dependency between region and zone on the Account object. The sales manager has requested that when a user selects a region, a zone must also be selected.
How should this be achieved?

A. Make both picklist fields required at the field level.
B. Create a validation rule using ISBLANK().
C. Set default values for both picklist fields.
D. Make the zone field required on the page layout.

**Answer:** C

**NEW QUESTION 55**
The marketing department at Universal Containers regularly changes the page layout requirements for its customer marketing objects. The VP of Marketing has asked the administrator for permission to configure only these objects. What can the administrator do to meet this request?

A. Grant the VP of Marketing the ability log in as a user who is an administrator.
B. Setup the VP of Marketing as a delegated administrator for the custom marketing objects.
C. Enable Marketing User permission on the user record for the VP of Marketing.
D. Create a custom profile with the Edit permissions on the custom marketing objects and assign to the VP of Marketing

**Answer:** B

**NEW QUESTION 58**
An administrator has been asked to create a report showing all newly created chatter groups by a custom designation divided by the four departments that maintain chatter groups- partners, corporate, practices and solutions.

How can an administrator meet this reporting requirement?

A. Use a bucket in the chatter groups report to categorize the four different department
B. (100%)
C. Use a multi-select picklist field to bucket chatter groups in the report according to department.
D. Create tags for chatter groups and create a summary report for newly created chatter groups.
E. Create a report type for chatter groups and create a summary report for newly- created chatter group.

**Answer:** A

**NEW QUESTION 59**
What are two considerations when setting up Salesforce Content? Choose 2 answers.

A. A validation rule can ensure a description is required for all contributed content.
B. An approval process can ensure that all product-related content is reviewed.
C. The library type determines the size of files that can be contributed to content.
D. The content type determines which fields appear on the content Detail page layout.

**Answer:** AD

**NEW QUESTION 64**
What are two capabilities of Enterprise Territory Management? Choose 2 answers.

A. Prioritize territories to indicate highest priority or lowest priority
B. Territory hierarchy replaces the role hierarchy for sharing
C. The ability to use filter-based opportunity criteria to expand assignment rules
D. The ability to use 20 territories assignment rules per model

**Answer:** BC

**NEW QUESTION 66**
Universal Containers would like applicants to apply for multiple positions, tracking how many applicants have applied and how many positions each individual applicant has applied for. To do this, the administrator will create a Job Application junction object between Applicant and Position objects. Why will this action meet the requirement ?

A. A lookup relationship on the Applicant object with Position as the master provides rollup summary fields without code.
B. The junction object allows the administrator to add a workflow rule to update fields on the Position and Applicant objects.
C. The junction object allows a many-to-many relationship and also roll-up summary fields on the parent objects.
D. The Job Application object as a master to Positions and Applicant objects will allow rollup summary fields on the Positions and Applicant objects.

**Answer:** C

**NEW QUESTION 71**
Universal containers is implementing a time recording system in salesforce.
Employees are required to record their time in a work log custom objectagainst either an opportunity or a case.
The company wants to see total hours worked on an opportunity or a case. which type of relationship field should an administrator use to relate the work log to the opportunity or case?

A. Hierarchical.
B. Lookup.
C. Master-detail.
D. Junction

**Answer:** D

**NEW QUESTION 72**
An administrator has been asked to create a replica of the production organization. The requirement states that existing fields, page layouts, record types, objects, and data contained in the fields and objects need to be available in the replica organization. How can the administrator meet the requirement?

A. Create a metadata sandbox
B. Create a Full Sandbox
C. Create a configuration-only Sandbox
D. Create a developer sandbox

**Answer:** B

**NEW QUESTION 77**
a salesforce user has created a lightning report that lists all customer support cases. other users can change the date range but are NOT allowed to changed case statuses.
how can the report creator configure the report to meet these requirements?

A. Save the report in public folder and lock the status filter on the report.
B. Save the report in public folder and grant Read Only access to the folder.
C. Save the report in private folder and lock the status filter on the report.
D. Save the report in private folder and grant Read Only access to the folder.

**Answer:** D

**NEW QUESTION 80**
A sales manager cannot view a contact owned by a salesperson. The salesperson is below the sales manager in the role hierarchy. Why can't the sales manager view the contact?

A. The contact has not been manually shared with the manager.
B. Contact sharing settings have Grant Access Using Hierarchies unchecked.
C. Contact sharing settings are Private.
D. The contact is not linked to an account.

**Answer:** D

**NEW QUESTION 81**
When an opportunity with a least one opportunity product close wins, Universal Containers requires that an Invoice record be created with Invoice_Line_item_c records for each Product on the Opportunity.
How should an administrator implement this request?

A. Use a custom button on the Opportunity.
B. Use an Opportunity Approval process.
C. Use an Opportunity that calls a Flow
D. Use Einstein Next Best Actions.

**Answer:** D

**NEW QUESTION 85**
Universal Containers has a workflow rule that sends and email alert to the VP of Sales when a large deal is won. The VP is reporting that these emails are not being delivered. Which two tools should be used to determine the problem?

A. System audit trail
B. Debug logo
C. Email log
D. Workflow monitor

**Answer:** BC

**NEW QUESTION 88**
When the delete permission is selected in a muting permission set, which other permission is automatically muted?

A. Modify All Records
B. View Al Data
C. New Al Records
D. Modify All Data

**Answer:** A

**NEW QUESTION 89**
Which three are capabilities of Collaborative Forecasting?

A. Rename categories
B. Forecast using opportunity splits
C. Overlay quota
D. Add categories
E. Select a default forecast currency setting

**Answer:** ABE

**NEW QUESTION 94**
An administrator wants to allow users who are creating leads to have access to the find duplicates button. Which lead object-level permission will the administrator need to provide to these users?

A. Merge
B. View All
C. Delete
D. Read and Edit

**Answer:** C

**NEW QUESTION 97**
Universal Containers uses Salesforce Knowledge and has defined its category groups based on the regions of Europe, of Americas, Africa, and Asia. The administrator needs to restrict visibility of each category to the sales representatives within each region. How should the administrator control access to these category groups?

A. Add custom category groups to the profiles assigned to the sales users.
B. Modify object settings for the category groups on the sales users profiles.
C. Add custom category groups to the roles assigned to the sales users.
D. Add or remove sales users from a public group with access to the category groups.

**Answer:** C

**NEW QUESTION 98**
At Universal Containers, Organization-Wide Defaults (OWD) for Cases has been set to Public Read Only. A custom object calls Audits has a master-detail relationship to the Case object. Audit records should be accessible by the members of the Oversight Team only. A Public Group for the Oversight Team has been created.
What two next steps should the administrator tale to meet this requirement?

A. Build a permission set with create, read, and edit Audits selected and assign it to the individual public group members.
B. Set OWD to private for Cases and assign the public group a role Support Users in the hierarchy.
C. Create a sharing rule that gives the public group Read/Write access to Audits.
D. Remove create, read, edit and delete permissions to the Audits object for all profiles.

**Answer:** AB

**NEW QUESTION 102**
Which two results can be expected it an administrator uses Data Loader to transfer ownership of account records? Choose 2 Answers.

A. All manual sharing is removed from the records that are transferred.
B. All account teams are removed from the records that are transferred.
C. All ownership-based sharing rules for the records are recalculated.
D. All new owners are automatically notified of their new account ownership.

**Answer:** AD

**NEW QUESTION 105**
the vp of sales noticed that sales representatives are extending their close dates to the future on their opportunities.
how can the sales managers determine how many times close dates are being changed? choose 2

A. have a developer create an apex trigger to update a count field when a change to the close date field has been made.
B. use workflow to update a count field when the close date field has changed using the criteria ISCHANGED(closedate).
C. Add a formula field on the page layout of the opportunity with the default value set to PRIORVALUE(close date).
D. use workflow to update a count field when the close date field has changed using the criteria closedate> PRIORVALUE(closedate)

**Answer:** BD

**NEW QUESTION 109**
The VP of Marketing is launching campaigns in each region to target accounts that do not have open opportunities. What reporting solution can an administrator set up to assist with this?

A. Standard Filter
B. Cross Filter
C. Reporting snapshot
D. Joined report

**Answer:** B

**NEW QUESTION 111**
Universal Containers wants to allow community visitors to submit support cases without logging into the community.
Which two features are required to implement this request? Choose 2 answers

A. Case assignment rules
B. Case feed actions
C. web-to-case
D. New case quick action

**Answer:** CD

**NEW QUESTION 114**
Universal Containers has implemented a custom process related to products. They have a custom object called Draft Product. Once a Draft Product is approved, automation is needed to create a new Product record and delete the original Draft Product record.
Which two options would meet this requirement? Choose 2 answers

A. Flow that calls a Process Builder
B. Process Builder that calls Apex
C. Process Builder that calls a Flow
D. Process Builder that calls a workflow Rule

**Answer:** BC

**NEW QUESTION 115**
UC has engaged a developer to create a custom Apex Rest service that is used by external systems to manipulate data in salesforce.
which two methods can the administrator use to grant permission to use the Apex Rest service to the users of the external systems? choose 2 answers

A. Update the profile for the external systems to include access to the Remote site settings that correspond to the apex Rest services.

B. Create a permission set that grants the API enabled administrative permission, and assign it to the users for the external systems.
C. Create a Connected App and a new permission set to grant access to the Apex Rest service
D. Assign the permission set to the users for the external systems.
E. create a permission set that grants access to the apex classes and grants the use apex Rest services permission and assign it to the users for the externalsystems.

**Answer:** AC

**NEW QUESTION 117**
A sales manager is receiving an "insufficient privileges" error when viewing a contact. The contact owner is under the manager in the role hierarchy. What is the reason the sales manager is not able to view the contact?

A. The contact owner has not selected the option to share contacts with others in the role hierarchy.
B. The contact sharing settings are private, so access to the record is limited to the contact owner and system administrator.
C. The account sharing settings are controlled by the parent, and the account owner is not under the sales manger's role.
D. The contact sharing settings are controlled by the parent, and the account owner is not under the sales manager's role.

**Answer:** B

**NEW QUESTION 122**
Universal containers is using a web-to-lead from to collect contact information on people interested in its product and wants to ensure that these leads are contacted in a timely manner. The following actions are required:
send the lead an email with appropriate product information, depending on which product was selected on the web-to-lead form
Assign the appropriate salesperson to be the lead owner, depending on the product selected
create a task for the salesperson to follow up with the lead.
At a minimum, which combination of salesforce automation tools will be required to meet these requirement?

A. lead assignment rule and publisher action.
B. Lead assignment rule, auto response rule and workflow rules
C. Lead assignment rule and auto response rule.
D. Lead assignment rule and workflow rule

**Answer:** B

**NEW QUESTION 123**
Universal Containers wants to use Salesforce as part of their recruiting process. They need to track applicants and positions. Applicants should be able to apply for multiple positions. There should be a field on both the position and applicant records that sums the number of applications for each candidate.
How should an administrator define an application object to meet these requirements?

A. Create master-detail fields on the application object to both the position and applicant.
B. Create lookup fields on the application object to both the position and applicant.
C. Create a lookup field on both the position and applicant to the application.
D. Create a master-detail field on both the position and applicant to the application.

**Answer:** D

**NEW QUESTION 126**
A sales manager would like access to the following:
All closed/won opportunities in the last six months for each account the manager owns. All cases created within the last six months for each account the manager owns.
What can the administrator create to meet these requirements ?

A. Create a custom report type to combine the data into a single report.
B. Create a single report using the Joined Reports feature.
C. Create an Account report and add Opportunity and Case cross filters.
D. Create an Account report that groups by both opportunities and cases.

**Answer:** C

**NEW QUESTION 129**
What should an administrator consider when enabling territory management? choose 3

A. It is permanent and cannot be disabled.(100%)
B. Users can only be a member of one territory at a time.
C. Territory hierarchy must match the organization's role hierarchy.
D. It limits the type of forecasting that can be used.(100%)
E. Sharing for accounts,contacts, opportunities and cases is impacted.(100%)

**Answer:** ADE

**NEW QUESTION 133**
The marketing department at universal containers regularly changes the page layout requirements for its custom marketing objects. The VP of Marketing has asked the administrator for permission to configure only these objects.
What can the administrator do to meet this request?

A. Enable the marketing user permission on the user recrord for the VP of Marketing
B. Create a custom profile with edit permission on the custom marketing objects and assign to the VP of marketing.

C. Set up the VP of Marketing as a delegated administrator for the custom marketing objects.
D. Grant the VP of marketing the ability to log in as a user who is a system administrator.

**Answer:** B

**NEW QUESTION 136**
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