# Salesforce

## Exam Questions ADM-201

Administration Essentials for New Admins

**NEW QUESTION 1**
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 2**
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 3**
An administrator at Universal Containers has been asked to prevent users from accessing Salesforce from outside of their network.
What are two considerations for this configuration? Choose 2 answers

A. IP address restrictions are set on the profile or globally for the org.
B. Assign single sign-on to a permission set to allow users to log in when outside the network.
C. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.
D. Restrict U2F Security Keys on the user's profile to enforce login hours.

**Answer:** AC

**Explanation:**
Two considerations for preventing users from accessing Salesforce from outside of their network are:
? IP address restrictions are set on the profile or globally for the org, which limit login access based on IP ranges specified by an administrator
? Restrict U2F Security Keys on the user's profile to enforce login hours, which require users to use security keys during certain hours of day Assigning single sign-on to a permission set or enforcing Login IP Ranges on Every Request will not prevent users from accessing Salesforce from outside of their network. References: https://help.salesforce.com/s/articleView?id=sf.security_networkaccess.htm&type= 5
https://help.salesforce.com/s/articleView?id=sf.security_keys_restrict.htm&type=5

**NEW QUESTION 4**
Dreamhouse Reality just announced its new home concierge offering. This product is unlike anything the company has offered in the past and follows a different business model. What Should the administrator Configure to meet this requirement?

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

**Answer:** C

**Explanation:**
A sales process is a set of stagesthat an opportunity goes through as it moves from creation to close. It can be customized by administrators to match different business models or product lines within an org. Creating a new sales process can help Dreamhouse Realty define a different set of stages for its new home concierge offering that is unlike anything the company has offered in the past and follows a different business model. Creating a quick action, a new approval process, or a new opportunity product are not solutions for creating a customized sales process; they are used for different purposes such as creating records, approving records, or adding products to opportunities.References:https://help.salesforce.com/s/articleView?id=sf.customize_salesprocess.htm&type=5

**NEW QUESTION 5**
Universal Containers administrator has been asked to create a many-to-many relationship between two existing custom objects.
Which two steps should the administrator take when enabling themany-to-many relationship?
Choose 2 answers

A. Create a junction with a custom object.
B. Create two master detail relationships on the new object.
C. Create two lookup relationships on the new object.
D. Create URL fields on a custom object.

**Answer:** AB

**Explanation:**
To create a many-to-many relationship between two existing custom objects, the administrator needs to create a junction object that has two master-detail relationships, one to each of the custom objects. This will allow each record of one object to be linked to multiple records from another object and vice versa.References:https://help.salesforce.com/s/articleView?id=sf.relationships_manytoman y.htm&type=5

**NEW QUESTION 6**
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 7**
Cloud Kicks generates leads for its different product categories (shoes, apparel, and accessories) through many different sources. While some lead sources are used for all three categories, other lead sources are specific to a single category. The VP of marketing requests that only the proper lead sources be displayed based on the product category chosen.
How should the administrator configure Salesforce to meet this requirement?

A. Create a page layout for each category and filter the Lead Source field based on category.
B. Create a dependency between the Product Category field and Lead Source field.
C. Create business processes and record types for each of the three product categories.
D. Create a single business process, then create record types for each product category.

**Answer:** B

**Explanation:**
To display only the proper leadsources based on the product category chosen, an administrator should create a dependency between the Product Category field and Lead Source field on Lead object. A dependency is a relationship between two picklist fields that restricts the values available in one picklist based on the value selected in another picklist. For example, an administrator can create a dependency that shows only Online Store and Social Media as lead sources if Product Category is Shoes, but shows only Trade Show and Magazine as lead sources if Product Category is Apparel. Creating a page layout for each category, creating business processes and record types for each category, or creating a single business process with record types for each category will not display only the proper lead sources based on the product category chosen.References:https://help.salesforce.com/s/articleView?id=sf.customize_dependent.h tm&type=5

**NEW QUESTION 8**
An administrator at Universal Containers needs a simple way to trigger an alert to the director of sales when opportunities reach an amount of $500,000.
What should the administrator configure to meet this requirement?

A. Set up Big Deal Alerts for the amount.
B. Enable Opportunity Update Reminders
C. Opportunity warning in Kanban View.
D. Key Deals component on the homepage

**Answer:** A

**Explanation:**
Big Deal Alerts allow you to notify users when an opportunity reaches a certain amount or probability.
References: https://help.salesforce.com/s/articleView?id=sf.forecasts3_big_deal_alerts.htm&type=5

**NEW QUESTION 9**
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 10**
An administrator Creates a custom text area field on the Account object and adds it to the service team's page layout. The services team manager loves the addition of this field and wants it to appear in the highlights panel so that the services reps can quickly find it when on the Account Page
How should the administrator accomplish this?

A. Create a new page layout and a new section titled highlights panel.
B. In the Account object manager, create a custom compact layout.
C. From the page layout editor, drag the field to the highlights panel.
D. Make the field required and move it to the top of the page.

**Answer:** B

**Explanation:**
Compact layouts determine which fields appear in the highlights panel on record pages and in the Salesforce mobile app. To create a custom compact layout, go to the Account object manager and select Compact Layouts from the sidebar menu. Then click New and add the desired fields to the layout.References: https://help.salesforce.com/s/articleView?id=sf.compact_layouts_create.htm&type=5

**NEW QUESTION 10**
New Leads needs to be routed to the correct sales person based on the lead address. How should the administrator configure this requirement?

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

**Answer:** B

**Explanation:**
Toroute new leads to the correct sales person based on the lead address, the administrator should use lead assignment rules that specify criteria based on lead fields such as City, State/Province, or Country, and assign leads that match those criteria to
queues or users. Lead assignment rules can be triggered automatically when leads are created or manually by users. Creating a formula field, assigning with an escalation rule, or configuring a validation rule will not route leads to sales people.References:https://help.salesforce.com/s/articleView?id=sf.leads_assignment_rules
.htm&type=5

**NEW QUESTION 11**
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 16**
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 21**

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 25**
Northern Trail Outfitters wants emails received from customers to generate cases automatically.
How should the administrator ensure that the emails are sent to the correct queue?

A. Utilize a flow to identify the correct queue and assign the case.
B. Use a custom email services to set the owner of the case upon creation.
C. Create an Escalation Rules to send cases to the correct queue.
D. Configure Email-to-Case so emails are delivered to the correct queue

**Answer:** D

**Explanation:**
Email-to-Case allows administrators to set up routing addresses that automatically create cases from incoming emails and assign them to queues based on predefined criteria. This way, emails from customers can generate cases automatically and be sent to the correct queue. A flow is a tool for building automated processes, but it is not designed for email routing. A custom email service is a way to process inbound emails using Apex code, but it requires coding skills and is more complex than Email-to-Case. Anescalation rule is a way to escalate cases based on certain conditions, but it does not create cases from emails or assign them to queues.References:https://help.salesforce.com/s/articleView?id=sf.customize_email2case. htm&type=5

**NEW QUESTION 30**
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 31**
The administrator at cloud kicks has been ask to change the company's Shoe style field to prevent users from selecting more than one style on a record.
Which two steps should an administrator do to accomplish this? Choose 2 answers

A. Reactivate the appropriate Shoe Style values after the field type changes.
B. Select the "Choose only one value "checkbox on the pick list field.
C. Back-up the Shoe Style values in existing records.
D. Change the field type from a multi-select picklist field to a picklist field.

**Answer:** BD

**Explanation:**
To prevent usersfrom selecting more than one value on a picklist field, the administrator needs to change the field type from a multi-select picklist to a regular picklist, and select the "Choose only one value" checkbox on the field definition page. This will ensure that only one value can be selected on the record page and in reports and filters.References:https://help.salesforce.com/s/articleView?id=sf.customize_picklists.htm&t ype=5

**NEW QUESTION 35**
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 39**
An Administrator wants to trigger afollow-up task for the opportunity owner when they close an
opportunity as won and another task after 60 days to check in with the customer. which two automation tools should the administrator use?
Choose 2 answers

A. process builder
B. workflow Rule
C. Field Update
D. Outbound Message

**Answer:** AC

**Explanation:**
Process builder can be used to create a record-triggered flow that executes when an opportunity is closed as won and creates a follow-up task for the owner. Field update can be used to update a date field on the opportunity that can be referenced by a time-dependent workflow rule to create another task after 60 days.
References: https://help.salesforce.com/s/articleView?id=sf.process_which_tool.htm&type=5https://help.
salesforce.com/s/articleView?id=sf.workflow_time_action_considerations.htm&type=5

**NEW QUESTION 40**
At universal Containers, users would like to be able to share Salesforce records with other members of their team, while collaborating around general topics as well.
Which are two considerations for enabling this functionality? Choose 2 answers

A. Collaboration groups are created automatically for every department.
B. Object layouts should be configured to include the groups related list.
C. The Add Record action must be configured in the group publisher.
D. An administrator needs to create a group to enable record sharing

**Answer:** BC

**Explanation:**
To enable record sharing and collaboration with groups, you need to add the groups related list to the object layouts and configure the Add Record action in the group publisher.
References: https://help.salesforce.com/s/articleView?id=sf.collab_groups_records.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.collab_groups_record_actions.htm&type=5

**NEW QUESTION 45**
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 49**
The DreamHouse Realty team has a master-detail relationship set up with open house as the
parent object and visitors as the child object.
What type of field should the administrator add to the openhouse object to track number of visitors?

A. Roll-up Summary.
B. Multi-select Picklist
C. Cross-object formula field
D. Indirect lookup

**Answer:** A

**Explanation:**
A roll-up summary field is a type of field that calculates values from related records, such as the count of child records or the sum of a field on child records. In this case, the administrator can add a roll-up summary field to the open house object to track the number of visitors by counting the child records on the visitors object.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_su
mmary_fields.htm&type=5

**NEW QUESTION 53**
Universal Containers requires that when an Opportunity is closed won, all other open opportunities on the same account must be marked as closed lost.
Which automation solution should an administrator use to implement this request?

A. Quick Action
B. Workflow Rule
C. Flow Builder
D. Outbound Message

**Answer:** C

**Explanation:**
Flow Builder allows you tocreate an automated business process that can update records based on certain criteria. You can use a scheduled flow to run once a week and count the number of open cases related to an account.
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 58**
Ursa Major classifies its accounts as Silver, Gold, or Platinum Level. When a new case is created for a Silver or Gold partner, it should to the Regular Support Queue. When an account is Platinum Level, it should automatically go to the Priority Support Queue.
What should the administrator use to achieve this?

A. Assignment Rules
B. Case Rules
C. Workflow Rules
D. Escalation Rules

**Answer:** A

**Explanation:**
Assignment rules are tools that allow administrators to automatically route records to users or queues based on certain criteria. For example, an assignment 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 59**
What will happen to the Chatter post in this situation?

A. The pending Chatter post will be canceled.
B. The pending Chatter post will be sent on the 10th of the month
C. The pending Chatter post will be will be paused.
D. The pending Chatter post will be sent in 30 days.

**Answer:** A

**Explanation:**
A pending Chatter post is a post that has been scheduled to be published at a future date and time. However, if the user who created the pending Chatter post is deactivated before the scheduled date and time, then the pending Chatter post will be canceled and will not be published. This is because deactivated users cannot create or edit posts in Chatter. References: https://help.salesforce.com/s/articleView?id=sf.collab_scheduled_posts.htm&type=5https://
help.salesforce.com/s/articleView?id=sf.collab_deactivated_users.htm&type=5

**NEW QUESTION 61**
The administrator for Cloud Kicks needs to give access to a new custom object with custom
fields to more than one user.
Which two options should an administrator use to meet this requirement? Choose 2 answers

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

**Answer:** BC

**Explanation:**
A permission set group is a collection ofpermission sets that can be assigned to users as one unit; it simplifies permission management by reducing the number of permission assignments needed for users who require multiple permission sets. A permission set is a collection of settings and permissions that give users access to various tools and functions in Salesforce; it can be used to extend users' access beyond their profile without changing their profile. Creating permission sets and assigning permission set groups can help Cloud Kicks give access to new custom object with custom fields to more than one user by creating permission sets that include access to new custom object with custom fields and assigning permission set groups that contain those permission sets to users who need them. Adding users to manual sharing list or editing organization-wide defaults are not options for giving access to new custom object with custom fields to more than one user; they either do not apply to custom objects or do not grant object-level access. References:
https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5https://hel
p.salesforce.com/s/articleView?id=sf.perm_set_groups_overview.htm&type=5

**NEW QUESTION 66**
Universal Containers (UC) has a queue that is used for managing tasks that need to be worked by the
UC customer support team. The same team will now be working some of UC's Cases. Which two options should the administrator use to help the support team?
Choose 2 answers

A. Configure a flow to assign the cases to the queue.
B. Use assignment rules to set the queue as the owner of the case.
C. Add Cass to the existing queue as available object.
D. Createa new queue and add Cases as an available object.

**Answer:** BC

**Explanation:**
Assignment rules and queue configuration are two options that should be used to help the support team work on some of UC's cases. Assignment rules can be used to automatically assign cases to a queue based on certain criteria, such as case origin or priority. Queue configuration can be used to add Case as an available object to the existing queue and specify which users or groups can access the queue. References:
https://help.salesforce.com/s/articleView?id=sf.case_assignment_rules.htm&type=5https:// help.salesforce.com/s/articleView?id=sf.customize_queues.htm&type=5

**NEW QUESTION 69**
DreamHouse Reality needs to use consistent picklist value on a category filed on accounts and cases, with value respective to record types.
Which two features should the administrator use to fulfill this requirement? Choose 2 Answers

A. Dependent Picklist
B. Global Picklist
C. Multi-Select Picklist
D. Custom Picklist

**Answer:** AD

**Explanation:**
A dependent picklist and a custom picklist are the two features that can be used to fulfill the requirement. A global picklist and a multi-select picklist are not features that can be used to fulfill the requirement.
Here is a more detailed explanation of why A and B are the correct answers:
? A. Dependent Picklist
A dependent picklist is a picklist whose values are dependent on the value selected in
another picklist. This is useful for ensuring that only valid values are selected for a field. In this case, the administrator can create a dependent picklist for the category field on accounts and cases, with the values for the picklist being dependent on the record type selected. This will ensure that only the relevant picklist values are available for selection based on the record type selected.
For example, the administrator could create a dependent picklist for the category field on accounts and cases with the following values:
? Record Type: New Account
? Picklist Values: Residential, Commercial
? Record Type: Existing Account
? Picklist Values:Renewal, Upsell, Cross-sell
This would ensure that only the relevant picklist values are available for selection when creating a new account or an existing account.
? B. Custom Picklist
A custom picklist is a picklist that is created by the administrator. This is useful for creating picklists with values that are specific to the organization's needs. In this case, the administrator can create a custom picklist for the category field on accounts and cases, with the values for the picklist being specific to the organization's needs. This will ensure that the picklist values are relevant to the organization and its customers.
For example, the administrator could create a custom picklist for the category field on accounts and cases with the following values:
? Picklist Values: Residential, Commercial, Land, Multi-Family
This would ensure that the picklist values are relevant to the organization and its customers.

**NEW QUESTION 72**
The VP of sales at Universal Containers wants to prevent members of the sales team from changing
an opportunity to a date in the past.
What should an administrator configure to meet this requirement?

A. Assignment Rule
B. Validation Rule
C. Field-Level Security
D. Approval Process

**Answer:** B

**Explanation:**
Validation rules allow you to prevent users from changing an opportunity close date to a date in the past.
References: https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

**NEW QUESTION 73**
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 76**
Clod Kicks has a screen flow with two questions on the same screen, but only one is necessary
at a time. The administrator has been asked to show only the questions that is needed. How should an administrator complete this?

A. Use a new version of the flow for each scenario.
B. Use a decision element and a new screen to show the proper question
C. Use a conditional visibility to hide the unnecessary question
D. Use branching in the flow screen to show the proper scenario

**Answer:** C

**Explanation:**
Conditional visibility is a feature that allows administrators to show or hide screen components in a flow based on certain conditions or criteria. For example, conditional visibility can show only one question on a screen depending on the value of another field or variable. Conditional visibility consists of one or more rules that define when to show or hide a component based on an expression that evaluates to true or false. In this case, the administrator can use conditional visibility to hide the unnecessary question on the screen flow based on the scenario.References:https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_scr eencmp.htm&type=5

**NEW QUESTION 78**
Cloud Kicks has a custom object named shoe. The administrator has been asked to ensure that when
a relationship is created between Account and shoe to prevent orphaned shoe records. What should the administrator do to complete this requirement?

A. Create an indirect lookup
B. Create an encrypted lookup
C. Create a hierarchical lookup
D. Create a master-detail lookup.

**Answer:** D

**Explanation:**
Master-detail lookup is a type of relationship field that can be used to create a relationship between Account and Shoe and prevent orphaned Shoe records. Master- detail lookup establishes a parent-child relationship between two objects, where the parent record controls certain behaviors of the child record, such as security, ownership, and deletion. If the parent record is deleted, all the child records are deleted as well.References:https://help.salesforce.com/s/articleView?id=sf.relationships_consideration s.htm&type=5

**NEW QUESTION 81**
Marketing users at Cloud Kicks should be able to view and edit converted leads. The administrator has assigned them permission set with the View and edit Converted Leads permission.
Which two ways can the marketing users now access converted leads for editing? Choose 2 answers

A. Find them in the global search result.
B. Search the Recent Records component on the homepage.
C. Utilize a list view where lead status equals Qualified.
D. Use the Data Import Wizard,

**Answer:** AC

**Explanation:**
Two ways that marketing users can now access converted leads for editing are:
? Find them in the global search result, by entering the lead name or other keywords in the global search box and selecting Leads from the drop-down menu. Converted leads will appear in the search result with a check mark icon next to them.
? Utilize a list view where lead status equals Qualified, by creating or modifying a list view on the Leads tab and adding a filter for Lead Status equals Qualified. Converted leads will have Qualified as their lead status and will be visible in the list view. Searching the Recent Records component on the homepage or using Data Import Wizard will not allow users to access converted leads for editing. References:
https://help.salesforce.com/s/articleView?id=sf.leads_view_converted.htm&type=5

**NEW QUESTION 86**
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 88**
Northern Trail Outfitters uses a custom object Invoice to collect customer payment information from an external billing system. The Billing System field needs to be filled on every Invoice record.
How should anadministrator ensure this requirement?

A. Make the field universally required.
B. Create a Process Builder to set the field.
C. Define an approval process for the child.
D. Require the field on the record type.

**Answer:** A

**Explanation:**
Making a field universally required is a way to ensure that the field needs to be filled on every record; it prevents users from saving a record without entering a value in that field. It can be used to ensure that the billing system field needs to be filled on every invoice record by making it universally required in the field settings. Creating a process builder to set the field, defining an approval process for the child, or requiring the field on the record type are not ways to ensure that the field needs to be filled on every record; they either do not enforce data entry or only apply to certain scenarios or users.References:https://help.salesforce.com/s/articleView?id=sf.customize_fields.htm&typ e=5

**NEW QUESTION 92**
DreamHouse reality has an approval process. A manager attempts to approve the record but receives an error.
What should an administrator review to troubleshoot this request?

A. Add a delegated approver for the next approver in the process.
B. Update the field level security to view on fields that are updated in the process.
C. Check if the user in the nextapprover is inactive or missing
D. Review the page layout to ensure, the fields updated in the process are visible

**Answer:** C

**Explanation:**
One possible reason why a manager receives an error when trying to approve a record is that the user in the next approver step is inactive or missing, which means there is no valid user to assign the record to after approval. To troubleshoot this issue, an administrator should check if the user in the next approver step is active and exists in Salesforce; if not, they should activate or create the user or change the approval process to assign the record to another user. Adding a delegated approver for the next approver in the process does not solve this issue because delegated approvers are only used when approvers are unavailable; they do not replace approvers who are inactive or missing. Updating the field level security to view on fields that are updated in the process does not solve this issue because field level security does not affect approval processes; it only affects what fields users can see or edit on page layouts. Reviewing the page layout to ensure fields updated in the process are visible doesnot solve this issue because page layouts do not affect approval processes; they only affect what fields users can see or edit on page layouts.References:https://help.salesforce.com/s/articleView?id=sf.approvals_consideratio ns.htm&type=5

**NEW QUESTION 97**
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 99**
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 104**
Cloud Kicks is Introducing a new shoe model and wants to advertise on TV, radio, print, and social under the banner of a called New Runners. In addition, total

statistics for this marketing effort need to be aggregated and visible.
Which feature should the administrator use to implement this functionality?

A. Junction object
B. Parent campaign field
C. Lookup relationship
D. Master-detail relationship

**Answer:** B

**Explanation:**
To advertise on TV, radio, print, and social under one bannercalled New Runners and aggregate total statistics for this marketing effort, an administrator should use Parent campaign field on Campaign object. This field allows creating hierarchical relationships between campaigns by specifying one campaign as parent of another campaign. Parent campaigns roll up statistics from child campaigns such as number of leads generated, amount of revenue won etc. For example, an administrator can create four child campaigns for TV, radio, print and social ads respectively and link them to one parent campaign called New Runners using Parent campaign field. Junction object, lookup relationship, and master-detail relationship are not features related to Campaign object or hierarchy.References:https://help.salesforce.com/s/articleView?id=sf.campaigns_parent.ht m&type=5

**NEW QUESTION 105**
The Sales manager at DreamHouse Realty wants the sales users to have a quick way to view and edit the Opportunities in their pipeline expected to close in the next 90 days.
What should an administrator do to accomplish this request?

A. Create a custom report andschedule the sales users to receive it each day as a reminder to update their opportunities.
B. Enable Sales Console and show users how to open a tab for each opportunity in the pipeline thatmeets the requirements.
C. Create a list view on the Opportunity object and recommend users switch the view to Kanban to edit by drag and drop.
D. Make a new Sales dashboard and add a component that shows all opportunities that meet the criteria.

**Answer:** C

**Explanation:**
A list view is a feature that allows users to filter and display records based on certain criteria and fields. A Kanban view is a feature that allows users to view records as cards organized by columns that represent stages in a process such as opportunity stages or case statuses. Users can switch between list view and Kanban view by clicking on a toggle button on any object tab that supports Kanban view such as opportunities or cases. Users can also edit records by dragging and dropping cards from one column to another or by clicking on an inline edit icon on each card. In this case, the administrator can create a list view on the opportunity object that filters opportunities by expected close date in the next 90 days; and recommend users switch the view to Kanban to edit opportunities by drag and drop. References: https://help.salesforce.com/s/articleView?id=sf.lex_list_views.htm&type=5https://help.salesf orce.com/s/articleView?id=sf.kanban_view.htm&type=5

**NEW QUESTION 109**
Sales reps at Ursa Major Solar are having difficulty managing deals. The leadership team has asked administrator to help sales reps prioritize and close more deals.
the administrator configure to help with these issues?

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

**Answer:** B

**Explanation:**
To help sales reps prioritize and close more deals, the administrator should use Einstein Opportunity Scoring, which is a feature that assigns each opportunity a score from 1 to 99 based on how likely it is to be won. The score is calculated using historical data and machine learning models, and can help reps focus on the most promising opportunities and take actions to improve their chances of winning. Einstein Activity Capture, Einstein Search Personalization, and Einstein Lead Scoring are not related toopportunity management.References:https://help.salesforce.com/s/articleView?id=sf.einstein_sales_op pty_scoring.htm&type=5

**NEW QUESTION 112**
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 115**
The administrator at Cloud Kicks has a Custom picklist field on Lead, Which is missing on the
Contact when leads are converted.
Which two items should the administrator do to make sure these values are populated? Choose 2 answers

A. Create a custom picklist field on Contact.
B. Update the picklist value with a validation rule.
C. Map the picklist field on the Lead to the Contact.
D. Set the picklist field to be required on the Lead Object.

**Answer:** AC

**Explanation:**
To make sure the custom picklist field values are populated on contact when leads are converted, you need to create a custom picklist field on contact and map it to the corresponding field on lead.
References: https://help.salesforce.com/s/articleView?id=sf.convert_lead_mapping.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_fields.htm&type=5

**NEW QUESTION 117**
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 121**
Sales managers would like to know what could be implemented to surface important values based on the stage of the opportunity.
Which tool should an administrator use to meet the requirement?

A. Dynamic forms
B. Path key fields
C. Opportunity processes
D. Workflow rules

**Answer:** B

**Explanation:**
To surface important values based on the stage of the opportunity, the administrator should use path key fields that display fields relevant to each stage along with guidance for success. Path key fields can be customized for each stage and can help users focus on key information and actions as they move opportunities through the sales process. Dynamic forms, opportunity processes, and workflow rules are not designed to show values based on stages.References:https://help.salesforce.com/s/articleView?id=sf.path_key_fields.htm&typ e=5

**NEW QUESTION 125**
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 130**
Dreamhouse realty wants to offer a form on its experience cloud site where inspectors will submit
findings from a property inspection.
Which feature should an administrator place on the page to fulfill this requirement?

A. Related List
B. Autolaunched Flow
C. Record Detail
D. Screen Flow

**Answer:** D

**Explanation:**
Screen flow allows you to create a form that collects user input and performs actions based on that input. You can use screen components to display questions

and instructions, and use flow logic to update records or send notifications.
References: https://trailhead.salesforce.com/content/learn/modules/screen-flows/get-started-with-screen-flows
https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5

**NEW QUESTION 135**
The marketing director at Northern Trail Outfitters has requested that the budget field is populated in
order for the Lead Status field to be marked as qualified. What tool should the administrator use to fulfill this request?

A. Lead Conversion.
B. Require Field.
C. Workflow Rule
D. Validation Rule

**Answer:** D

**Explanation:**
Validation rule is a tool that can be used to enforce data quality and business logic by preventing users from saving records that do not meet certain criteria. In this case, avalidation rule can be created on the Lead object to display an error message if the Lead Status field is marked as qualified and the Budget field is blank.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5

**NEW QUESTION 137**
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.salesfor ce.com/s/articleView?id=sf.flow_concepts_delete.htm&type=5

**NEW QUESTION 140**
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 144**
Northern Trail outfitters has hired interns to enter Leads into Salesforce and has requested a
way to is identify these new records from existing Leads.
What approach should an administrator take to meet this requirement?

A. Set up Web-to-Lead form the interns use.
B. Define a record type and assign it to the interns.
C. Create a separate Lead Lightning App.
D. Update the active Leas 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. Setting up Web-to-Lead form will not work if the interns are entering leads manually in Salesforce. Creating a separate Lead Lightning App or updating the active Lead Assignment Rules will not affect lead identification.References:https://help.salesforce.com/s/articleView?id=sf.customize_recordt ype.htm&type=5

**NEW QUESTION 149**

The Support team at Ursa Major Solar prefers using split list views on the case homepage. Occasionally, the team views shipments from another support application.
What should the administrator configure to allow the team to use the split list view?

A. Filter by a single shipment record type in the list view.
B. Include the Shipments tab on the app's navigation bar.
C. Split views are only available on standard objects.
D. Add the Manage List Views permission for support users.

**Answer:** C

**Explanation:**
Split views are a feature that allows users to view records as a split list on object home pages in Lightning Experience apps that use console navigation. Split views show records in two panes: a list view pane on the left and a record detail pane on the right. Users can switch between different list views and records without losing context or scrolling. However, split views are only available on standard objects such as accounts, contacts, leads, opportunities, cases, etc., and not on custom objects such as shipments.References:https://help.salesforce.com/s/articleView?id=sf.lex_split_view.htm&t ype=5

**NEW QUESTION 153**
Universal Containers wants to provide reseller partners with discounted prices on the products they purchase.
How should an administrator configure this requirement?

A. Add a Partner_Discount_c field to the Opportunity
B. Build separate reseller partner products.
C. Use a different Opportunity record type.
D. Create a separate PriceBook for reseller partners.

**Answer:** D

**Explanation:**
A PriceBook is a feature that allows administrators to define different prices for the same products based on different criteria such as customer segment, region, channel, etc. For example, a PriceBook can provide reseller partners with discounted prices on the products they purchase compared to regular customers. A PriceBook consists of one or more PriceBook entries that specify the product ID, pricebook ID, list price, currency, and active status for each product-pricebook combination.References:https://help.salesforce.com/s/articleView?id=sf.pricebook_overvie w.htm&type=5

**NEW QUESTION 154**
The administrator at CloudKicks has created an approval process for time off requests. Which two automated actions are available to be added as part of the approval process? Choose 2 answers

A. Field Update
B. Chatter Post
C. Auto launched Flow
D. Email Alert

**Answer:** AD

**Explanation:**
Field update and email alert are two types of automated actions that can be added as part of the approval process. Field update allows you to change the value of a field on a record when it is submitted, approved, rejected, or recalled. Email alert allows you to send an email to one or more recipients when a record is submitted, approved, rejected, or recalled.
References: https://help.salesforce.com/s/articleView?id=sf.approvals_automated_actions.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.approvals_creating_approval_actions.htm&t ype=5

**NEW QUESTION 157**
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 160**
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 165**
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 169**
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 170**
The Administrator at Universal Container wants to add branding tosalesforce. Which two considerations should the administrator keep in mind?
Choose 2 Answers

A. Only one theme can be active at a time, and a theme applies to the entire org.
B. Themes apply to salesforce classic and to the salesforce mobile app.
C. Up to 150 custom themes can be created, modified, or cloned from the built-in themes.
D. Chatter external users see the built-in Lightning theme only.

**Answer:** AD

**Explanation:**
Themes are a way to customize the look and feel of Salesforce by changing the colors, images, and logos that appear on Lightning Experience pages. However, there are some limitations and considerations when using themes, such as: only one theme can be active at a time, and a theme applies to the entire org; themes apply only to Lightning Experience and do not affect Salesforce Classic or the Salesforce mobile app; up to 300 custom themes can be created, modified, or cloned from the built-in themes; Chatterexternal users see the built-in Lightning theme only and cannot see custom themes.References:https://help.salesforce.com/s/articleView?id=sf.themes_overview.htm&t ype=5

**NEW QUESTION 174**
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://he lp.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type=5

**NEW QUESTION 177**
What are three Setting an administrator should configure to make it easy for approvers to respond to approval requests?
Choose 3 Answers.

A. Update the organizations chatter setting to allow approvals.
B. Enable the organizations Email approval response setting.
C. Specify initial submission actions within the approval process.
D. Add the Items to approve component to the approvers home page.
E. Create a flow to automatically approve all records.

**Answer:** ACD

**Explanation:**
To make it easy for approvers to respond to approval requests, the administrator should configure three settings:
? Update the organization’s chatter setting to allow approvals, which enables approvers to approve or reject requests from chatter feeds or email notifications
? Enable the organization’s Email approval response setting, which allows approvers to reply to approval request emails with keywords such as APPROVE or REJECT
? Add the Items to approve component to the approvers home page, which shows a list of pending approval requests that can be acted upon with one click
Specifying initial submission actions within the approval process will not affect how approvers respond to requests. Creating a flow to automatically approve all records will bypass the approval process altogether. References: https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type =5 https://help.salesforce.com/s/articleView?id=sf.approvals_email.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.approvals_one_click.htm&type=5

**NEW QUESTION 181**
The VP of Sales at Cloud Kicks is receiving an error message that prevents them form saving an
Opportunity. The administratorattempted the same edit without receiving an error. How can the administrator validate the error the user is receiving?

A. Edit the page layout.
B. View the setup audit trail.
C. Log in as the user
D. Review the sharing model

**Answer:** C

**Explanation:**
Log in as theuser is a feature that can be used to validate the error the user
is receiving. Log in as the user allows an administrator to access Salesforce as another user and perform actions on their behalf, such as editing an opportunity.
This can help troubleshoot issues that are specific to a user’s profile, role, or permissions.
References:https://help.salesforce.com/s/articleView?id=sf.admin_login.htm&t ype=5

**NEW QUESTION 185**
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 190**
Sales Users at Cloud Kicks are requesting that the data in the industry field on the Account object
displays on the Opportunity page layout.
Which type of the field should an administrator create to accomplish this?

A. Custom Account Field
B. Standard Account Field.
C. Cross Object Formula Field
D. Master detail relationship Field

**Answer:** C

**Explanation:**
A cross object formula field is a type of formula field that references fields from related objects using relationships such as lookup or master-detail. It can be used to display data from one object on another object without creating another relationship or copying data. A cross object formula field can be created on opportunity object to display data from industry field on account object using account ID lookup relationship. A custom account field, a standard account field, or a master-

detail relationshipfield are not types of fields that can display data from industry field on account object on opportunity page layout; they either do not exist or do not reference related objects.References:https://help.salesforce.com/s/articleView?id=sf.cross_object_formulas. htm&type=5

**NEW QUESTION 193**
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 197**
An administrator has been asked to change the data type of an auto number to text field. Whatshould the administrator be aware of before changing the field?

A. Existing field values will remain unchanged.
B. Existing field values will be Converted.
C. Existing field values will be deleted.
D. Existing auto number field to Text is prevented.

**Answer:** D

**Explanation:**
One thing that an administrator should be aware of before changing an auto- number field to text field is that this change is prevented by Salesforce; it cannot be done because it would cause data loss and inconsistency. Auto-number fields are fields that automatically assign unique numeric values to each record; they cannot be changed to text fields because text fields do not have this functionality and may allow duplicate or invalid values. Existing field values remaining unchanged, being converted, or being deleted are not things that would happen before changing an auto-number field to text field because this change cannot happen at all.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_auto_number.ht m&type=5

**NEW QUESTION 198**
The administrator at cloud kicks has been told that users are unable to add repeating tasks in salesforce.
Which two solutions the administrator use to ensure users are able to do this? Choose 2 Answers

A. Enable creation of Recurring Tasks in Activity Settings
B. Disable shares Activities.
C. Add create Recurring series of Tasks field on Page Layouts
D. Turn on Task Notifications service.

**Answer:** AC

**Explanation:**
To enable users to add repeating tasks in Salesforce, the administrator needs to do two things: first, enable the creation of recurring tasks in activity settings under setup; second, add the create recurring series of tasks field on the page layouts for tasks. This will allow users to create a series of tasks that repeat based on a specified frequency and end date.References:https://help.salesforce.com/s/articleView?id=sf.tasks_repeating.htm&type
=5

**NEW QUESTION 203**
Cloud Kicks (CK) captures whether an opportunity should be reviewed by someone in product engineering with a checkbox field called Needs Review. CK also has a picklist field on the opportunity for Product Type. When a sales rep saves an opportunity, they need to select the Product Type or check the Needs Review box.
What should an administrator use to accomplish this?

A. Before Save flow
B. Validation rule
C. Workflowrule
D. Required fields

**Answer:** B

**Explanation:**
A validation rule is a feature that allows administrators to define criteria for data entry or import operations and display an error message when those criteria are not met. For example, a validation rule can require users to select a product type or check a needs review box when saving an opportunity by using an OR function that evaluates both fields. If neither field is populated, then the validation rule will prevent users from saving records with an error message.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5

**NEW QUESTION 205**
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 207**
Users at Cloud Kicks want to be able to create a task that will repeat every two weeks. What should an administrator do to meet the requirement?

A. Enable Creation of Recurring Tasks.
B. Flow to create recurring tasks.
C. Workflow rule to create recurring tasks.
D. Turn on Recurring Activities.

**Answer:** A

**Explanation:**
Recurring tasks are tasks that repeat at regular intervals, such as daily, weekly, monthly, etc. They can be created by users who have the permission to create recurring tasks, which can be enabled by administrators in the user profile settings. Flow, workflow rule, and recurring activities are not valid options for creating recurring tasks in Salesforce.References:https://help.salesforce.com/s/articleView?id=sf.tasks_recurring.htm
&type=5

**NEW QUESTION 211**
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 212**
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 217**
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