Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins

About Exambible

Your Partner of IT Exam

Found in 1998

Exambible is a company specialized on providing high quality IT exam practice study materials, especially Cisco CCNA, CCDA, CCNP, CCIE, Checkpoint CCSE, CompTIA A+, Network+ certification practice exams and so on. We guarantee that the candidates will not only pass any IT exam at the first attempt but also get profound understanding about the certificates they have got. There are so many alike companies in this industry, however, Exambible has its unique advantages that other companies could not achieve.

Our Advances

* 99.9% Uptime

    All examinations will be up to date.

* 24/7 Quality Support

    We will provide service round the clock.

* 100% Pass Rate

    Our guarantee that you will pass the exam.

* Unique Gurantee

    If you do not pass the exam at the first time, we will not only arrange FULL REFUND for you, but also provide you another exam of your claim, ABSOLUTELY FREE!

NEW QUESTION 1
The administrator at Aw Computing wants Account Details, related list and chatter feeds to each appear on separate tabs when reviewing an account. Which type of page should the administrator create?

A. Lightning app page.
B. Lightning page Tab.
C. Lightning record page.
D. Lightning page Component.

Answer: C

Explanation:
Lightning record page is a type of page that should be created to meet this requirement. Lightning record pageallows an administrator to customize the layout and components for a specific object record page in Lightning Experience or the Salesforce mobile app. To create tabs for account details, related lists, and chatter feeds, use the Tabs component in the Lightning App Builder and drag the desired components to each tab. References:
https://help.salesforce.com/s/articleView?id=sf.app_builder_record_page.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.app_builder_tabs.htm&type=5

NEW QUESTION 2
AW Computing would like to improve its Case Lightning record page by including:
• A filtered component to display a message in bold font when a case is saved as acriticalrecord type.
• A quick way to update the account status from the case layout.
Which twocomponents should an administrator use to satisfy these requests?
Choose 2 Answers

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

Answer: BD

Explanation:
A related record component is a type of component that allows users to view and edit fields from a parent record on a child record page without leaving the page. For example, a related record component can allow users to update the account status from the case layout by selecting an account record from a drop-down list. A rich text component is a type of component that allows users to display formatted text on a record page using rich text editor tools such as bold font, bullet points, images, and links. For example, a rich text component can display a message in bold font when a case is saved as acriticalrecord type by using conditional visibility rules. References: https://help.salesforce.com/s/articleView?id=sf.lightning_page_components_related_record .htm&type=5https://help.salesforce.com/s/articleView?id=sf.lightning_page_components_ri ch_text.htm&type=5

NEW QUESTION 3
Which tool should an administrator use to identify and fix potential session vulnerabilities?

A. Field History Tracking
B. Setup Audit Trail
C. Security Health Check
D. Organization-Wide Defaults

Answer: C

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

NEW QUESTION 4
DreamHouse Realty (DHR) wants a templated process with a mortgage calculator that generated leads for loans. DHR needs to complete the project within 30 days and has maxed out its budget for the year.
Which AppExchange item should help the administrator to meet the request?

A. Lightning Data
B. Lightning Community
C. Flow Solutions
D. Bolt Solutions

Answer: C

Explanation:
Flow Solutions are pre-built flows ortemplates that can be installed from AppExchange and customized to meet specific business needs. For example, Flow Solutions can provide common use cases such as lead generation, document generation, payment processing, and more. In this case, the administrator can use a Flow Solution that provides a mortgage calculator and generates leads for loans. Flow Solutions are easy to install and configure, and can help save time and budget for projects.References:https://help.salesforce.com/s/articleView?id=sf.flow_solutions.htm&typ e=5

NEW QUESTION 5

The Human resources department at Northern Trail outfitters wants employees to provide feedback about the manager using a custom object in Salesforce. It is important that managers are unable to see the feedback records from their staff.
How should an administrator configure the custom object to meet this requirement?

A. Uncheck grant access using Hierarchies.
B. Define a criteria-based sharing rules.
C. Set the default external access to private.
D. Configure an owner-based sharing rules.

Answer: A

Explanation:
Grant access using Hierarchies is a setting that can be used to configure the custom object to meet this requirement. Grant access using Hierarchies determines whether access to records of the custom object is granted through the role hierarchy. If this setting is unchecked, managers are unable to see the feedback records from their staff, unless they are given access by other means, such as sharing rules or manual sharing.References:https://help.salesforce.com/s/articleView?id=sf.security_sharing_owd_ custom_objects.htm&type=5

NEW QUESTION 6
User at Cloud Kicks want to see information more useful for their role on the Case page. How should an administrator make the pages more dynamic and easier to use?

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

Answer: A

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

NEW QUESTION 7
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 8
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 9
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 10
At Universal Containers, there is a custom field on the Lead named Product Category. Management wants this information to be part of the Opportunity upon lead conversion.
What action should the administrator take to satisfy the request?

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

Answer: C

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

NEW QUESTION 10
The administrator at Ursa Major Solar has been asked to change the work Item and Project Custom Object Relationship from a master detail to a Lookup.
Which Scenario Could prevent the administrator from fulfilling this requirement?

A. A junction object is required to support the lookup.
B. The lookup field in all the records contains a value.
C. The Look-Up field is required for Saving Records.
D. Roll-Up summary field sexist on the master object.

Answer: D

Explanation:
One scenario that could prevent an administrator from changing the relationship between work item and project custom objects from master-detail to lookup is that roll-up summary fields exist on the master object (project). Roll-up summary fields are fields that calculate values from related records in a master-detail relationship; they cannot be used in a lookup relationship. If roll-up summary fields exist on the project object, they would prevent the administrator from changing the relationship type unless they are deleted first. A junction object is not required to support a lookup relationship; it is only used when creating many-to-many relationships between two objects using two master-detail relationships. The lookup field in all the records containing a value or the lookup field being required for saving records are not scenarios that would prevent changing the relationship type; they are scenarios that would allow changing the relationship type without losing data or functionality. References: https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&t ype=5https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&typ e=5

NEW QUESTION 14
An administrator is planning to useData Loader to mass import new records to a custom object from a new API.
What will the administrator need to do to use the Data Loader?

A. Add a permission set that allows them to import data.
B. Append their security token at the end of their password to login.
C. Use the Data Import Tool to mass import custom object records.
D. Reset their password and their security token.

Answer: B

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

NEW QUESTION 15
The IT manager at universal Containers is doing an audit of the systems security. Mow should the administrator provide a summary of the org's security health?

A. Change the Organization-Wide Default to private to restrict visibility.
B. Turn on Event Monitoring to track user events.
C. Download the last six months of user login data.
D. Run a Health Check to identify vulnerabilities.

Answer: D

Explanation:

To provide a summary of org's security health, an administrator should run a Health Check that compares org's settings against baseline settings defined by Salesforce Security Baseline Standard or industry standards such as CIS (Center for Internet Security) Benchmark Standard. Health Check generates an overall health score based on how org's
settings match with baseline settings for various security categories such as Password Policies, Network Access, Session Settings etc. Health Check also provides recommendations for improving org's security health score by adjusting settings that do not match with baseline settings. Changing Org-Wide Default to private, turning on Event Monitoring, or downloading user login data will not provide a summary of org's security health.References:https://help.salesforce.com/s/articleView?id=sf.security_health_check.ht m&type=5

NEW QUESTION 20
Clod Kicks has the organization wide defaults for Opportunity set to private.
which two features should the administrator use to open up access to Opportunity records for sales users working on collaborative deals? Choose 2 answers

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

Answer: BD

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

NEW QUESTION 24
Once an opportunity reaches the negotiation stage at cloud kicks, The Amount fields becomes required for sales users. Sales managers need to be able to move opportunities inti this stage without knowing the amount.
How should the administrator require this field during the negotiation stage for sales users but allow their managers to make changes?

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

Answer: D

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

NEW QUESTION 27
The sales manager at Cloud Kicks wants to set up a business process where opportunity discounts over 30% need to be approved by the VP of sales. Any discounts above 10% need to be approved by the user's manager. The administrator has been tasked withcreating an approval process. Which are two considerations the administrator needs to review before setting up this approval process?
Choose 2 answers

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

Answer: AC

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

NEW QUESTION 29
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 33
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 36
Universal Containers has enabled Data Protection and Privacy for its org.
Which page layouts will have the Individual field available for tracking data privacy information?

A. Case and Opportunity
B. Account and User
C. Contact, Lead, and Person Account
D. Individual, User, and Account

Answer: C

Explanation:
Contact, lead, and person account are three objects that will have the individual field available for tracking data privacy information when data protection and privacy is enabled for an org. The individual object is an object that stores data privacy preferences and requests for customers who are subject to privacy regulations such as GDPR; it can be linked to contact, lead, or person account records using the individual field. Case and opportunity, account and user, or individual, user, and account are not combinations of objects that will have the individual field available for tracking data privacy information; they either do not store customer data or do not support individual object relationships.References:https://help.salesforce.com/s/articleView?id=sf.individual_object.h tm&type=5

NEW QUESTION 40
Which item is available in a Lightning App where visibility is limited to the Salesforce Mobile App?

A. Today
B. Favorites
C. Utility Bar.
D. Home Page.

Answer: C

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

NEW QUESTION 41
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 43
An administrator is building a Lightning app and sees a message that a My Domain must be set up first.
What should the administrator take into consideration when enabling My Domain?

A. Single sign-on must be disabled prior to implementing MyDomain.
B. The login for all internal and external users changes to the My Domain login
C. A deployed My Domain is irreversible and renaming is unavailable.
D. The URL instance for a My Domain stays the same for every release

Answer: B

Explanation:
My Domain is a feature that allows administrators to create a custom domain name for their Salesforce org that replaces their instance URL (such as na35.salesforce.com). My Domain provides benefits such as improved security; enhanced branding; faster navigation; access to Lightning components; etc. However, one of the considerations when enabling My Domain is that it changes how users log in to Salesforce
- instead of using their instance URL login (such as login.salesforce.com), they have to use their My Domain login (such as mydomain.my.salesforce.com). This applies to all internal and external users who access Salesforce via web browser or mobile app.
References:https://help.salesforce.com/s/articleView?id=sf.domain_name_overview.htm&ty pe=5

NEW QUESTION 45
Users have noticed that when they click on a report in a dashboard to view the report details, the
values in the report are different from the values displayed on the dashboard. What are the two reasons this is likely to occur?
Choose 2 answers

A. The report needs to be refreshed.
B. The dashboard needs to be refreshed.
C. The current user does not have access to the report folder.
D. The running dashboard user and viewer have different permissions.

Answer: CD

Explanation:
Dashboards show data from source reports as visual components that provide a snapshot of key metrics and performance indicators. Dashboards need to be refreshed manually or scheduled to run on a regular basis to reflect the most recent data from the reports. The running user of a dashboard determines whose security settings are applied when the dashboard is run. If the running user is different from the viewer of the dashboard, they may see different data based on their permissions and sharing settings.References:https://trailhead.salesforce.com/en/content/learn/modules/lex_impleme ntation_dashboards_and_reports/dashboards

NEW QUESTION 50
Cloud Kicks is working on a better way to track its product shipments utilizing Salesforce. Which field type should an administrator use to capture coordinates?

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

Answer: A

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

NEW QUESTION 55
The Call center manager in Ursa Major Solar wants to provide agents with a case dashboard
that can be drilled down by case origin, status and owner.
What should an Administrator add to the dashboard to fulfil the request?

A. Dashboard Filter
B. Bucket column
C. Dashboard component
D. Combination Chart

Answer: A

Explanation:
A dashboard filter is afeature that allows users to filter dashboard components by one or more field values without changing the underlying report data. For example, a dashboard filter can allow users to view cases by origin, status, or owner. A dashboard filter consists of a filter name, one or more source fields, and one or more filter values. Users can apply one or more filters to see different views of the dashboard data.References:https://help.salesforce.com/s/articleView?id=sf.dashboards_filters.htm&ty pe=5

NEW QUESTION 60
Universal container has a contact Lightning record Page with a component that shows LinkedIn data. The sales team would like to only show this component to sales users when they are on their mobile phones. Choose 2 Answers.

A. Filter the component visibility with User > Profile > name = sales User.
B. Filter the component visibility with Form Factor = phone
C. Filter the component visibility with view = Mobile/Tablet.
D. Filter the component visibility with User > Role > Name = Sales User.

Answer: AB

Explanation:

To show a component that shows LinkedIn data only to sales users when they are on their mobile phones, the administrator should filter the component visibility with two conditions:
? User > Profile > name = sales User, which checks if the user's profile name is
"sales User"
? Form Factor = phone, which checks if the user's device is a phone Filtering with view or role will not achieve the desired result. References:
https://help.salesforce.com/s/articleView?id=sf.app_builder_page_visibility_rules.htm&type=5

NEW QUESTION 65
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 67
A new Sales Rep at Ursa Major has a qualified lead that is ready for conversation. When using the Lead Conversion process, which two records can be Created? Choose 2 answers

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

Answer: AD

Explanation:
Account and contact are two records that can be created when using the lead conversion process. The lead conversion process converts a lead into an account, a contact, andoptionally, an opportunity.References:https://help.salesforce.com/s/articleView?id=sf.convert_lead.htm&t ype=5

NEW QUESTION 71
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 74
Sales reps miss key fields when filling out on opportunity record through the process. Reps need to
move forward Win unable to enter previous stage.
Which three options should the administrator use to address this need? Choose Three answers

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

Answer: ABE

Explanation:
Guided selling, validation rules, and required fields on the page layout are three options that can be used to ensure sales reps fill out key fields when working on an opportunity through the process. Guided selling allows administrators to add prompts and guidance at each stage of the path to help reps move forward with confidence. Validation rules allow administrators to enforce data quality and business logic by preventing reps from saving records that do not meet certain criteria. Required fields on thepage layout allow administrators to make certain fields mandatory for reps to enter before saving records. Configuring opportunity path can help reps visualize and update key fields at each stage, but it does not make them required or prevent them from moving forward without entering them. Using flow

to mark fields required is not possible because flows cannot modify page layouts or field properties. References:
https://help.salesforce.com/s/articleView?id=sf.path_guided_selling.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5https://help.sale
sforce.com/s/articleView?id=sf.fields_defining_field_properties.htm&type=5

NEW QUESTION 75
An administrator at AW Computing has been asked to help the Support team with report folders. They want a folder called Support Reports and two folders underneath called Helpdesk and R&D. The Support organization uses public groups for Support Agents, R&D, and Managers. Support agents should be able to run Helpdesk reports, but should not be able to view R&D reports. Support managers should be able to view and edit all reports.
Which two ways should these folders be shared? Choose 2 answers

A. Share the R&D folder with Support Managers with Edit Access.
B. Share the Helpdesk folder with Support Agents with View access.
C. Share the Support Reports folder with Support Managers with Edit Access.
D. hare the Support Reports folder with Support Agents with View Access.

Answer: BC

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

NEW QUESTION 80
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 82
The administrator at Ursa Major Solar imported records into an object by mistake. Which two tools should be used to undo this import?
Choose 2 answers

A. Weekly Data Export
B. Mass Delete Records
C. Data Loader
D. Data Import Wizard

Answer: BC

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

NEW QUESTION 84
An administrator is on a tight deadline to create dashboards for the sales and marketing teams at AW
Computing.
What should the administrator do to meet the deadline without increasing the budget?

A. Train someone on the sales and marketing teams to build dashboards.
B. Check theAppExchange for prebuilt Solution that can be easily customized.
C. Hire a Consultant to build the custom dashboards.
D. Build the dashboards manually to meet the deadline.

Answer: B

Explanation:
To save time and budget, you can check the AppExchange for prebuilt solutions that can be easily customized for your needs. AppExchange is a marketplace for apps, components, and consulting services that extend Salesforce functionality. References: https://appexchange.salesforce.com/

NEW QUESTION 88

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 91
Ursa Major Solar offers amazing experiences for all of it employees. The Employee engagement
committee wants to post updates while restricting other employees from posting. What should the administrator create to meet this request?

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

Answer: B

Explanation:
Chatter broadcast group is a type of group that should be created to meet this request. Chatter broadcast group is a group where only group owners and managers can create posts, but anyone can comment on posts. This can be useful for sharing important updates or announcements with a large audience without cluttering the feed with other posts.References:https://help.salesforce.com/s/articleView?id=sf.collab_groups_create.htm
&type=5

NEW QUESTION 95
Sales users at Universal Containers are reporting that it is taking a longtime to edit opportunity
records. Normally, the only field they are editing is the Stage field.
Which two options should the administrator recommend to help simplify the process? Choose 2 answers

A. Add a path for stage to the opportunity record page.
B. Use a Kanban list view for Opportunity.
C. Configure an auto launched flow for Opportunity editing.
D. Create a simplified Opportunity page layout.

Answer: AB

Explanation:
Paths allow you to display key fields and guidance for each stage of an opportunity. Kanban list views allow you to update records by dragging them between columns.
References: https://help.salesforce.com/s/articleView?id=sf.path_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.kanban_overview.htm&type=5

NEW QUESTION 96
An administrator has been asked to update a flow that was created as part of a recent update. When
the administrator opens the flow for editing, the Flow toolbox offers only four elements: Assignment,
Decision, Get Records, and Loop. What would cause this?

A. The flow is a screen flow.
B. The version of the flow is inactive.
C. The flow is a before save flow.
D. The version of the flow is activated.

Answer: C

Explanation:
Before save flows only support four elements: Assignment, Decision, Get Records, and Loop.
References: https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements.htm&type=5

NEW QUESTION 101
When a Sales rep clicks a button on an opportunity, a simple discount calculator screen should be
launched.
Which automation tool should an administrator use to build this discount calculator screen?

A. Flow Builder
B. Workflow Rule
C. Platform Event
D. Process Builder

Answer: A

Explanation:
Flow Builder supports creating a screen that can launch a simple discount calculator when a button is clicked on anopportunity.
References: https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_distribute_button.htm&type=5

NEW QUESTION 103
The administrator at Ursa Major Solar need to make sure the unassigned cases from VP customers get
transferred to the appropriate service representative within 5 hours. VIP Customers have access to support 24 hours a day.
How should this be configured?

A. Assignment Rules.
B. Business Hours.
C. CaseQueues
D. Escalation Rules

Answer: D

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

NEW QUESTION 106
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 109
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 112
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 114
Universal Containers (UC) would like to count the number of open cases associated with each account and update the account with this value every Friday evening. UC has several hundred open cases at any given time.
What should the administrator use to complete this request?

A. Use a record trigger flow.
B. Use a scheduled process builder.
C. Use a Roll-Up summary.
D. Use a scheduled flow

Answer: D

Explanation:
Ascheduled flow is a type of flow that runs at scheduled times on batches of records that meet certain criteria. It can be used to count the number of open cases associated with each account and update the account with this value every Friday evening by using an assignment element to loop through the accounts and cases and assign the count value to a field on the account record. Using a record trigger flow, a scheduled process builder, or a roll-up summary field are not suitable options for this requirementbecause they would not run at scheduled times or on batches of records; they would run every time a record is created or updated, which may not reflect the accurate count of open cases at the end of each week.References:https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled .htm&type=5

NEW QUESTION 117
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 121
An administrator at Northern Trail Outfitters is unable to add a new user in salesforce. What could cause this issue?

A. The Username is not a corporate email address
B. The username is less than 80 characters.
C. The Username is a fake email address.
D. TheUsername is already in use.

Answer: D

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

NEW QUESTION 124
Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on pacific time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support.
How should an administrator solve for this issue?

A. Set temporary business hours for each time zone.
B. Adjust the currant business hours to accommodate the Eastern Time Zone.
C. Create one set of business hours per timezone.
D. Allow the reps to set business hours manually.

Answer: C

Explanation:
Business hours are used to specify the days and hours when your company’s employees work. You can create multiple sets of business hours for different time zones or regions and assign them to users based on their location or function. To meet the requirement of having different business hours for reps on pacific time and eastern time, you need to create one set of business hours per time zone and assign them accordingly. References:
https://help.salesforce.com/s/articleView?id=sf.customize_supporthours.htm&type=5https://

help.salesforce.com/s/articleView?id=sf.customize_supporthours_assign.htm&type=5

NEW QUESTION 125
Cloud Kicks wants to try out an app from the AppExchange to ensure that the app meets its needs.
Which two options should the administrator suggest? Choose two answers

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

Answer: BC

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

NEW QUESTION 127
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 131
The support manager at Cloud Kicks wants to respond to customers as quickly as possible.
They have requested that the response include the top five troubleshooting tips that could help solve the customer's issue.
What should the administrator suggest to meet these requirement?

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

Answer: C

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

NEW QUESTION 132
Northern Trail Outfitters wants to encourage employees to choose secure and appropriate passwords for their Salesforce accounts.
Whichthree password policies should an administrator configure? Choose 3 answers

A. Maximum invalid login attempts
B. Prohibited password values
C. Require use of Password Manager App
D. Password complexity requirements
E. Number of days until expiration

Answer: ADE

Explanation:
Maximum invalid login attempts, password complexity requirements, and number of days until expiration are three password policies that an administrator can configure to encourage employees to choose secure and appropriate passwords for their Salesforce accounts. Maximum invalid login attempts determines how many times a user can enter an incorrect password before being locked out of Salesforce. Password complexity requirements determine how complex a user's password must be based on criteria such as length,case sensitivity, alphanumeric characters, etc. Number of days until expiration determines how often users

must change their passwords.References:https://help.salesforce.com/s/articleView?id=sf.security_password_
policies.htm&type=5

NEW QUESTION 135
Cloud Kicks users are seeing error messages when they use one of their screen flows. The error
messages are confusing but could be resolved if the users entered more information on the
Account before starting the flow.
How should the administrator address this issues?

A. Remove validation rules so that the users are able to process without complete records.
B. Create a permission set to allow users to bypass the error.
C. use afault connector and display a screen with text explaining what went wrong and how to correctit.
D. Uncheck the end user Flow Errors box in setup.

Answer: C

Explanation:
Fault connector and screen component are two features that can be used to address the issue of users seeing error messages when they use one of their screen flows. Fault connector can be used to handle errors that occur when a flow element fails, such as a record create or update element. Screen component can be used to display a message to the user with text explaining what went wrong and how to correct it. References: https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_connector_fault.htm&type=5https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screencmp_display_ text.htm&type=5

NEW QUESTION 140
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 142
Cloud Kicks has a custom object called Shipments. The Company wants to see all the
shipment items from an Account page. When an Account is deleted, the shipments should remain.
What type of relationship should the administrator make between Shipments and Account?

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

Answer: A

Explanation:
A lookup relationship is a type of relationship that links two objects together, but does not affect security or deletion. It can be used to create a relationship between shipments and accounts where shipments should have a lookup to accounts; this way, shipments can show related account information on their records, but when an account is deleted, the shipments remain. Accounts should have a lookup to shipments is not a valid option because it does not match the requirement of seeing all shipment items from an account page; it would show related account information on shipment records instead. Shipments should have a master-detail to accounts or accounts should have a master- detail to shipments are not valid options either because they do not match the requirement of keeping shipments when an account is deleted; they would delete shipments along with their master account
records.References:https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.ht m&type=5

NEW QUESTION 143
The administrator are Cloud Kicks created a new field for tracking returns on their new cloud shoe. A
user has submitted case to the administrator indication that the new field is unavailable. Which two steps should an administrator do to troubleshoot this issue? Choose 2 answers

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

Answer: AD

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

NEW QUESTION 147
Northern Trail Outfitters has asked an administrator to ensure that when a contact with a title
of CEO is created, the contact's account record gets updated with the CEO's name. Which feature should an administrator use to implement this request?

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

Answer: C

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

NEW QUESTION 150
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 152
Northern Trail Outfitters wants to calculate how much revenue has been generated for each of its
marketing campaigns.
How should an administrator deliver this information?

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

Answer: C

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

NEW QUESTION 155
An administrator at Cloud Kicks is building a flow that needs to search for records that meet certain conditions and store values from those records in variable for use later in the flow. What flow element should the administrator add?

A. Assignment
B. Get Records
C. Create Records
D. Update Records

Answer: B

Explanation:
Get Records is a flow element that allows you to retrieve one or more records from an object that meet certain conditions and storethem in a collection variable or a record variable for use later in the flow. You can also choose which fields from those records you want to store in variables.References:https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_da ta_getrecords.htm&type=5

NEW QUESTION 160
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 163
Cloud Kicks (CK) stores information about specific customers in Contacts and information about shoes and accessories in a custom Merchandise object.
What should the CK administrator use to represent that Contact can be interested in multiple pieces of Merchandies?

A. Hierarchy column
B. Lookup filter
C. Formula field
D. Junction object

Answer: D

Explanation:
A junction object is a type of custom object that allows administrators to create many-to-many relationships between two other objects. A many-to-many relationship means that each record of one object can be related to multiple records of another object, and vice versa. For example, a junction object can represent that a contact can be interested in multiple pieces of merchandise, and a piece of merchandise can be of interest to multiple contacts. A junction object has two master-detail relationships with the two objects it connects.References:https://help.salesforce.com/s/articleView?id=sf.relationships_manyto many.htm&type=5

NEW QUESTION 164
When a cloud kicks Opportunity closes, the company would like to automatically create a renewal opportunity.
Which two automation tools should an administrator use to accomplish this request? Choose 2 answers

A. Approval Process
B. Flow Builder
C. Opportunity sharing rule
D. Validation rule

Answer: BD

Explanation:
Flow Builder and Process Builder are two automation tools that should be used to accomplish this request. Flow Builder can be used to create a flow that defines the logic and actions for creating a renewal opportunity, such as setting the stage, close date, and amount. Process Builder can be used to create a process that triggers the flow when an opportunity is closed won. References:
https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5

NEW QUESTION 169
An administrator at Universal Container needs an automated way to delete records based on field values.
What automatedsolution should the administrator use?

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

Answer: C

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

NEW QUESTION 170
Which three items are available in the mobile navigation menu? Choose 3 answers

A. Lightning App Pages
B. Lightning Home Page
C. Chatter
D. Utility Bar
E. Dashboards

Answer: ACE

Explanation:
Lightning app pages, Chatter, and dashboards are three items that are available in the mobile navigation menu. The mobile navigation menu allows users to access different items in the Salesforce mobile app, such as objects, apps, or utilities. Users can customize their mobile navigation menu by adding or removing items and changing their order.References:https://help.salesforce.com/s/articleView?id=sf.app_nav_setup.htm&type =5

NEW QUESTION 173
An administrator at Cloud Kicks has a flow in production that is supposed to create new records.
However, no new records are being created. What could the issue be?

A. The flow is read only.
B. The flow is inactive.
C. The flow URL is deactivated.
D. The flow trigger is missing.

Answer: B

Explanation:
A flow can be active or inactive depending on whether you want it to run or not. An inactive flow cannot be run by users or processes until you activate it. If a flow in production is supposed to create new records but it is not doing so, it could be because the flow is inactive and needs to be activated.References:https://help.salesforce.com/s/articleView?id=sf.flow_distribute_activat e.htm&type=5

NEW QUESTION 175
Cloud Kicks has a team of product owners that need a space to share feedback and ideas with
just the product team.
How should the administrator leverage Salesforce to help the team collaborate?

A. Use Quick Actions to log communication.
B. Configure a Chatter Public Group.
C. Create a Chatter Private Group.
D. Add Activity History to document tasks.

Answer: C

Explanation:
A Chatter private group is a type of Chatter group that allows members to sharefeedback and ideas with each other in a secure and exclusive space; only members can see and post in a private group. It can be used by Ursa Major Solar to create a space for product owners to collaborate with just the product team by creating a Chatter private group and adding product owners as members. Using quick actions to log communication, configuring a Chatter public group, or adding activity history to document tasks are not solutions for creating a space for product owners to collaborate with justthe product team; they either do not provide privacy or do not support collaboration.
References:https://help.salesforce.com/s/articleView?id=sf.collab_groups_ov erview.htm&type=5

NEW QUESTION 177
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 180
Ursa Major Solar has service level agreements (SLA) that are routed to support queues. Cases that meet the 24 hour SLA need to be automatically re-assigned to the next tier
queue.
Which feature should be used to fulfill this requirement?

A. Einstein Case Routing
B. Auto-response rule
C. Case assignment rule
D. Case escalation rule

Answer: D

Explanation:
To re-assign cases that meet the 24 hour SLA to the next tier queue, the administrator should use a case escalation rule that defines the criteria for escalating cases, such as age or priority, and the actions to perform when those criteria aremet, such as changing owner or sending email alerts. Case escalation rules can help ensure that cases are handled in a timely manner and escalated to appropriate users or queues. Einstein Case Routing, Auto-response rule, and Case assignment rule are not able to re- assign cases based on SLA or age.References:https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type= 5

NEW QUESTION 183
Ursa MajorSolar uses Opportunity to track sales of solar energy products. The company has two
separate sales teams that focus on different energy markets. The Services team also wants to use
Opportunity to track installation. All three teams will need to usedifferent fields and stages. How Should the administrator configure this requirement?

A. Create three sales processe
B. Create three record types and one page layout.
C. Create one sales proces
D. Create three record types and three page layouts.
E. Create three sales processe

F. Create three record types and three page layouts.
G. Create one sales proces
H. Create one record type and three page layouts.

Answer: C

Explanation:
A sales process is a set of stages that an opportunity goes through as it moves from creation to close. A record type is a way to offer different business processes, picklist values, and page layouts to different users based on their profiles. A page layout controls the layout and organization of detail and edit pages for a specific object and record type combination. To meet the requirement of having different fields and stages for each team, you need to create three sales processes for each market segment, three record types for each sales process, and three page layouts for each record type. References:
https://help.salesforce.com/s/articleView?id=sf.customize_salesprocess.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5https://he lp.salesforce.com/s/articleView?id=sf.customize_layout.htm&type=5

NEW QUESTION 184
Which two capabilities are considerations when marking a field as required in Object Manager?
Choose 2 answers

A. The field is not required to save records via the API on that object.
B. The field is universally required to save a record on that object.
C. The field is added to every page layout on that object.
D. The field is optional when saving records via web-to-lead and web-to-case

Answer: AB

Explanation:
When you mark a field as required in Object Manager, the field is universally required to save a record on that object in the user interface. However, the field is not required to save records via the API on that object, unless you also mark it as required on the page layout.
References: https://help.salesforce.com/s/articleView?id=sf.fields_about_required_fields.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_profile_picklists.htm&type=5

NEW QUESTION 188
The CTO of AW Computing has defined a new policy for cases to improve customer satisfaction. All cases submitted with a Case Reason of Installation must be acknowledged immediately via email and assigned to the appropriate agents. Any cases that are still in the New status after 4 hours must be escalated to support management.
What case management tools need to be utilized for this requirement?

A. Auto-response rules, Macros, Entitlements
B. Auto-response rules, Queues, Macros
C. Auto-response rules, Queues, Escalation Rules
D. Auto-response rules, Entitlements, Escalation Rules

Answer: 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 192
Cloud Kicks wants to allow customers to create their own cases while visiting its public homepage.
What should the administrator recommend?

A. SMS Response
B. Web-to-Case
C. Email-to-Case
D. Omni-Channel

Answer: B

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

NEW QUESTION 195
At cloud kicks sales reps usediscounts on the opportunity record to help win sales on
products. When an opportunity is won, they then have to manually apply the discount up the related
opportunity products. The sales manager has asked if three is a way to automate this timeconsuming
task.
What should the administrator use to deliver this requirement?

A. Flow Builder
B. Approval Process
C. Prebuild Macro.
D. Formula field

Answer: A

Explanation:
To automate applying discounts on opportunity products when an opportunity is won, the administrator should use Flow Builder, which is a tool that allows creating complex business processes with clicks. The administrator can create an autolaunched flow that runs when an opportunity is updated, checks if its stage is “Closed Won”, and updates its related opportunity products with discounts from a formula or variable. Approval Process, Prebuilt Macro, and Formula Field are not able to update related records based on criteria.References:https://help.salesforce.com/s/articleView?id=sf.flow_build_overview.htm
&type=5

NEW QUESTION 196
Northern Trail Outfitters has a new flow that automatically sets the field values when a new account is created. That the flow is launched by a process, But the flow is not workingproperly.
What should administrator do to identify the problem?

A. Use the native debug feature in the flow builder.
B. Review debug logs with the login level.
C. View the setup audit Trail and review for errors.
D. Setup Email logs and review the send error log.

Answer: A

Explanation:
Native debug feature is a tool that can be used to identify the problem with the new flow. Native debug feature allows users to test a flow by running it with different input values and inspecting the output values at each element. Users can also see error messages and warnings that indicate where the flow failed or might fail.References:https://help.salesforce.com/s/articleView?id=sf.flow_debug.htm&type=5

NEW QUESTION 199
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 201
The administrator at AW Consulting has created a custom picklist field. Business users have requested that it be a text field. The administrator attempts to change the field type but, is unable to because it is referenced by other functionalities.
Which functionality is preventing the field type from being changed?

A. Formula fields
B. Record types
C. Visualforce
D. Javascript

Answer: A

Explanation:
Formula fields are types of fields that calculate a value based on an expression or formula that references other fields or constants. Formula fields prevent administrators from changing their field type once they are created because they may be referenced by other functionalities such as reports, validation rules, workflow rules, etc., that depend on their data type and value. If a formula field is referenced by other functionalities, then changing its field type may cause errors or unexpected results.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_formulas.ht m&type=5

NEW QUESTION 206
Northern Trail Outfitters has two different sales processes: one for business opportunities with
four stages and one for partner opportunities with eight stages. Both processes will vary in page layouts
and picklist value options.
What should an administrator configure to meet these requirements?

A. Validation rules that ensure that users are entering accurate sales stage information.
B. Different page layouts that control the picklist values for the opportunity types.
C. Public groups to limit record types and sales processes for opportunities.
D. Separate record types and Sales processes for the different types of opportunities.

Answer: D

Explanation:
Record types and sales processes allow you to have different page layouts, fields, required fields, and picklist values for different types of opportunities. References: https://www.salesforceben.com/salesforce-record-types/ https://trailhead.salesforce.com/content/learn/projects/create-an-opportunity-record-type-for-npsp/create-and-manage-stages-and-sales-processes

NEW QUESTION 210
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 211
The CTO of AW Computing has defined a new policy for cases to improve customer satisfaction. All cases submitted with a Case Reason of Installation must be acknowledged immediately via email and assigned to the appropriate agents. Any cases that are still in the New status after 4 hours must be escalated to support management.
What case management tools need to be utilized for this requirement?

A. Auto-response rules, Macros, Entitlements
B. Auto-response rules, Queues, Macros
C. Auto-response rules, Queues, Escalation Rules
D. Auto-response rules, Entitlements, Escalation Rules

Answer: C

Explanation:
To acknowledge cases with a Case Reason of Installation immediately via email and assign them to appropriate agents, and escalate cases that are still in New status after 4 hours to support management, an administrator should use Auto-response rules, Queues, and Escalation Rules for case management. Auto-response rules allow sending automatic email responses to customers based on case criteria. Queues allow grouping cases that share common characteristics and assigning them to a group of users who can access and work on them. Escalation rules allow escalating cases that meet certain criteria to higher-level users or groups and sending email notifications. Macros and Entitlements are not case management tools that can be used for this requirement. References: https://help.salesforce.com/s/articleView?id=sf.case_autoresponse.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.queues_overview.htm&type=5https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5

NEW QUESTION 214
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 219
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 222
An administrator atUniversal Containers has been asked to prevent users from accessing Salesforce from outside of their network.
What are two considerations for this configuration? Choose 2 answers

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

Answer: AC

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

NEW QUESTION 224
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 229
The Client services and customer support teamsshare the same profile but have different
permission sets. The Custom Object Retention related list needs to be restricted to the client services teamon the Lightning record page layout.
What should the administrator use to fulfil this request?

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

Answer: C

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

NEW QUESTION 231
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 232
The standard Lead Rating field has picklist values of Hot, Warm, and Cold. A list of new leads was importance without errors even thoughseveral records had the value of Unrated in the Rating field.
How were these records added without error?

A. The Restricted picklist checkbox was unchecked.
B. Field-level security was set to Visible for all profiles.
C. A global picklist value set was used to populate the picklist.

D. The Add to All Record Types checkbox was selected.

Answer: A

Explanation:
A restricted picklist is a type of picklist that enforces the integrity of the picklist values by allowing only values defined in the picklist during data entry or import operations. If the restricted picklist checkbox is checked for a picklist field, then any records with values not defined in the picklist will cause errors during import operations. However, if the restricted picklist checkbox is unchecked for a picklist field, then any records with values not defined in the picklist will be imported without errors.References:https://help.salesforce.com/s/articleView?id=sf.picklist_limitations.htm&t ype=5

NEW QUESTION 234
Cloud Kicks want its reports to show a Fiscal Year that starts on February 1 and has 12 months.
How Should the Administrator Address this requirement?

A. Set the Fiscal Year to Custom and the starting month as February.
B. Set the Fiscal Year to Custom and the duration to 4 quarters.
C. Set the Fiscal Year to Standard and the starting month as February.
D. Set the Fiscal Year to Standard and the duration to 12 months.

Answer: A

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

NEW QUESTION 237
An administrator at Dreamhouse Reality needs to Create Customized pages for thesalesforce
mobile app.
Which two types of pages could an administrator build and customize using the Lightning App Builder?
Choose 2 Answers

A. User Page
B. Dashboard page
C. App page
D. Record Page

Answer: AB

Explanation:
App page and record page are two types of pages that an administrator can build and customize using Lightning App Builder for Salesforce mobile app. App pages are pages that display information or tools that don’t belong to a specific record; they can be accessed from navigation menus or tabs in Salesforce mobile app. Record pages are pages that display information or actions related to a specific record; they can be accessed by opening any record in Salesforce mobile app. User page and dashboard page are not types of pages that can be built using Lightning App Builder for Salesforce mobile app; they are types of pages that can be built using other tools such as Profile settings or Dashboard Builder.References:https://help.salesforce.com/s/articleView?id=sf.app_builder_mobile_pa ges.htm&type=5

NEW QUESTION 241
Universal Containers has two sales teams, Sales team A and Sales team B. Each team has their own
role in the role hierarchy. Both roles are subordinates of the same Manager role.
How Should the administrator share records owned by sales team A with Sales team B?

A. Hierarchical sharing
B. Use Manual sharing
C. Criteria based sharing
D. Owner based sharing

Answer: B

Explanation:
Manual sharing allows record owners to share individual records with other users or groups. This is useful when one-off sharing is needed for a specific situation. Hierarchical sharing, criteria-based sharing and owner-based sharing are not suitable for this scenario because they are based on predefined rules or roles that do not match the requirement.References:https://help.salesforce.com/s/articleView?id=sf.sharing_overview.h tm&type=5

NEW QUESTION 243
Northern Trail Outfitters is using one profile for all of its marketing users, providing read- only
access to the Campaign object. A few marketing users now require comprehensive edit access on
Campaigns.
How should an administrator fulfil this request?

A. Permission sets
B. Organization-wide defaults
C. Marketing user checkbox
D. Field-level security

Answer: A

Explanation:
Permission sets are used to grant additional permissions and access settings to individual users without changing theirprofiles or requiring a new profile to be created. You can use permission sets to extend users' functional access without changing their existing profiles. To meet the request of giving comprehensive edit access on Campaigns to a few marketing users who have read-only access by default, you need to create a permission set with edit access on Campaigns and assign it to those users.References:https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm
&type=5

NEW QUESTION 245
The business development team at Cloud Kicks thinks the account creation process has too many fields to fill out and the page feels cluttered. They have requested the administrator to simplify the process.
Which automation tool should an administrator use?

A. Approval process
B. Workflow rule
C. Flow builder
D. Validation rule

Answer: C

Explanation:
Flow builder is an automation tool that allows administrators to create flows that guide users through screens, collect data, and perform actions on records. It can be used to simplify the account creation process by creating a screen flow that shows only the essential fields for creating an account and hides any unnecessary fields or sections from the page layout. Approval process, workflow rule, and validation rule are not automation
tools that can simplify the account creation process; they are used fordifferent purposes such as approving records, updating fields, or enforcing data quality.References:https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5

NEW QUESTION 247
Which two solutions could an administrator find on the AppExchange to enhance their organization?
Choose 2 answers

A. Communities
B. Consultants
C. Components
D. Customers

Answer: AB

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

NEW QUESTION 249
Support reps at Cloud Kicks (CK) are reporting that when they try to close a case, the Closed option in the Case Status picklist is missing. CK has asked the administrator to find a solution.
Why are the support reps unable to see the Closed option in the specified piclist?

A. The Case record type is missing Closed as a picklist value.
B. The Close Case page layout must be used to close a case.
C. The Show Closed Statuses m Case Status Field checkbox is set to the default.
D. The Support Process being used omits Closed as a status choice.

Answer: D

Explanation:
A support process is afeature that allows administrators to define and enforce the stages that a case or work order must go through based on its record type. A support process determines which values are available for the status field for each record type. If a support process omits a certain value for the status field, such as Closed, then users will not be able to see or select that value when working with cases or work orders of that record type.References:https://help.salesforce.com/s/articleView?id=sf.customize_supporthome.ht m&type=5

NEW QUESTION 252
The administrator at Cloud Kicks writes an assignment rule to send all cases created via email or the web to the Automated Cases Queue Any manually created cases should be owned by the agent creating them, however, the manually created cases now show the administrator as the owner.
What will the administrator find when troubleshooting this issue?

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

Answer: B

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

NEW QUESTION 256
Cloud Kicks has decided to delete a custom field.
What will happen to the data in the field when it is deleted?

A. The data in the field is stored for 20 days.
B. The data is permanently deleted.
C. The data associated with the field is required.
D. The data is restorable from the recycle bin.

Answer: A

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

NEW QUESTION 260
......

Relate Links

100% Pass Your ADM-201 Exam with Exambible Prep Materials

https://www.exambible.com/ADM-201-exam/

Contact us

We are proud of our high-quality customer service, which serves you around the clock 24/7.

Viste - https://www.exambible.com/