Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins

NEW QUESTION 1
Cloud kicks intends to protect with backups by using the data by using the data export Service.
Which two considerations should the administrator remember when Scheduling the export? Choose 2 Answers.

A. Metadata Backups are limited a sandbox refresh intervals.
B. Data Backups are limited to weekly or monthly intervals.
C. Data export service should be run from a sandbox.
D. Metadata backups must berun via a separate process.

Answer: BD

Explanation:
To protect data with backups by using Data Export Service, two considerations that the administrator should remember when scheduling export are:
? Data Backups are limited to weekly or monthly intervalsdepending on edition and license type
? Metadata backups must be run via a separate process such as Metadata API or change sets because Data Export Service only exports data (records) Metadata backups are not limited by sandbox refresh intervals. Data Export Service should be run from production orgs unless testing purposes require otherwise.
References: https://help.salesforce.com/s/articleView?id=sf.data_export.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&t
ype=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
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 6
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 7
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 8
An administrator at Cloud Kicks needs to export a file of closed won opportunities from the last 90
days. The file should include the Opportunity Name, ID, Close Date, and Amount. How should the administrator export this file?

A. Data Export Wizard.
B. Data Import Wizard.
C. Data Export Wizard.
D. Data Loader.

Answer: A

Explanation:
Data Export Wizard allows administrators to export data from Salesforce in CSV files. It can be used to export data for backup purposes or to analyze data in external tools. Data Import Wizard is used to import data into Salesforce, not export. Data Loader is a desktop tool that can also export data, but it is more complex and requires installation. Report Builder is used to create reports in Salesforce, not export data.References:https://help.salesforce.com/s/articleView?id=sf.data_export.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
At Universal Containers, there is a custom field on the Lead named Product Category. Management wants this information to be part of the Opportunity upon lead conversion.
What action should the administrator take to satisfy the request?

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

Answer: C

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

NEW QUESTION 15
Cloud Kicks needs to change the owner of a case when it has been open for more than 7 days.
How should the administrator complete this requirement?

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

Answer: C

Explanation:
An escalation rule is a tool that allows administrators to automatically escalate cases based on certain criteria and time triggers. For example, an escalation rule can change the owner of a case, send an email notification, or update a field value when a case has been open for more than 7 days. An escalation rule consists of multiple rule entries that define the criteria and actions for each escalation
scenario.References:https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&t ype=5

NEW QUESTION 20
Universal Containers administrator has been asked to create a many-to-many relationship between two existing custom objects.
Which two steps should the administrator take when enabling themany-to-many relationship?
Choose 2 answers

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

Answer: AB

Explanation:
To create a many-to-many relationship between two existing custom objects, the administrator needs to create a junction object that has two master-detail relationships, one to each of the custom objects. This will allow each record of one object to be linked to multiple records from another object and vice versa.References:https://help.salesforce.com/s/articleView?id=sf.relationships_manytoman y.htm&type=5

NEW QUESTION 23
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 25
The marketing team wants a new picklist value added to the Campaign Member Status field for
the upsell promotional campaign.
Which two solutions should the administrator use to modify the picklist field values? Choose 2 answers

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

Answer: BD

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

NEW QUESTION 29
Users at Universal Containers would like to visually see the sales stages on an Opportunity page. The administrator is configuring path for Opportunities.
Which is an important consideration for path configuration?

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

Answer: D

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

NEW QUESTION 30
An 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&typ
e=5

NEW QUESTION 31
Sales and Customer Care at Ursa Major Solar need to see different fields on the Case related list
from the Account record. Sales users want to see Case created date and status while Customer Care
would like to see owner, status, and contact.
What should the administrator use to achieve this?

A. Related Lookup Filters
B. Compact Layout Editor
C. Page Layout editor
D. Search Layout Editor

Answer: C

Explanation:
Pagelayout editor is a tool that allows you to customize the layout and organization of detail and edit pages for a specific object and record type combination. You can also use page layout editor to customize related lists on detail pages by adding or removing fields, changing column order, sorting records, etc. To meet the requirement of showing different fields on the Case related list from the Account record for Sales and Customer Care users, you need to use page layout editor to modify the related list properties for each page layout assigned to those users.References:https://help.salesforce.com/s/articleView?id=sf.customize_layoutrelatedlists.htm&type=5

NEW QUESTION 35
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 37
DreamHouse Realty requires that house showings be scheduled within the current year to prevent too many future showings from stacking up.
How can they make sure Showing Date is only populated with a date this years?

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

Answer: D

Explanation:
A validation rule is a feature that allows administrators to define criteria for data entry or import operations and display an error message when those criteria are not met. For example, a validation rule can ensure that house showings are scheduled within the current year by comparing the showing date field with a formula that returns the current year. If the showing date field contains a date outside of the current year, then the validation rule will prevent users from saving or importing records with anerror message.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_validatio n_rules.htm&type=5

NEW QUESTION 40
Once an opportunity reaches the negotiation stage at cloud kicks, The Amount fields becomes required for sales users. Sales managers need to be able to move opportunities inti this stage without knowing the amount.
How should the administrator require this field during the negotiation stage for sales users but allow their managers to make changes?

A. Make the field required for all users.
B. Create to formula field to fill in the field for managers.
C. Assign the administrator profile to the managers.
D. Configure a validation rule tomeet the criteria.

Answer: D

Explanation:
To require the Amount field during the negotiation stage for sales users but allow their managers to make changes, the administrator should configure a validation rule
that checks if the user profile is not a salesmanager, the stage is negotiation, and the amount is blank. This will prevent sales users from saving the record without entering an amount, but allow sales managers to do so. Making the field required for all users will not meet the requirement. Creating a formula field or assigning the administrator profile to the managers will not affect field requirement.References:https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5

NEW QUESTION 43
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 48
New Leads needs to be routed to the correct sales person based on the lead address. How should the administrator configure this requirement?

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

Answer: B

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

NEW QUESTION 53
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 58
The administrator for Cloud Kicks has created a screen flow to help service reps ask the same set of questions when customers call in with issues. This screen should be visible from cases.
How should the screen flow be distributed?

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

Answer: C

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

NEW QUESTION 60
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 62
Which item is available in a Lightning App where visibility is limited to the Salesforce Mobile App?

A. Today
B. Favorites
C. Utility Bar.
D. Home Page.

Answer: C

Explanation:
Utility bar is a feature that is available in a Lightning app where visibility is limited to the Salesforce mobile app. Utility bar allows users to access common productivity
tools, such as notes, history, recent items, and more, from any page in the app.References:https://help.salesforce.com/s/articleView?id=sf.app_builder_utility_bar.htm
&type=5

NEW QUESTION 67
The administrator at cloud kicks has been ask to change the company's Shoe style field to prevent users from selecting more than one style on a record.
Which two steps should an administrator do to accomplish this? Choose 2 answers

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

Answer: BD

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

NEW QUESTION 72
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 75
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 76
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 78
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 81
The sales manager at cloud Kicks approves time off for their employees. They asked the
administrator to ensure these requests are seen and responded to by a backup manager while the sales
manager is out on vacation.
What should administrator use to fulfill the requirement?

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

Answer: A

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

NEW QUESTION 84
The DreamHouse Realty team has a master-detail relationship set up with open house as the
parent object and visitors as the child object.
What type of field should the administrator add to the openhouse object to track number of visitors?

A. Roll-up Summary.
B. Multi-select Picklist
C. Cross-object formula field
D. Indirect lookup

Answer: A

Explanation:
A roll-up summary field is a type of field that calculates values from related records, such as the count of child records or the sum of a field on child records. In this case, the administrator can add a roll-up summary field to the open house object to track the number of visitors by counting the child records on the visitors object.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_su
mmary_fields.htm&type=5

NEW QUESTION 88
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 92
Ursa Major classifies its accounts as Silver, Gold, or Platinum Level. When a new case is created for a Silver or Gold partner, it should to the Regular Support Queue. When an account is Platinum Level, it should automatically go to the Priority Support Queue.
What should the administrator use to achieve this?

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

Answer: A

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

NEW QUESTION 97
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.sale
sforce.com/s/articleView?id=sf.fields_defining_field_properties.htm&type=5

NEW QUESTION 100
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 105
AW Computing has added a new custom text field called Market Segment on the Lead object. When a Lead is converted, the new field is not getting copied to the Account record.
What should the administrator do to ensure the Market Segment field from a Lead is copied
to the converted Account record in routine?

A. Ensure the Market Segment field on the Lead is mapped to right field on Account.
B. Ensure Account has a field that has the exact same name as the new Lead field.
C. Write a Validation Rule to ensure the Account has a value in that field.
D. Write a record-triggered flow to copy the custom field from Lead to Account.

Answer: A

Explanation:
To ensure Market Segment field from Lead is copied to converted Account record in routine manner without manual intervention , an administrator should ensure Market Segment field on Lead is mapped to right field on Account using Lead Field Mapping tool under Lead Settings. This tool allows mapping custom fields from Lead object to custom fields on Account , Contact , or Opportunity objects so that data is transferred when leads are converted . For example , an administrator can map Market Segment field on Lead to Market Segment field on Account using this tool . Ensuring Account has a field that has same name as new Lead field , writing validation rule , or writing record-triggered flow are not necessary for copying custom fields from Lead to Account . References : https
:// help . salesforce . com / s / articleView ? id = sf . leads_custom_field_mapping . htm & type = 5

NEW QUESTION 110
An administrator is on a tight deadline to create dashboards for the sales and marketing teams at AW
Computing.
What should the administrator do to meet the deadline without increasing the budget?

A. Train someone on the sales and marketing teams to build dashboards.
B. Check theAppExchange for prebuilt Solution that can be easily customized.
C. Hire a Consultant to build the custom dashboards.
D. Build the dashboards manually to meet the deadline.

Answer: B

Explanation:
To save time and budget, you can check the AppExchange for prebuilt solutions that can be easily customized for your needs. AppExchange is a marketplace for apps, components, and consulting services that extend Salesforce functionality. References: https://appexchange.salesforce.com/

NEW QUESTION 111
Cloud Kicks (CK) has new administrator who is asked to put together a memo detailing salesforce
uses to budget for upcoming license purchases.
Where Should the administrator go to find out what type of licenses CK Has purchased and how many
are available.

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

Answer: B

Explanation:
The User Licenses related list in Company Information shows the types of licenses that have been purchased for an org and how many are available or used. It also shows the expiration date of each license type if applicable. This information can help administrators plan for license purchases and manage user access. Searching for license types in setup does not show how many licenses have been purchased or how many are available or used. User Management settings in setup does not show license information either, but rather settings related to user login, session, identity, etc. Usage-based entitlement related list in company information shows information about usage-based licenses such as API requests or sandboxes, but not user
licenses.References:https://help.salesforce.com/s/articleView?id=sf.users_understanding_li cense_types.htm&type=5

NEW QUESTION 113
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 116
Cloud Kicks has a custom object named shoe. The administrator has been asked to ensure that when
a relationship is created between Account and shoe to prevent orphaned shoe records. What should the administrator do to complete this requirement?

A. Create an indirect lookup
B. Create an encrypted lookup
C. Create a hierarchical lookup
D. Create a master-detail lookup.

Answer: D

Explanation:
Master-detail lookup is a type of relationship field that can be used to create a relationship between Account and Shoe and prevent orphaned Shoe records. Master- detail lookup establishes a parent-child relationship between two objects, where the parent record controls certain behaviors of the child record, such as security, ownership, and deletion. If the parent record is deleted, all the child records are deleted as
well.References:https://help.salesforce.com/s/articleView?id=sf.relationships_consideration s.htm&type=5

NEW QUESTION 118
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 123
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 125
An administrator has been asked to update a flow that was created as part of a recent update. When
the administrator opens the flow for editing, the Flow toolbox offers only four elements: Assignment,
Decision, Get Records, and Loop. What would cause this?

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

Answer: C

Explanation:
Before save flows only support four elements: Assignment, Decision, Get Records, and Loop.
References: https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements.htm&type=5

NEW QUESTION 129
AW Computing (AWC) occasionally works with independent contractors, who the company
stores as Contacts in Salesforce. Contractors often change agencies, and AWC wants to maintain the
historical accuracy of the record.
What should AWC use to track Contacts?

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

Answer: D

Explanation:
Contacts to multiple accounts is a feature that allows you to associate a single contact with multiple accounts, both business and person accounts. This way, you can maintain the historical accuracy of the contact record without creating duplicate records for each
account.References:https://help.salesforce.com/s/articleView?id=sf.contacts_multiple_acco unts.htm&type=5

NEW QUESTION 133
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 138
Northern Trail Outfitters uses a custom object Invoice to collect customer payment information from an external billing system. The Billing System field needs to be filled on every Invoice record.
How should anadministrator ensure this requirement?

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

Answer: A

Explanation:
Making a field universally required is a way to ensure that the field needs to be filled on every record; it prevents users from saving a record without entering a value in that field. It can be used to ensure that the billing system field needs to be filled on every invoice record by making it universally required in the field settings. Creating a process builder to set the field, defining an approval process for the child, or requiring the field on the record type are not ways to ensure that the field needs to be filled on every record; they either do not enforce data entry or only apply to certain scenarios or users.References:https://help.salesforce.com/s/articleView?id=sf.customize_fields.htm&typ e=5

NEW QUESTION 143
Universal Containers (UC) would like to count the number of open cases associated with each
account and update the account with this value every Friday evening. UC has several hundred open
cases at any given time.
What should the administrator use to complete this request?

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

Answer: D

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

NEW QUESTION 145
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 147

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

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

Answer: CD

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

NEW QUESTION 148
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 152
The sales team at Ursa Major Solar has asked the administrator to automate an outbound message.
What should the administrator utilize tosatisfy the request?

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

Answer: C

Explanation:
To automate an outbound message, the administrator should use a workflow rule that defines the criteria for sending the message and the actions toperform when those criteria are met. One of the actions available for workflow rules is sending an outbound message to a designated endpoint URL with specified fields as parameters. Process builder, task assignment, and flow builder are not able to send outbound messages directly. References:
https://help.salesforce.com/s/articleView?id=sf.workflow_define.htm&type=5https://help.sal
esforce.com/s/articleView?id=sf.workflow_action_outboundmessaging.htm&type=5

NEW QUESTION 157
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 158
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 162
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 163
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 164
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 165
A Sales user is trying to manage Campaign Members for an upcoming networking event. The user can view the Campaign, but add new Campaign Members or update Member statuses.
How can an administrator troubleshoot this problem?

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

Answer: C

Explanation:

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

NEW QUESTION 170
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 173
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 176
The administrator at Cloud Kicks has a Custom picklist field on Lead, Which is missing on the Contact when leads are converted.
Which two items should the administrator do to make sure these values are populated? Choose 2 answers

A. Create a custom picklist field on Contact.
B. Update the picklist value with a validation rule.
C. Map the picklist field on the Lead to the Contact.
D. Set the picklist field to be required on the Lead Object.

Answer: AC

Explanation:
To make sure the custom picklist field values are populated on contact when leads are converted, you need to create a custom picklist field on contact and map it to the corresponding field on lead.
References: https://help.salesforce.com/s/articleView?id=sf.convert_lead_mapping.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_fields.htm&type=5

NEW QUESTION 180
Cloud Kicks (CK) is partnering with a used shoe store and second-hand bicycle emporium. CK has an automated business process it wants to run once a week to count the number of open cases related to an account.
How should the administrator recommend automating this business process?

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

Answer: C

Explanation:
Flow Builder supports creating a scheduled flow thatcan run at specified intervals and perform actions on a set of records that meet certain criteria. References:

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

NEW QUESTION 185
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 187
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 188
An administrator created a record trigger flow to update contacts.
How should the administrator reference the values of the active record the flow is running on?

A. Use the {!Contact.Id} global variable.
B. Use the {!Account.Id} record variable.
C. Use the $Record global variable.
D. Use the Get Records element to find the Id.

Answer: C

Explanation:
The $Record global variable allows you to reference the values of the active record the flow is running on.
References: https://help.salesforce.com/s/articleView?id=sf.flow_ref_global_variables.htm&type=5

NEW QUESTION 190
Cloud Kicks wants a reports to categorize accounts into small, medium, and large based on the dollar value found inthe Contract Value Field.
What feature should an administrator use to meet this request?

A. Detail Column
B. Bucket Column
C. Group Rows
D. Filter Logic

Answer: B

Explanation:
Bucket column allows you to categorize report data into groups without creating a formula or custom field. You can create buckets for different ranges of values and assign labels to them.
References: https://help.salesforce.com/s/articleView?id=sf.reports_bucketing_overview.htm&type=5

NEW QUESTION 191
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 195
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 199
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 203
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 205
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 207
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 211
An administrator at Cloud Kicks is building a flow that needs to search for records that meet certain conditions and store values from those records in variable for use later in the flow. What flow element should the administrator add?

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

Answer: B

Explanation:
Get Records is a flow element that allows you to retrieve one or more records from an object that meet certain conditions and storethem in a collection variable or a record variable for use later in the flow. You can also choose which fields from those records you want to store in variables.References:https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_da ta_getrecords.htm&type=5

NEW QUESTION 212
The marketing director at Northern Trail Outfitters has requested that the budget field is populated in
order for the Lead Status field to be marked as qualified. What tool should the administrator use to fulfill this request?

A. Lead Conversion.
B. Require Field.
C. Workflow Rule
D. Validation Rule

Answer: D

Explanation:
Validation rule is a tool that can be used to enforce data quality and business logic by preventing users from saving records that do not meet certain criteria. In this case, avalidation rule can be created on the Lead object to display an error message if the Lead Status field is marked as qualified and the Budget field is blank.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5

NEW QUESTION 214
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 219
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 221
Northern Trail Outfitters wants to know the average stage duration for all closed Opportunities.
How should an administrator support this request?

A. Use process builder to capture the daily average on each opportunity.
B. Add Formula Fields to track Stages on each Opportunity.
C. Run the Opportunity Stage Duration report.
D. Refresh weekly reporting snapshots for Closed Opportunities.

Answer: C

Explanation:
The Opportunity Stage Duration report is a standard report that shows how long opportunities spend in each stage before they are closed. It can be used to measure the average stage duration for all closed opportunities by grouping and summarizing the data by stage name and duration fields. Using process builder to capture the daily average on each opportunity is not feasible because it would require creating multiple fields and formulas on the opportunity object and updating them every day. Adding formula fields to track stages on each opportunity is also not practical because it would require creating multiple fields and formulas on the opportunity object and maintaining them every time a stage changes. Refreshing weekly reporting snapshots for closed opportunities is not necessary because the report can run on real-time data without snapshots.
References:https://help.salesforce.com/s/articleView?id=sf.reports_opportunity_stage_duration_report.htm&type=5

NEW QUESTION 224
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 227
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 231
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 232
The Support team at Ursa Major Solar prefers using split list views on the case homepage. Occasionally, the team views shipments from another support application.
What should the administrator configure to allow the team to use the split list view?

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

Answer: C

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

NEW QUESTION 234
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 235
Ursa MajorSolar uses Opportunity to track sales of solar energy products. The company has two
separate sales teams that focus on different energy markets. The Services team also wants to use
Opportunity to track installation. All three teams will need to usedifferent fields and stages. How Should the administrator configure this requirement?

A. Create three sales processe
B. Create three record types and one page layout.

C. Create one sales proces
D. Create three record types and three page layouts.
E. Create three sales processe
F. Create three record types and three page layouts.
G. Create one sales proces
H. Create one record type and three page layouts.

Answer: C

Explanation:
A sales process is a set of stages that an opportunity goes through as it moves from creation to close. A record type is a way to offer different business processes, picklist values, and page layouts to different users based on their profiles. A page layout controls the layout and organization of detail and edit pages for a specific object and record type combination. To meet the requirement of having different fields and stages for each team, you need to create three sales processes for each market segment, three record types for each sales process, and three page layouts for each record type. References:
https://help.salesforce.com/s/articleView?id=sf.customize_salesprocess.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5https://he lp.salesforce.com/s/articleView?id=sf.customize_layout.htm&type=5

NEW QUESTION 240
The administrator for AW Computing is working with a user who is having trouble logging in to salesforce.
What should the administrator do to identify why the user is unable to login?

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

Answer: D

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

NEW QUESTION 244
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 246
The CTO of AW Computing has defined a new policy for cases to improve customer satisfaction. All cases submitted with a Case Reason of Installation must be acknowledged immediately via email and assigned to the appropriate agents. Any cases that are still in the New status after 4 hours must be escalated to support management.
What case management tools need to be utilized for this requirement?

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

Answer: B

Explanation:
To advertise on TV, radio, print, and social under one 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 250
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 252
An administrator installed a managed package that contains a permission set group. The
permission set group that was installed includes Delete access on several objects, and the administrator
needs to prevent users in the permission set group from being able to delete records. What should the administrator do to control Delete access?

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

Answer: A

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

NEW QUESTION 254
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 255
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_case.htm&type=5

NEW QUESTION 260
Aw Computing needs to capture a loss reason in rich text field when an opportunity is Closed
lost.
How should an administrator configure this requirement?

A. Select the requirement checkbox next to the loss reason field on the page layout.
B. Create a validation rule to display an error ifstage is Closed lost and Loss Reason is blank.
C. Check the required checkbox on the Loss Reason field in Object Manger.
D. Configure a workflow rule to display an error if Loss Reason is blank

Answer: B

Explanation:
Validation rule is a tool that can be used to enforce data quality and business logic by preventing users from saving records that do not meet certain criteria. In this case, a validation rule can be created on the Opportunity object to display an error message if the Stage field is Closed lost and the Loss Reason field is blank.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_r ules.htm&type=5

NEW QUESTION 261
Dreamhouse Realty agents are double-booking open house event nights. The evet manager wants to event submission process to help agents fill in event details and request dates. How should an administrator accomplish the request?

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

Answer: B

Explanation:
To help agents fill in event details and request dates for open house events without double-booking them, the administrator should create an approval process on the Campaign object, which is used to manage marketing events in Salesforce. The approval process can define entry criteria based on campaign fields such as type or status, specify initial submission actions such as sending email alerts or updating fields, assign approvers who can review and approve event requests, and specify final approval actionssuch as creating tasks or updating fields. Creating a workflow rule, a sharing rule, or a campaign will not help agents request event dates or prevent double-booking. References: https://help.salesforce.com/s/articleView?id=sf.campaigns_overview.htm&type=5https://hel p.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5

NEW QUESTION 265
The administrator for AW Computing is working with a user who is having trouble togging in to Salesforce.
What should the administrator do to identify why the user Is unable to log in?

A. Review the login history for the user.
B. Check the attempted logins by running the setup audit trail.
C. Pull the password history to ensure the password policy was followed.
D. Reset the security token for the profile.

Answer: A

Explanation:
To identify why a user is unable to log in to Salesforce, the administrator should review the login history for the user. The login history shows the date and time of each login attempt, the source IP address, the browser and platform used, the login type (such as username and password or single sign-on), and the status (such as success or failure). The login history can help troubleshoot common login issues such as incorrect username or password, invalid security token, IP restrictions, or login hours violations. Checking the attempted logins by running the setup audit trail, pulling the password history, or resetting the security token for the profile will not help identify why a user is unable to log in.References:https://help.salesforce.com/s/articleView?id=sf.monitoring_login_history.htm
&type=5

NEW QUESTION 268
An administrator supporting a global team of salesforce users has been asked to configure company
settings.
Choose 2 options

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

Answer: AB

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

NEW QUESTION 272
Universal Containers has three separate lines of business. Each line has specific fields that must be displayed to users. However, the fields needed by the sales team are different than the fields needed by the service team.
How should the administrator configure this requirement?

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

Answer: C

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

NEW QUESTION 274
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 275
Northern Trail Outfitters has two different sales processes: one for business opportunities with four stages and one for partner opportunities with eight stages. Both processes will vary in page layouts and picklist value options.
What should an administrator configure to meet these requirements?

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

Answer: D

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

NEW QUESTION 276
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 279
The administrator at cloud kicks is trying to debug a screen flow that create contacts. One of the variables in the flow is missing on the debug screen. What could cause this issue?

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

Answer: A

Explanation:
To debug a screen flow thatcreates contacts, one of the possible causes for a variable missing on the debug screen is that the available for input checkbox was unchecked for that variable. This means that variable cannot be set by external sources such as debug inputs or URL parameters. To fix this issue, check this checkbox for any variable that needs to be set externally. The flow version or field type does not affect variable availability for input. The available for output checkbox only affects whether variables can be passed outof flows or subflows. References:
https://help.salesforce.com/s/articleView?id=sf.flow_ref_variables.htm&type=5https://help.s alesforce.com/s/articleView?id=sf.flow_debugging.htm&type=5

NEW QUESTION 280
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 282
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 283
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 288
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 291
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 292
Anadministrator wants to create a form in Salesforce for users to fill out when they lose a client.
Which automation tool supports creating a wizard to accomplish this goal?

A. Process Builder
B. Approval Process
C. Outbound Message
D. Flow Builder

Answer: D

Explanation:
Flow Builder supports creating a wizard that can collect user input and perform actions. References:
https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5

NEW QUESTION 294
Ursa Major Solar uses two different page layouts for Account records. One page layout reflects the fields related to customer accounts and another page layout includes fields for partner accounts. The administrator has assigned the customer account page layout to sales and support users and the partner account layout to the partner management team.
What should the administrator configure to meet this requirement?

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

Answer: D

Explanation:
Record types are a way to assign different page layouts and picklist values to different users based on their business needs. To use two different page layouts for customer and partner accounts, create one record type for each account type and assign them to the appropriate page layouts and profiles.References:https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.h tm&type=5

NEW QUESTION 298
Universal Containers has two sales teams, Sales team A and Sales team B. Each team has their own role in the role hierarchy. Both roles are subordinates of the same Manager role.
How Should the administrator share records owned by sales team A with Sales team B?

A. Hierarchical sharing
B. Use Manual sharing
C. Criteria based sharing
D. Owner based sharing

Answer: B

Explanation:
Manual sharing allows record owners to share individual records with other users or groups. This is useful when one-off sharing is needed for a specific situation. Hierarchical sharing, criteria-based sharing and owner-based sharing are not suitable for this scenario because they are based on predefined rules or roles that do not match the requirement.References:https://help.salesforce.com/s/articleView?id=sf.sharing_overview.h tm&type=5

NEW QUESTION 301
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 306
Cloud Kicks (CK) captures whether an opportunity should be reviewed by someone in product engineering with a checkbox field called Needs Review. CK also has a picklist field on the opportunity for Product Type. When a sales rep saves an opportunity, they need to select the Product Type or check the Needs Review box.

What should an administrator use to accomplish this?

A. Before Save flow
B. Validation rule
C. Workflowrule
D. Required fields

Answer: B

Explanation:
A validation rule is a feature that allows administrators to define criteria for data entry or import operations and display an error message when those criteria are not met. For example, a validation rule can require users to select a product type or check a needs review box when saving an opportunity by using an OR function that evaluates both fields. If neither field is populated, then the validation rule will prevent users from saving records with an error message.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5

NEW QUESTION 308
The administrator at Cloud kicks deleted a custom field but realized there is a business unit that still uses the field.
What should an administrator take into consideration when undeleting the field?

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

Answer: B

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

NEW QUESTION 310
Northern Trail Outfitters is using one profile for all of its marketing users, providing read- only
access to the Campaign object. A few marketing users now require comprehensive edit access on
Campaigns.
How should an administrator fulfil this request?

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

Answer: A

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

NEW QUESTION 315
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