

ADM-201 Dumps

Administration Essentials for New Admins

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NEW QUESTION 1

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 accomplished from 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 a contact from a campaign member detail page.

Answer: C

Explanation:

To create a contact and an opportunity from a lead that is associated with a campaign, and keep the campaign member history, the administrator should convert the lead from the campaign member detail page. This will automatically create a contact, an account, and an opportunity that are linked to the campaign. Deleting, cloning, or adding a contact will not preserve the campaign member history. References: https://help.salesforce.com/s/articleView?id=sf.campaigns_leads.htm&type=5

NEW QUESTION 2

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

Explanation:

Freezing a user is a way to temporarily prevent them from logging in to Salesforce without deactivating their user record. This is useful when you need to perform some cleanup tasks before deactivating a user, such as removing them from being referenced in a hierarchy field like Direct Manager. References: https://help.salesforce.com/s/articleView?id=sf.users_freeze.htm&type=5

NEW QUESTION 3

Northern Trail Outfitters wants to track ROI for contacts that are key stakeholders for opportunities.
The VP of Sales requested that this information be accessible on the opportunity and available for reporting.
Which two options should the administrator configure to meet these requirements? Choose 2 answers

- A. Customize Campaign Member Role.
- B. Add the Campaign Member related list to the Opportunity page layout.
- C. Customize Campaign Role.
- D. Customize Opportunity Contact Role.
- E. Add the Opportunity Contact Role related list to the Opportunity page layout.

Answer: DE

Explanation:

Opportunity contact roles allow you to track ROI for contacts that are key stakeholders for opportunities. You need to customize the contact role field and add the related list to the opportunity page layout.

References: https://help.salesforce.com/s/articleView?id=sf.opportunity_contact_roles.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.customize_opportunity_contact_role.htm&type=5

NEW QUESTION 4

Ursa Major Solar wants its sales reps to be aware when they are speaking with high-profile customers.
Which two options should be added to the Lightning record pages to achieve this? Choose 2 answers

- A. Custom Component
- B. Highlight Panel
- C. Action and Recommendations
- D. Component Visibility Filter
- E. Rich Text Area

Answer: AD

Explanation:

Two options that should be added to Lightning record pages to make sales reps aware when they are speaking with high-profile customers are:

? Custom Component, which can display a custom message or icon on the record page based on certain criteria such as account rating or industry. For example, an administrator can create a custom Lightning Web Component that shows a star icon on account record pages if account rating is Hot or Warm.

? Component Visibility Filter, which can control when a component is visible on a record page based on field values of that record. For example, an administrator can add a component visibility filter to an existing component such as Path or Highlights Panel that makes it visible only if account rating is Hot or Warm. Highlight Panel, Action and Recommendations, and Rich Text Area are not options that can be used to make sales reps aware when they are speaking with high-profile customers. References: https://developer.salesforce.com/docs/component-library/documentation/en/lwc/lwc.create_components

https://help.salesforce.com/s/articleView?id=sf.dynamic_forms_component_visibility.htm&type=5

NEW QUESTION 5

Universal Containers (UC) customers have provided feedback that their support cases 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: A

Explanation:

Case escalation rules are a feature that can be used to meet this requirement. Case escalation rules can automatically escalate cases that meet certain criteria, such as being open for more than a specified time or having a certain priority. Escalation rules can assign cases to a different owner or queue and send email notifications to the support manager or other recipients. References: https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5

NEW QUESTION 6

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

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

Answer: C

Explanation:

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

NEW QUESTION 7

Northern Trail Outfitters (NTO) has deployed my domain. The Chief Marketing Officer wants to make sure that all of the Salesforce users log in using the branded login URL. There needs to be a grace period for the user's bookmarks to be updated. How should the administrator configure the policies in my domain settings?

- A. Set the login policy to require login from <https://nto.my.salesforce.com>
- B. Set the Redirect policy to Do Not redirect.
- C. Set the redirect policy to Redirect with a warning to the same page within the domain.
- D. Set the login policy to prevent login from <https://login.salesforce.com>

Answer: C

Explanation:

To make sure that all of the Salesforce users log in using the branded login URL after deploying my domain, and give them a grace period for updating their bookmarks, the administrator should set the Redirect policy to Redirect with a warning to the same page within the domain. This will redirect users who try to log in from <https://login.salesforce.com> or another domain to <https://nto.my.salesforce.com>, and show them a warning message that they need to update their bookmarks. Setting the Login policy or preventing login from <https://login.salesforce.com> will not redirect users or give them a warning. Filtering with Form Factor will not affect login URL. References: https://help.salesforce.com/s/articleView?id=sf.domain_mgmt_redirect.htm&type=5

NEW QUESTION 8

A user at Cloud Kicks is having issues logging in to Salesforce. The user asks the administrator to reset their password.

Which two options should the administrator consider when resetting the user's password? Choose 2 answers

- A. Resetting the password will change the user's password policy.
- B. Single sign-on users can reset their own passwords using the forgot password link.
- C. Resetting a locked-out user's password automatically unlocks the user's account.
- D. After resetting a password, the user may be required to activate their device to successfully log in to Salesforce.

Answer: CD

Explanation:

Page layout editor is a tool that allows you to customize the layout and organization of detail and edit pages for a specific object and record type combination. You can use page layout editor to make fields editable or read-only on page layouts for different profiles or record types. After resetting a password, the user may be required to activate their device by entering a verification code sent to their email address or phone number before they can log in to Salesforce. This is a security feature that helps prevent unauthorized access to Salesforce from unknown devices or browsers. References: https://help.salesforce.com/s/articleView?id=sf.customize_layoutedit.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.identity_verification.htm&type=5

NEW QUESTION 9

A team of support users at Cloud Kicks is helping inside sales reps make follow-up calls to prospects that filled out an interest form online. The team currently does not have access to the lead object. How should an administrator provide proper access?

- A. Create a new profile
- B. Configure permission sets.
- C. Assign a new role.

D. Set Up Manual Sharing

Answer: B

Explanation:

Permission sets are a flexible way to grant additional access to users without changing their profiles. To provide access to the lead object for a team of support users, create a permission set that includes the appropriate object and field permissions for leads, and then assign it to the users. References: https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5

NEW QUESTION 10

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

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

Answer: AC

Explanation:

Two considerations for preventing users from accessing Salesforce from outside of their network are:

? IP address restrictions are set on the profile or globally for the org, which limit login access based on IP ranges specified by an administrator

? Restrict U2F Security Keys on the user's profile to enforce login hours, which require users to use security keys during certain hours of day Assigning single sign-on to a permission set or enforcing Login IP Ranges on Every Request will not prevent users from accessing Salesforce from outside of their network. References: https://help.salesforce.com/s/articleView?id=sf.security_networkaccess.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.security_keys_restrict.htm&type=5

NEW QUESTION 10

Executives at Cloud Kicks have reported that their dashboards are showing inaccurate data. The administrator has discovered been changing the source reports.

Which two actions should the administrator take to preserve the integrity of the source reports? Choose 2 answers

- A. Create a new report folder with viewer access.
- B. Move the dashboard to the user's private folder.
- C. Move the dashboard reports to the view-only folder.
- D. Change the dashboard to be a dynamic dashboard

Answer: AC

Explanation:

Report folders are used to organize and secure reports in Salesforce. You can set different levels of access for different users or groups on each report folder. To preserve the integrity of the source reports for dashboards, you can create a new report folder with viewer access only and move the dashboard reports to that folder. This way, users can view the reports but not edit them. References: https://help.salesforce.com/s/articleView?id=sf.reports_folders.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.reports_dashboard_folder_access.htm&type=5

NEW QUESTION 12

At Universal Containers, there is a custom field on the Lead named Product Category. Management wants this information to be part of the Opportunity upon lead conversion.

What action should the administrator take to satisfy the request?

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

Answer: C

Explanation:

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

NEW QUESTION 17

The administrator at Ursa Major Solar has been asked to change the work Item and Project Custom Object Relationship from a master detail to a Lookup.

Which Scenario Could prevent the administrator from fulfilling this requirement?

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

Answer: D

Explanation:

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

NEW QUESTION 21

The marketing team wants a new picklist value added to the Campaign Member Status field for the upsell promotional campaign.

Which two solutions should the administrator use to modify the picklist field values? Choose 2 answers

- A. Add the Campaign Member Statuses related list to the Page Layout.
- B. Edit the picklist values for the Campaign Status in object Manager.
- C. Mass modify the Campaign Member Statuses related list.
- D. Modify the picklist value on the Campaign Member Statuses related list

Answer: BD

Explanation:

Campaign Status is a standard picklist field on the Campaign object that indicates whether a campaign is planned, in progress, completed, or aborted. Campaign MemberStatus is a custom picklist field on the Campaign Member object that indicates how a person responded to a campaign, such as sent, responded, registered, attended, etc. To add a new picklist value for Campaign Status, you need to edit the field in Object Manager. To add a new picklist value for Campaign Member Status, you need to modify the field on the Campaign Member Statuses related list on the Campaign page layout. References: https://help.salesforce.com/s/articleView?id=sf.campaigns_fields.htm&type=5https://help.salesforce.com/s/articleView?id=sf.campaigns_member_status.htm&type=5

NEW QUESTION 23

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

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

Answer: A

Explanation:

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

NEW QUESTION 26

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. Kanban views for Path must be configured manually.
- B. TheOwner 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

Explanation:

Path is a feature that can be used to visually see the sales stages on an opportunity page. Path can include guidance and key fields for each stage to help users move opportunities along the sales process. Guidance can provide tips, policy information, or best practices for each stage. Key fields can display important fields that users need to fill in or update for each stage. References: https://help.salesforce.com/s/articleView?id=sf.path_overview.htm&type=5

NEW QUESTION 30

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

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

Answer: C

Explanation:

An ID variable is a type of variable that can store an ID value of a record or a record type in a flow. It can be used to store the ID of a record type for later use in a flow, such as assigning it to a record or using it in a condition. A boolean variable is a type of variable that can store a true or false value in a flow. A text variable is a type of variable that can store a text value in a flow. A record variable is a type of variable that can store one or more field values of a record in a flow. References: https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_variables.htm&type=5

NEW QUESTION 33

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

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

Answer: BD

Explanation:

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

NEW QUESTION 36

Cloud Kicks wants to track shoe designs by products. Shoe designs should be unable to be deleted, and there can be multiple designs for one product across various stages. Which two steps should the administrator configure to meet this requirement? Choose 2 answers

- A. Add a custom master-detail field for shoe designs on the Product object,
- B. Create a custom object for shoe designs.
- C. Use the standard object for designs.
- D. Configure a custom lookup field for shoe designs on the Product object.

Answer: BD

Explanation:

To track shoe designs by products, prevent them from being deleted, and allow multiple designs for one product across various stages, the administrator should create a custom object for shoe designs and configure a custom lookup field for shoe designs on the Product object. This will create a one-to-many relationship between products and shoe designs, and allow users to link multiple shoe designs to one product record. To prevent shoe designs from being deleted, the administrator can use validation rules or permissions. Adding a custom master-detail field for shoe designs on the Product object will create a many-to-one relationship, which is not desired. Using the standard object for designs or configuring a validation rule will not meet the requirement. References: https://help.salesforce.com/s/articleView?id=sf.customize_object_relationships_overview.htm&type=5

NEW QUESTION 39

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

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

Answer: B

Explanation:

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

NEW QUESTION 42

The administrator for Cloud Kicks has created a screen flow to help service reps ask the same set of questions when customers call in with issues. This screen should be visible from cases. How should the screen flow be distributed?

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

Answer: C

Explanation:

Lightning page allows you to customize a record page and add a screen flow as a component. You can use the Lightning App Builder to drag and drop the Flow component onto the page and select the screen flow you want to display. References: https://help.salesforce.com/s/articleView?id=sf.flow_distribute_lightning_page.htm&type=5https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5

NEW QUESTION 45

The VP of sales at Dreamhouse Realty has requested a dashboard to visualize enterprise sales across the different teams. The key place of data is the total of all sales for the year and the progress to the enterprise sales goal. What dashboard component will effectively show this number and the proximity to the total goal as a single value?

- A. Table
- B. Stacked Bar
- C. Donut
- D. Gauge

Answer: D

Explanation:

A gauge component shows a single value along with its percentage of a total value within predefined ranges using colors (red-yellow-green). It is useful for showing key performance indicators (KPIs) such as total sales amount and progress towards sales goal. References: https://help.salesforce.com/s/articleView?id=sf.dashboards_gauge_comp onent_type.htm&type=5

NEW QUESTION 48

Universal Containers has enabled Data Protection and Privacy for its org.

Which page layouts will have the Individual field available for tracking data privacy information?

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

Answer: C

Explanation:

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

NEW QUESTION 50

Ursa Major Solar wants to automatically notify a manager about any cases awaiting a response from an agent for more than 2 hours after case creation.

Which feature should an administrator use to fulfill this requirement?

- A. Assignment Rule
- B. Case Escalation Rule
- C. Omni-Channel Supervisor
- D. Formula Field

Answer: B

Explanation:

Case escalation rules allow you to escalate cases based on certain criteria, such as time or priority. References: https://help.salesforce.com/s/articleView?id=sf.customize_escalation.htm&type=5

NEW QUESTION 53

The administrator at Cloud Kicks has been asked to change the company's Shoe style field to prevent users from selecting more than one style on a record.

Which two steps should an administrator do to accomplish this? Choose 2 answers

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

Answer: BD

Explanation:

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

NEW QUESTION 56

An administrator is building a Lightning app and sees a message that a My Domain must be set up first.

What should the administrator take into consideration when enabling My Domain?

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

Answer: B

Explanation:

My Domain is a feature that allows administrators to create a custom domain name for their Salesforce org that replaces their instance URL (such as na35.salesforce.com). My Domain provides benefits such as improved security; enhanced branding; faster navigation; access to Lightning components; etc. However, one of the considerations when enabling My Domain is that it changes how users log in to Salesforce - instead of using their instance URL login (such as login.salesforce.com), they have to use their My Domain login (such as mydomain.my.salesforce.com). This

applies to all internal and external users who access Salesforce via web browser or mobile app.
References: https://help.salesforce.com/s/articleView?id=sf.domain_name_overview.htm&type=5

NEW QUESTION 57

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

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

Answer: B

Explanation:

Assignment rules are tools that allow administrators to automatically route records to users or queues based on certain criteria. For example, an assignment rule can assign cases to different queues based on case priority, origin, type, or other fields. Assignment rules can be triggered when records are created manually, via email, web, or API. Assignment rules consist of multiple rule entries that define the criteria and actions for each assignment scenario. References: https://help.salesforce.com/s/articleView?id=sf.customize_leadrules.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.customize_casesupport_assign.htm&type=5

NEW QUESTION 59

An Administrator wants to trigger a follow-up task for the opportunity owner when they close an opportunity as won and another task after 60 days to check in with the customer. Which two automation tools should the administrator use? Choose 2 answers

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

Answer: AC

Explanation:

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

NEW QUESTION 60

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

Explanation:

Expected revenue is calculated as Amount x Probability. If the expected revenue field displays incorrect values, it means that the probability associated with the stage is not accurate. The administrator should change the probability to reflect the actual likelihood of closing the opportunity at that stage. References: https://help.salesforce.com/s/articleView?id=sf.forecasts3_expected_revenue.htm&type=5

NEW QUESTION 61

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

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

Answer: A

Explanation:

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

NEW QUESTION 65

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

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

Answer: A

Explanation:

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

NEW QUESTION 69

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

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

Answer: AB

Explanation:

To show a component that shows LinkedIn data only to sales users when they are on their mobile phones, the administrator should filter the component visibility with two conditions:

? User > Profile > name = sales User, which checks if the user's profile name is "sales User"

? Form Factor = phone, which checks if the user's device is a phone Filtering with view or role will not achieve the desired result. References: https://help.salesforce.com/s/articleView?id=sf.app_builder_page_visibility_rules.htm&type=5

NEW QUESTION 71

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

Explanation:

Process Builder is a tool that can be used to automate business processes by creating record-triggered flows that execute actions when certain conditions are met. In this case, Process Builder can be used to create a flow that executes when an opportunity is closed won and creates a client welcome task and a welcome email for the primary contact. References: https://help.salesforce.com/s/articleView?id=sf.process_which_tool.htm&type=5

NEW QUESTION 73

Ursa Major Solar has a path on Case. The company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from reverting the Case back to a previous status. Which feature should an administrator use to fulfill this request?

- A. Predefined Field Values
- B. Global Value Picklists
- C. Dependent Picklists
- D. Validation Rules

Answer: D

Explanation:

To require users to follow the status values as they are on the path and prevent them from reverting back to previous status values, the administrator should use validation rules that check if the status field value is changed from one value to another value that is not allowed by business logic. For example, if status values are New > In Progress > Closed, then a validation rule can check if status is changed from Closed to In Progress or New, and show an error message if true. Predefined Field Values, Global Value Picklists, and Dependent Picklists are not able to enforce status progression or prevent status reversion. References: https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5

NEW QUESTION 76

The sales manager at cloud Kicks approves time off for their employees. They asked the administrator to ensure these requests are seen and responded to by a backup manager while the sales manager is out on vacation. What should administrator use to fulfill the requirement?

- A. Delegated approver
- B. Two step Approval process
- C. Approval history related list
- D. Delegated Administrator

Answer: A

Explanation:

Delegated approver is a feature that should be used to fulfill this requirement. Delegated approver allows users to delegate their approval authority to another user for a specified period of time, such as when they are out on vacation. Users can specify which approval requests they want to delegate and who they want to delegate them to. References: https://help.salesforce.com/s/articleView?id=sf.approvals_delegate.htm&type=5

NEW QUESTION 79

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

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

Answer: C

Explanation:

Flow Builder allows you to create an automated business process that can update records based on certain criteria. You can use a scheduled flow to run once a week and count the number of open cases related to an account.

References: https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled_start.htm&type=5

NEW QUESTION 81

Ursa Major classifies its accounts as Silver, Gold, or Platinum Level. When a new case is created for a Silver or Gold partner, it should go to the Regular Support Queue. When an account is Platinum Level, it should automatically go to the Priority Support Queue. What should the administrator use to achieve this?

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

Answer: A

Explanation:

Assignment rules are tools that allow administrators to automatically route records to users or queues based on certain criteria. For example, an assignment rule can assign cases to different queues based on case priority, origin, type, or other fields. Assignment rules can be triggered when records are created manually, via email, web, or API. Assignment rules consist of multiple rule entries that define the criteria and actions for each assignment scenario. References:

https://help.salesforce.com/s/articleView?id=sf.customize_leadrules.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_casesupport_assign.htm&type=5

NEW QUESTION 86

What will happen to the Chatter post in this situation?

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

Answer: A

Explanation:

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

NEW QUESTION 87

The administrator for Cloud Kicks needs to give access to a new custom object with custom fields to more than one user.

Which two options should an administrator use to meet this requirement? Choose 2 answers

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

Answer: BC

Explanation:

A permission set group is a collection of permission sets that can be assigned to users as one unit; it simplifies permission management by reducing the number of permission assignments needed for users who require multiple permission sets. A permission set is a collection of settings and permissions that give users access to various tools and functions in Salesforce; it can be used to extend users' access beyond their profile without changing their profile. Creating permission sets and assigning permission set groups can help Cloud Kicks give access to new custom object with custom fields to more than one user by creating permission sets that include access to new custom object with custom fields and assigning permission set groups that contain those permission sets to users who need them.

Adding users to manual sharing list or editing organization-wide defaults are not options for giving access to new custom object with custom fields to more than one user; they either do not apply to custom objects or do not grant object-level access. References:

https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.perm_set_groups_overview.htm&type=5

NEW QUESTION 88

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

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

Answer: BC

Explanation:

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

NEW QUESTION 93

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

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

Answer: BC

Explanation:

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

NEW QUESTION 97

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

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

Answer: C

Explanation:

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

NEW QUESTION 100

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

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

Answer: B

Explanation:

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

NEW QUESTION 102

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

- A. Add a path for stage to the opportunity record page.

- B. Use a Kanban list view for Opportunity.
- C. Configure an auto launched flow for Opportunity editing.
- D. Create a simplified Opportunity page layout.

Answer: AB

Explanation:

Paths allow you to display key fields and guidance for each stage of an opportunity. Kanban list views allow you to update records by dragging them between columns.

References: https://help.salesforce.com/s/articleView?id=sf.path_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.kanban_overview.htm&type=5

NEW QUESTION 103

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

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

Answer: C

Explanation:

Before save flows only support four elements: Assignment, Decision, Get Records, and Loop.

References: https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements.htm&type=5

NEW QUESTION 108

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 to multiple Accounts.

Answer: D

Explanation:

Contacts to multiple accounts is a feature that allows you to associate a single contact with multiple accounts, both business and person accounts. This way, you can maintain the historical accuracy of the contact record without creating duplicate records for each account.

References: https://help.salesforce.com/s/articleView?id=sf.contacts_multiple_accounts.htm&type=5

NEW QUESTION 113

Northern Trail Outfitters uses a custom object Invoice to collect customer payment information from an external billing system. The Billing System field needs to be filled on every Invoice record.

How should an administrator ensure this requirement?

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

Answer: A

Explanation:

Making a field universally required is a way to ensure that the field needs to be filled on every record; it prevents users from saving a record without entering a value in that field. It can be used to ensure that the billing system field needs to be filled on every invoice record by making it universally required in the field settings. Creating a process builder to set the field, defining an approval process for the child, or requiring the field on the record type are not ways to ensure that the field needs to be filled on every record; they either do not enforce data entry or only apply to certain scenarios or users.

References: https://help.salesforce.com/s/articleView?id=sf.customize_fields.htm&type=5

NEW QUESTION 117

Universal Containers (UC) would like to count the number of open cases associated with each account and update the account with this value every Friday evening. UC has several hundred open cases at any given time.

What should the administrator use to complete this request?

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

Answer: D

Explanation:

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

NEW QUESTION 118

Brokers at DreamHouse Realty need to see certain information about one or more cases when referencing the contact record. This record case Name, Case ID, Customer Name, Case Reason, Case Status, and Case Creation Date. Which two changes in Setup should the administrator make?

- A. Use the page layout editor to change the related list type to Enhanced List.
- B. Edit the Related List component in the Lightning App Builder and choose Related List as the related list type.
- C. Edit the Related List component in the Lightning App Builder and choose Enhanced List as the related list type.
- D. Use the page layout editor to include the appropriate column in the Cases related list.

Answer: BD

Explanation:

To see certaininformation about one or more cases when referencing the contact record, an administrator can use two methods: edit the Related List component in the Lightning App Builder and choose Related List as the related list type; and use the page layout editor to include the appropriate column in the Cases related list. The Related List component is a component that allows users to view and edit records related to a parent record on a record page. The Related List component has two types: Related List and EnhancedList. The Related List type shows records in a table format with columns that match the page layout of the parent record. The Enhanced List type shows records in a compact format with fewer columns and actions. To change the type of the Related List component, an administrator can use the Lightning App Builder and select either Related List or Enhanced List from the properties panel. The page layout editor is a tool that allows administrators to control how fields, related lists, buttons, etc., are arrangedon a record detail or edit page for each object. To include appropriate columns in a related list, such as case name, case ID, customer name, case reason, case status, and case creation date for cases related to contacts, an administrator can use the page layout editor and drag and drop the desired fields from the palette to the Cases related list on the contact page layout. References: https://help.salesforce.com/s/articleView?id=sf.lex_related_lists_component.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type=5

NEW QUESTION 121

Universal Container wants toincrease the security of their org by requiring stricter 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

Explanation:

Minimum password length and password complexity requirement are two settings that administrators can configure to increase the security of user passwords in Salesforce. They determine how long and how complex the passwords must be to meet the security standards. Password different than username and prevent common words are not valid settings in Salesforce, although they are good practices for creating strong passwords.References:https://help.salesforce.com/s/articleView?id=sf.admin_password_policies.htm&type=5

NEW QUESTION 123

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

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

Answer: D

Explanation:

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

NEW QUESTION 126

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

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

Answer: BC

Explanation:

A Trailhead Playground is a free, online learning environment that allows you to try out Salesforce features and apps. You can use a Trailhead Playground to test out an app from the AppExchange before you install it in your production org.

A sandbox is a copy of your production org that you can use to test changes and new features. You can install an app from the AppExchange in a sandbox to see how it works in your environment.

Testing an app in a production org is not recommended, as it could affect your live data. Checking edition compatibility is important, but it is not a way to try out an app.

NEW QUESTION 128

Northern Trail Outfitters has requested that when the Referral Date field is updated on the custom object Referral Source, the parent object Referral also needs to be updated. Which automation solution should an administrator use to meet this request?

- A. Lightning Web Component
- B. Approval Process
- C. Workflow Field Update
- D. Process Builder

Answer: D

Explanation:

Process Builder is an automation tool that allows you to create processes that perform actions based on criteria that you specify. You can use Process Builder to update fields on related records when a record is created or updated. To meet the requirement of updating the parent object Referral when the Referral Date field is updated on the custom object Referral Source, you need to create a process that triggers when a Referral Source record is updated, checks if the Referral Date field has changed, and updates the Referral Date field on the related Referral

record. References: https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5

NEW QUESTION 133

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: BD

Explanation:

Case escalation rules are used to escalate cases that haven't been resolved within a certain time frame by changing the case owner, sending email notifications, or triggering workflow actions. You can use these actions to alert the appropriate users or groups when a case needs urgent attention or

escalation. References: https://help.salesforce.com/s/articleView?id=sf.customize_caseesc.htm&type=5

NEW QUESTION 134

Cloud Kicks is introducing a new shoe model and wants to advertise on TV, radio, print, and social under the banner of a called New Runners. In addition, total statistics for this marketing effort need to be aggregated and visible.

Which feature should the administrator use to implement this functionality?

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

Answer: B

Explanation:

To advertise on TV, radio, print, and social under one banner called New Runners and aggregate total statistics for this marketing effort, an administrator should use Parent campaign field on Campaign object. This field allows creating hierarchical relationships between campaigns by specifying one campaign as parent of another campaign. Parent campaigns roll up statistics from child campaigns such as number of leads generated, amount of revenue won etc. For example, an administrator can create four child campaigns for TV, radio, print and social ads respectively and link them to one parent campaign called New Runners using Parent campaign field. Junction object, lookup relationship, and master-detail relationship are not features related to Campaign object or

hierarchy. References: https://help.salesforce.com/s/articleView?id=sf.campaigns_parent.htm&type=5

NEW QUESTION 138

The Sales manager at DreamHouse Realty wants the sales users to have a quick way to view and edit the Opportunities in their pipeline expected to close in the next 90 days.

What should an administrator do to accomplish this request?

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

Answer: C

Explanation:

A list view is a feature that allows users to filter and display records based on certain criteria and fields. A Kanban view is a feature that allows users to view records as cards organized by columns that represent stages in a process such as opportunity stages or case statuses. Users can switch between list view and Kanban view by clicking on a toggle button on any object tab that supports Kanban view such as opportunities or cases. Users can also edit records by dragging and dropping cards from one column to another or by clicking on an inline edit icon on each card. In this case, the administrator can create a list view on the opportunity object that filters opportunities by expected close date in the next 90 days; and recommend users switch the view to Kanban to edit opportunities by

drag and drop. References: https://help.salesforce.com/s/articleView?id=sf.lex_list_views.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.kanban_view.htm&type=5

NEW QUESTION 142

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

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

Answer: ADE

Explanation:

Maximum invalid login attempts, password complexity requirements, and number of days until expiration are three password policies that an administrator can configure to encourage employees to choose secure and appropriate passwords for their Salesforce accounts. Maximum invalid login attempts determines how many times a user can enter an incorrect password before being locked out of Salesforce. Password complexity requirements determine how complex a user's password must be based on criteria such as length, case sensitivity, alphanumeric characters, etc. Number of days until expiration determines how often users must change their passwords. References: https://help.salesforce.com/s/articleView?id=sf.security_password_policies.htm&type=5

NEW QUESTION 147

A Sales user is trying to manage Campaign Members for an upcoming networking event. The user can view the Campaign, but add new Campaign Members or update Member statuses. How can an administrator troubleshoot this problem?

- A. Create a permission set to allow the user to edit Campaign Members.
- B. Provide the user access to both Leads and Contacts to edit all Members.
- C. Make sure the Marketing User Checkbox is checked on the user record page.
- D. Run a Campaign report and update any Member information via Data Loader.

Answer: C

Explanation:

To allow a user to add new Campaign Members or update Member statuses, the administrator should make sure that Marketing User Checkbox is checked on the user record page. This checkbox enables users to create, edit, and delete campaigns, configure advanced campaign setup, import leads, manage campaign members, and update campaign history via mass update. The checkbox also requires users to have Read and Edit permissions on campaigns and leads/contacts. Creating a permission set, providing access to both Leads and Contacts, or running a Campaign report will not enable users to manage Campaign Members. References: https://help.salesforce.com/s/articleView?id=sf.campaigns_enable.htm&type=5

NEW QUESTION 149

Cloud Kicks want to have consistency when communication with customers on cases. The company has requested messages to be sent in an email channel with categories to help search for the proper message. Which Solution Should be administrator suggest to meet this requirement?

- A. Prebuilt Quick Texts
- B. Prebuilt Email Templates.
- C. Prebuilt Flow Templates.
- D. Prebuilt Auto-Responses.

Answer: B

Explanation:

Prebuilt email templates are email templates that have been created and provided by Salesforce for common use cases such as sending welcome messages, confirmation emails, etc. They can be used by Cloud Kicks to have consistency when communicating with customers on cases via email channel with categories to help search for the proper message. Prebuilt email templates can be accessed from the email action in the case feed or from the email composer in Lightning Experience. They can also be filtered by category to find the most relevant template for each case. Prebuilt quick texts, prebuilt flow templates, and prebuilt auto-responses are not solutions for having consistency when communicating with customers on cases via email channel; they are used for different purposes such as inserting common phrases, creating guided processes, or sending automated replies. References: https://help.salesforce.com/s/articleView?id=sf.email_templates_prebuilt.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.email_templates_use.htm&type=5

NEW QUESTION 150

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

- A. Remove validation rules so that the users are able to process without complete records.
- B. Create a permission set to allow users to bypass the error.
- C. use 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

Explanation:

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

NEW QUESTION 151

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: D

Explanation:

A lookup field is a type of field that allows administrators to create a relationship between two objects by linking records from one object to another object. For example, a lookup field can link an account record to a purchase record by storing the account ID on the purchase record. A lookup field allows users to select an existing record from a pop-up window or create a new record from the same window. References: https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.htm&type=5

NEW QUESTION 153

Cloud Kicks (CK) is partnering with a used shoe store and second-hand bicycle emporium. CK has an automated business process it wants to run once a week to count the number of open cases related to an account. How should the administrator recommend automating this business process?

- A. Create a workflow rule with an outbound message.
- B. Set up a scheduled process in Process Builder.
- C. Configure a scheduled flow in flow Builder.
- D. Use a process to update the account when it is edited

Answer: C

Explanation:

Flow Builder supports creating a scheduled flow that can run at specified intervals and perform actions on a set of records that meet certain criteria. References: https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled_start.htm&type=5

NEW QUESTION 157

The administrator at Northern Trail Outfitters has been using a spreadsheet to track assigned licenses and permission sets. What feature can be used to track this in Salesforce?

- A. Login History
- B. Lightning Usage App
- C. User Report
- D. Permission Set Groups

Answer: C

Explanation:

To track assigned licenses and permission sets in Salesforce instead of using a spreadsheet, an administrator should use User Report type on Report object. User Report type allows creating reports that show information about users such as their profile, role, license type, active status, login history etc. It also allows adding fields related to permission sets such as Permission Set Assignments or Permission Set License Assignments. For example, an administrator can create a User Report that shows user name, profile name, user license name, permission set assignments count etc. Login History, Lightning Usage App, or Permission Set Groups are not features that can be used to track assigned licenses and permission sets in Salesforce. References: https://help.salesforce.com/s/articleView?id=sf.reports_report_types_standard_user.htm&type=5

NEW QUESTION 160

Sales reps at Ursa Solar are having difficulty managing deals. The leadership team has asked the administrator to help sales reps prioritize and close more deals. What should the administrator and close more deals.

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

Answer: D

Explanation:

Einstein Opportunity Scoring is a feature that helps sales reps prioritize and close more deals by assigning each opportunity a score from 1 to 99 based on how likely it is to be won. The score is calculated using artificial intelligence and machine learning based on historical data and patterns from similar opportunities. Sales reps can use the score to focus on high-value opportunities and take actions to improve low-scoring ones. References: https://help.salesforce.com/s/articleView?id=sf.einstein_sales_oppty_scoring.htm&type=5

NEW QUESTION 164

Cloud Kicks wants a reports to categorize accounts into small, medium, and large based on the dollar value found in the Contract Value Field.

What feature should an administrator use to meet this request?

- A. Detail Column
- B. Bucket Column
- C. Group Rows

D. Filter Logic

Answer: B

Explanation:

Bucket column allows you to categorize report data into groups without creating a formula or custom field. You can create buckets for different ranges of values and assign labels to them.

References: https://help.salesforce.com/s/articleView?id=sf.reports_bucketing_overview.htm&type=5

NEW QUESTION 168

Ursa Major Solar has a path on Case. The Company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from preventing the case back to a previous status.

Which Feature Should an administrator use to fulfill this request?

- A. Validation rules.
- B. Global Value Picklists
- C. Predefined field Values.
- D. Dependent Picklists.

Answer: A

Explanation:

Validation rules are a way to enforce data quality and business logic by preventing users from saving records that do not meet certain criteria. They can be used to require users to follow the status values as they are on the path and prevent them from reverting the case back to a previous status by using formulas that compare the old and new values of the status field. Global value picklists are a way to create and maintain picklist values that can be shared across multiple fields, but they do not enforce any logic or order on the values. Predefined field values are a way to set default values for fields on path settings, but they do not prevent users from changing them later. Dependent picklists are a way to filter the values of one picklist based on the value of another picklist, but they do not prevent users from going back to a previous value. References: https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

NEW QUESTION 172

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

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

Answer: C

Explanation:

Lightning pages are custom layouts that let you design pages for your Salesforce org using Lightning App Builder. You can assign different Lightning pages for different apps, record types, and profiles using Lightning page assignments. To meet the requirement of displaying different Lightning pages for Accounts in Sales Console and Service Console, you need to assign Lightning pages as app default for each app. References:

https://help.salesforce.com/s/articleView?id=sf.lightning_page_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.lightning_page_assignments.htm&type=5

NEW QUESTION 175

Cloud Kicks has a custom object called Shipments. The Company wants to see all the shipment items from an Account page. When an Account is deleted, the shipments should remain.

What type of relationship should the administrator make between Shipments and Account?

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

Answer: A

Explanation:

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

NEW QUESTION 179

The administrator at Cloud Kicks created a new field for tracking returns on their new cloud shoe. A

user has submitted case to the administrator indicating that the new field is unavailable. Which two steps should an administrator do to troubleshoot this issue? Choose 2 answers

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

Answer: AD

Explanation:

Page layout and field level security are two factors that determine whether a user can see a new field on a record. To troubleshoot this issue, the administrator should

ensure that the page layout for the user's profile has been updated to include the new field and that the field level security of the field for the user profile allows read or edit access. References: https://help.salesforce.com/s/articleView?id=sf.customize_layoutoverview.htm&type=5https://help.salesforce.com/s/articleView?id=sf.admin_fls.htm&type=5

NEW QUESTION 181

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 access the 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: AD

Explanation:

There are two possible reasons why users are unable to access a report based on a custom report type created by an administrator. One is that the custom report type is in development mode, which means that it is not deployed and available for use by other users except for administrators and users with manage custom report types permission. The other is that the report is saved in a private folder, which means that it is visible only to its owner and not shared with other users or groups. References: https://help.salesforce.com/s/articleView?id=sf.reports_builder_custom_report_types.htm&type=5https://help.salesforce.com/s/articleView?id=sf.reports_builder_folders.htm&type=5

NEW QUESTION 186

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

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

Answer: C

Explanation:

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

NEW QUESTION 191

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

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

Answer: B

Explanation:

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

NEW QUESTION 192

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

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

Answer: C

Explanation:

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

NEW QUESTION 195

Dreamhouse realty wants to offer a form on its experience cloud site where inspectors will submit findings from a property inspection.

Which feature should an administrator place on the page to fulfill this requirement?

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

Answer: D

Explanation:

Screen flow allows you to create a form that collects user input and performs actions based on that input. You can use screen components to display questions and instructions, and use flow logic to update records or send notifications.

References: <https://trailhead.salesforce.com/content/learn/modules/screen-flows/get-started-with-screen-flows>

https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5

NEW QUESTION 196

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

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

Answer: B

Explanation:

Get Records is a flow element that allows you to retrieve one or more records from an object that meet certain conditions and store them in a collection variable or a record variable for use later in the flow. You can also choose which fields from those records you want to store in variables.

References: https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_data_getrecords.htm&type=5

NEW QUESTION 198

An analytics user at Cloud Kicks needs Read, Create, and Edit access for objects and Should be restricted 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

Explanation:

A custom profile is a profile that can be created and customized by administrators to define what users can see and do in Salesforce based on their job function or role. It can be used by Cloud Kicks to give read, create, and edit access for objects and restrict users from deleting any records by creating and assigning a custom profile with delete access removed for each object in the object settings. Assigning the standard system administrator profile to analytical user, giving user view all access and assigning them to highest role in role hierarchy, or creating and assigning permission set that includes read, create, and edit access are not solutions for giving read, create, and edit access for objects and restricting users from deleting any records; they either give too much access or do not remove delete access.

References: https://help.salesforce.com/s/articleView?id=sf.users_profiles.htm&type=5

NEW QUESTION 203

Cloud Kicks (CK) stores information about specific customers in Contacts and information about shoes and accessories in a custom Merchandise object.

What should the CK administrator use to represent that Contact can be interested in multiple pieces of Merchandises?

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

Answer: D

Explanation:

A junction object is a type of custom object that allows administrators to create many-to-many relationships between two other objects. A many-to-many relationship means that each record of one object can be related to multiple records of another object, and vice versa. For example, a junction object can represent that a contact can be interested in multiple pieces of merchandise, and a piece of merchandise can be of interest to multiple contacts. A junction object has two master-detail relationships with the two objects it connects.

References: https://help.salesforce.com/s/articleView?id=sf.relationships_manyto

NEW QUESTION 206

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

- A. Lightning App Pages
- B. Lightning Home Page
- C. Chatter

- D. Utility Bar
- E. Dashboards

Answer: ACE

Explanation:

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

NEW QUESTION 211

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 Case details.
- C. Direct users to Global Search to look for similar cases.
- D. Configure Knowledge with articles and data categories.

Answer: D

Explanation:

Knowledge is a feature that can be used to meet this requirement. Knowledge allows users to create, manage, and share articles that provide information and solutions for common issues or questions. Data categories can be used to organize articles into different topics and make them easier to find and access. Users can view related articles from the Case page layout based on the data category of the case. References: https://help.salesforce.com/s/articleView?id=sf.knowledge_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.knowledge_categories.htm&type=5

NEW QUESTION 214

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. Richtext field
- D. Record ID

Answer: B

Explanation:

An external ID is a custom field that has the external ID attribute enabled, which means it can be used as an identifier when importing and updating records from an external system. It allows administrators to match records based on a unique ID value from another system instead of using Salesforce record IDs, which may not be available or consistent across systems. An auto-number field is a custom field that automatically assigns a unique numeric value to each record, but it cannot be used as an identifier when importing and updating records from an external system because it is generated by Salesforce and may not match with the external system's IDs. A rich text field is a custom field that allows users to enter formatted text, images, and links, but it cannot be used as an identifier when importing and updating records from an external system because it is not unique or consistent across systems. A record ID is an internal ID assigned by Salesforce to each record, but it cannot be used as an identifier when importing and updating records from an external system because it may not be available or consistent across systems. References: https://help.salesforce.com/s/articleView?id=sf.custom_field_attributes.htm&type=5

NEW QUESTION 218

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

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

Answer: C

Explanation:

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

NEW QUESTION 221

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

- A. Opportunity Processes
- B. Dynamic Forms
- C. Path Key fields

D. Workflow Rules

Answer: C

Explanation:

To surface important values based on stage of opportunity, an administrator should use Path Key fields feature on Opportunity object. This feature allows adding up to five fields that display key information about each stage along path. Users can edit these fields inline without leaving path. For example, an administrator can add Amount, Close Date, Next Step, Probability, and Stage fields as key fields for Opportunity path. Opportunity Processes, Dynamic Forms, and Workflow Rules are not tools for surfacing important values based on stage of opportunity. References: https://help.salesforce.com/s/articleView?id=sf.lex_path_setup_key_fields.htm&type=5

NEW QUESTION 223

The service manager at Ursa Major Solar wants to let customers know that they have received their cases via email and their websites. Medium-priority and high-priority cases should receive different email notifications than low-priority cases. The administrator has created three email templates for this purpose. How should an administrator configure this requirement?

- A. Include three assignment rules that fire when cases are create
- B. Add a filter for case priorit
- C. Select the appropriate email template for each rule.
- D. Add three auto-response rule
- E. Configure one rule entry criteria for each rule and set a filter for case priorit
- F. Select the appropriate email template for each rule entry.
- G. Configure one workflow rule that fires when cases are create
- H. Add a filter for case priorit
- I. Select the appropriate email template for the rule.
- J. Create one auto-response rule
- K. Configure three rule entry criteria and set a filter for case priority. Select the appropriate email template for each rule entry.

Answer: D

Explanation:

Auto-response rules are used to automatically send email responses to lead or case submissions based on the criteria you define. You can create one auto-response rule per object (lead or case) and configure multiple rule entries with different criteria and actions within that rule. To meet the requirement of sending different email notifications based on case priority, you need to create one auto-response rule for cases and configure three rule entries with filters for low-priority, medium-priority, and high-priority cases respectively. Then you need to select the appropriate email template for each rule entry action. References: https://help.salesforce.com/s/articleView?id=sf.customize_leadsautor.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.customize_casesautor.htm&type=5

NEW QUESTION 225

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

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

Answer: C

Explanation:

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

NEW QUESTION 226

Users at Dreamhouse Reality are only allowed to see opportunities they own. Leadership wants an enterprise-wide dashboard of all open opportunities in the pipeline so that users can see how the company is performing at any point in time. How should an administrator create the dashboard without changing any sharing setting?

- A. Update the dashboard to folder settings to manager for the sales reps role.
- B. Add a filter to the dashboard to filter the opportunities by owner role.
- C. Build individual dashboards for profiles that need to see the enterprise results.
- D. Create a dashboard with the running User set as someone who can see all Opportunities

Answer: D

Explanation:

Creating a dashboard with the running user set as someone who can see all opportunities is a way to create an enterprise-wide dashboard of all open opportunities in the pipeline without changing any sharing settings. The running user determines what data is displayed on the dashboard based on their access level and permissions; if the running user can see all opportunities, then the dashboard will show all opportunities regardless of who views it. Updating the dashboard folder settings to manager for the sales reps role does not create an enterprise-wide dashboard; it only controls who can access the dashboard folder, not what data is displayed on the dashboard. Adding a filter to the dashboard to filter the opportunities by owner role does not create an enterprise-wide dashboard either; it only shows opportunities owned by users in certain roles, not all opportunities. Building individual dashboards for profiles that need to see the enterprise results is not a feasible solution; it would require creating multiple dashboards for different profiles and maintaining them separately, which is inefficient and redundant. References: https://help.salesforce.com/s/articleView?id=sf.dashboards_running_user.htm&type=5

NEW QUESTION 230

Ursa Major Solar has service level agreements (SLA) that are routed to support queues. Cases that meet the 24 hour SLA need to be automatically re-assigned to the next tier queue.

Which feature should be used to fulfill this requirement?

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

Answer: D

Explanation:

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

NEW QUESTION 233

Universal Containers wants to provide reseller partners with discounted prices on the products they purchase.

How should an administrator configure this requirement?

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

Answer: D

Explanation:

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

NEW QUESTION 237

An administrator has assigned a permission set group with the two-factor authentication for User Interface Logins permissions 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 MySecurityToken.
- 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: AD

Explanation:

Two-factor authentication requires users to verify their identity with two pieces of information when they log in to Salesforce. One piece is their username and password, and the other is a verification code from an authenticator app or email or SMS. References: https://help.salesforce.com/s/articleView?id=sf.identity_2fa_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.identity_2fa_login_flow.htm&type=5

NEW QUESTION 242

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

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

Answer: D

Explanation:

The login history is a tool that allows administrators and users to view information about recent login attempts, such as date, time, status, source IP address, browser type, platform, application, and login type. Administrators can use this tool to identify why a user is unable to login to Salesforce by checking for any failed login attempts and their corresponding error messages or reasons. References: https://help.salesforce.com/s/articleView?id=sf.monitoring_login_history.htm&type=5

NEW QUESTION 246

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

What case management tools need to be utilized for this requirement?

- A. Auto-response rules, Macros, Entitlements
- B. Auto-response rules, Queues, Macros

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

Answer: B

Explanation:

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

NEW QUESTION 248

An administrator installed a managed package that contains a permission set group. The permission set group that was installed includes Delete access on several objects, and the administrator needs to prevent users in the permission set group from being able to delete records. What should the administrator do to control Delete access?

- A. Use a muting permission set with a permission set group to mute selected permissions.
- B. Create a new permission set that has Delete access deselected for the objects.
- C. Create a new role that prevents Delete permissions from rolling up to the users.
- D. Edit the profile for the users to remove Delete access from the objects.

Answer: A

Explanation:

Muting permission sets allow you to remove permissions that are granted by a permission set group. References: https://help.salesforce.com/s/articleView?id=sf.perm_sets_muting.htm&type=5

NEW QUESTION 250

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 can be created, modified, or cloned from the built-in themes.
- D. Chatter external users see the built-in Lightning theme only.

Answer: AD

Explanation:

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

NEW QUESTION 251

At cloud kicks sales reps used 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 there 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

Explanation:

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

NEW QUESTION 254

An administrator supporting a global team of salesforce users has been asked to configure company settings. Choose 2 options

- A. Currency Locale
- B. Default Language
- C. Password Policy
- D. Login Hours

Answer: AB

Explanation:

Currency locale and default language are two of the company settings that an administrator can configure in Salesforce. Currency locale determines how currency amounts are formatted and displayed in reports and other places. Default language determines the language used for labels, buttons, tabs, and other elements in Salesforce. References: https://help.salesforce.com/s/articleView?id=sf.admin_supported_currencies.htm&type=5https://help.salesforce.com/s/articleView?id=sf.admin_supported_languages.htm&type=5

NEW QUESTION 257

Universal Containers has three separate lines of business. Each line has specific fields that must be displayed to users. However, the fields needed by the sales team are different than the fields needed by the service team.
How should the administrator configure this requirement?

- A. Create two record types, each with 3 page layouts.
- B. Create one record type with six Page Layouts.
- C. Create three record types, each with 2 page layouts.
- D. Create six record types, each with 1 page layout.

Answer: C

Explanation:

A record type is a feature that allows administrators to offer different business processes, picklist values, page layouts, etc., to different users based on their profile or role. A page layout is a feature that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. In this case, since Universal Containers has three separate lines of business with specific fields for each line; and since sales team needs different fields than service team; the administrator should create three record types for each line of business; and create two page layouts for each record type - one for sales team and one for service team. References: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5https://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type=5

NEW QUESTION 261

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

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

Answer: ACD

Explanation:

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

NEW QUESTION 263

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

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

Answer: D

Explanation:

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

NEW QUESTION 267

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

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

Answer: C

Explanation:

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

https://help.salesforce.com/s/articleView?id=sf.case_autoresponse.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.queues_overview.htm&type=5https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5

NEW QUESTION 272

The administrator at cloud kicks is trying to debug a screen flow that create contacts. One of the variables in the flow is missing on the debug screen. What could cause this issue?

- A. The available for input checkbox was unchecked.
- B. The flow is an inactive version
- C. The field type is unsupported by debugging.
- D. The available for output checkbox was unchecked.

Answer: A

Explanation:

To debug a screen flow that creates contacts, one of the possible causes for a variable missing on the debug screen is that the available for input checkbox was unchecked for that variable. This means that variable cannot be set by external sources such as debug inputs or URL parameters. To fix this issue, check this checkbox for any variable that needs to be set externally. The flow version or field type does not affect variable availability for input. The available for output checkbox only affects whether variables can be passed out of flows or subflows. References:

https://help.salesforce.com/s/articleView?id=sf.flow_ref_variables.htm&type=5https://help.salesforce.com/s/articleView?id=sf.flow_debugging.htm&type=5

NEW QUESTION 275

The administrator at Cloud Kicks has been asked to replace two old workflow rules that are doing simple field updates when a lead is created to improve processing time. What tool should the administrator use to replace the workflow rules?

- A. Quick Action Flow
- B. Before Save Flow
- C. Scheduled Flow
- D. Screen Flow

Answer: B

Explanation:

Before Save Flows are a type of record-triggered flow that run before a record is saved and can update fields on that record without any additional actions or DML operations. They are faster and more efficient than workflow rules or process builder for simple field updates when a record is created or updated. References: https://help.salesforce.com/s/articleView?id=sf.flow_concepts_before_save_update.htm&type=5

NEW QUESTION 279

Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than 2 hours to an urgent Case queue and alert the support manager. Which feature should an administrator configure to meet this requirement?

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

Answer: C

Explanation:

Case escalation rules are a way to automatically escalate cases that meet certain criteria, such as being open for more than a specified time or having a certain priority. Escalation rules can assign cases to a different owner or queue and send email notifications to the support manager or other recipients. References: https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5

NEW QUESTION 284

AW Computing has six sales teams in a region. These teams always consist of the same account manager, engineer, and assistant.

What should the administrator configure to make it easier for teams to collaborate with the same customer?

- A. Enable and configure standard opportunity teams with splits.
- B. Enable account teams and show the users how to set up a default account team.
- C. Create a queue for each team and assign account ownership to the queue.
- D. Propose the users manually share all their accounts with their teammates.

Answer: B

Explanation:

Account teams are groups of users who work together on an account. You can enable account teams in Setup and assign team roles and access levels for each team member. Users can set up a default account team that is automatically added to any account that they own or create. This makes it easier for teams to collaborate with the same customer without manually sharing each account. References:

<https://help.salesforce.com/s/articleView?id=sf.accountteam.htm&type=5>https://help.salesforce.com/s/articleView?id=sf.accountteam_default.htm&type=5

NEW QUESTION 285

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

Explanation:

IP address restrictions allow you to prevent users from accessing Salesforce from outside of their network. You can set IP address restrictions on the profile level or globally for the org. To enforce IP restrictions for API logins, you must select Enforce Login IP Ranges on Every Request in Session Settings.

References: https://help.salesforce.com/s/articleView?id=sf.security_networkaccess.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.security_enforce_ip_ranges.htm&type=5

NEW QUESTION 288

Ursa Major Solar uses two different page layouts for Account records. One page layout reflects the fields related to customer accounts and another page layout includes fields for partner accounts. The administrator has assigned the customer account page layout to sales and support users and the partner account layout to the partner management team.

What should the administrator configure to meet this requirement?

- A. Use a public group and a criteria-based sharing rule to share customer accounts with the partner team.
- B. Add members of the partner management team to the default Account team for the customer accounts.
- C. Grant create, read, edit and delete access to customer accounts on the partner team profile.
- D. Create one record type for customer accounts and one record type for partner accounts.

Answer: D

Explanation:

Record types are a way to assign different page layouts and picklist values to different users based on their business needs. To use two different page layouts for customer and partner accounts, create one record type for each account type and assign them to the appropriate page layouts and profiles.

References: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

NEW QUESTION 290

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 2 Answers

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

Answer: AB

Explanation:

App page and record page are two types of pages that an administrator can build and customize using Lightning App Builder for Salesforce mobile app. App pages are pages that display information or tools that don't belong to a specific record; they can be accessed from navigation menus or tabs in Salesforce mobile app. Record pages are pages that display information or actions related to a specific record; they can be accessed by opening any record in Salesforce mobile app. User page and dashboard page are not types of pages that can be built using Lightning App Builder for Salesforce mobile app; they are types of pages that can be built using other tools such as Profile settings or Dashboard Builder.

References: https://help.salesforce.com/s/articleView?id=sf.app_builder_mobile_pages.htm&type=5

NEW QUESTION 293

The administrator at Cloud Kicks has been told that users are unable to add repeating tasks in Salesforce.

Which two solutions the administrator use to ensure users are able to do this? Choose 2 Answers

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

Answer: AC

Explanation:

To enable users to add repeating tasks in Salesforce, the administrator needs to do two things: first, enable the creation of recurring tasks in activity settings under Setup; second, add the create recurring series of tasks field on the page layouts for tasks. This will allow users to create a series of tasks that repeat based on a specified frequency and end date.

References: https://help.salesforce.com/s/articleView?id=sf.tasks_repeating.htm&type=5

NEW QUESTION 297

An Administrator supporting global team of Salesforce users has been asked to configure the company settings

Which two options should the administrator configure? Choose 2 Answers

- A. Login Hours
- B. Password Policy
- C. Default Language
- D. Currency Local

Answer: CD

Explanation:

Default language and currency locale are two options that an administrator should configure in the company settings to support a global team of Salesforce users. Default language determines the language that is used for labels, buttons, tabs, help text, and messages in Salesforce for all users unless they override it in their personal settings.

Currency locale determines the format of currency fields and numbers in Salesforce for all users unless they override it in their personal settings or enable multiple currencies. References: https://help.salesforce.com/s/articleView?id=sf.admin_supported_languages.htm&type=5https://help.salesforce.com/s/articleView?id=sf.admin_supported_currencies.htm&type=5

NEW QUESTION 299

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

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

Answer: B

Explanation:

When an administrator deletes a custom field, Salesforce moves it to the deleted fields list for 15 days, during which time it can be undeleted or erased permanently. If the administrator undeletes the field within 15 days, most of its properties and data are restored, except for its field history data, which remains deleted and cannot be recovered. References: https://help.salesforce.com/s/articleView?id=sf.custom_field_delete.htm&type=5

NEW QUESTION 302

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

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

Answer: A

Explanation:

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

NEW QUESTION 304

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

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

Answer: C

Explanation:

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

NEW QUESTION 305

The administrator at DreamHouse Realty added an email quick action to the Case page Layout and is unable to see the action on the case feed. Which feature must be enabled to ensure the quick action will be displayed as expected?

- A. Email Notifications

- B. Email-to-Case
- C. Email Alerts
- D. Email Templates

Answer: B

Explanation:

Email-to-Case allows you to create cases from incoming emails. You need to enable this feature and set up routing addresses and case creation settings.

References: https://help.salesforce.com/s/articleView?id=sf.customizesupport_email_to_case.htm&type

=5

NEW QUESTION 307

Support reps at Cloud Kicks (CK) are reporting that when they try to close a case, the Closed option in the Case Status picklist is missing. CK has asked the administrator to find a solution.

Why are the support reps unable to see the Closed option in the specified piclist?

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

Answer: D

Explanation:

A support process is a feature that allows administrators to define and enforce the stages that a case or work order must go through based on its record type. A support process determines which values are available for the status field for each record type. If a support process omits a certain value for the status field, such as Closed, then users will not be able to see or select that value when working with cases or work orders of that record

type. References: https://help.salesforce.com/s/articleView?id=sf.customize_supporthome.htm&type

NEW QUESTION 311

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