



Salesforce

Exam Questions Advanced-Administrator

Salesforce Certified Advanced Administrator (SP19)

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NEW QUESTION 1

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 2

The administrator at Universal Containers has been asked to create an account management dashboard displaying opportunities and activities for each of its top five clients.

Which dashboard feature should the Administrator use to meet this requirement?

- A. Dashboard Filter
- B. Joined reports on a dashboard
- C. Dynamic dashboard
- D. Matrix reports on a dashboard

Answer: D

NEW QUESTION 3

Universal Containers suspects a user is logging in as other users and editing Account records without their approval.

Where would an administrator go to verify who is logging in as other users?

- A. Users Login History
- B. Setup Audit Trail
- C. History Tracking on the Account
- D. Debug Logs

Answer: B

NEW QUESTION 4

Cloud Kicks wants to understand the implications of archived Activities.

Which two considerations should an administrator communicate regarding archived Activities? Choose 2 answers

- A. Archived activities are deleted after 365 days.
- B. Closed tasks created more than 365 days ago with no due data are archived.
- C. Events that ended more than 365 days ago are archived.
- D. Events created more than 365 days ago are archived.

Answer: AD

NEW QUESTION 5

After an Administrator has refreshed a sandbox, what behavior should users expect to see in the sandbox?

- A. All new data since the last refresh will be added to the existing information in the sandbox
- B. Metadata changes since the last refresh will be added to the existing information in the sandbox
- C. Users in the sandbox that do not exist in production will no longer exist in the sandbox.
- D. Users in production will now be able to receive emails sent out from the sandbox.

Answer: A

NEW QUESTION 6

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 7

Universal Containers has a Positions object that represents job Positions and a Applications object that represent people that have applied to the position. The Job Application object has a lookup to position. They want to run a report that shows all Positions that do NOT have any child job Applications.

Which solution would meet the requirements?

- A. Use a custom report type that only displays job Application without Positions.
- B. Use the standard Job Application with Position report type.
- C. Use the standard Position report type with a cross filters.
- D. Use the standard Position without job Application report type.

Answer: A

NEW QUESTION 8

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 9

When a sales rep at Northern Trail tiers to submit a discount request on an opportunity they receive an error: Which two consideration would cause this error?

- A. This field updated is on a cross-object.
- B. The approval process is assigned to a queue.
- C. A validation rule prevents the field update
- D. The approval assigned in the process is inactive

Answer: CD

NEW QUESTION 10

Universal containers wants a summary report that displays the percentage 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 10

A custom object was created at Universal Containers to store information employees will need for their annual reviews. Only the employee should be able to access their records. The administrator has set Organization-Wide Defaults to private for the object. These records are accessible by the employee's manager. What additional step should be taken to remove the manager's access to these records?

- A. Uncheck the manual sharing for the custom object on each profile.
- B. Uncheck grant access using hierarchies in sharing settings.
- C. Remove access to the custom object on the manager's profile.
- D. Recalculate the sharing rules in sharing settings.

Answer: D

NEW QUESTION 12

Universal Containers wants to ensure that the following opportunity fields are present on each record at the negotiation/review or won stages:
Amount (Currency) is populated.
The Ready to Close (Checkbox) must also be true.
Which validation rule error condition should the administrator configure to meet these requirements?

- A. Option A
- B. Option B
- C. Option C
- D. Option D

Answer: C

NEW QUESTION 15

Users report they are getting an Apex trigger error when they try to save a specific Account record. How could an administrator collect more information about the processing for that record?

- A. Enable debug Logging for the user.
- B. Activate debug logging for the Apex trigger.
- C. Review the Setup Audit Trail
- D. Create a Flow with a fault connector.

Answer: C

NEW QUESTION 18

AW Computing uses a private sharing model for cases. A select group of five users need read/write access to all cases with a specific record type. Of these users, one is assigned the Support Manager profile and four are assigned the Support Representative profile. How can the administrator meet this requirement?

- A. Create a public group for the users and a custom parent case record with the record type; share this case by record owner.
- B. Create a public group for the users and use criteria-based sharing rules to share cases with the record type to that group.
- C. Modify the Support Manager and Support Representative profiles to View All Data access on all cases with the record type.
- D. Create a new profile for the five users with View All Data access; remove access to the record type from all other profiles.

Answer: D

NEW QUESTION 22

How can an administrator meet this requirement? Choose 2 answers

- A. Add the Related Content related list to the page layout for the associated object
- B. Select the 'Restrict the content types available in the library' checkbox.
- C. Add the default content type to the selected Content Types list.
- D. Add members to the library who are users or members of public groups.

Answer: BD

NEW QUESTION 25

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 a dynamic dashboard and add filters for opportunities, accounts and cases.
- C. Create a dynamic dashboard and insure the sales manager has the "View My Team's Dashboard" permission.
- D. Create an individual dashboard for each sales representative with opportunity, account, and case components.

Answer: C

NEW QUESTION 28

Universal Containers wants to implement a recruiting application using an application custom and a position custom object. Each position record may have many applications associated with it.

What solution should the administrator recommend to ensure applications are retained even if the position is removed?

- A. Create a master-detail field on Position.
- B. Create a lookup field on Applicant.
- C. Create a lookup field on Position.
- D. Create a master-detail field on Applicant

Answer: B

NEW QUESTION 30

U.C wants to archive cases that have been closed for two or more years. the cases need to be revoved from salesforce and be available to be loaded into loaded into the company's data warehouse.

how can the administrator automate this process? choose 2

- A. use an Appexchange product
- B. schedule the data export service.
- C. enable the case archied feature.
- D. use the apex dataloader

Answer: AD

NEW QUESTION 35

What should an administrator consider when setting up salesforce entitlements? choose 2

- A. The service level agreements related list on a case gives support agents access to contract details.
- B. Salesforce entitlements require service cloud user feature licensing.
- C. Salesforce entitlements require an entitlement process with milestones and milestone actions.
- D. The entitlement model dictates the level of detail for the entitlement process.

Answer: AC

NEW QUESTION 37

Universal Containers is making some territory changes. In preparation for this the current lead owners have been asked to clean their lead data. Validation rules have been created to ensure that the data cleanup has occurred. The administrator is ready to transfer leads to the new owners. Which feature can be used to transfer the records and also ensure that the validation rules are triggered? Choose 2

- A. Use the change owner list button from a list view to transfer multiple leads at one time.
- B. Use the mass transfer - transfer leads feature to transfer ownership of multiple leads
- C. Use the data loader to transfer ownership of all leads involved in the territory changes.
- D. Use the change owner link on the detail record to transfer ownership one lead at a time

Answer: C

NEW QUESTION 38

Universal Containers uses a custom object to track resources called Supply Items with a lookup to Accounts. The Supply Items records should only be visible by users that own the Account records. What sharing setting provides the correct visibility?

- A. Public Read Only
- B. Private
- C. Controlled by Parent
- D. Public Read/Write/Transfer

Answer: C

NEW QUESTION 42

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 47

The VP of sales wants to require that the next step field is always updated when an opportunity stage is changed. How can this process be automated?

- A. Create a validation rule with the following formula: AND(ISCHANGED(StageName),NOT(ISCHANGED(NextStep))).
- B. Create a workflow rule with the following formula: AND(ISCHANGED(StageName),NOT(ISCHANGED(NextStep)))
- C. Create a validation rule with the following formula: AND(ISCHANGED(ISPICKVAL(StageName)),NOT(ISCHANGED(NextStep))).
- D. Create a workflow rule with the following formula: AND(ISCHANGED(ISPICKVAL(StageName)),ISCHANGED(NextStep)).

Answer: D

NEW QUESTION 51

Universal Containers wants to track expense reports and expense line items. Values from expense line item records need to be aggregated and displayed on the expense record. What type of relationship should an administrator use to ensure that expense line items can be aggregated?

- A. Roll-up summary
- B. Lookup
- C. Hierarchical
- D. Master-detail

Answer: D

NEW QUESTION 52

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 55

Which two types of data should a sales representative access from the Forecasts tab when using Collaborative Forecasts?
Choose 2 answers.

- A. Opportunities that make up each forecast amount
- B. Forecast amount for each opportunity stage
- C. Forecast amount for each forecast category
- D. Forecast amount for other representatives on their team

Answer: BC

NEW QUESTION 59

What should an administrator consider when setting up and maintaining salesforce knowledge? choose 3

- A. Data category visibility is assigned through roles and profiles.
- B. Enabling knowledge on a user record requires licensing.
- C. Article version numbers must be assigned by a knowledge manager for tracking.
- D. solution category browsing must be enabled in solution settings.
- E. knowledge settings must be configured to allow users to create an article from a case

Answer: ABE

NEW QUESTION 62

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 63

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 67

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 set
- 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 69

Which two values roll up the hierarchy to the manager for Collaborative Forecasting? Choose 2 answers.

- A. Expected revenue
- B. Product quantity
- C. Quota amount
- D. Opportunity amount

Answer: D

NEW QUESTION 73

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 75

The administrator of universal containers is testing an approval process in a refreshed developer pro sandbox and is finding that none of the notification emails are being sent to the approvers.

What could be the cause of this? choose 2

- A. The Deliverability Access Level setting is incorrect.
- B. Workflow emails only work in full sandboxes.
- C. HTML templates are not available in sandboxes.
- D. The email addresses for the users are incorrect

Answer: BC

NEW QUESTION 78

A sales manager would like a report of accounts with no closed/won opportunities in the last year. How can this requirement be met?

- A. Create a joined report using the Accounts report type and the Opportunities report types.
- B. Create a tabular report using the Account report type and add a cross filter using Opportunities.
- C. Create a customer report type for Accounts without Opportunities.
- D. Create a summary report using the Accounts report type with a formula field for opportunity count.

Answer: A

NEW QUESTION 80

Sales management wants a small subset of users with different profiles and roles to be able to view all data for compliance purposes. How can an administrator meet this requirement?

- A. Assign delegated administrator to the subset of users to View All Data.
- B. Create a new profile and role for the subset of users with the View All Data permission.
- C. Enable the View All Data permission for the roles of the subset of users.
- D. Create a permission set with the View All Data permission for the subset of users.

Answer: D

NEW QUESTION 82

What type of data can be migrated between environments using change sets? Choose 2 answers

- A. Account team roles
- B. Custom fields
- C. Field type changes
- D. Email templates

Answer: BD

NEW QUESTION 85

Universal Containers has four sales regions: North America, APAC, EMEA, and LATAM. Each sales region is led by a VP of Sales. Each of the VPs wants to have a dashboard emailed to them every Monday morning that contains components with only the data for their region. How can an administrator meet this requirement?

- A. Create a reporting snapshot and check the dashboard option, scheduled to be delivered on Monday mornings.
- B. Create one dashboard that includes a filter for each region, scheduled to be delivered on Monday mornings.
- C. Create a separate dashboard with data specific to each sales VP, scheduled to be delivered on Monday mornings.
- D. Create one dashboard using Visualforce to create a filter, scheduled to be delivered on Monday mornings.

Answer: C

NEW QUESTION 89

Universal containers is making some territory changes. In preparation for this the current lead owners have been asked to clean their lead data. validation rules have been created to ensure that the data cleanup has occurred. the administrator is ready to transfer leads to the new owners. which feature can be used to transfer the records and also ensure that the validation rules are triggered? choose2

- A. use the change owner list button from a list view to transfer multiple leads at one time.
- B. use the mass transfer - transfer leads feature to transfer ownership of multiple leads
- C. use the data loader to transfer ownership of all leads involved in the territory changes.
- D. use the change owner link on the detail record to transfer ownership one lead at a time

Answer: AC

NEW QUESTION 90

An Administrator has been asked to grant read, create and edit access to the product object for users who currently have the standard marketing user profile. Which two approaches could be used to meet this request? Choose 2 answers.

- A. Change the access levels in the marketing user standard profile to read, create and edit for the product object
- B. Create a permission set with read, create and edit access for the product object and assign it to the marketing users
- C. Create a permission set with read and write access for the product object and assign it to the marketing users
- D. Create a new profile for the marketing users and change the access levels to read, create and edit for the product object

Answer: BD

NEW QUESTION 92

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 93

Which two values roll up the Hierarchy to the manager for both Customizable and Collaborative Forecasts? Choose 2 answers

- A. Expected revenue
- B. Product quantity
- C. Opportunity amount
- D. Quota amount

Answer: CD

NEW QUESTION 94

Universal Containers would like to ensure that when an opportunity stage is closed lost the reason is captured in a custom reason lost field before the record can be saved.

What is the recommended approach to meet this requirement?

- A. Create a trigger that requires reason lost to be populated once the opportunity stage is closed lost.
- B. Create a workflow rule that fires on the closed lost stage and populates the reason lost field.
- C. Create a page layout for closed lost opportunities and make reason lost a required field.
- D. Create a validation rule that requires reason lost to be populated once the opportunity stage is closed lost.

Answer: D

NEW QUESTION 98

What is the correct order of steps to follow when working with inbound change sets?

- A. Deploy, validate, Monitor
- B. Validate, Deploy, Monitor
- C. Deploy, Monitor, Validate
- D. Monitor, Deploy, Validate

Answer: B

NEW QUESTION 103

an administrator wants to report on activities related to a specific account over the past 18 months but some of these activities have been archived. how can the administrator obtain a report with the correct data? choose 3

- A. Restore archived activities from the activity archive object.
- B. open a case with support to extend archived days.
- C. Export archived activities using the data loader.
- D. use the weekly data export to obtain the archived activities.

Answer: C

NEW QUESTION 108

The administrator at Universal Containers wants to improve data quality by ensuring that all accounts have a billing State/Province based upon the Billing Postal Code for that account. Which two solutions can meet this requirement?

Choose 2 answers.

- A. Use a validation rule to do a VLOOKUP of the Billing Postal Code to a custom object that maps postal codes to states/provinces.
- B. Use a trigger that populates Billing State/Province based on a custom object that maps postal codes to states/provinces.
- C. Use a workflow rule that populates Billing State/Province based on a custom object that maps postal codes to states/provinces.
- D. Use a validation rule to do a HLOOKUP of the Billing Postal Code to a custom object that maps postal codes to states/provinces.

Answer: AB

NEW QUESTION 109

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 111

Which two processing steps are triggered when reassigning Account owners using the Mass Transfer tool? Choose 2 answers

- A. Manual sharing is updated to reflect the new Owner
- B. Only Owner-based sharing rules are recalculated.
- C. All manual sharing is removed from the Accounts
- D. All Account sharing rules are recalculated.

Answer: AD

NEW QUESTION 112

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 114

Which Value rolls up the hierarchy to the manager for Collaborative Forecasts?

- A. Expected revenue
- B. Product quantity
- C. Quota amount
- D. Opportunity amount

Answer: D

NEW QUESTION 116

The support manager at Universal Containers wants a dashboard that shows the number of cases that remain open as of 5:00 p.m. each day. Which type of report should be used in the dashboard component?

- A. Report based on a reporting snapshot that runs daily at 5:00 p.m.
- B. Report based on custom report type using cases and business hours.
- C. Custom summary report where unit equals business hours.
- D. Standard case lifecycle report where unit equals business hours.

Answer: C

NEW QUESTION 120

Sales management wants to enforce a process in which the name of an account is always included in the name of an opportunity. How can automation be used to help meet this requirement?

- A. Use approval process that routes newly created opportunities to management for data quality review.
- B. Use an Apex Trigger on the Account object that adds the account name to the opportunity name.
- C. Write a criteria-based workflow rule that updates the opportunity name concatenated with the account name.
- D. Write a validation rule that updates the opportunity name with the account name using a cross-object formula.

Answer: C

NEW QUESTION 124

When a lookup relationship is created between two objects, which three options can the administrator select to help manage situations when a lookup record is deleted? Choose 3 answers.

- A. Prompt the user to enter another record to resolve the lookup relationship.
- B. Do not allow deletion of a lookup record that is part of a lookup relationship.
- C. Notify the record owner.
- D. Delete the related record also.
- E. Clear the value of the lookup field.

Answer: BDE

NEW QUESTION 128

What are two capabilities of Salesforce Customer Community members? Choose 2 answers.

- A. Their reputation levels must be the same across all communities of which they are members.
- B. They use the ideas tab to submit, comment on, and vote for ideas.
- C. They must belong to a company's internal community to participate in Chatter collaboration.
- D. They find crowdsourced answers and Knowledge articles to resolve a support issue.

Answer: BC

NEW QUESTION 129

Sales representatives are reporting trouble syncing quotes with their related opportunities. What is a possible explanation for this problem? Choose two

- A. The attached currency is no longer active.
- B. The quote contains an archived list price.
- C. The quote is attached to a closed opportunity.
- D. The user does not have Edit permissions on the quote.

Answer: A

NEW QUESTION 131

The administrator at Universal Containers needs to convert a lookup relationship to a master-detail relationship. what should the administrator verify to ensure that the conversion is successful?

- A. The lookup field is required on the child object.
- B. No roll-up summaries exist on the lookup object.
- C. The owner is the same for all related records
- D. The lookup field in all records contains a value.

Answer: D

NEW QUESTION 133

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 136

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 140

Universal Containers wants to convert a lookup relationship to a master detail relationship. What action should the administrator take prior to converting the relationship?

- A. Ensure all existing records have a value in the current lookup field.
- B. Remove roll-up summary fields on the parent prior to changing the field type.
- C. Delete the current lookup field before adding the new master-detail field.
- D. Select the allow re-parenting option on the master-detail relationship field.

Answer: A

NEW QUESTION 142

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 146

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 record 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 151

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