



Salesforce

Exam Questions Salesforce-Advanced-Administrator

Salesforce Certified Advanced Administrator

NEW QUESTION 1

Cloud Kicks wants to implement multi-factor authentication (MFA) to help better secure its Salesforce org. Which two options should the administrator consider to use MFA?

Choose 2 answers

- A. An Authentication App
- B. A Username and Password
- C. A Security Token
- D. An Encryption Key

Answer: AB

NEW QUESTION 2

A sales rep needs to help cross-sell an opportunity but is unable to make updates on the record or update the opportunity team. Which two options would be required for a sales rep to add a rep to the opportunity team? Choose 2 answers

- A. Transferred ownership of the Opportunity to the sales rep
- B. A permission with Edit access on the Account object
- C. A role above the Opportunity owner in the role hierarchy
- D. Transferred ownership of the Account to the sales rep

Answer: BC

NEW QUESTION 3

The administrator at Cloud Kicks recently replaced several case workflow rules with a single before save flow. Since this change, some cases are routing in unexpected ways.

What could be the cause or the changes to routing?

- A. The old workflow rules are still active and impacting routing.
- B. The flow precedes assignment rules; workflow rules are after assignment rules.
- C. Assignment rules no longer reference the correct fields.
- D. Multiple automation tools have been used and the automation is executed in a different order.

Answer: B

NEW QUESTION 4

At Cloud Kicks, users are able to run reports. However, when users try to export a report, they are taken to a login screen and prompted for additional verification. What is causing this issue?

- A. Users need to update their browser to the latest version.
- B. The users are logged into an Insecure network.
- C. The users' profile is missing the Export Reports permission.
- D. Exporting is configured to require a high assurance session.

Answer: D

NEW QUESTION 5

DreamHouse Realty has a rental team and a real estate team. The two teams have different sales processes and capture different client information on their opportunities.

How should an administrator extend the Opportunity object to meet the teams' different needs?

- A. Leverage Opportunities for the Real Estate Team and create a new custom object for the Rental Team Opportunities.
- B. Use separate record types, page layouts, and sales processes for the Rental and Real Estate Teams.
- C. Create Opportunity Teams for the Rental and Real Estate Teams and make appropriate fields visible to only the necessary team.
- D. Add a section for Rental and a section for Real Estate on the Opportunity Master Record Type to keep the information separate.

Answer: B

NEW QUESTION 6

Cloud Kicks (CK) has deployed several new custom apps that use Lightning Web components. The administrator is now concerned that they may need to make some adjustments to CK's org to make it more secure.

Which tools should the administrator use to expose possible security risks within a Lightning web component?

- A. HealthCheck
- B. Master Encryption Keys
- C. Salesforce Optimizer
- D. Self-signed Certificates

Answer: A

NEW QUESTION 7

The administrator at AW Computing has been asked to review whether any users are making configuration changes directly in production. Which item should the administrator review to find these details?

- A. Setup Audit Trail

- B. FieldHistory Tracking
- C. Login History
- D. Organization-Wide Defaults

Answer: A

NEW QUESTION 8

An administrator is trying to deploy a change set from a newly upgraded sandbox source org with new features to a destination sandbox org on a previous release. Some metadata in the change set cannot be deployed because they've changed between releases. What should the administrator do to deploy the changes to a sandbox?

- A. Make the changes manually through the user interface in the source org.
- B. Create a new sandbox on the new release version and deploy the change set to the new org.
- C. Submit a ticket to Salesforce to update the source org to the latest release.
- D. Refresh the sandbox destination org and then deploy the change set.

Answer: B

NEW QUESTION 9

An administrator created a new custom object. When trying to upload new records to the custom object using Date Loader, they are unable to see the new custom object in the list of available objects. What should the administrator do to resolve the issue?

- A. Assign a permission set to give them access to the new object.
- B. Check the Field-Level Security of the new custom object's Name field.
- C. Ensure Allow Sharing is checked on the custom object.
- D. Confirm the object is marked as deployed and not in development.

Answer: D

NEW QUESTION 10

The sales team at Universal Containers has asked the administrator to build functionality to automatically update the account checkbox field 'Opportunity Created' to checked when at least one related opportunity has been created. What feature should the administrator use to build this functionality?

- A. Screen flow
- B. Workflow rule
- C. Record-triggered flow
- D. Assignment rule

Answer: C

NEW QUESTION 10

A sales user is assigned to a permission set group that gives them Modify All access to Accounts. An administrator assigns the same user to a custom permission set that mutes Deletes access on Account. What level of access will the sales user have on the Account object?

- A. Read-only
- B. Modify All
- C. Read, Create, and Edit
- D. No Access

Answer: C

NEW QUESTION 11

Northern Trail Outfitters (NTO) wants to start using Salesforce for its HR recruiting process. NTO needs to ensure that every application is linked to both a job posting and an applicant can apply for more than one job posting, and each job posting can have more than one application. How should an administrator configure the objects?

- A. Make Job Application as a junction object with a master-detail relationship to Applications and a lookup relationship to Job Posting.
- B. Create Application as a junction object with a master-detail relationship to Job Postings and a lookup relationship to Job Applications.
- C. Add applicants as a junction object with master-detail relationship to both Posting and Job Applications.
- D. Configure Job Application as a Junction object with master-detail relationship to both Application and Job Postings.

Answer: D

NEW QUESTION 13

AW Computers has enabled the feature for Contact to multiple Accounts. A rep is trying to remove the primary Account from a Contact but is unable to do so. The administrator has already updated the page layout to no longer require an Account. What could be the issue?

- A. A primary Account relationship is required on a Contact regardless of the page layout settings.
- B. The Contact has indirect relationships to other Accounts.
- C. The Account Contact relationship record needs to be deleted first in order to disassociate Contact from the Account.
- D. Private Contacts need to be enabled in Setup.

Answer: A

NEW QUESTION 18

An administrator created two record types on the Account object: Internal Customers and External Customers. A custom profile called Sales has the External Customers record type assigned. The sharing rules for Accounts are set to Public Read Only. On occasion, Sales users notice that an Account record has the wrong record type assigned. The administrator has created a screen flow that will change the record type on the user's behalf. What will happen to the Sales user's record access after running this flow?

- A. Read access will be lost to the record.
- B. Edit access will be lost to the record.
- C. Record Access remains the same.
- D. A new record owner will be assigned.

Answer: B

NEW QUESTION 22

On the Planet custom object, Ursa Major Solar's sales director wants only certain action buttons to appear depending on if a given planet is defined as gaseous. Which Lightning component should the administrator define dynamic action buttons?

- A. Record Detail
- B. Highlights Panel
- C. Activities
- D. Related Lists

Answer: B

NEW QUESTION 23

An administrator needs to Import a large amount of historical data (more than 100,000 records) from another system. How should the administrator import the data?

- A. SOAP based API with Developer console
- B. Data Loader with Bulk API Enabled
- C. An AppExchange package
- D. Import Wizard with Add Only

Answer: C

NEW QUESTION 26

The accounting team at Universal Containers is looking to roll out two new custom objects: a parent Invoice object and a child Payment object. Whenever a Payment record is created, the Invoice object should be updated to reflect the current outstanding value of the Invoice. What should the administrator do to build this functionality?

- A. Create a lookup-relationship on the Payment with a Roll-up Summary field on the Invoice.
- B. Create a lookup-relationship on the Payment and a workflow cross object field update.
- C. Create a master-detail relationship on the Payment and a workflow cross object field update.
- D. Create a master-detail relationship on the Payment with a Roll-up Summary field on the Invoice.

Answer: C

NEW QUESTION 29

The sales agents at DreamHouse Realty have a profile that allows them to import records for a custom object called House. The agents only need to make imports occasionally and typically Import around 100 new records at a time. What tool should the agents use to upload records?

- A. Bulk API
- B. Apex
- C. Data Import Wizard
- D. Data Loader

Answer: C

NEW QUESTION 33

The Cloud Kicks administrator wants to open up opportunity sharing to directors who oversee regional managers so they can access records to assist regional managers. What sharing mechanism should be used?

- A. organization wide Defaults
- B. Role Hierarchy
- C. Manual Sharing
- D. Sharing Settings

Answer: B

NEW QUESTION 35

At CloudKicks, the distributor account information is sensitive information. The administrator needs to make sure this information is unavailable to testers in the full sandbox. What should the administrator recommend?

- A. Refresh the sandbox.
- B. Assign the users a new permission set.
- C. Use the data masking tool.
- D. Delete the sensitive information.

Answer: C

NEW QUESTION 36

Cloud Kicks (CK) has introduced its new Alpha Shoe line. Customers create cases from CK's website. Managers receive a report of all cases created last week. Managers would like a way to easily see in the report if the customer refers to the new shoe line in the case subject. How should the system administrator modify the report to meet this request?

- A. Add a cross-filter and a with' sub-filter.
- B. Build a row-level formula.
- C. Change the format to a joined repi
- D. Include a contains filter on Subject.

Answer: D

NEW QUESTION 40

Ursa Major Solar has a global customer base. Recent issues with customs have greatly delayed shipping to Canadian customers. While the Country field is already on the page layout, the sales team wants Canadian customers highlighted as a potential challenge for fulfillment until the shipping issue is resolved. How should the administrator solve this issue?

- A. Modify the page layouts to move the Country field into its own section.
- B. Add a rich text component to the Lightning pag
- C. Use conditional visibility to only show the component if the account is Canadian.
- D. Create an in-app guidance prompt for Canadian records.
- E. Create a new record type and page layout for Canadian customers, ensuring their pages look different.

Answer: C

NEW QUESTION 44

Ursa Major Solar allows its scientists to log new stars as they find them, but on occasion, they log the same star by mistake. The administrator wants scientists to be notified when a record is deleted and by whom, and to maintain their own discovery information. What automation solution should be used to send the notification?

- A. Heroku
- B. Process Builder
- C. Workflow Action
- D. flow

Answer: D

NEW QUESTION 49

At Ursa Major Solar, there is a custom object called Galaxy. The sales director wants users to only see certain field market. What Lightning will satisfy this requirement?

- A. Record Detail Component
- B. Fields component
- C. Highlights Panel Component
- D. Path Component

Answer: B

NEW QUESTION 54

Ursa Major Solar has a junction object that connects Docs with Solar Panels. The administrator needs users to be able to see all the solar panels that a Doc is related to. Users already have access to the Doc and the Junction, but not the Solar Panel object. What access does the user need to be able to see the solar panel records?

- A. Read permission is required on both master records.
- B. Access permission is not required on either master record.
- C. Create permission is required on both master records.
- D. Read permission is required on at least one master record.

Answer: A

NEW QUESTION 55

Cloud Kicks needs to create 10 separate environments for various projects. A developer sandbox has been created with the necessary configuration and data. The administrator needs to create 10 new environments with the same metadata and data for each user. What should the administrator do to meet the requirements?

- A. Use refresh sandbox without Auto Activate.
- B. Use the existing sandbox as a sandbox template.
- C. Use clone a sandbox option from the existing sandbox.
- D. Use a scratch org definition to copy sandbox.

Answer: B

NEW QUESTION 56

Person accounts were recently activated at Cloud Kicks. There are three record types for accounts:

- B2B customer
- B2C Customer
- External Partner

There are two record types for leads:

- B2B Lead
- B2CLead

The test team finds that when the Convert button is clicked on a B2C Lead record, only the B2BCustomer and External Partner account record types are available choices on the Conversion Layout.

What should the administrator do to correct this issue?

- A. Hide the Record Type field on the Account section of the Conversion Layout.
- B. Build a process that updates the record type field to B2C Customer after conversion.
- C. Use a validation rule to ensure the company name on B2C Leads is blank.
- D. Change organization-wide default settings for contacts to Controlled by Parent.

Answer: B

NEW QUESTION 58

Which two tools should an administrator use to required data to be entered in a field and improve data quality on a record in Salesforce?

Choose 2 answers

- A. validation Rules
- B. Dashboards
- C. Workflow Rules
- D. Page Layouts

Answer: AD

NEW QUESTION 60

The Cloud Kicks online Lead Intake form was recently updated to allow for new choices on some older picklist fields. The leads are all being created properly in Salesforce, but reps are getting errors as they try to work the leads.

What tool should the administrator use to evaluate what is causing the errors?

- A. Login History
- B. Debug Log
- C. Setup Audit Log
- D. Record History

Answer: B

NEW QUESTION 63

Sales managers at Ursa Major Solar have asked for some additional automation around opportunity reminders. If the opportunity is in the Proposal stage a week before the close date, they want an email sent to the opportunity owner and manager. If the Budget Approved custom field is checked, the managers want to be notified immediately.

How should these requirements be met without using code?

- A. Create a schedule-triggered flow
- B. Configure the trigger to flow weekly.
- C. Create a record-triggered flow with scheduled path
- D. Configure the trigger to flow after the record is saved.
- E. Create a record-triggered flow with scheduled paths. Configure the trigger to flow before the record is saved.
- F. Create a schedule-triggered flow for the Opportunity object
- G. Configure the trigger to flow daily.

Answer: D

NEW QUESTION 65

A custom object called Item has a many-to-many relationship with the Account and Quota objects. At Cloud Kicks, account owners are changed frequently while ownership of Quota records remains unchanged. When an account owner is updated, the new account owner can only see Item records if they are also the owner of the Quota record.

What step should the administrator take to give access to all Item records?

Change the data format of the Quota relationship field from master-detail to lookup.

- A. Re-assign the Quota master-detail to the primary and the
- B. Account master-detail to secondary.
- C. Create a Quota criteria-based sharing rule using ISCHANGED for the Account Owner field.
- D. Give the account owner Read access to both the Account and the Quota objects

Answer: A

NEW QUESTION 70

AW Computing has been advertising a new keyboard that was released at the beginning of the month. The sales team has an additional incentive to add the keyboards to every sale. The administrator already added the product to Salesforce but the reps are unable to select the product on the opportunity.

Which two options should an administrator check to ensure the product is available? Choose 2 answers

- A. Confirm the correct price book is selected on the opportunity.
- B. Make sure the price book is in the company currency.
- C. Ensure the product is associated with the correct price book.
- D. Verify the product has a start date entered.

Answer: AC

NEW QUESTION 74

Cloud Kicks users need to link multiple Case records to multiple Outcome records stored in a custom object. Any user that can view the Case record must be able to create a link. The administrator creates a Case Outcome custom object.

What is the recommended option to use when adding a field to Case Outcome?

- A. Lookup relationship with Ready-Only sharing setting.
- B. Master-detail relationship with Read-Only sharing setting.
- C. Lookup relationship with Read/Write sharing setting
- D. Master-detail relationship with Read/Write sharing setting

Answer: D

NEW QUESTION 76

When should an administrator apply a permission set to a user or group of users versus configuring the user's profile with the necessary access?

- A. When a user is part of a team with an assigned profile that covers the majority of their needs but requires just a little less access than the rest of their team.
- B. When a user is part of a team with an assigned profile that covers the majority of their needs but requires more access than the rest of their team.
- C. When an organization's sharing model is too broad and they need to restrict access beyond what their sharing model and existing profiles provide.
- D. When an organization has opted out of using the standard profiles and created custom profiles.

Answer: B

NEW QUESTION 81

An administrator is asked to create a report to calculate the year-over—year change in the dollar amount of a company's opportunities.

What reporting tool should be used to complete this request?

- A. A row-level formula to compare amounts grouped by year.
- B. A joined report with two report blocks for each year
- C. A custom summary formula with PARENTGROUPVAL function
- D. A custom summary formula with the PREVGROUPVAL function.

Answer: D

NEW QUESTION 86

DreamHouse Realty wants better insights into potential revenue in the next quarter and is considering using Collaborative Forecasts.

What should the administrator consider when setting up Collaborative Forecasts?

- A. Opportunity Split data cannot be viewed in a forecast.
- B. A forecast can be either revenue-based or quantity-based.
- C. A single org can have up to six different types of forecasts.
- D. The default forecast categories cannot be customized.

Answer: B

NEW QUESTION 87

An administrator would like to know if any other administrators or delegated administrators are using the Log In As a User feature.

Where the administrators should be using the Log in As a User feature.

- A. Grant Account Login Access
- B. Setup Audit Trail
- C. Connected App Usage
- D. Login History

Answer: A

NEW QUESTION 91

A new administrator at Cloud Kicks has reported that they are unable to use outbound change sets as requested.

What permission should be reviewed to determine if it is missing from the administrator user or profile?

- A. Create and Upload Change Sets
- B. Modify Metadata Through Metadata API Functions
- C. Deploy Change Sets
- D. API Enabled

Answer: C

NEW QUESTION 93

As part of their yearly audit, the compliance team at Cloud Kicks would like to track when a user's profile has been changed and who changed the data. What should the administrator review to meet this requirement?

- A. Field History Tracking
- B. Setup Audit Trail
- C. Historical Trending
- D. Analytic Snapshot

Answer: B

NEW QUESTION 96

An administrator wants to determine if brute-force password attacks are being used against the org. A brute-force attack is when multiple password combinations are attempted in a short time period. Where should the administrator look for more information?

- A. Login Forensics
- B. Connected Apps OAuth Usage
- C. Event Manager
- D. User Field History Tracking

Answer: A

NEW QUESTION 100

After setting up field history tracking on the Account object, the administrator for AW Computing wants to retrieve the field history data for analysis. How should the administrator acquire this data?

- A. Create a report of Accounts and export it to Excel.
- B. Query and export the Account History object using Data Loader.
- C. Use the Data export service in setup.
- D. Create a list view of Account History and print using the Printable View action.

Answer: B

NEW QUESTION 105

The administrator at Cloud Kicks built a flow in a sandbox. After testing and validating the flow, the administrator plans to promote the flow to the production environment with a change set.

Which three considerations should the administrator be aware of when moving flows with a change set? Choose 3 answers

- A. Flows deployed are inactive and need to be manually activated.
- B. Flow allows only one version of the flow when deployed with a change set.
- C. Deploying or redeploying a flow with change sets creates a version of the flow in the destination org.
- D. All flow dependencies are automatically added to the change set.
- E. Flows are automatically activated upon deployment.

Answer: ABC

NEW QUESTION 106

When an Account has more than five open opportunities over US\$10,000, the salesrep should have an option on the Account page to start the escalation process to allocate additional resources.

Which two configurations should the administrator create? Choose 2 answers

- A. Component Visibility filter
- B. Formula field
- C. Roll-Up Summary field
- D. Dynamic Forms

Answer: AC

NEW QUESTION 109

AW Computing wants to create a process to assign accounts to different salespeople based on the annual revenue.... of the company. The administrator has decided to create a flow.

Which two considerations should the administrator make sure to remember when creating the flow? Choose 2 answers

- A. Use a Get Record component instead of hard coding record IDs.
- B. The running user of a flow is the user that last saved the flow.
- C. Update record elements should be placed outside the flow loop.
- D. Update Record elements should be placed inside the flow loop.

Answer: AC

NEW QUESTION 113

AW Computers has enabled the feature for Contact to multiple Accounts. A rep is trying to remove the primary Account from a Contact but is unable to do so. The administrator has already updated the page layout to no longer require an Account.

What could be the issue?

- A. A primary Account relationship is required on a Contact regardless of the page layout settings.
- B. The Contact has indirect relationships to other Accounts.

- C. The Account Contact relationship record needs to be deleted first In order to disassociate Contact from theAccount.
- D. Private Contacts need to be enabled in Setup.

Answer: A

NEW QUESTION 116

Cloud Kicks (CK) typically sells Its products direct to consumer and tracks sales using the Order object In Salesforce. The head of sales has now decided that CK will also sell to retail locations for resale. The administrator wants toleverage opportunities and opportunity products for these new deals. What should the administrator do to track accurate sales data on opportunities?

- A. Create new Products with the new retail pricing.
- B. Add a new Order Process for Orders generated from opportunities.
- C. Create a new Price Book for the new retail pricing.
- D. Add a required lookup field from the Order to the opportunity.

Answer: C

NEW QUESTION 121

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- A. Hide the Record Type field on the Account section of the Conversion Layout.
- B. Build a process that updates the record type field to B2C Customer after conversion.
- C. Use a validation rule to ensure the company name on B2C Leads is blank.
- D. Change organization-wide default settings forcontacts to Controlled by Parent.

Answer: B

NEW QUESTION 125

DreamHouse Realty currently deals only with single-family homes but is expanding its business it include condos in large cities. There are some features and amenities that inly apply to condos, such as the amount of a deposit and concierge services.

How should an administrator configure the Opportunity object to ensure that only relevant fields are displayed on the record?

How should an administrator configure the Opportunity object to ensure that only relevantfields are displayed on the record?

- A. Build a Lightning component to display fields that only apply to condos.
- B. Create a Record Type for the type of property and custom page layouts for each.
- C. Configure a validation rule to display fields based on thetype of property the user is viewing.
- D. Make is custom Lightning page to display specific fields based on the type of property.

Answer: B

NEW QUESTION 128

A sales manager at AW Computing has created a contact record but is missing some of the information to complete the record. The organization-wide default for Accounts is set to Public Read Only, and Contacts are controlled by parent.

- A. Who will be able to edit thisnew contact record?
- B. Users above the sales manager in the role hierarchy
- C. All users in the organization
- D. The owner and users below the owner in the role hierarchy
- E. Sales manager and system administrator

Answer: D

NEW QUESTION 133

Cloud Kicks has a very large knowledge base in Salesforce, Service reps are having a hard the finding the mostreviewing articles because there are too many search results.

What should the administrator do to help service reps quickly narrow down the number of articles?

- A. Implement and configure Data Categories.
- B. Delete and remove old Knowledge articles.
- C. Update Knowledge to auto-search the case's subject.
- D. Activate and configure Einstein Search.

Answer: A

NEW QUESTION 134

AW Computing created new multi-tier service plans. The primary difference between the packages Is the length of the term. The company wants to capture start and end dates for each service plan sold, which can direr from the contract dates of the subscription.

How should an administrator ensure the data is captured properly?

- A. Build a validation rule on the Opportunity object to require custom date fields based on the product(s) selected.
- B. Configure formula fields to reflect the close date of the opportunity.
- C. Create a new price book for service plans with term lengths.
- D. Make a validation rule on the Opportunity Product object to require custom date fields based on the product family.

Answer: B

NEW QUESTION 138

Cloud Kicks uses a dashboard with multiple components based on Account, Case, and Opportunity reports. The system administrator adds a dashboard filter on Account Owner. When filtering the dashboard by Account Owner, records are now missing from several Opportunity components. What is the recommended way for the system administrator to resolve this issue?

- A. Add a cross-filter to the Opportunity source reports.
- B. Use a custom report type for Accounts with or without Opportunities.
- C. On the Opportunity components, change the equivalent field.
- D. Create a joined Accounts and Opportunities report for the components.

Answer: A

NEW QUESTION 143

An administrator has been tasked with sending an email notification to all project team members when project status is changed to Allocated. Project teams contain users from different departments and different roles. How should an administrator ensure the proper users will receive the email?

- A. Configure a queue for the project team and have members view the queue's list view.
- B. Use sharing rules to automatically share with the individual users in the project team.
- C. Move the projectusers to the same role and send the email alert to everyone in the role.
- D. Create public groups for each project team and send the email alert to the project group.

Answer: D

NEW QUESTION 145

The sale VP notices several sales reps generating a contract too early in the sales stage. The help correct this Behavior, the has requested the Create Contract button only be available when the opportunity reach... negotiation stage. How should the administrator meet this requirement?

- A. Createa validation rule.
- B. Configure dynamic action.
- C. Create a custom permission.
- D. Modify page layout.

Answer: B

NEW QUESTION 146

DreamHouse Realty has a rental team and a real estate team. The two teams have different sales processes and capture different client information on their opportunities. How should an administrator extend the Opportunity object to meet the teams' different needs?

- A. Leverage Opportunities for the Real Estate Team and create a new custom object for theRental Team Opportunities.
- B. Use separate record types, page layouts, and sales processes for the Rental and Real Estate Teams.
- C. Create Opportunity Teams for the Rental and Real Estate Teams and make appropriate fields visible to only the necessaryteam.
- D. Add a section for Rental and a section for Real Estate on the Opportunity Master Record Type to keep the information separate.

Answer: B

NEW QUESTION 151

An administrator recently Implemented multi-factor authentication (MFA) with a standard security level selectee. They are receiving cases that users are unable to log in. What should me administrator do to troubleshoot?

- A. Check the session security level required at login on the user profile.
- B. Change MF-A to High Assurance.
- C. Reset the user passwords and ask them to try again.
- D. Temporarily disable MFA.

Answer: A

NEW QUESTION 152

An administrator needs to Import a large amount of historical data (more than 100,000 records) from another system. how should the administrator import the data?

- A. SOAP based API with Developer console
- B. Data Loader with Bulk API Enabled
- C. An AppExchange package
- D. Import Wizard with Add Only

Answer: C

NEW QUESTION 154

An administrator is planning the release process for the year. The team will be using change sets to process deployment to production. Which three best practices should be considered?

- A. Plan your deployments around the production and sandbox maintenance schedules.
- B. Use matching names for global publisher layouts and Outlook publisher layouts.
- C. Be sure to test only after business hours the data after deployment.
- D. Make sure to deploy all dependent components.
- E. Make sure change sets are limited to 10,000 files.

Answer: ADE

NEW QUESTION 155

Sales reps and partner consultants at Cloud Kicks work on the same kinds of shoe deals. The administrator has been asked to ensure that the Profit new on the Opportunity object is available to sales reps and is hidden from partners using Field Level Security. Which two features should the administrator use to fulfil this request? Choose 2 answers

- A. Permission Set
- B. Record Type
- C. Organization-wide Defaults
- D. Profiles

Answer: AD

NEW QUESTION 158

Support staff at CloudKicks work on multiple accounts and opportunities at the same time. Currently, they are switching between browser tabs, which is tedious and confusing. Support managers put in a request for a better agent experience. What should an administrator recommend?

- A. Create a screen flow to pull all related opportunities onto one page.
- B. Enable Subtab Record Browsing in the Setup menu.
- C. Configure Split List Views.
- D. Implement Service Console.

Answer: D

NEW QUESTION 159

Cloud Kicks has just released a new Process Builder on the Account in production. The end users keep getting error messages that prevent them from completing their updates to the Account. Which three things should the administrator do to resolve this issue? Choose 3 answers

- A. Review the Error Email for the Process Builder and rectify the issues.
- B. Manually make the updates to the Account as the logged-in user.
- C. Deactivate the Process Builder in production.
- D. Have the users refresh the Account page so they get the current Process Builder.
- E. Fix the Process Builder in a sandbox and migrate the change to production.

Answer: BCE

NEW QUESTION 161

Users at AW Computing use a custom object to manage order*. All profiles share a single page layout. Customer Service and Sales users express frustration overseeing actions that do not always apply to their situation on the page layout. What should an administrator recommend?

- A. Use Dynamic Actions and conditional visibility to show the appropriate actions to the applicable users.
- B. Create separate record types for the Customer Service and Sales users' records.
- C. Configure two separate permission sets and assign the appropriate permissions to each user.
- D. Make two separate Lightning record pages and assign them to the applicable profiles.

Answer: A

NEW QUESTION 164

AW Computing has a new requirement from its security team where audit information relating to an account must be recorded in a new custom object called Audit. Audit records need to be preserved for 10 years and only accessible by the audit team. What relationship should be used to relate the Audit object to the Account object?

- A. Master-Detail
- B. Lookup
- C. Many-To-Many
- D. Self

Answer: A

NEW QUESTION 169

The operations team at Ursa Major Solar (UMS) currently tracks installations using a spreadsheet. The information captured includes customer name, address, purchase and installation dates, configuration specs, and additional installer instructions. UMS's CEO would like to utilize Salesforce to track this information

instead.

Which action should the administrator take to meet this requirement?

- A. Use Salesforce REST API to create the object and also import the data.
- B. Use Lightning Object Creator to create the object and also import the data.
- C. Use Schema Builder to create the object and also import the data.
- D. Use Object Manager to create the object and also import the data.

Answer: A

NEW QUESTION 174

An administrator has a request to create a Next Steps field for users to document what they need to do next on a lead. The field should allow users to format the text and be mapped to an opportunity when converted.

What type of field will satisfy these requirements?

- A. Formula (Text)
- B. Text Area (Long)
- C. Text Area
- D. Text Area (Rich)

Answer: C

NEW QUESTION 177

Administrator has been tasked with creating a new custom field on the Account object called Government Der. The compliance department has determined that this field contains sensitive Information and needs to be encrypted using Classic Encryption.

How will this impact users when reading, editing, or reporting on Accounts?

- A. Encrypted fields are unable to be used the report criteria or list views filters.
- B. Users will need the View Encrypted Data permission to edit the field.
- C. Encrypted fields can be added to a list view and rule filters.
- D. Users with the View Encrypted Data permission can see the field, regardless of Field-Level Security.

Answer: A

NEW QUESTION 182

Sales teams at Cloud Kicks ask each visiting customer to fill out a form that capturing their contact information and some basic footwear preferences. This information is saved to a spreadsheet and used by the sales team to alert their contacts when new shows are added to the inventory that matches their preferences. The sales team wants to be able to track this in Salesforce and see the information when viewing the contact Record.

Which two ways should the administrator configure this requirement? Choose 2 answers

- A. Data Loader
- B. Lookup Field
- C. Lightning Object Creator
- D. Schema Builder

Answer: BC

NEW QUESTION 183

A user accidentally created a duplicate opportunity and is unable to delete the duplicate record. What should an administrator do to troubleshoot this issue?

- A. Run a report of all opportunities to identify other possible duplicates.
- B. Check the user profile permissions on the Opportunity object to see if they have permission to delete.
- C. Advise the user to mark the duplicate opportunity Closed Lost and keep it in the system.
- D. Change the user's profile to System Administrator so they have full permissions to delete object records.

Answer: C

NEW QUESTION 185

Ursa Major Solar's administrator has configured multiple record-triggered flows to run before or after the record is saved on the Account object.

What should the administrator consider when a record-triggered flow executes first?

- A. Assign the highest priority to the record-triggered flow which should execute first.
- B. The flow with the longest execution time will execute first.
- C. The flow with the shortest execution time will execute first.
- D. The order in which those flows are executed is not guaranteed.

Answer: A

NEW QUESTION 186

AW Computing has a private sharing model for its accounts, but a sales rep occasionally needs assistance from an engineer. What feature should be used to grant the engineer access to the necessary account, while maintaining the company's data security?

- A. Permission Set
- B. Permission Set Group
- C. Account Teams
- D. Custom Profile

Answer: C

NEW QUESTION 189

AW Computing has a 4-hour SLA in its support guarantee. The company recently received feed that customers are reporting long wait times before an agent responds to a new case after it has been submitted.

How should an administrator ensure cases are properly prioritized?

- A. Auto-Response Rules
- B. Escalation Rules
- C. Assignment Rules
- D. Workflow Rules

Answer: C

NEW QUESTION 192

Cloud Kicks (CK) has a backup team of employees that helps short-staffed departments. These users could be working with sales one day and service the next. CK is implementing new Lightning record pages for each department so that they view records in a way that makes sense for each department.

How should the administrator ensure this is configured correctly?

- A. Configure one app per department and activate record pages for each app.
- B. Create permission sets for each department and assign them to the backup team users.
- C. Adjust the profile of the backup users each day to align with the proper access they require.
- D. Allow the backup team users to update their own profile with Delegated Administration.

Answer: A

NEW QUESTION 193

An administrator is using the Dev Console Log Inspector to troubleshoot a ProcessBuilder. What event type should the administrator look for in the event column?

- A. Event types beginning with FLOW
- B. Event types beginning with AUTOMATED.
- C. Event types beginning with WORKFLOW
- D. Event types beginning with PROCESS

Answer: A

NEW QUESTION 195

The administrator at Universal Containers recently rolled out Email-to-Case functionality. Even though a new record type was created and specified in the Email-to-Case settings, all incoming cases are receiving a different record type.

What is likely causing the record type discrepancy?

- A. The new Case Owner needs permissions to the new record type.
- B. The Automated Case User needs permissions to the new record type.
- C. A Case assignment rule is preventing the record type from being updated.
- D. A validation rule is preventing the record type from being updated.

Answer: B

NEW QUESTION 197

DreamHouse Realty manages its accounts and contacts in Salesforce using a B2C account model. The business has requested that third-party loan advisors be tracked in Salesforce along with the customers they work with.

How should the administrator track third-party financial advisors and the customers they work with?

- A. Create a Hierarchical lookup on Account to track loan advisors' customers.
- B. Set up Contacts to Multiple Accounts for loan advisors.
- C. Use a B2B Account Model to track loan advisors' customers.
- D. Use a Hierarchical lookup on Contact to track loan advisors' customers,

Answer: B

NEW QUESTION 202

AW Computing is running a special bundle deal on monitors and keyboards. Normally, discounts need VP approval, but this special bundle is pre-approved.

What should the administrator recommend for these requirements?

- A. Create a separate price book.
- B. Implement CPQ.
- C. Remove the approval process.
- D. Enable Subscriptions.

Answer: B

NEW QUESTION 207

Cloud Kicks needs to track government-issued identification numbers for its customers. The security team requires that the identification number cannot be changed by users and must be masked when displayed, except the last two digits.

Which two recommended configurators should the administrator create? Choose 2 answers

- A. Use a field with Classic Encryption.
- B. Enable ShieldPlatform Encryption.
- C. Configure a Field Encryption Policy
- D. SetRead-Only Field-Level Security in the user Profile

Answer: BC

NEW QUESTION 211

Northern Trail Outfitters (NTO) has a private sharing model for records containing a customer's credit Information. These records should be visible to a sales rep's manager but hidden from their colleagues.

How should an administrator adjust NTO's sharing model to ensure the correct amount of confidentiality?

- A. Use validation rules targeting the logged-in user.
- B. Add View All access for the object via the managers profile.
- C. Create sharing rules for each manager based on the record owner.
- D. Grant access using hierarchies via the sharing settings.

Answer: D

NEW QUESTION 216

An administrator at Universal Containers has been asked to configure product schedules. What should the administrator consider before enabling this feature?

- A. The Product Schedule is unavailable in Process Builder and Flow.
- B. Line Item Schedule is unavailable In Process Builder and Workflow.
- C. Customizable product schedule page layouts cannot be modified.
- D. To remove a product schedule completely, remove it from the standard price book.

Answer: B

NEW QUESTION 217

An administrator needs a business process automated, but only for certain users and profiles. The administrator will need to frequently update which users and profiles will use the process. After evaluating the declarative options, it was determined that this functionality must be done via an Apex trigger.

What software requirement should the administrator request so that process execution can be declaratively controlled?

- A. Use Process Automation Setting in Setup to the appropriate users or profiles.
- B. Use a System permission that is assigned to the user or profile.
- C. Use Apex Class Access to assign the Apex code to the user or profile.
- D. Use a custom permission set that is assigned to the user.

Answer: D

NEW QUESTION 218

Universal Containers wants to assign a task due date on one of two fields. Estimated Shipping Date or Client Need By Date, which is further in the future.

Which two combined automation tools should the administrator use to create the task record and assign based on date criteria?

Choose 2 answers

- A. Create a formula capture the MAX date.
- B. Make a Process Builder to create the task.
- C. Design an approval process to capture the furthest date.
- D. Configure a workflow to create the task.

Answer: AD

NEW QUESTION 222

Ursa Major Solar (UMS) wants to identify customers that need to install a new solar panel monitor system it recently released. UMS tracks the installed products as Asset records that are related to the Account. Sales management has asked the administrator to create a report for users.

What is the recommended method for the administrator to meet the requirement?

- A. Use PREVGROUPVAL() in Report Builder.
- B. Use Role Hierarchy filter to restrict related records.
- C. Use a Summary report with Bucket Columns.
- D. Use a Cross Filter with WITHOUT logic.

Answer: D

NEW QUESTION 224

Users at Ursa Major Solar want to create complex dashboards with supporting charts based on data to come from a variety of sources, some of which live on the Internal company shared drives.

Which product should the administrator recommend to meet the users' needs?

- A. Lightning Dashboard Builder
- B. Report Bulkier
- C. List views
- D. Tableau CKM

Answer: D

NEW QUESTION 229

An administrator at Universal Containers has been asked to configure product schedules. What should the administrator consider before enabling this feature?

- A. The Product Schedule is unavailable in Process Builder and Flow.
- B. Line Item Schedule is unavailable In Process Builder and Workflow.
- C. Customizable product schedule page layouts cannot be modified.
- D. To remove o product schedule completely, remove It from the standard price book.

Answer: B

NEW QUESTION 231

The administrator at Universal Containers does a soft launch of the Salesforce Authenticator app and allows users to optionally use it to log in. The administrator would now like to look at how many users have successfully used it since it was rolled out.

What are two ways the administrator can get this information? Choose 2 answers

- A. Run a session setting report, specifying login methodsby user.
- B. Open the Login Access Policies in Setup which shows how many users are using MFA.
- C. Create a new view in Identity Verification History, specifying Method.
- D. The order of flow execution is unpredictabl

Answer: D

NEW QUESTION 233

When should an administrator consider when using Person Accounts'

- A. In a complex business model and the users find iteasiest to record Opportunity information on Contacts rather than Accounts.
- B. In a B2B business model and is selling to the primary contact at a business organization.
- C. In a B2C business model and the consumer is the intended recipient of sates and marketing attention.
- D. In a business model that needs a separate Contact and Account to be included on all Case records submitted.

Answer: C

NEW QUESTION 235

An administrator created and activated several record-triggered flows that are configured to run before the record is saved on the same object.

What should the administrator consider about the order of execution for flows?

- A. The flow type will determine the order of execution.
- B. The last created date of the flow will determine the order.
- C. The order of flow execution is unpredictable.
- D. The flows will execute in alphabetical order based on their names.

Answer: C

NEW QUESTION 238

Ursa Major Solar (UMS) receives hundred of cases every week from both consumers and retail partners. UMS wants to ensure it's meeting all service-level agreements to maintain high levels of customer satisfaction.

What should theadministrator do to help meet this goal?

- A. Set up and configure Entitlement Process to design timelines and track issue resolution.
- B. Configure the Milestones object on Service Contracts to sequential milestones for common case issues.
- C. Design a Net Promoter Score survey using Surveys that is automatically sent when a case is closed.
- D. Expose the Service Contracts object in the Service Console for an agent to view when working a case.

Answer: A

NEW QUESTION 240

Cloud Kicks is a large company with many divisions. Some divisions have a higher turnover, so each division wants to be able to create and manage users only within their division.

What should the administrator do to set this up?

- A. Set up delegated administrators for the division leaders.
- B. Assign a flat territory role hierarchy for the divisions.
- C. Create a permission set group for the division leaders.
- D. Customize and assign profiles for the division teams.

Answer: A

NEW QUESTION 245

The administrator at Cloud Kicks created a flow in a sandbox that walks service agents through the Return Merchandise Authorization creation process. The administrator deployed the flow to production with a Change Set. Users are unable to use the flow in production.

Which step should the administrator take? Activate the flow administrator take?

- A. Activate the flow manually after deployment.
- B. Include the active and prior inactive flow version in the Change Set.
- C. Ensure there is an active flow version in the sandbox.
- D. Deployment the flow, with the Metadata API instead of Change Sets

Answer: A

NEW QUESTION 246

An administrator is asked to create a report to calculate the year-over—year changed in the dollar amount of a company's opportunities. What reporting tool should be used to complete this request?

- A. A row-level formula to compare amounts grouped by year.
- B. A joined report with two report blocks for each year
- C. A custom summary formula with PARENTGROUPVAL function
- D. A custom summary formula with the PREVGROUPVAL function.

Answer: D

NEW QUESTION 250

An administrator created and activated several record-triggered flows that are configured to run before the record is saved on the same object. What should the administrator consider about the order of execution for flows?

- A. The flow type will determine the order of execution.
- B. The last created date of the flow will determine the order.
- C. The order of flow execution is unpredictable.
- D. The flows will execute in alphabetical order based on their names.

Answer: C

NEW QUESTION 254

AW Computing sells a variety of software programs for its customers to choose from. Management wants to ensure that the customer automatically receives phone support when they purchase photo editing software. How should an administrator meet these requirements?

- A. Add an entitlement template to the product for phone support.
- B. Include a milestone to the product with a term of 365 days for phone support.
- C. Configure a flow to create a milestone on the asset upon purchase.
- D. Create a flow to attach an entitlement to the asset upon purchase.

Answer: A

NEW QUESTION 257

An administrator has found a free app on the AppExchange and would like to install it. Which three items should the administrator take into consideration before installing the managed package? Choose 3 answers

- A. Custom objects and custom fields used by the app count against the org's limits.
- B. Managed apps do not undergo a formal security review by Salesforce.
- C. Apps may require certain Salesforce editions or features to be enabled.
- D. Apps may require external, third-party web services to function properly.
- E. Apps must be installed in production before the app can be installed in a sandbox.

Answer: CDE

NEW QUESTION 260

What are three options available to the administrator to help with this issue? Choose 3 answers

- A. Move some page components behind a tab.
- B. Remove some of the fields displayed.
- C. Deactivate unnecessary validation rules.
- D. Convert all Process builders to flows.
- E. Reduce the number of related lists displayed.

Answer: ABE

NEW QUESTION 262

Select power users who want the ability to make configuration changes to a specific custom object. What tool should the administrator assign to the power users to enable this?

- A. View Setup and Configuration
- B. Delegated Administration
- C. Sharing Rule
- D. Modify All Data

Answer: B

NEW QUESTION 264

Ursa Major Solar customer records have a lot of fields and Lightning components to give users a variety of information and available functions. Recently, users have noted that their pages take a long time to load and it's starting to negatively impact their experience. What should the administrator do to help diagnose where improvements can be made?

- A. Check the debug logs found in the Environment section of Setup.
- B. Click Analyze from the Lightning App Builder toolbar.
- C. Review the debug logs from the Developer Console.
- D. Use the Apex debugger while loading a customer record.

Answer: B

NEW QUESTION 267

A sales rep at Ursa Major Solar was assigned to a role under their manager and is the record owner of several opportunities; however, the sales rep is missing from the manager's forecast.

What should the administrator review to solve this issue?

- A. Enable owner adjustment
- B. Enable manager adjustments
- C. Allow Forecasting
- D. Allow Override Forecasts

Answer: B

NEW QUESTION 271

The security department at AW Computing wants to prevent users from exporting more data than they need. Included in this request is limiting records containing sensitive information, such as bank accounts and Personal Identifiable Information (PII).

Which feature should an administrator recommend to help limit what data is exported?

- A. Salesforce Platform Encryption
- B. Export Data Settings
- C. Salesforce Shield
- D. Muted Permission Sets

Answer: C

NEW QUESTION 273

Cloud Kicks has been tracking how many participants wear the company's shoes in each marathon. The administrator creates two custom objects: Races and Runners. There is a master-detail relationship between them as well as a Roll-up Summary field on the Races object to show the count of runners in each race. Requirements have changed, and the administrator wants to delete the Master-detail Relationship field without deleting the Runners records.

What action should an administrator take before the Relationship field can be deleted?

- A. Change the field type to a Lookup Relationship.
- B. Select the 'Allow Reparenting' checkbox on the Master-detail field.
- C. Uncheck 'Delete this record also' to turn off cascading deletes.
- D. Delete the Roll-up Summary field on the parent.

Answer: B

NEW QUESTION 277

AW Computing (AVVC) has customers in multiple countries. AWC would like to set up advanced currency management for its system.

Which two considerations should AWC be aware of prior to implementing this change to the existing system? Choose 2 answers

- A. When a currency is added to an organization's List of supported currencies, it cannot be deleted.
- B. Opportunities will only display sales in the customer's localized currency.
- C. Historical trend reports will only use the last dated exchange rate.
- D. Once enabled, advanced currency management cannot be disabled.

Answer: AC

NEW QUESTION 280

An administrator has created a flow that sends platform events whenever an opportunity is updated. An Apex developer has been tasked to write code that listens for these events. When reviewing the debug logs for a user, the developer can see that the flow ran, but the debug information is missing.

What should the administrator recommend to assist with debugging?

- A. Select the Debug Enabled checkbox on platform events,
- B. Platform events are unavailable for debugging.
- C. Set a debug log on the Automated Process entity.
- D. Search the AppExchange to find a tool that assists with debugging.

Answer: C

NEW QUESTION 285

AW Computing wants to embed a report chart on the Account record page that shows the value of closed sales for that account. The chart should be limited to users in the Sales Manager role on the Account record pages.

How should this be accomplished?

- A. Create a new report and assign it to the component.
- B. Create a new page layout for the Sales Manager role.
- C. Filter component visibility for the Account ID.
- D. Filter component visibility for the Sales Manager role.

Answer: D

NEW QUESTION 290

AW Computing is conducting an audit and wants to understand how many objects have been shared as public externally. which tool should the administrator use to quickly obtain this details?

- A. Security Health Check
- B. Setup Audit Trail
- C. Session Security Settings
- D. Object Manager

Answer: C

NEW QUESTION 292

The administrator at Cloud Kicks has been asked to delete a large number of quote line items. The/ receive a .c sv fife with the record IDs to be deleted. The administrator uses Data Loader to delete them and selects Use Sulk APL When the job runs, every record shows an 'entity ls deleted' error In the error file that is created.

What is the reason for the error?

- A. The batch size selected was greater than the 200 record limit.
- B. Deleting with Data Loader can only be done In Batch API mode.
- C. One of the IDs in the batch referenced arecord that was In the recycle bin.
- D. This ls the standard error message when records are deleted using Bulk API.

Answer: C

NEW QUESTION 296

Ursa Major Solar has a junction object that connects Docs withSolar Panels. The administrator needs users to be able to see all the solar panels that a Dot is related to. Users already have access to the Bot and the Junction, but not the Solar Panel object.

What access docs the user need to be able to see the solar panel records?

- A. Read permission is required on both master records.
- B. Access permission ls not required on either master record.
- C. Create permission ls required on both master records.
- D. Read permission is required on at least are master record.

Answer: A

NEW QUESTION 297

At Cloud Kicks, the Sales team uses a specific dashboard to see how they are doing daily. The team has asked the administrator for an easier way to seethis dashboard.

What should the administrator recommend?

- A. Add the dashboard to the Sales team's home page.
- B. Create a custom app with a dashboard.
- C. Email the dashboard to the Sales Team every morning.
- D. Update the Sales team's app with a new dashboard.

Answer: A

NEW QUESTION 299

Ursa Major Solar wants to add a chat component to its corporate website, where its service agents can respond directly from Salesforce.

What are two considerations the administrator should understand before adding Chat to the Service Console? Choose 2 answers

- A. Chat is unavailable in Lightning Experience if also using Omni-Channel.
- B. Chat can only be added to Standardnavigation Lightning apps.
- C. Chat must be routed with Omni-Channel in Lightning Experience.
- D. Chat can only be added to Console navigation Lightning apps.

Answer: BD

NEW QUESTION 302

An administrator created a new custom object. When trying to upload new records to the custom object using. Date Loader, they are unable to see the new custom object in the list of available objects.

What should the administrator do to resolve the issue?

- A. Assign a permission set to give them access to the new object.
- B. Check the Field-Level Security of the new custom object's Name field.
- C. Ensure Allow Sharing is checked on the custom object.
- D. Confirm the object us marked as deployed and not indevelopmen

Answer: D

NEW QUESTION 307

AW Computing has implemented the Contacts to Multiple Accounts functionality. Users should be able to distinguish between contacts and related contacts.

What should the administrator do to configure the account page layout?

- A. Display both the contacts and the related contacts related lists.
- B. Display the related accounts related list on the page layout.
- C. Display the related contacts related list and add the direct field.
- D. Display the contacts related list and add the related field

Answer: B

NEW QUESTION 309

A user is getting an error when attempting to merge two accounts. The administrator checks the profile to see the user has Read/Write permission on Accounts and is the owner of both records. What is preventing the user from completing the merge?

- A. Only administrators have permission to merge records.
- B. The user is assigned to the wrong territory.
- C. The Account matching rules are not set.
- D. The Delete permission is missing on the user for Account

Answer: D

NEW QUESTION 313

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