Exam Questions ADM-201

Administration Essentials for New Admins

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NEW QUESTION 1
When users log in to Salesforce via the user interface, which two settings does the system check for authentication? Choose 2 answers

A. The user's Two-Factor Authentication for API Logins permission
B. The role IP address restrictions
C. The user's profile login hours restrictions
D. The user's Two-Factor Authentication for User Interface Logins permission

Answer: CD

Explanation:
When users log in to Salesforce via the user interface, the system checks for authentication based on their profile settings and permissions. One of the settings is login hours, which specify the time range when users can log in to Salesforce based on their profile. Another setting is Two-Factor Authentication for User Interface Logins permission, which requires users to enter a verification code along with their username and password when they log in to Salesforce via the user interface.
References:
https://help.salesforce.com/s/articleView?id=sf.users_profiles_loginhours.htm&type=5https://help.salesforce.com/s/articleView?id=sf.security_2fa_perm_ui_logins.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 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 3
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_visibilit y.htm&type=5

NEW QUESTION 4
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 5
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 6
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 7
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 8
Users at Cloud Kicks are reporting different options when uploading a custom picklist on the Opportunity object based on the kind ofopportunity.
Where Should an administrator update the option in the picklist?

A. Fields and relationships
B. Related lookup filters
C. Record Type
D. Picklist value sets

Answer: C

Explanation:
Record types allow you to update the options in a picklist based on thekind of opportunity.
References: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.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
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 10
An administrator is planning to useData Loader to mass import new records to a custom object from a new API.
What will the administrator need to do to use the Data Loader?

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

Answer: B

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

NEW QUESTION 12
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 16
Clod Kicks has the organization wide defaults for Opportunity set to private.
which two features should the administrator use to open up access to Opportunity records for sales
users working on collaborative deals? Choose 2 answers

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

Answer: BD

Explanation:
Role hierarchy and sharing rules are two features that should be used to open up access to Opportunity records for sales users working on collaborative deals.

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

NEW QUESTION 20
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 25
An administrator Creates a custom text area field on the Account object and adds it to the service team's page layout. The services team manager loves the addition of this field and wants it to appear in the highlights panel so that the services reps can quickly find it when on the Account Page
How should the administrator accomplish this?

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

Answer: B

Explanation:
Compact layouts determine which fields appear in the highlights panel on record pages and in the Salesforce mobile app. To create a custom compact layout, go to the Account object manager and select Compact Layouts from the sidebar menu. Then click New and add the desired fields to the layout.References: https://help.salesforce.com/s/articleView?id=sf.compact_layouts_create.htm&type=5

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

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

Answer: AC

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

NEW QUESTION 29
The 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 itspercentage 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 30
The administrator at universal containers has ascreen flow that helps users create new leads.
When lead source is “Search Engine”, the administrator needs to require the user to choose a specific
a search engine from a picklist. If lead source is not “Search Engine”, this picklist should be hidden.
How should the administrator complete this requirement?

A. Assign a decision element to direct the user to a second screen to hold specific search engine onlywhen a lead source is “Search Engine”.
B. Use an assignment element, one for when lead source is “Search Engine” and one for everythingelse.
C. Create a picklist for specific search engine, and set conditional visibility so that is only shownwhen lead source is “Search Engine”.
D. Configure a picklist for specific search engine, and use a validation rule to conditionally show onlywhen lead source is “Search Engine”

Answer: C

Explanation:
To require users to choose a specific search engine from a picklist when lead source is “Search Engine”, and hide it otherwise, the administrator should create a picklist for specific search engine on the same screen as lead source, and set conditional visibility so that it is only shown when lead source is “Search Engine”. This will make sure that users see only relevant fields based on their input. A decision element will create an extra screen
that may disrupt user experience. An assignment element willnot affect field visibility. A validation rule will not hide fields but only show errors when values are invalid. References: https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screen_components_pic
klist.htm&type=5https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screen_ components_conditional_visibility.htm&type=5

NEW QUESTION 32
Northern Trail Outfitters wants emails received from customers to generate cases automatically.
How should the administrator ensure that the emails are sent to the correct queue?

A. Utilize a flow to identify the correct queue and assign the case.
B. Use a custom email services to set the owner of the case upon creation.
C. Create an Escalation Rules to send cases to the correct queue.
D. Configure Email-to-Case so emails are delivered to the correct queue

Answer: D

Explanation:
Email-to-Case allows administrators to set up routing addresses that automatically create cases from incoming emails and assign them to queues based on predefined criteria. This way, emails from customers can generate cases automatically and be sent to the correct queue. A flow is a tool for building automated processes, but it is not designed for email routing. A custom email service is a way to process inbound emails using Apex code, but it requires coding skills and is more complex than Email-to-Case. Anescalation rule is a way to escalate cases based on certain conditions, but it does not create cases from emails or assign them to queues.References:https://help.salesforce.com/s/articleView?id=sf.customize_email2case. htm&type=5

NEW QUESTION 35
The administrator has created new users for ten new employees at Northern Trail Outfitters.
Why are these users unable to access theaccount object in the Salesforce or?

A. Users’ profile requires a sharing rule for Accounts.
B. Users’ profile requires permission to the Account object.
C. Users’ roles are low on the role hierarchy.
D. Organization-wide defaults are set to private.

Answer: B

Explanation:
To access the account object in Salesforce, users need to have permission to the account object on their profile or permission set. Permission to an object determines what users can do with records of that object, such as create, read, edit, delete, view all, or modify all. If users do not have permission to an object, they will not be able to see or access that object in Salesforce.References:https://help.salesforce.com/s/articleView?id=sf.users_profiles_perm issions.htm&type=5

NEW QUESTION 38
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 41
An administrator is building a Lightning app and sees a message that a My Domain must be set up first.
What should the administrator take into consideration when enabling My Domain?

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

D. The URL instance for a My Domain stays the same for every release

Answer: B

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

NEW QUESTION 45
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 46
An Administrator wants to trigger afollow-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=5https://help.
salesforce.com/s/articleView?id=sf.workflow_time_action_considerations.htm&type=5

NEW QUESTION 51
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 xProbability. 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_rev enue.htm&type=5

NEW QUESTION 52
At universal Containers, users would like to be able to share Salesforce records with other members of their team, while collaborating around general topics as well.
Which are two considerations for enabling this functionality? Choose 2 answers

A. Collaboration groups are created automatically for every department.
B. Object layouts should be configured to include the groups related list.
C. The Add Record action must be configured in the group publisher.
D. An administrator needs to create a group to enable record sharing

Answer: BC

Explanation:
To enable record sharing and collaboration with groups, you need to add the groups related list to the object layouts and configure the Add Record action in the

group publisher.
References: https://help.salesforce.com/s/articleView?id=sf.collab_groups_records.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.collab_groups_record_actions.htm&type=5

NEW QUESTION 55
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 59
Ursa Major Solar has a path on Case. The company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from reverting the Case back to a previous status.
Which feature should an administrator use to fulfill this request?

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

Answer: D

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

NEW QUESTION 61
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 tocreate 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 66
An administrator at Cloud Kicks wants to deactivate a User who has left the company. What are two reasons that would prevent a user from being deactivated?
Choose 2 answers

A. The use is part of a territory hierarchy.
B. The User is in a Custom hierarchy field.
C. The User is assigned in workflow email alert.
D. The User is the highest role in the role hierarchy

Answer: AC

Explanation:
Two reasons that would prevent a user from being deactivated are that the user is part of a territory hierarchy or that the user is assigned in workflow email alert. A territory hierarchy is a structure that defines howterritories are related to each other in Salesforce; if a user is part of a territory hierarchy, they cannot be deactivated until they are removed from all territories. A workflow email alert is an action that sends an email to one or more recipients when a workflow rule is triggered; if a user is assigned in workflow email alert, they cannot be deactivated until they are removed from all email alerts. The user being in a custom hierarchy field or being the highest role in role hierarchy are not reasons that would prevent deactivation; they may affect data visibility or record ownership after deactivation, but they do not block deactivation itself.References:https://help.salesforce.com/s/articleView?id=sf.users_deactivate_consider ations.htm&type=5

NEW QUESTION 71
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 73
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 Cass to the existing queue as available object.
D. Createa 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 77
DreamHouse Reality needs to use consistent picklist value on a category filed on accounts and cases, with value respective to record types.
Which two features should the administrator use to fulfill this requirement? Choose 2 Answers

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

Answer: AD

Explanation:
A dependent picklist and a custom picklist are the two features that can be used to fulfill the requirement. A global picklist and a multi-select picklist are not features that can be used to fulfill the requirement.
Here is a more detailed explanation of why A and B are the correct answers:
? A. Dependent Picklist
A dependent picklist is a picklist whose values are dependent on the value selected in another picklist. This is useful for ensuring that only valid values are selected for a field. In this case, the administrator can create a dependent picklist for the category field on accounts and cases, with the values for the picklist being dependent on the record type selected. This will ensure that only the relevant picklist values are available for selection based on the record type selected.
For example, the administrator could create a dependent picklist for the category field on accounts and cases with the following values:
? Record Type: New Account
? Picklist Values: Residential, Commercial
? Record Type: Existing Account
? Picklist Values:Renewal, Upsell, Cross-sell
This would ensure that only the relevant picklist values are available for selection when creating a new account or an existing account.
? B. Custom Picklist
A custom picklist is a picklist that is created by the administrator. This is useful for creating picklists with values that are specific to the organization's needs. In this case, the administrator can create a custom picklist for the category field on accounts and cases, with the values for the picklist being specific to the organization's needs. This will ensure that the picklist values are relevant to the organization and its customers.
For example, the administrator could create a custom picklist for the category field on accounts and cases with the following values:
? Picklist Values: Residential, Commercial, Land, Multi-Family
This would ensure that the picklist values are relevant to the organization and its customers.

NEW QUESTION 81
An administrator at AW Computing has been asked to help the Support team with report folders. They want a folder called Support Reports and two folders underneath called Helpdesk and R&D. The Support organization uses public groups for Support Agents, R&D, and Managers. Support agents should be able to run Helpdesk reports, but should not be able to view R&D reports. Support managers should be able to view and edit all reports.

Which two ways should these folders be shared? Choose 2 answers

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

Answer: BC

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

NEW QUESTION 86
Marketing users at Cloud Kicks should be able to view and edit converted leads. The administrator has assigned them permission set with the View and edit Converted Leads permission.
Which two ways can the marketing users now access converted leads for editing? Choose 2 answers

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

Answer: AC

Explanation:
Two ways that marketing users can now access converted leads for editing are:
? Find them in the global search result, by entering the lead name or other keywords in the global search box and selecting Leads from the drop-down menu. Converted leads will appear in the search result with a check mark icon next to them.
? Utilize a list view where lead status equals Qualified, by creating or modifying a list view on the Leads tab and adding a filter for Lead Status equals Qualified. Converted leads will have Qualified as their lead status and will be visible in the list view. Searching the Recent Records component on the homepage or using Data Import Wizard will not allow users to access converted leads for editing. References:
https://help.salesforce.com/s/articleView?id=sf.leads_view_converted.htm&type=5

NEW QUESTION 90
Sales users at Universal Containers are reporting that it is taking a longtime to edit opportunity records. Normally, the only field they are editing is the Stage field.
Which two options should the administrator recommend to help simplify the process? Choose 2 answers

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

Answer: AB

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

NEW QUESTION 93
An Administrator at DreamHouse Realty wants an easier way to assign an agent capacity and skill set. Which feature should the administrator enable to meet this requirement?

A. Knowledge Management.
B. Omni-Channel
C. Escalation Rules
D. Territory Management

Answer: B

Explanation:
To assign agent capacity and skill set, the administrator should enable Omni- Channel, which is a feature that allows agents to work on multiple cases or chats at once based on their availability and expertise. Omni-Channel can route work items to agents based on their predefined capacity and skills, ensuring that they are working on the right tasks at the right time. Knowledge Management, Escalation Rules, and Territory Management are not related to agent capacity and skill set.References:https://help.salesforce.com/s/articleView?id=sf.omnichannel_overview.htm
&type=5

NEW QUESTION 97
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 100
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 101
Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on pacific time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support.
How should an administrator solve for this issue?

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

Answer: C

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

NEW QUESTION 102
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&t ype=5

NEW QUESTION 104
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 bannercalled New Runners and aggregate total statistics for this marketing effort, an administrator should use Parent campaign field on Campaign object. This field allows creating hierarchical relationships between campaigns by specifying one campaign as parent of another campaign. Parent campaigns roll up statistics from child campaigns such as number of leads generated, amount of revenue won etc. For example, an administrator can create four child campaigns for TV, radio, print and social ads respectively and link them to one parent campaign called New Runners using Parent campaign field. Junction object, lookup relationship, and master-detail relationship are not features related to Campaign object or hierarchy.References:https://help.salesforce.com/s/articleView?id=sf.campaigns_parent.ht m&type=5

NEW QUESTION 106
The Sales manager at DreamHouse Realty wants the sales users to have a quick way to view and edit the Opportunities in their pipeline expected to close in the next 90 days.
What should an administrator do to accomplish this request?

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

Answer: C

Explanation:
A list view is a feature that allows users to filter and display records based on certain criteria and fields. A Kanban view is a feature that allows users to view records as cards organized by columns that represent stages in a process such as opportunity stages or case statuses. Users can switch between list view and Kanban view by clicking on a toggle button on any object tab that supports Kanban view such as opportunities or cases. Users can also edit records by dragging and dropping cards from one column to another or by clicking on an inline edit icon on each card. In this case, the administrator can create a list view on the opportunity object that filters opportunities by expected close date in the next 90 days; and recommend users switch the view to Kanban to edit opportunities by drag and drop. References: https://help.salesforce.com/s/articleView?id=sf.lex_list_views.htm&type=5https://help.salesf orce.com/s/articleView?id=sf.kanban_view.htm&type=5

NEW QUESTION 107
The support manager at Cloud Kicks wants to respond to customers as quickly as possible.
They have requested that the response include the top five troubleshooting tips that could help solve the customer's issue.
What should the administrator suggest to meet these requirement?

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

Answer: C

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

NEW QUESTION 112
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 117
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 119
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 122
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=5https://
help.salesforce.com/s/articleView?id=sf.lightning_page_assignments.htm&type=5

NEW QUESTION 124
Cloud Kicks has a custom object called Shipments. The Company wants to see all the
shipment items from an Account page. When an Account is deleted, the shipments should remain.
What type of relationship should the administrator make between Shipments and Account?

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

Answer: A

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

NEW QUESTION 127
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 132
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 137
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 138
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 142
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 eachobject.
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 147
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 150
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 155
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 tolook 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=5https://hel
p.salesforce.com/s/articleView?id=sf.knowledge_categories.htm&type=5

NEW QUESTION 159
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 162
Sales managers would like to know what could beimplemented 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 toolsfor 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 166
Northern Trail Outfitters wants toinitiate expense reports from Salesforce to the external HR system. This process needs to be reviewed by managers and directors.
Which two tools should and administrator configure? Choose 2 answers

A. Quick Action
B. Outbound Message
C. Approval Process
D. Email Alert Action

Answer: AC

Explanation:
Quick actions allow you to initiate expense reports from Salesforce to an external HR system. Approval processes allow you to review the expense reports by managers and directors.
References: https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.quick_actions_overview.htm&type=5

NEW QUESTION 167
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 171
The administrator at CloudKicks has created an approval process for time off requests. Which two automated actions are available to be added as part of the approval process? Choose 2 answers

A. Field Update
B. Chatter Post
C. Auto launched Flow
D. Email Alert

Answer: AD

Explanation:
Field update and email alert are two types of automated actions that can be added as part of the approval process. Field update allows you to change the value of a field on a record when it is submitted, approved, rejected, or recalled. Email alert allows you to send an email to one or more recipients when a record is submitted, approved, rejected, or recalled.
References: https://help.salesforce.com/s/articleView?id=sf.approvals_automated_actions.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.approvals_creating_approval_actions.htm&t ype=5

NEW QUESTION 176
Which setting on a profile makes a tab hidden in the All App Launcher or viable in arty app, but still allows a user to view records that would normally be found under this tab?

A. Object Permissions
B. App Permissions
C. Pig wide Defaults
D. Tab Settings

Answer: D

Explanation:
To make atab hidden in the All App Launcher or visible in any app, but still allow a user to view records that would normally be found under this tab, the administrator
should use Tab Settings on a profile. Tab Settings control the visibility and default behavior of tabs for each app in an org. The administrator can set a tab to Hidden, which means it will not appear in any app or in the All App Launcher, but users can still access records via other means such as search or reports. Object Permissions, App Permissions, and Org- Wide Defaults are not related to tab
visibility.References:https://help.salesforce.com/s/articleView?id=sf.customize_tabs.htm&ty pe=5

NEW QUESTION 179
Aw computing wants to prevent user from updating the Account Annual Revenue field to be a negative value or an amount more than $100 billion.
How should an administrator accomplish this request?

A. Create a validation rule that displays an error if Account revenue is below 0 or greater than 100billion.
B. Build a scheduled report displaying Account with Account revenue that is negative or greaterthan 100 billion.
C. Make the Account Revenue field required on the page layout.
D. Enable the Account Revenue limits in setup, with 0 as minimum and 100 billion as maximum

Answer: A

Explanation:
A validation rule is a tool that allows administrators to enforce data quality and integrity by preventing users from saving records that do not meet certain criteria or conditions. For example, a validation rule can display an error message if a user enters an invalid value in a field. In this case, the administrator can create a validation rule on the account object that displays an error if the account annual revenue field is below 0 or greater than 100 billion.
References:https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&typ e=5

NEW QUESTION 183
DreamHouse Realty regularly processes customer requests for warranty work and would like to
offer customers a self-serve option to generate cases.
Which two solutions should an administrator use to meet this request? Choose 2 answers

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

Answer: AD

Explanation:
Web-to-Case and Email-to-Case are two solutions that allow customers to create cases from a web form or an email. Web-to-Case generates HTML code for a web form that you can place on your website. Email-to-Case converts incoming emails into cases.
References: https://help.salesforce.com/s/articleView?id=sf.customizesupport_web_to_case.htm&type= 5
https://help.salesforce.com/s/articleView?id=sf.customizesupport_email_to_case.htm&type
=5

NEW QUESTION 186
What are three Setting an administrator should configure to make it easy for approvers to respond to approval requests?
Choose 3 Answers.

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

Answer: ACD

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

NEW QUESTION 188
A user at Northern Trail Outfitters Is having trouble logging into Salesforce. The user's login history showsthat this person has attempted to log in multiple times and has been locked out of the organization.
Which two ways should the administrator help the user log into Salesforce?

A. Log in as the user to unlock the user and reset the password.

B. Reset the password policies to allow the user to login.
C. Reset password on the user's record detail page.
D. Use the unlock button on the user's record detail page.

Answer: CD

Explanation:
To help a user who has attempted to log in multiple times and has been locked out of Salesforce, the administrator should reset password on the user's record detail page and use the unlock button on the user's record detail page. Resetting password will generate a new temporary password and send it to the user's email address. Using unlock will restore access for a locked-out user without changing their password or waiting for lockout period to end. Logging in as the user or resetting the password policieswill not help a locked-out user log in to Salesforce. References:
https://help.salesforce.com/s/articleView?id=sf.users_passwords.htm&type=5https://help.sa lesforce.com/s/articleView?id=sf.users_unlock.htm&type=5

NEW QUESTION 193
Cloud kicks has the organization-wide sharing default set to private on the shoe object. The
sales manager should be able to view a report containing shoe records for all of the sales reps on their
team.
Which 3 items should the administrator configure to provide appropriate access to the report?
Choose 3 answers

A. Custom report type.
B. Folder access
C. Report subscription
D. Field level security

Answer: ABD

Explanation:
To provide appropriate access to a report that contains shoe records for all of the sales reps on their team, the administrator should configure three items:
? A custom report type that includes the shoe object and its fields
? A folder access that grants access to the sales manager and their team members to view and run reports in that folder
? A field level security that allows the sales manager and their team members to see all the fields on the shoe object Report subscription, while useful for scheduling and delivering reports, does not affect access to the report itself. References:
https://help.salesforce.com/s/articleView?id=sf.reports_builder_create_report_type. htm&type=5
https://help.salesforce.com/s/articleView?id=sf.reports_manage_folders.htm&type
=5 https://help.salesforce.com/s/articleView?id=sf.admin_fls.htm&type=5

NEW QUESTION 197
The administrator at AW Consulting has created a custom picklist field. Business users have requested that it be a text field. The administrator attempts to change the field type but, is unable to because it is referenced by other functionalities.
Which functionality is preventing the field type from being changed?

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

Answer: A

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

NEW QUESTION 198
Sales Users at Cloud Kicks are requesting that the data in the industry field on the Account object
displays on the Opportunity page layout.
Which type of the field should an administrator create to accomplish this?

A. Custom Account Field
B. Standard Account Field.
C. Cross Object Formula Field
D. Master detail relationship Field

Answer: C

Explanation:
A cross object formula field is a type of formula field that references fields from related objects using relationships such as lookup or master-detail. It can be used to display data from one object on another object without creating another relationship or copying data. A cross object formula field can be created on opportunity object to display data from industry field on account object using account ID lookup relationship. A custom account field, a standard account field, or a master-detail relationshipfield are not types of fields that can display data from industry field on account object on opportunity page layout; they either do not exist or do not reference related objects.References:https://help.salesforce.com/s/articleView?id=sf.cross_object_formulas. htm&type=5

NEW QUESTION 201
The administrator at Cloud Kicks has been asked to replace two old workflow rules that are doing
simple field updated 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 205
Universal Containers (UC) customers have provided feedback that their support cases are notbeing
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 206
AW Computing has six sales teams in a region. These teams always consists 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=5https://help.salesf orce.com/s/articleView?id=sf.accountteam_default.htm&type=5

NEW QUESTION 208
An administrator atUniversal Containers has been asked to prevent users from accessing Salesforce from outside of their network.
What are two considerations for this configuration? Choose 2 answers

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

Answer: AC

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

NEW QUESTION 212
An administrator has been asked to change the data type of an auto number to text field. Whatshould the administrator be aware of before changing the field?

A. Existing field values will remain unchanged.
B. Existing field values will be Converted.
C. Existing field values will be deleted.
D. Existing auto number field to Text is prevented.

Answer: D

Explanation:
One thing that an administrator should be aware of before changing an auto- number field to text field is that this change is prevented by Salesforce; it cannot be

done because it would cause data loss and inconsistency. Auto-number fields are fields that automatically assign unique numeric values to each record; they cannot be changed to text fields because text fields do not have this functionality and may allow duplicate or invalid values. Existing field values remaining unchanged, being converted, or being deleted are not things that would happen before changing an auto-number field to text field because this change cannot happen at all.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_auto_number.ht m&type=5

NEW QUESTION 217
What are three characteristics of a master-detail relationship? Choose 3 answers

A. Themaster object can be a standard or custom object.
B. Permissions for the detail record are set independently of the master.
C. Each object can have up to five master-detail relationships.
D. Roll-up summaries are supported in master-detail relationships.
E. The owner field on the detail records is the owner of the master record.

Answer: ABC

Explanation:
A master-detail relationship is a parent-child relationship in which the master object controls certain behaviors of the detail object. The master object can be a standard or custom object, but not all standard objects support being a master. Roll-up summaries are fields that calculate the sum, count, min, or max of child records. The owner field on the detail records is not available and is automatically set to the owner of the master record. References:
https://www.forcetalks.com/blog/master-detail-relationship-in-salesforce/
https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&t ype=5

NEW QUESTION 221
Users at Cloud Kicks want to be able to create a task that will repeat every two weeks. What should an administrator do to meet the requirement?

A. Enable Creation of Recurring Tasks.
B. Flow to create recurring tasks.
C. Workflow rule to create recurring tasks.
D. Turn on Recurring Activities.

Answer: A

Explanation:
Recurring tasks are tasks that repeat at regular intervals, such as daily, weekly, monthly, etc. They can be created by users who have the permission to create recurring tasks, which can be enabled by administrators in the user profile settings. Flow, workflow rule, and recurring activities are not valid options for creating recurring tasks in Salesforce.References:https://help.salesforce.com/s/articleView?id=sf.tasks_recurring.htm
&type=5

NEW QUESTION 224
Universal Containers has a private sharing model for Opportunities and usesOpportunity
teams. Criteria-based sharing rules a sales rep at Universal Containers leaves the company and their user record is deactivated. The rep is later rehired in V administrator activates the old user record. The user is added to the same default Opportunity teams but h no longer able records the user worked on before leaving the company.
What is the likely cause?

A. The stage of the Opportunity records was changed to closed lost.
B. Permission sets were removed when the user was deactivated.
C. The record type of the Opportunity records was changed.
D. The records were manual shared with the user.

Answer: D

Explanation:
The likely cause for why a rehired user is no longer able to access records they worked on before leaving the company is that the records were manually shared with the user. Manual sharing allows granting access to individual records to specific users or groups. However, manual sharing is removed when a record owner changes or when a user's role changes. When a user is deactivated, their role is removed and any manual sharing involving that user is deleted. When a user is reactivated, their role is restoredbut manual sharing is not. Therefore, the rehired user will not have access to records that were manually shared with them before deactivation. The stage of Opportunity records, permission sets, or record type of Opportunity records are not likely causes for why a rehired user is no longer able to access records they worked on before leaving the company.References:https://help.salesforce.com/s/articleView?id=sf.sharing_manual.htm& type=5

NEW QUESTION 228
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