Salesforce

Exam Questions Salesforce-Administrator

Salesforce Certified Administrator

NEW QUESTION 1
Salesmanagers 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

NEW QUESTION 2
The VP of Sales at Cloud Kicks is receiving an error message that prevents them form saving an Opportunity. The administrator attempted the same edit without receiving an error.
How can the administrator validate the error the user is receiving?

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

Answer: C

NEW QUESTION 3
The administrator at Ursa Major Solar imported records into an object by mistake. Which two toolsshould 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

NEW QUESTION 4
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. TheLook-Up field is required for Saving Records.
D. Roll-Up summary field sexist on the master object.

Answer: D

NEW QUESTION 5
The administrator at AW Computing wants to send off client welcome tasks and a welcome email to the primary contact automatically when an Opportunity is Closed won.
What automation tool best accomplishes this?

A. Validation Rule
B. Outbound Message
C. Approval Process
D. Process Builder

Answer: D

NEW QUESTION 6
Ursa Major Solar provides a 1-year warranty on all of the panels it installs. Installation details, along with the warranty information, a captured on a custom object called Installation. The installation record is created by the installer from the mobile app. Customers son receive a longer warranty as a way of increasing customer satisfaction when an installation gets delayed or has issues.
How should the administrator configure Salesforce to capture the expiration date of the warranty?

A. Use a formula as the default value of the warranty Expiration Date field.
B. Create a formula field to display I year from the warranty purchased.
C. Add a validation rule to ensure the Expiration Date field is populated.
D. Include the warranty Expiration Date field on the mobile page layout.

Answer: B

NEW QUESTION 7
An administrator Creates a custom text area field on the Account object and adds it to the service team's page layout. The services team manager loves the addition of this field and wants it to appear in the highlights panel so that the services reps can quickly find it when on the Account Page
How should the administrator accomplish this?

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

Answer: B

NEW QUESTION 8
Dreamhouse Realty agents are double-booking open house event nights. The evet manager wants to event submission process to help agents fill in event details and request dates. How should anadministrator accomplish the request?

A. Create a workflow role to update the Event Date Field.
B. Create an approval process on the Campaign object.
C. Create a sharing rule so that other agents can view events.
D. Create a campaign for agents to requestevent dates.

Answer: D

NEW QUESTION 9
At cloud kicks sales reps use discounts 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 time consuming task.
What should the administrator use to deliver this requirement?

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

Answer: A

NEW QUESTION 10
Cloud Kicks executives have noticed the opportunity Expected revenue Field displays incorrect values.
How Should the administrator correct this?

A. Update the expected revenue associated with the stage.
B. Adjust the forecast category associated with the stage.
C. Modify the closed won value associated with the stage.
D. Change the probability associated with the stage.

Answer: D

NEW QUESTION 10
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: C

NEW QUESTION 13
Anadministrator 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

NEW QUESTION 16
An administrator at Universal Containersis reviewing current security settings in the company's Salesforce org.
What Should the administrator do to prevent unauthorized access to Salesforce?

A. Disable TLS requirements for sessions.
B. Enable multi factor authentication
C. Customize organization wide default
D. Enable caching and autocomplete on login page

Answer: B

NEW QUESTION 19
Dreamhouse realty wants to offer a form on its experience cloud site where inspectors will submit findings from a property inspection.
Which feature should an administrator place on the page to fulfill this requirement?

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

Answer: A

NEW QUESTION 21
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: D

NEW QUESTION 24
The administrator at Ursa Major Solar has Created a new record type for customer warranty cases which two assignments should the administrator use to display the new record type to users? Choose 2 answers

A. Profile Assignment
B. Role Assignment
C. App Manager Assignment.
D. Page layout Assignment.

Answer: AD

NEW QUESTION 29
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

NEW QUESTION 34
Universal Containers wants to provide reseller partners with discounted prices on the products they purchase. How should an administrator configure this requirement?

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

Answer: D

NEW QUESTION 39
An administrator gets a rush request from Human Resources to remove a user's access to Salesforce Immediately. The user is part of a hierarchy field called Direct Manager.
What should the administrator do to fulfil the request?

A. Freeze the user to prevent them from logging in while removing them from being referenced in the Direct Manager field.
B. Deactivate the user and delete any records where they are referenced in the Direct Manager field.
C. Change the user's profile to read-only while removing them from being referenced in the Direct Manager Field.
D. Delete the user and leave all records where they referenced in the Direct Manager Field without changes.

Answer: A

NEW QUESTION 40
The administrator at Universal Container has created two objects: Containers_c Purchase_c, Management has requested that all container records display on purchase records in Salesforce.
Which type of relationship between Containers_c and Purchase_c should satisfy the requirement?

A. Roll-Up Summary field
B. Formula field
C. Master-detail field
D. Lookup field

Answer: B

NEW QUESTION 44
AW Computing (AWC) occasionally works with independent contractors, who the company
stores as Contacts in Salesforce. Contractors often change agencies, and AWC wants to maintain the historical accuracy of the record.
What should AWC use to track Contacts?

A. Use a partner community to track the Contacts.
B. Create a new Contact record for each agency.
C. Create a Junction object to track many-to-many relationship.
D. Enable Contacts tomultiple Accounts.

Answer: D

NEW QUESTION 46
A sales rep at Ursa Major Solar has launched a series of networking events. They are hosting one event per month and want to be able to report on campaign ROI
by month and series. How should the administrator set up the Campaign to simplify reporting?

A. Add different record types for the monthly event types.
B. Create individual Campaigns that all have the same name.
C. Configure campaign Member Statuses to record which event members attended.
D. Use Campaign Hierarchy where the monthly events roll up to a parent Campaign

Answer: C

NEW QUESTION 49
Universal Containers administrator has been asked to create a many-to-manyrelationship between two existing custom objects.
Which two steps should the administrator take when enabling the many-to-many relationship? Choose 2 answers

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

Answer: AB

NEW QUESTION 54
Cloud Kicks (CK) has new administrator who is asked to put together a memo detailing salesforce uses to budget for upcoming license purchases.
Where Should the administrator go to find out what type of licenses CK Has purchased and how many are available.

A. Search for licenses types in setup.
B. User Licenses Related List in Company information.
C. User Management settings in setup.
D. Usage based entitlement related list in company information.

Answer: B

NEW QUESTION 56
An administrator at Universal Containers needs a simple way to trigger an alert to the director of sales when opportunities reach an amount of $500,000.
What should the administrator configureto meet this requirement?

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

Answer: A

NEW QUESTION 58
The administrator at Ursa Major Solar has created a custom report type and built a report for sales operation team. However, none of the user are able to accessthe report.
Which two options could cause this issue? Choose 2 Answers

A. The custom report type is in development.
B. The user's profile is missing view access.
C. The org has reached its limit of custom report types.
D. The report is saved in a private folder

Answer: BD

NEW QUESTION 60
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 next approver is inactive or missing
D. Review the page layout to ensure, the fields updated in the process are visible

Answer: C

NEW QUESTION 63
The administrator are Cloud Kicks created a new field for trackingreturns 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

NEW QUESTION 66
Ursa Major Solar uses Opportunity to track sales of solar energy products. The company has two separate sales teams that focus on different energy markets. The Servicesteam also wants to use Opportunity to track installation. All three teams will need to use different 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

NEW QUESTION 68
An administrator has reviewed an upcoming critical update.
How should the administrator proceed with activationof the critical update?

A. Activate the critical update in a sandbox.
B. Allow the critical update to auto-activate.
C. Activate the critical update in production.
D. Allow the critical update to auto-activate in a sandbox.

Answer: A

NEW QUESTION 71
Ursa Major Solar wants to know which of its marketing efforts are helping the team win Opportunities. What should an administrator configure to provide these insights?

A. Campaign Hierarchy.
B. Campaign Influence
C. Map Custom Lead Fields
D. List Email Activities

Answer: B

NEW QUESTION 72
The sales team at Ursa Major Solar has asked the administrator to automate an outbound message.
What should the administrator utilize to satisfy the request?

A. Process builder
B. Task assignment
C. Workflow rule
D. Flow builder

Answer: D

NEW QUESTION 75
What should an administrator use as an identifier when importing and updating records from a separate system?

A. Rich Text field
B. Record ID
C. Auto-Number field
D. External ID

Answer: D

NEW QUESTION 76
Northern Trail Outfittershas 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

NEW QUESTION 81
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 immediatelyvia 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

NEW QUESTION 85
An administrator has assigned a permission set group with the two-factor authentication for
User Interface Loginspermissions and the two-factor authentication for API Logins permission to a group of users.
Which two prompts will happen when one of the users attempts to log in to Data Loader? Choose 2 answers

A. Users need to connect an authenticator app to their Salesforce account.
B. Users need to get a security token from a trusted network using Reset My Security Token.
C. Users need to download and install an authenticator app on their mobile device.
D. Users need to enter a verification code from email or SMS,whichever has higher priority.

Answer: AC

NEW QUESTION 88
An administrator at Ursa Major Solar needs to send information to an external accounting system What workflow action should the administrator use to accomplish this?

A. Assign Task
B. Outbound Message
C. Create Record
D. Custom Notification

Answer: B

NEW QUESTION 93
An administrator needs to create a one-to-many relationship between two objects with limited access to child records.
What type of field should the administrator use?

A. Roll-up summary
B. Master-detailfield
C. Cross Object formula
D. Lookup field

Answer: B

NEW QUESTION 96
The Sales director at Cloud Kicks wants to be able to predict upcoming revenue in the next several fiscal quarters so they can set goals and benchmark how reps are performing.
Which two features should the administrator configure? Choose2 answers

A. Sales Quotes
B. Opportunity List View
C. Forecasting
D. Opportunity Stages

Answer: AC

NEW QUESTION 99
The Cloud kicks sales manager wants to boost productivity by providing insights at the start of each day.
Which three sales-specific standard Lightning components should administrator add to the homepage to meet this requirement?
Choose 3 Answers.

A. Activities

B. Path
C. Assistant
D. KeyDeals
E. Performance chart.

Answer: B

NEW QUESTION 104
Users at Universal Containers would like to visually see the sales stages on an Opportunity page. The administrator is configuring path for Opportunities.
Which is an important consideration for path configuration?

A. Kanbanviews for Path must be configured manually.
B. The Owner field can be edited in the key fields Panel.
C. Celebrations are unable to be added to a path.
D. Path can include guidance and key fields for each stage.

Answer: D

NEW QUESTION 106
Cloud Kickshas a Customer success agent going on leave and needs to change ownership on multiple cases.
Which two users are able to fulfill this request? Choose 2 answers

A. A user with Read Permission on account.
B. A user with manager role above the agent.
C. Auser with the System Administrator profile.
D. A user with the Manage Cases Permission

Answer: CD

NEW QUESTION 109
The Administrator at Cloud Kicks need to automatically route supportcases, regardless of how they are created, to a queue based on case priority.
What tool should the administrator use?

A. Email-to-Case
B. Assignment Rules
C. Auto-Response Rules
D. Web-to-case

Answer: B

NEW QUESTION 113
An administrator at Dreamhouse Reality needs to Create Customized pages for the salesforce mobile app.
Which two types of pages could an administrator build and customize using the Lightning App Builder? Choose 2Answers

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

Answer: CD

NEW QUESTION 117
Universal Containers (UC) customers have provided feedback that their supportcases are not
being responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than two hours to an urgent Case queue and alert the support manager.
Which feature should an administrator configure to meet this requirement?

A. Case Escalation Rules
B. Case Dashboard Refreshes
C. Case Scheduled Report
D. Case Assignment Rules

Answer: D

NEW QUESTION 122
New leads need be routed to the correct Sales person based on the lead address.

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

Answer: B

NEW QUESTION 127

The administrator for AW Computing is working with a user who is having trouble logging in to salesforce.
Whatshould the administrator do to identify why the user is unable to login?

A. Review the Security token.
B. Review the password history.
C. Review the Password policies.
D. Review the Login history

Answer: A

NEW QUESTION 128
Universal Containers introduced a new product and wants to track all associatedcases that get logged. They are looking for an automated solution that would give the product's two lead engineers read/write access to all new cases that reference the new product.
What should an administrator do to satisfy this requirement?

A. Create aqueue and a criteria-based sharing rule.
B. Create a predefined case team and an assignment rule.
C. Create a user-based sharing rule and an ad-hoc case team.
D. Create an auto-response rule and a public group.

Answer: B

NEW QUESTION 131
The Administrator at Universal Container wants to add branding to salesforce. Which two considerations should the administrator keep in mind?
Choose 2 Answers

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

Answer: AC

NEW QUESTION 135
The CTO of AW Computing has defined a new policy for cases to improvecustomer 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?

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

Answer: B

NEW QUESTION 140
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. 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

NEW QUESTION 141
Which two actions should an administrator perform with Case escalation rules? Choose 2 answers

A. Re-open the Case.
B. Send email notifications.
C. Change the Case Priority.
D. Re-assign the Case.

Answer: AB

NEW QUESTION 144
Universal Containers requires a different Lightning page to be displayed when Accounts are viewed in the Sales Console and in the ServiceConsole.
How should an administrator meet this requirement?

A. Update page layout assignments.
B. Define multiple record types.
C. Assign Lightning pages as app default.
D. Create different user profiles.

Answer: C

NEW QUESTION 148
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 tosales 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: BC

NEW QUESTION 149
CloudKicks needs to change the owner of a case when it has been open for more than 7 days. How should the administrator complete this requirement?

A. Auto - Response Rules
B. Validation Rule
C. Escalation Rule
D. Assignment Rule

Answer: D

NEW QUESTION 153
The administrator at Cloud kicks deleted a custom field but realized there is a business unit that still uses thefield.
What should an administrator take into consideration when undeleting the field?

A. The field needs to be re-added to reports.
B. The field history will remain deleted.
C. The field needs to be restored from the recycle bin.
D. The field needs to bere-added to page Layouts.

Answer: A

NEW QUESTION 156
Support agent at Cloud Kicks are spending too much time finding resources to solve cases.
The agents need a more efficient way to find documentation and similar cases from the Case page layout.
How should an administrator meet this requirement?

A. Create a custom object to capture popular case resolutions.
B. Use an interview flow to capture Casedetails.
C. Direct users to Global Search to look for similar cases.
D. Configure Knowledge with articles and data categories.

Answer: C

NEW QUESTION 160
A sales rep has a list of 300 accounts with contacts that they want to load at one time. Which tool should the administrator utilize to import the records to salesforce?

A. Dataloader.io
B. Data Loader
C. Manual Import
D. DataImport Wizard

Answer: D

NEW QUESTION 162
Which three aspects of standard fields should an administrator customize? Choose 3 answers

A. Picklist Values
B. Help Text
C. Field history tracking
D. Decimal Places
E. Field name

Answer: ABC

NEW QUESTION 166
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 thescreen flow be distributed?

A. Page Layout
B. Component Filter
C. Lightning page
D. Home page

Answer: C

NEW QUESTION 170
The administrator at Cloud Kicks hasa 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

NEW QUESTION 172
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

NEW QUESTION 176
DreamHouse Realty requires that house showings be scheduled within the current year to prevent too many future showingsfrom stacking up.
How can they make sure Showing Date is only populated with a date this years?

A. Sync the users' Showing Calendar to Salesforce and filter it to only look at this year.
B. Create a report that shows any Showing Dates not scheduled in thecurrent year to the updated.
C. Add Help Text so the user knows to only add a Showing Date within the current year.
D. Create a validation rule that ensures Showing Date contains a date within the current year.

Answer: D

NEW QUESTION 180
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: BCD

NEW QUESTION 184
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 anencrypted lookup
C. Create a hierarchical lookup
D. Create a master-detail lookup.

Answer: D

NEW QUESTION 187
Cloud Kicks users are seeing error messages when they use one of their screen flows. The error messages are confusing but could beresolved 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 setto allow users to bypass the error.
C. use a fault connector and display a screen with text explaining what went wrong and how to correct it.
D. Uncheck the end user Flow Errors box in setup.

Answer: C

NEW QUESTION 188
Universal Containers is trying to improve the user experience whensearching for the tight status on a case. The company currently has one support process that is used for all record types on cases. The

support process has 10 status values. Service reps say they never need more than five depending on what kind of case they are working on.
How should the administrator improve on the current implementation?

A. Reduce the number of case status values to five.
B. Create a Screen Flow that shows only the correct values for status and surface the flow in the utility bar of the console.
C. Review which status choices are needed for each record type and create support processes for each that is necessary.
D. Edit the status choices directly on the record type.

Answer: C

NEW QUESTION 191
Cloud Kicks (CK) needs a new sales application. The administrator there is an application package on the AppExchange and wants to begin testing it in a sandbox to see If it addresses CK's needs.
What are two considerations when installing a managed package in a sandbox? Choose 2 answers.

A. Any metadata changes to the package have to be recreated in production.
B. The installation link has to be modified to test.saiesiorcc.com.
C. Install for Admins Only will be the only Install option available.
D. The package will be removed any time the sandbox is refreshed.

Answer: BD

NEW QUESTION 192
An administration needs to store the ID of record type of later use in a flow. Which kind of variable should the administrator use?

A. Boolean variable
B. Text variable
C. ID variable
D. Record variable

Answer: D

NEW QUESTION 194
Users have noticed that when they click on a report in a dashboard toview 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: BD

NEW QUESTION 195
Northern Trail Outfitters wants to encourage employees to choose secure and appropriate passwords for their Salesforce accounts.
Which three password policies shouldan 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

NEW QUESTION 199
Cloud Kicks (CK) stores information about specificcustomers 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: C

NEW QUESTION 202
Which toolshould 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

NEW QUESTION 204
What should an administrator use as an identifier when importing and updating records from a separate financial system?

A. Auto-Number field?
B. External ID
C. Rich text field
D. Record ID

Answer: B

NEW QUESTION 205
Universal Container wants to increase the security of their org by requiring stricker user passwords. Which two of the following should an administrator configure?
Choose 2 answers

A. Password different then username
B. Prevent common words
C. Minimum password length.
D. Password complexity requirement.

Answer: CD

NEW QUESTION 207
An analytics user at Cloud Kicks needs Read, Create, and Edit access for objects and Should berestricted from deleting any records.
What should the administrator do to meet this requirement?

A. Assign the standard System Administrator profile to the analytical user.
B. Give the user View all access and assign them to the highest role in the role hierarchy.
C. Create and assign a custom profile with Delete access removed for each object.
D. Create and assign a permission set that includes Read, Create, and Edit access

Answer: C

NEW QUESTION 209
Universal Containers requires that when an Opportunity is closed won, all other open opportunities on the same account must be marked as closed lost.
Which automation solution should an administrator use to implement this request?

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

Answer: C

NEW QUESTION 211
Marketing users at Cloud Kicks should be able to view and edit converted leads. The administrator has assigned them permission set with the View and edit Converted Leads permission.
Which two ways can the marketing users now access converted leads for editing? Choose 2 answers

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

Answer: C

NEW QUESTION 215
DreamHouse Realty regularly processes customer requests for warranty work and would like to offer customers a self-serve option to generate cases.
Which two solutions should an administrator use to meet this request? Choose 2 answers

A. Web-to-Case
B. CaseEscalation
C. Case Queues
D. Email-to-Case

Answer: AD

NEW QUESTION 218
DreamHouse Reality needs to use consistent picklist value on a category filed on accounts and cases, with value respective to record types.
Which two features should the administrator use to fulfill this requirement? Choose 2 Answers

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

Answer: BD

NEW QUESTION 219
Northern Trail Outfitters has the Case Object set to private. The support manager raised a concern the reps have a boarder view of data than expected and can see all cases on their groups dashboards. What could be Causing reps to have inappropriate access to data on dashboards?

A. Dashboard Filters
B. Dashboard Subscriptions
C. Dynamic Dashboards
D. Public Dashboards.

Answer: C

NEW QUESTION 221
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 time zone.
D. Allow the reps to set business hours manually.

Answer: C

NEW QUESTION 224
The events manager at dream house realty has a hot lead from a successful open house that needs to become a contact with an associated opportunity.
How should this be accomplishedfrom the campaign keeping the associated campaign member
history?

A. Delete the lead and create a new contact and opportunity.
B. Clone the lead and convert the cloned record to a contact.
C. Convert the lead from the campaign member detail page.
D. Add acontact from a campaign member detail page.

Answer: C

NEW QUESTION 226
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