Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins

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NEW QUESTION 1
Sales reps at Northern Trail Outfitters have asked for a way to change the Probability field value of their Opportunities.
What should an administrator suggest to meet this request?

A. Define a newStage picklist value.
B. Create a custom field on Opportunity.
C. Configure Forecasting support.
D. Make the field editable on page layouts

Answer: D

Explanation:
Probability is a standard percentage field on the Opportunity object that indicates how likely an opportunity will close successfully. It is automatically calculated based on the opportunity stage unless you make it editable on page layouts. To allow sales reps to change the probability field value of their opportunities, you need to make the field editable on page layouts. References: https://help.salesforce.com/s/articleView?id=sf.opportunity_fields.htm&type=5https://help.salesforce.com/s/articleView?id=sf.customize_layoutedit.htm&type=5

NEW QUESTION 2
The administrator at Aw Computing wants Account Details, related list and chatter feeds to each appear on separate tabs when reviewing an account. Which type of page should the administrator create?

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

Answer: C

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

NEW QUESTION 3
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:
Tocreate 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 4
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 whileremoving them from being referenced in theDirect 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 DirectManager Field.
D. Delete the user and leave all records where they referenced in the Direct Manager Field withoutchanges.

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&typ e=5

NEW QUESTION 5
Which tool should an administrator use to review recent configuration changes made in their org?

A. Critical Updates
B. Debug logs

C. Setup Audit Trail
D. Field History Tracking

Answer: C

Explanation:
Setup audit trail is a tool thatallows administrators to review recent configuration changes made in their org. It shows a list of up to 180 days of setup changes made by anyone in the org, including the date, time, user, and type of change. It can help administrators track who made what changes and when, and troubleshoot any issues caused by configuration changes. Critical updates are notifications that inform administrators of new features or enhancements that may impact their org; they do not show configuration changes made by users. Debug logs are records of database operations, system processes, and errors that occur when executing a transaction or running unit tests; they do not show configuration changes made by users either. Field history tracking is a feature that allows administrators to track changes to the values of certain fields on records; it does not show configuration changes made in setup.References:https://help.salesforce.com/s/articleView?id=sf.monitorsetup.htm&type=5

NEW QUESTION 6
Universal Containers is trying to improve the user experience when searching for the tight status on a case. The companycurrently has one support process that is used for all record types on cases. The
support process has 10 status values. Service reps say they never need more than five depending on what kind of case they are working on.
How should the administrator improve on the current implementation?

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

Answer: C

Explanation:
Support processes allow you to define different status values for different record types on cases.
References: https://help.salesforce.com/s/articleView?id=sf.customize_support_process.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&typ e=5

NEW QUESTION 8
The Human resources department at Northern Trail outfitters wants employees to provide
feedback about the manager using a custom object in Salesforce. It is important that managers are
unable to see the feedback records from their staff.
How should an administrator configure the custom object to meet this requirement?

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

Answer: A

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

NEW QUESTION 9
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
Dreamhouse Reality just announced its new home concierge offering. This product is unlike
anything the company has offered in the past and follows a different business model. What Should the administrator Configure to meet this requirement?

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

Answer: C

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

NEW QUESTION 10
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 orgroups 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 15
The IT manager at universal Containers is doing an audit of the systems security. Mow should the administrator provide a summary of the org's security health?

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

Answer: D

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

NEW QUESTION 20
The marketing team at Ursa Major Solar wants to send a personalized email whenever a lead fills out
the web-to-Lead form on their website. They want to send different Message based on the Lead
Industry FieldValue.
What Should an administrator configure to meet this requirement?

A. Use Validation rule to trigger workflow to email to Lead.
B. Configure an auto responserule to email thelead.
C. Add a public group and process builder to email the lead.
D. Create an assignment rule to email the lead

Answer: B

Explanation:

Auto response rules are a way to automatically send email responses to leads or cases based on certain criteria such as lead source, industry, etc. They can be used to send personalized emails whenever a lead fills out a web-to-lead form on a website and send different messages based on the lead industry field value. Using validation rule to trigger workflow to email the lead is not possible because validation rules cannot trigger workflows or send emails; they only prevent records from being saved if theydo not meet certain criteria. Adding a public group and process builder to email the lead is unnecessary because auto response rules can handle this requirement without additional configuration or customization. Creating an assignment rule to email the lead is also unnecessary because assignment rules are used to assign leads or cases to users or queues based on certain criteria, not send emails; although they can have email alerts as part of their actions, they are not as flexible as auto response rules for personalizing email messages.References:https://help.salesforce.com/s/articleView?id=sf.customize_leadsauto response.htm&type=5

NEW QUESTION 25
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 30
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 32
An administrator at Northern Trail Outfitters is creating a validation rule.
Which twofunctions should the administrator use when creating a validation rule? Choose 2 answers

A. Formula return type
B. Error condition formula
C. Error message location
D. Rule active date

Answer: BC

Explanation:
Two functions that an administrator should use when creating a validation rule are:
? Error condition formula, which defines when an error should occur based on record fields and values
? Error message location, which specifies where on the page layout an error message should appear when triggered by an error condition formula Formula return type and rule active date are not functions used for validation rules. References: https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5

NEW QUESTION 37
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 theProduct 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 orpermissions. 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_r elationships_overview.htm&type=5

NEW QUESTION 41
Customer service accesses articles with the Knowledge Lightning component on the Service Cloud Console. Billing department users would like similar functionality on the case record without using the console.
How should the administrator configure this request?

A. Add the knowledge component to the page layout.
B. Add the Knowledge component list to the page layout.
C. Add the Knowledge related list to the page layout.
D. Add the knowledge related list to the record page

Answer: C

Explanation:
The Knowledge Lightning component is a component that allows users to access articles from the Service Cloud Console app. However, if users want to access articles from a different app that does not use the console, they can use the Knowledge related list instead. The Knowledge related list shows articles related to a record based on data categories and shows article details such as title, summary, rating, and view count. To add the Knowledge related list to a record page, an administrator can use the pagelayout editor and drag and drop the Knowledge related list to the appropriate section on the page layout. References:
https://help.salesforce.com/s/articleView?id=sf.knowledge_lightning_component.htm&type=
5https://help.salesforce.com/s/articleView?id=sf.knowledge_related_list.htm&type=5

NEW QUESTION 46
Ursa Major Solar wants to automatically notify a manager about any cases awaiting a response
froman 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 50
The administrator at Ursa Major Solar has Created a new record type for customer warranty cases
which two assignments should the administrator use to display the new record type to users?
Choose 2 answers

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

Answer: AD

Explanation:
Profile assignment and page layout assignment are two assignments that should be used to display a new record type to users. Profile assignment determines which profiles can access a record type and which record type is the default for each profile. Page layout assignment determines which page layout is assigned to each record type and profile combination. References: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype_assign.htm&type=5h
ttps://help.salesforce.com/s/articleView?id=sf.customize_recordtype_pagelayoutassign.htm
&type=5

NEW QUESTION 52
The Administrator at Cloud Kicks need to automatically route support cases, regardless of how they are created, to a queue based on case priority.
What tool should the administrator use?

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

Answer: B

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

NEW QUESTION 53
The administrator has been asked to automate a simple field update on the account. When a
support agent changes the status of the account to ‘Audited’, they would like the system to automatically update the Audited date field on the account with today’s date.
Which tool should the administrator use to complete this automation?

A. Approval process
B. Formula Field
C. Flow Builder
D. Validation Rule

Answer: B

Explanation:
A formula field is a type of field thatcalculates a value based on an expression or formula that references other fields or constants. For example, a formula field can display today's date by using the TODAY() function. In this case, the administrator can create a formula field on the account object that updates the audited date field with today's date when the status of the account is changed to 'Audited'.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_formulas. htm&type=5

NEW QUESTION 55
A new Sales Rep at Ursa Major has a qualified lead that is ready for conversation. When using the Lead Conversion process, which two records can be Created? Choose 2 answers

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

Answer: AD

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

NEW QUESTION 56
What will happen to the Chatter post in this situation?

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

Answer: A

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

NEW QUESTION 58
Sales reps miss key fields when filling out on opportunity record through the process. Reps need to move forward Win unable to enter previous stage.
Which three options should the administrator use to address this need? Choose Three answers

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

Answer: ABE

Explanation:
Guided selling, validation rules, and required fields on the page layout are three options that can be used to ensure sales reps fill out key fields when working on an opportunity through the process. Guided selling allows administrators to add prompts and guidance at each stage of the path to help reps move forward with confidence. Validation rules allow administrators to enforce data quality and business logic by preventing reps from saving records that do not meet certain criteria. Required fields on thepage layout allow administrators to make certain fields mandatory for reps to enter before saving records. Configuring opportunity path can help reps visualize and update key fields at each stage, but it does not make them required or prevent them from moving forward without entering them. Using flow to mark fields required is not possible because flows cannot modify page layouts or field properties. References:
https://help.salesforce.com/s/articleView?id=sf.path_guided_selling.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5https://help.salesforce.com/s/articleView?id=sf.fields_defining_field_properties.htm&type=5

NEW QUESTION 62
Dream house realty needs to use consistent picklist values in the category field on accounts and cases, with values respective to record types. Choose 2 options

A. Multi-select picklist
B. Dependent picklist
C. Global picklist
D. Custom picklist

Answer: BC

Explanation:
Dependent picklist and global picklist are two options that can be used to meet this requirement. Dependent picklist allows users to create a conditional relationship between two picklist fields,where the available values in one field depend on the value selected in another field. Global picklist allows users to create a set of picklist values that can be shared across multiple fields and objects, ensuring consistent values and reducing maintenance. References: https://help.salesforce.com/s/articleView?id=sf.fields_about_dependent_picklists.htm&type =5https://help.salesforce.com/s/articleView?id=sf.picklist_global_picklists.htm&type=5

NEW QUESTION 65
The administrator at Ursa Major Solar imported records into an object by mistake. Which two tools should be used to undo this import?
Choose 2 answers

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

Answer: BC

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

NEW QUESTION 69
Clod Kicks has a screen flow with two questions on the same screen, but only one is necessary
at a time. The administrator has been asked to show only the questions that is needed. How should an administrator complete this?

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

Answer: C

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

NEW QUESTION 70
Ursa Major Solar offers amazing experiences for all of it employees. The Employee engagement
committee wants to post updates while restricting other employees from posting. What should the administrator create to meet this request?

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

Answer: B

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

NEW QUESTION 71
DreamHouse reality has an approval process. A manager attempts to approve the record but receives an error.
What should an administrator review to troubleshoot this request?

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

Answer: C

Explanation:
One possible reason why a manager receives an error when trying to approve a record is that the user in the next approver step is inactive or missing, which means there is no valid user to assign the record to after approval. To troubleshoot this issue, an administrator should check if the user in the next approver step is active and exists in Salesforce; if not, they should activate or create the user or change the approval process to assign the record to another user. Adding a delegated approver for the next approver in the process does not solve this issue because delegated approvers are only used when approvers are unavailable; they do not replace approvers who are inactive or missing. Updating the field level security to view on fields that are updated in the process does not solve this

issue because field level security does not affect approval processes; it only affects what fields users can see or edit on page layouts. Reviewing the page layout to ensure fields updated in the process are visible doesnot solve this issue because page layouts do not affect approval processes; they only affect what fields users can see or edit on page layouts.References:https://help.salesforce.com/s/articleView?id=sf.approvals_consideratio ns.htm&type=5

NEW QUESTION 74
Brokers at DreamHouse Realty need to see certain information about one or more cases when referencing the contact record. This record case Name, Case ID, Customer Name, Case Reason, Case Status, and Case Creation Date.
Which two changes in Setup should the administrator make?

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

Answer: BD

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

NEW QUESTION 78
Cloud Kicks wants to try out an app from the AppExchange to ensure that the app meets its needs.
Which two options should the administrator suggest? Choose two answers

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

Answer: BC

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

NEW QUESTION 83
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 havenot 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 85
Northern Trail Outfitters wants to encourage employees to choose secure and appropriate passwords for their Salesforce accounts.
Whichthree password policies should an administrator configure? Choose 3 answers

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

Answer: ADE

Explanation:
Maximum invalid login attempts, password complexity requirements, and number of days until expiration are three password policies that an administrator can configure to encourage employees to choose secure and appropriate passwords for their Salesforce accounts. Maximum invalid login attempts determines how many times a user can enter an incorrect password before being locked out of Salesforce. Password complexity requirements determine how complex a user's

password must be based on criteria such as length,case sensitivity, alphanumeric characters, etc. Number of days until expiration determines how often users must change their passwords.References:https://help.salesforce.com/s/articleView?id=sf.security_password_
policies.htm&type=5

NEW QUESTION 90

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

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

Answer: B

Explanation:

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

NEW QUESTION 95

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

NEW QUESTION 99

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

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

Answer: C

Explanation:

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

NEW QUESTION 102

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, anadministrator 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 103
A user at Universal Containers left the company. The administrator needs to create new user
for their replacement, but they have assigned all available users licenses. What should the administrator do to free up users licenses for the new users?

A. Deactivate the former employees user record.
B. Delete former employees user record.
C. Freeze former employees user record.
D. Change the formers users record to the new user.

Answer: A

Explanation:
To free up user licenses for new users, the administrator should deactivate the former employees user record. This will prevent them from logging in and using Salesforce resources, but preserve their historical activities and data. Deleting or freezing user records will not release user licenses.References:https://help.salesforce.com/s/articleView?id=sf.admin_usermgmt_licensing.htm&type=5

NEW QUESTION 107
Northern Trail Outfitters has the Case Object set to private. The support manager raised a concern the
reps have a boarder view of data than expected and can see all cases on their groups dashboards.
What could be Causing reps to have inappropriate access to data on dashboards?

A. Dashboard Filters
B. Dashboard Subscriptions
C. Dashboard's running users
D. Public Dashboards.

Answer: C

Explanation:
The dashboard's running user determines the data that is displayed on the dashboard. If the running user has access to more data than the intended viewers, the dashboard will show more data than expected. To prevent this, the admin can set the running user to a specific user or a logged-in user, depending on the use case1. Alternatively, the admin can use dynamic dashboards to show data based on each viewer's access level2.

NEW QUESTION 109
Universal Container wants to prevent its service team from accessing deal records. While
service users are unable to access deal list views; they are able to find the deal records via a search.
What options should the administrator adjust to fully restrict access?

A. Record setting and search index
B. Permissions and tab visibility
C. App permissions and search terms
D. Page layouts and field- level security

Answer: B

Explanation:
Permissions and tab visibility are two options that administrators can adjust to fully restrict access to records for certain users or profiles. Permissions determine what users can do with records, such as create, read, edit, delete, view all, or modify all. Tab visibility determines whether users can see a specific object tab in their app launcher or navigation bar. By setting permissions and tab visibility to none or hidden for deal records for service users or profiles, administrators can prevent them from accessing deal records via search or other methods. References:
https://help.salesforce.com/s/articleView?id=sf.users_profiles_permissions.htm&type=5http
s://help.salesforce.com/s/articleView?id=sf.customize_tabs.htm&type=5

NEW QUESTION 111
Cloud Kicks (CK) needs a new sales application. The administrator there is an application package on the AppExchange and wants to begin testing it in a sandbox to see If it addresses CK's needs.
What are two considerations when installing a managed package in a sandbox? Choose 2 answers.

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

Answer: BC

Explanation:
Two considerations when installing a managed package in a sandbox are:
? The installation link has to be modified to test.salesforce.com, because the default installation link points to login.salesforce.com which is for production orgs. To install a package in a sandbox org, the administrator has to replace login with test in the installation URL before clicking it.
? The package will be removed any time the sandbox is refreshed, because refreshing a sandbox replaces its current data and metadata with those from its source org. If the source org does not have the package installed, then the sandbox will lose it after refresh. Any metadata changes to the package do not have to be recreated in production, because they are preserved during upgrades unless overwritten by the package developer. Install for Admins Only is not the only install option available; there are also Install for All Users and Install for Specific Profiles options. References:
https://help.salesforce.com/s/articleView?id=sf.distribution_installing_packages.ht m&type=5
https://help.salesforce.com/s/articleView?id=sf.data_sandbox_implementation_tips
.htm&type=5

NEW QUESTION 113
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&t
ype=5https://help.salesforce.com/s/articleView?id=sf.reports_builder_folders.htm&type=5

NEW QUESTION 114
Cloud Kicks has created a screen flow for their sales team to use when they add new leads. The screen flow collect name, email and shoe preference. which two things should the administrator do to display the screen flow? Choose 2 answers

A. Create a tab and add the screen flow to the page.
B. use a flow element and add the screen flow to the record page.
C. Add the flow in the utility bar of the console
D. install an app from the AppExchange

Answer: AB

Explanation:
To display the screen flow, the administrator should create a tab and add the screen flow to the page. The administrator can also use a flow element and add the screen flow to the record page.
The other options are not relevant to this scenario. Adding the flow in the utility bar of the console will not display the screen flow. Installing an app from the AppExchange is not
necessary to display the screen flow.
Here are thesteps on how to create a tab and add the screen flow to the page:
? Go to Setup > Tabs.
? Click New.
? Enter a name and label for the tab.
? Select the Screen Flow tab type.
? Select the screen flow that you want to display.
? Click Save.
Here are the steps on howto use a flow element and add the screen flow to the record page:
? Go to Setup > Customize > Lightning App Builder.
? Select the record page that you want to add the screen flow to.
? Click Edit.
? Drag the Flow element from the Palette to the canvas.
? Select the screen flow that you want to display.
? Click Save.

NEW QUESTION 118
Northern Trail Outfitters wants to calculate how much revenue has been generated for each of its
marketing campaigns.
How should an administrator deliver this information?

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

Answer: C

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

NEW QUESTION 120
Cloud Kicks has asked the administrator to test a new screen flow that create contacts. What are two key components of testing the flow?
Choose 2 answers

A. Set Up a flow interview to test the flow.
B. Run the flow using it to create contacts.
C. Use Debug to test the flow in Flow Builder.
D. Test the flow in a sandbox.

Answer: BC

Explanation:
Running the flow using it to create contacts and using debug to test the flow in Flow Builder are two key components of testing a new screen flow that creates

contacts. Running the flow allows the administrator to see how the flow behaves in real time and check for any errors or unexpected results. Debugging the flow allows the administrator to simulate how the flow runs with different inputs and outputs and check for any logic or syntax errors. Setting up a flow interview or testing the flow in a sandbox are not necessary for testing a screen flow that creates contacts.References:
https://help.salesforce.com/s/articleView?id=sf.flow_test.htm&type=5

NEW QUESTION 121
Cloud Kicks (CK) stores information about specific customers in Contacts and information about shoes and accessories in a custom Merchandise object.
What should the CK administrator use to represent that Contact can be interested in multiple pieces of Merchandies?

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

Answer: D

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

NEW QUESTION 126
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 128
The Sales director at Cloud Kicks wants to be able to predict upcoming revenue in the next several
fiscal quarters so they can set goals and benchmark how reps are performing. Which two features should the administrator configure?
Choose 2 answers

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

Answer: AB

Explanation:
Forecasting is a feature that allows you to predict and plan the sales cycle from pipeline to closed sales, and manage sales expectations throughout your organization. Opportunity stages arethe steps that an opportunity goes through as it moves from creation to close, and they determine the probability and forecast category of the opportunity. References: https://help.salesforce.com/s/articleView?id=sf.forecasting3_overview.htm&type=5https://h
elp.salesforce.com/s/articleView?id=sf.customize_opptystages.htm&type=5

NEW QUESTION 129
Northern Trail outfitters has hired interns to enter Leads into Salesforce and has requested a
way to is identify these new records from existing Leads.
What approach should an administrator take to meet this requirement?

A. Set up Web-to-Lead form the interns use.
B. Define a record type and assign it to the interns.
C. Create a separate Lead Lightning App.
D. Update the active Leas Assignment Rules.

Answer: B

Explanation:
To identify new leads entered by interns from existing leads, the
administrator should define a record type and assign it to the interns. This will allow them to select a different record type when creating leads, and distinguish them from other leads based on record type. Setting up Web-to-Lead form will not work if the interns are entering leads manually in Salesforce. Creating a separate Lead Lightning App or updating the active Lead Assignment Rules will not affect lead
identification.References:https://help.salesforce.com/s/articleView?id=sf.customize_recordt ype.htm&type=5

NEW QUESTION 131

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

A. Activities
B. Path
C. Assistant
D. Key Deals
E. Performance chart.

Answer: ACD

Explanation:
To boost productivity by providing insights at the start of each day, the administrator should add three sales-specific standard Lightning components to the homepage:
? Activities, which shows tasks and events related to records that matter most to users
? Assistant, which provides personalized suggestions and reminders for key updates and actions
? Key Deals, which highlights important opportunities that need attention or are close to closing Path andPerformance Chart are not standard Lightning components, but custom components that can be added to specific objects or pages. References:
https://help.salesforce.com/s/articleView?id=sf.home_components.htm&type=5

NEW QUESTION 132
Cloud Kicks has a team of product owners that need a space to share feedback and ideas with just the product team.
How should the administrator leverage Salesforce to help the team collaborate?

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

Answer: C

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

NEW QUESTION 137
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. Selectthe 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 casepriorit
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. Selectthe appropriate email template for the rule.
J. Create one auto-response rul
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=5https://he
lp.salesforce.com/s/articleView?id=sf.customize_casesautor.htm&type=5

NEW QUESTION 142
Users at Dreamhouse Reality are only allowed to see opportunities they own. Leadership wants anenterprise- 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 144
Universal Containers wants to provide reseller partners with discounted prices on the products they purchase.
How should an administrator configure this requirement?

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

Answer: D

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

NEW QUESTION 145
Which two capabilities are considerations when marking a field as required in Object Manager?
Choose 2 answers

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

Answer: AB

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

NEW QUESTION 149
Cloud Kicks wants to allow customers to create their own cases while visiting its public homepage.
What should the administrator recommend?

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

Answer: B

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

NEW QUESTION 151
Northern Trail Outfitters has a new flow that automatically sets the field values when a new account is created. That the flow is launched by a process, But the flow is not workingproperly.
What should administrator do to identify the problem?

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

Answer: A

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

NEW QUESTION 156

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 160
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 161
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