

# Salesforce

## Exam Questions Salesforce-Advanced-Administrator

Salesforce Certified Advanced Administrator



#### NEW QUESTION 1

Cloud Kicks wants to implement multi-factor authentication (MFA) to help better secure its Salesforce org. Which two options should the administrator consider to use MFA?

Choose 2 answers

- A. An Authentication App
- B. A Username and Password
- C. A Security Token
- D. An Encryption Key

**Answer:** AB

#### NEW QUESTION 2

DreamHouse Realty has a rental team and a real estate team. The two teams have different sales processes and capture different client information on their opportunities.

How should an administrator extend the Opportunity object to meet the teams' different needs?

- A. Leverage Opportunities for the Real Estate Team and create a new custom object for the Rental Team Opportunities.
- B. Use separate record types, page layouts, and sales processes for the Rental and Real Estate Teams.
- C. Create Opportunity Teams for the Rental and Real Estate Teams and make appropriate fields visible to only the necessary team.
- D. Add a section for Rental and a section for Real Estate on the Opportunity Master Record Type to keep the information separate.

**Answer:** B

#### NEW QUESTION 3

An administrator is informed that an employee has just resigned and needs all access removed immediately. This user is the owner of 4,000 records and the sole recipient of 57 email alerts. Management will need at least a month to find a replacement. The email administrator has already revoked their email access.

What action should be taken to ensure the user's access is immediately revoked?

- A. Go into the user record and uncheck the Lightning User checkbox.
- B. Go into the user record and freeze the user.
- C. Go into the user record and set the login hours to None.
- D. Go into the user record and delete the user.

**Answer:** B

#### NEW QUESTION 4

An administrator is given a .csv file of 5,000 leads with External Id and Status fields. They need to match existing and add new records with Data Loader.

What action should be taken to populate the Status field on the records and add new records?

- A. Export
- B. Update
- C. Insert
- D. Upsert

**Answer:** D

#### NEW QUESTION 5

AW Computing continues to grow and has concerns about the volume of sensitive data being stored in its org. The administrator suggests utilizing Salesforce Shield.

What should the team consider before implementing Salesforce Shield?

- A. Encrypted fields are to be referenced in flows.
- B. Einstein Lead Scoring is available on encrypted fields.
- C. Paused flows can cause data to be saved in an unencrypted state.
- D. Shield Platform Encryption can be used with custom metadata types.

**Answer:** C

#### NEW QUESTION 6

An administrator at Cloud Kicks has been tasked by the compliance team to flag where sensitive information is stored in Salesforce.

What feature should the administrator use to fulfill this requirement?

- A. Data Classification
- B. Schema Builder
- C. Classic Encryption
- D. Field-Level Security

**Answer:** A

#### NEW QUESTION 7

AW Computing organizes its sales regions as East, Central, and West. Each region has sales reps, a sales director, and sales operations members. The organization-wide default for all objects is set to Private. Members of the operations team for the East region need access to all the accounts and opportunities in the region.

How should the administrator configure this requirement?

- A. Instruct the operations team members to add themselves to the account teams.
- B. Share an Opportunity sharing the with a public group containing the East operations profile.
- C. Assign to a role in the role hierarchy positioned above the East sales director.
- D. Utilize territory management to add the operations team to the East territory.

**Answer: D**

#### NEW QUESTION 8

Ursa Major Solar has a global customer base. Recent issues with customs have greatly delayed shipping to Canadian customers. While the Country field is already on the page layout, the sales team wants Canadian customers highlighted as a potential challenge for fulfillment until the shipping issue is resolved. How should the administrator solve this issue?

- A. Modify the page layouts to move the Country field into its own section.
- B. Add a rich text component to the Lightning page
- C. Use conditional visibility to only show the component if the account is Canadian.
- D. Create an in-app guidance prompt for Canadian records.
- E. Create a new record type and page layout for Canadian customers, ensuring their pages look different.

**Answer: C**

#### NEW QUESTION 9

Ursa Major Solar uses the custom object Product Development to track Ideas R&D is working on. A former administrator added the custom object Potential Name with a lookup to Product Development to allow R&D to track names under consideration for those products. The R&D manager recently ran a record and noticed several potential names where the relationship to the Product Development record was missing. The current administrator needs to change this relationship to master-detail to ensure a potential name only exists when there is product development.

Which two options are available for altering the existing Potential Name records for the deployment of this change to be successful?  
Choose 2 answers

- A. Move any Potential Name records with blank lookup fields to the recycle bin.
- B. Assign any Potential Name records with blank lookup fields to an existing record from Product Development.
- C. Remove any existing data in the lookup field in Potential Name records
- D. Remove the lookup field from the page layout so the data is maintained without changes.

**Answer: AB**

#### NEW QUESTION 10

Sales reps at AW Computing have been reporting that contact phone numbers sometimes revert back to an old value after being updated. What should the administrator do to resolve this issue?

- A. Schedule Apex jobs.
- B. Delete all workflow rules.
- C. Add an invocable process.
- D. Consolidate automation tools.

**Answer: D**

#### NEW QUESTION 10

Cloud Kicks has an export of Order and Order Item data from an enterprise resource planning (ERP) system. The data must be imported into the Salesforce Order and Order Product objects, while maintaining the relationships in the data.

What are two ways the administrator should load the data? Choose 2 answers

- A. Use an Upsert operation to load data.
- B. Use an Insert operation to load data.
- C. Replace the Salesforce record ID with the External ID.
- D. Map an External ID data value to the object.

**Answer: AD**

#### NEW QUESTION 15

Cloud Kicks needs to create 10 separate environments for various projects. A developer sandbox has been created with the necessary configuration and data. The administrator needs to create 10 new environments with the same metadata and data for each user.

What should the administrator do to meet the requirements?

- A. Use refresh sandbox without Auto Activate.
- B. Use the existing sandbox as a sandbox template.
- C. Use clone a sandbox option from the existing sandbox.
- D. Use a scratch org definition to copy sandbox.

**Answer: B**

#### NEW QUESTION 20

The administrator at Cloud Kicks needs to set up automation to update three fields on the Shipment custom object. Because of the effect these updates will have on some programmatic customizations, they need to happen in a very specific order.

How should the administrator configure the field updates to ensure the proper order?

- A. Create three workflow rules in order, one workflow rule for each field update.
- B. Create a process with one criteria node and three field updates in the correct order.

- C. Create a process with three criteria nodes and stop after each action.
- D. Create a workflow rule with three field updates entered in the correct order.

**Answer: C**

#### NEW QUESTION 24

DreamHouse Realty (DR) wants to ensure that its data is protected. There have been several recent attempts to phish employees. What should DR do to help ensure that the user that is logged in is the right user when the running user is trying to view reports and dashboards?

- A. Require a Username, Password, and Security Token when logging in.
- B. Set up an authentication provider for reports and dashboards.
- C. Require MFA when users need to view and export dashboards and reports.
- D. Require a high assurance session when exporting or printing reports and dashboards.

**Answer: D**

#### NEW QUESTION 29

Cloud Kicks maintains Inventory in a legacy application. Management wants the information to also be available to view and report on in Salesforce. Which action should the administrator take to achieve this goal?

- A. Create an external object that maps to the inventory application.
- B. Import the data into a custom object when needed; delete after it is used.
- C. Build a Lightning component and use SFDX to connect to the inventory app.
- D. Upload an Excel spreadsheet with the data into the Files tab.

**Answer: D**

#### NEW QUESTION 30

Which two tools should an administrator use to required data to be entered in a field and improve data quality on a record in Salesforce? Choose 2 answers

- A. validation Rules
- B. Dashboards
- C. Workflow Rules
- D. Page Layouts

**Answer: AD**

#### NEW QUESTION 32

Cloud Kicks has a custom object called Membership Details that records information about customers' preferences for their memberships. Depending, on the membership level, different data needs to be displayed.

- when a running user has the Market profile, all data should be visible.
- When the running user has the Support profile, only the Support preference fields should be visible.
- Both Marketing and Support users should be able to report on all data. How should the administrator deliver this solution?

- A. Create two record types and two page layouts.
- B. Set up Dynamic forms to conditionally show data.
- C. Make a permission set with a Muting permission.
- D. Use Field-Level Security to control data access.

**Answer: B**

#### NEW QUESTION 35

Cloud Kicks users need to link multiple Case records to multiple Outcome records stored in a custom object. Any user that can view the Case record must be able to create a link. The administrator creates a Case Outcome custom object.

What is the recommended option to use when adding a field to Case Outcome?

- A. Lookup relationship with Read-Only sharing setting.
- B. Master-detail relationship with Read-Only sharing setting.
- C. Lookup relationship with Read/Write sharing setting
- D. Master-detail relationship with Read/Write sharing setting

**Answer: D**

#### NEW QUESTION 36

When should an administrator apply a permission set to a user or group of users versus configuring the user's profile with the necessary access?

- A. When a user is part of a team with an assigned profile that covers the majority of their needs but requires just a little less access than the rest of their team.
- B. When a user is part of a team with an assigned profile that covers the majority of their needs but requires more access than the rest of their team.
- C. When an organization's sharing model is too broad and they need to restrict access beyond what their sharing model and existing profiles provide.
- D. When an organization has opted out of using the standard profiles and created custom profiles.

**Answer: B**

#### NEW QUESTION 41

The sales manager at Cloud Kicks (CK) wants to make sure the accounts that CK serves are happy. One way they track this is by how many open cases an account has with CK. The sales manager asks CK's administrator to build a report to show Accounts with Open Cases. What report type would this be?

- A. Bucket Report
- B. Joined Report
- C. Summary Report
- D. Matrix Report

**Answer: C**

#### **NEW QUESTION 43**

A user at Cloud Kicks has informed the administrator that they are unable to log in to Salesforce via multi-factor authentication. Which two areas should the administrator review to understand potential root causes? Choose 2 answers

- A. Identity Verification History
- B. Login History
- C. Debug Logs
- D. Setup Audit Trail

**Answer: AB**

#### **NEW QUESTION 46**

What should an administrator do to keep secure fields protected in email templates?

- A. Implement GDPR.
- B. Set up an approval process for email alerts.
- C. Remove the fields from the email.
- D. Use classic encrypted fields.

**Answer: D**

#### **NEW QUESTION 51**

The administrator at Cloud Kicks built a flow in a sandbox. After testing and validating the flow, the administrator plans to promote the flow to the production environment with a change set.

Which three considerations should the administrator be aware of when moving flows with a change set? Choose 3 answers

- A. Flows deployed are inactive and need to be manually activated.
- B. Flow allows only one version of the flow when deployed with a change set.
- C. Deploying or redeploying a flow with change sets creates a version of the flow in the destination org.
- D. All flow dependencies are automatically added to the change set.
- E. Flows are automatically activated upon deployment.

**Answer: ABC**

#### **NEW QUESTION 56**

Person accounts were recently activated at Cloud Kicks. There are three record types for accounts:

- B2B customer
- B2C Customer
- External Partner

There are two record types for leads:

- B2B Lead
- B2C Lead

The test team finds that when the Convert button is clicked on a B2C Lead record, only the B2B Customer and External Partner account record types are available choices on the Conversion Layout.

What should the administrator do to correct this issue?

- A. Hide the Record Type field on the Account section of the Conversion Layout.
- B. Build a process that updates the record type field to B2C Customer after conversion.
- C. Use a validation rule to ensure the company name on B2C Leads is blank.
- D. Change organization-wide default settings for contacts to Controlled by Parent.

**Answer: B**

#### **NEW QUESTION 57**

DreamHouse Realty currently deals only with single-family homes but is expanding its business to include condos in large cities. There are some features and amenities that only apply to condos, such as the amount of a deposit and concierge services.

How should an administrator configure the Opportunity object to ensure that only relevant fields are displayed on the record?

How should an administrator configure the Opportunity object to ensure that only relevant fields are displayed on the record?

- A. Build a Lightning component to display fields that only apply to condos.
- B. Create a Record Type for the type of property and custom page layouts for each.
- C. Configure a validation rule to display fields based on the type of property the user is viewing.
- D. Make a custom Lightning page to display specific fields based on the type of property.

**Answer: B**

#### NEW QUESTION 60

Cloud Kicks (CK) does business directly with individual consumers (B2C) and large businesses (B2B). Some of CK's B2C customers are employed at its larger customer accounts and should be tracked under both.

Which two options will CK need to use to manage its customers' accounts? Choose 2 answers

- A. Contacts to Multiple Accounts
- B. Leads
- C. Person Accounts
- D. Campaign Members

**Answer:** AC

#### NEW QUESTION 65

A sales manager at AW Computing has created a contact record but is missing some of the information to complete the record. The organization-wide default for Accounts is set to Public Read Only, and Contacts are controlled by parent.

- A. Who will be able to edit this new contact record?
- B. Users above the sales manager in the role hierarchy
- C. All users in the organization
- D. The owner and users below the owner in the role hierarchy
- E. Sales manager and system administrator

**Answer:** D

#### NEW QUESTION 68

Cloud Kicks has a very large knowledge base in Salesforce, Service reps are having a hard time finding the most relevant articles because there are too many search results.

What should the administrator do to help service reps quickly narrow down the number of articles?

- A. Implement and configure Data Categories.
- B. Delete and remove old Knowledge articles.
- C. Update Knowledge to auto-search the case's subject.
- D. Activate and configure Einstein Search.

**Answer:** A

#### NEW QUESTION 69

AW Computing created new multi-tier service plans. The primary difference between the packages is the length of the term. The company wants to capture start and end dates for each service plan sold, which can differ from the contract dates of the subscription.

How should an administrator ensure the data is captured properly?

- A. Build a validation rule on the Opportunity object to require custom date fields based on the product(s) selected.
- B. Configure formula fields to reflect the close date of the opportunity.
- C. Create a new price book for service plans with term lengths.
- D. Make a validation rule on the Opportunity Product object to require custom date fields based on the product family.

**Answer:** B

#### NEW QUESTION 74

Cloud Kicks needs to automate several updates to lead records and update unrelated records. Select changes should happen every time a record is created or updated, but other changes should only happen when the record is updated.

Which two options should the administrator use to automate these updates? Choose 2 answers

- A. Use a Decision element with the "Only if the record that triggered the flow to run is updated to meet the condition requirements" option.
- B. Create a Process Builder that runs when a record is changed.
- C. Create a flow that runs when a record is created or updated.
- D. Use "formula evaluates to true" workflow rule with the ISCHANGED function to make changes when the record is updated.

**Answer:** AC

#### NEW QUESTION 77

DreamHouse Realty has a rental team and a real estate team. The two teams have different sales processes and capture different client information on their opportunities.

How should an administrator extend the Opportunity object to meet the teams' different needs?

- A. Leverage Opportunities for the Real Estate Team and create a new custom object for the Rental Team Opportunities.
- B. Use separate record types, page layouts, and sales processes for the Rental and Real Estate Teams.
- C. Create Opportunity Teams for the Rental and Real Estate Teams and make appropriate fields visible to only the necessary team.
- D. Add a section for Rental and a section for Real Estate on the Opportunity Master Record Type to keep the information separate.

**Answer:** B

#### NEW QUESTION 80

Support staff at CloudKicks work on multiple accounts and opportunities at the same time. Currently, they are switching between browser tabs, which is tedious and confusing. Support managers put in a request for a better agent experience.

What should an administrator recommend?

- A. Create a screen flow to pull all related opportunities onto one page.
- B. Enable Subtab Record Browsing in the Setup menu.
- C. Configure Split Lit Views.
- D. Implement Service Console.

**Answer:** D

**NEW QUESTION 85**

AW Computing has a new requirement from its security team where audit information relating to an account must be recorded in a new custom object called Audit. Audit records need to be preserved for 10 years and only accessible by the audit team. What relationship should be used to relate the Audit object to the Account object?

- A. Master-Detail
- B. Lookup
- C. Many-To-Many
- D. Self

**Answer:** A

**NEW QUESTION 87**

The operations team at Ursa Major Solar (UMS) currently tracks installations using a spreadsheet. The information captured includes customer name, address, purchase and installation dates, configuration specs, and additional installer instructions. UMS's CEO would like to utilize Salesforce to track this information instead.

Which action should the administrator take to meet this requirement?

- A. Use Salesforce REST API to create the object and also import the data.
- B. Use Lightning Object Creator to create the object and also import the data.
- C. Use Schema Builder to create the object and also import the data.
- D. Use Object Manager to create the object and also import the data.

**Answer:** A

**NEW QUESTION 91**

Cloud Kicks has updated several profiles and created a new app in the sandbox. After testing, everything is working as expected. Which two options should the administrator use to migrate these changes to production from the sandbox? Choose 2 answers

- A. Package deployment
- B. Change Data Capture
- C. Outbound Change Set
- D. Inbound Change Set

**Answer:** AC

**NEW QUESTION 92**

A user started to work remotely. They are having an Issue logging in. What could be the issue?

- A. The login session has expired for this user.
- B. They are signing in from a mobile device.
- C. The time zone for the profile is outside of login hours.
- D. The user is not in the IP range for their profile.

**Answer:** D

**NEW QUESTION 93**

The administrator at AW Computing implements multi-factor authentication using the Salesforce Authenticator app downloaded on company-provided iPhones. A sales rep breaks their phone and needs to update an opportunity record. How should the administrator grant access for the sales rep?

- A. Instruct the sales rep to log in from the company's VPN.
- B. Delegate multi-factor identification to the sales rep.
- C. Add the sales rep's IP address to the trusted IP ranges.
- D. Generate a temporary identity verification code for the rep.

**Answer:** D

**NEW QUESTION 98**

Dreamhouse Realty recently learned that the major listing service it utilizes can accept messages to a specific endpoint. The realtors want to utilize this to be able to quickly update the listing price on properties after it has been approved. What automation tool should the administrator configure?

- A. Flow
- B. Platform Event
- C. Process Builder
- D. Email Alert

**Answer:** A

#### NEW QUESTION 101

Ursa Major Solar's administrator has configured multiple record-triggered flows to run before or after the record is saved on the Account object. What should the administrator consider when a record-triggered flow executes first?

- A. Assign the highest priority to the record-triggered flow which should execute first.
- B. The flow with the longest execution time will execute first.
- C. The flow with the shortest execution time will execute first.
- D. The order in which those flows are executed is not guaranteed.

**Answer:** A

#### NEW QUESTION 103

An administrator is using the Dev Console Log Inspector to troubleshoot a ProcessBuilder. What event type should the administrator look for in the event column?

- A. Event types beginning with FLOW
- B. Event types beginning with AUTOMATED.
- C. Event types beginning with WORKFLOW
- D. Event types beginning with PROCESS

**Answer:** A

#### NEW QUESTION 108

DreamHouse Realty wants to notify an assigned agent when an appointment is booked on a custom object for one of their listed homes along with the total number of appointments booked so far. The administrator has configured a Roll-up Summary for the number of appointments as well as a flow to detect the creation of a new appointment and send the information to the agent.

What consideration about process automation should the administrator be aware of to ensure the right information is delivered?

- A. Only standard objects can be used with Roll-up Summary fields.
- B. Rows can only be triggered from the records created on standard objects.
- C. Roll-up Summary calculations will prevent a Flow from being triggered.
- D. Roll-up Summary calculations run after processes and workflows.

**Answer:** D

#### NEW QUESTION 112

A developer is getting errors for Production deployment. The test deployment in the Full sandbox, which included a local test run, was successful. The Full sandbox was last refreshed 2 weeks ago.

Where should the administrator check to see what was recently changed?

- A. Salesforce Optimizer
- B. Dev Console
- C. Field History
- D. Setup Audit Trail

**Answer:** D

#### NEW QUESTION 114

Cloud Kicks needs to track government-issued identification numbers for its customers. The security team requires that the identification number cannot be changed by users and must be masked when displayed, except the last two digits.

Which two recommended configurators should the administrator create? Choose 2 answers

- A. Use a field with Classic Encryption.
- B. Enable ShieldPlatform Encryption.
- C. Configure a Field Encryption Policy
- D. Set Read-Only Field-Level Security in the user Profile

**Answer:** BC

#### NEW QUESTION 117

Northern Trail Outfitters (NTO) has a private sharing model for records containing a customer's credit information. These records should be visible to a sales rep's manager but hidden from their colleagues.

How should an administrator adjust NTO's sharing model to ensure the correct amount of confidentiality?

- A. Use validation rules targeting the logged-in user.
- B. Add View All access for the object via the manager's profile.
- C. Create sharing rules for each manager based on the record owner.
- D. Grant access using hierarchies via the sharing settings.

**Answer:** D

#### NEW QUESTION 122

An administrator at Cloud Kicks has been asked to reduce the file size of full data exports in order to have quicker exports. Which three recommendations should the administrator make? Choose 3 answers

- A. Reduce the amount of objects per export.
- B. Request a backup file every 5 days.

- C. Deselect 'Include images, documents, and attachments' in the export.
- D. Unselect the recycle bin in the object export option.
- E. Keep deleted record counts to a minimum.

**Answer:** ACE

#### NEW QUESTION 124

An administrator at Cloud Kicks recently built a screen flow in a sandbox that creates a case and follow-up task. When the flow runs in the sandbox, it works just as expected. When tested in production, the flow errors when creating the records.  
Choose 2 answers

- A. Change the user experiencing the issue to the System Administrator profile.
- B. Open the flow in Debug mode and Run the Flow as another user.
- C. Change the Default Case Creator to the user's manager.
- D. Log in as another user and run the flow.

**Answer:** BD

#### NEW QUESTION 126

AW Computing has several service plans it offers with its laptops. Management wants the sales team to focus on bringing in new business and to have the creation of the renewal opportunity for the service plans happen automatically.  
What approach should the administrator take to automate the renewal process?

- A. Configure a time-based workflow to send an email reminder to the sales rep when the service plan expires.
- B. Create a dynamic Lightning page with rich text to remind the rep to create a renewal opportunity when the opportunity is closed won.
- C. Create a validation rule to prevent the rep from closing the opportunity until a renewal is associated.
- D. Configure a flow that will create the renewal based on the closed-won date and opportunity line items.

**Answer:** D

#### NEW QUESTION 128

The administrator at Ursa Major Solar has set up IT policies for all user passwords to be a minimum length of 3 characters and have an expiration period of 90 days. The security team recently decided that administrators of any system should have a 15-character minimum password with a 30-day expiration period.  
Where should the administrator make this change?

- A. Organization-wide password policies
- B. Password complexity requirements on the permission set
- C. Password Policies on the System Administrator profile
- D. Session Settings on the User record

**Answer:** C

#### NEW QUESTION 130

The administrator at Universal Containers does a soft launch of the Salesforce Authenticator app and allows users to optionally use it to log in. The administrator would now like to look at how many users have successfully used it since it was rolled out.  
What are two ways the administrator can get this information? Choose 2 answers

- A. Run a session setting report, specifying login methods by user.
- B. Open the Login Access Policies in Setup which shows how many users are using MFA.
- C. Create a new view in Identity Verification History, specifying Method.
- D. The order of flow execution is unpredictable

**Answer:** D

#### NEW QUESTION 131

The AW Computing administrator team does significant amounts of work around process automation and ensuring data integrity. When an administrator created a new validation rule in production, the development team complained that their deployment to production failed.  
What should be implemented to prevent this conflict from happening?

- A. Review the setup audit trail prior to changes.
- B. Refresh the full copy sandbox daily.
- C. Test changes in a shared sandbox.
- D. Build automation and validation rules using screen flows.

**Answer:** C

#### NEW QUESTION 136

The administrator at Cloud Kicks is troubleshooting an issue one user is having with a flow. They have decided to add a debug log to that user.  
What debug log category should be used?

- A. Workflow
- B. Callout
- C. System
- D. Database

**Answer:** A

#### NEW QUESTION 139

Cloud Kicks is a large company with many divisions. Some divisions have a higher turnover, so each division wants to be able to create and manage users only within their division.

What should the administrator do to set this up?

- A. Set up delegated administrators for the division leaders.
- B. Assign a flat territory role hierarchy for the divisions.
- C. Create a permission set group for the division leaders.
- D. Customize and assign profiles for the division teams.

**Answer: A**

#### NEW QUESTION 141

Northern Trail Outfitters has many users set up as system administrators to perform Salesforce Administration. Which two functions would a delegated administrator be able to perform in order to help the existing Salesforce Administrator?

Choose 2 answers

- A. Setup users and password management.
- B. Configure updates to sharing rules.
- C. Manage custom objects and customize nearly every aspect.
- D. Make updates to permission set configurations.

**Answer: AC**

#### NEW QUESTION 142

Sales reps at AW Computing have asked the Administrator to help them close deals faster on the Salesforce mobile app when they're in the new. They want to be able to quickly close an opportunity and have key fields, like status, pre populated to Closed Won.

What should an administrator create to achieve this?

- A. Object-specific Quick Action
- B. Global Quick Action
- C. Lightning Component
- D. Enhanced RelatedLists

**Answer: A**

#### NEW QUESTION 147

AW Computing sells a variety of software programs for its customers to choose from. Management wants to ensure that the customer automatically receives phone support when they purchase photo editing software.

How should an administrator meet these requirements?

- A. Add an entitlement template to the product for phone support.
- B. Include a milestone to the product with a term of 365 days for phone support.
- C. Configure a flow to create a milestone on the asset upon purchase.
- D. Create a flow to attach an entitlement to the asset upon purchase.

**Answer: A**

#### NEW QUESTION 149

Cloud Kicks (CK) completed a project in a sandbox environment and wants to migrate the changes to production. CK split the deployment into two distinct change sets. Change set 1 has new custom objects and fields. Change set 2 has updated profiles and automation.

What should the administrator consider before deploying the change sets?

- A. The Field-Level Security will not be deployed with the profiles in change set 2.
- B. Change set 2 needs to be deployed first.
- C. Automations need to be deployed in the same change set in order to be activated.
- D. Both change sets must be deployed simultaneously.

**Answer: A**

#### NEW QUESTION 154

Ursa Major Solar customer records have a lot of fields and Lightning components to give users a variety of information and available functions. Recently, users have noted that their pages take a long time to load and it's starting to negatively impact their experience.

What should the administrator do to help diagnose where improvements can be made?

- A. Check the debug logs found in the Environment section of Setup.
- B. Click Analyze from the Lightning App Builder toolbar.
- C. Review the debug logs from the Developer Console.
- D. Use the Apex debugger while loading a customer record.

**Answer: B**

#### NEW QUESTION 158

When configuring a change set, which two practices should an administrator adhere to in order to ensure a successful deployment to production?

Choose 2 answers

- A. Clone a change set to add forgotten dependent components to an uploaded change set.

- B. Add permissions and access settings to outbound change sets in addition to the dependent component list.
- C. Run deployment validations on the change set in the sandbox prior to uploading to production.
- D. When deploying a new record type, ensure the new record type is the only component in the change set.

**Answer:** AC

#### NEW QUESTION 159

At Ursa Major Solar, several different planetary teams handle leads depending on which planet the lead is coming from. While most of the team only need a few fields filled out to work the lead, the Jupiter team requires additional information to be filled out, such as which moon the lead is coming from. The administrator needs to automate which team is allocated the lead record based on the planet and ensure that every team has all of the information they need. Which two features will satisfy these requirements? Choose 2 answers

- A. Assignment Rules
- B. Validation Rules
- C. Matching Rules
- D. Workflow Rules

**Answer:** AC

#### NEW QUESTION 163

Cloud Kicks has been tracking how many participants wear the company's shoes in each marathon. The administrator creates two custom objects: Races and Runners. There is a master-detail relationship between them as well as a Roll-up Summary field on the Races object to show the count of runners in each race. Requirements have changed, and the administrator wants to delete the Master-detail Relationship field without deleting the Runners records. What action should an administrator take before the Relationship field can be deleted?

- A. Change the field type to a Lookup Relationship.
- B. Select the 'Allow Reparenting' checkbox on the Master-detail field.
- C. Uncheck 'Delete this record also' to turn off cascading deletes.
- D. Delete the Roll-up Summary field on the parent.

**Answer:** B

#### NEW QUESTION 166

AW Computing (AVVC) has customers in multiple countries. AWC would like to set up advanced currency management for its system. Which two considerations should AWC be aware of prior to implementing this change to the existing system? Choose 2 answers

- A. When a currency is added to an organization's List of supported currencies, it cannot be deleted.
- B. Opportunities will only display sales in the customer's localized currency.
- C. Historical trend reports will only use the last dated exchange rate.
- D. Once enabled, advanced currency management cannot be disabled.

**Answer:** AC

#### NEW QUESTION 170

An administrator has created a flow that sends platform events whenever an opportunity is updated. An Apex developer has been tasked to write code that listens for these events. When reviewing the debug logs for a user, the developer can see that the flow ran, but the debug information is missing. What should the administrator recommend to assist with debugging?

- A. Select the Debug Enabled checkbox on platform events.
- B. Platform events are unavailable for debugging.
- C. Set a debug log on the Automated Process entity.
- D. Search the AppExchange to find a tool that assists with debugging.

**Answer:** C

#### NEW QUESTION 173

Cloud Kicks has received feedback that customers are frustrated with the amount of time it takes to reach a support agent by area of expertise according to product information after a new case has been submitted. Which feature should the administrator configure in order to improve the case management process?

- A. Omni-Channel
- B. Escalation Rules
- C. Macros
- D. Knowledge Component

**Answer:** A

#### NEW QUESTION 178

Ursa Major Solar has a junction object that connects Docs with Solar Panels. The administrator needs users to be able to see all the solar panels that a Doc is related to. Users already have access to the Doc and the Junction, but not the Solar Panel object. What access does the user need to be able to see the solar panel records?

- A. Read permission is required on both master records.
- B. Access permission is not required on either master record.
- C. Create permission is required on both master records.
- D. Read permission is required on at least one master record.

**Answer:** A

**NEW QUESTION 179**

Ursa Major Solar wants to add a chat component to its corporate website, where its service agents can respond directly from Salesforce. What are two considerations the administrator should understand before adding Chat to the Service Console? Choose 2 answers

- A. Chat is unavailable in Lightning Experience if also using Omni-Channel.
- B. Chat can only be added to Standard navigation Lightning apps.
- C. Chat must be routed with Omni-Channel in Lightning Experience.
- D. Chat can only be added to Console navigation Lightning apps.

**Answer:** BD

**NEW QUESTION 182**

The administrator at Cloud Kicks recently replaced several case workflow rules with a single before save flow. Since this change, some cases are routing in unexpected ways.

What could be the cause of the changes to routing?

- A. The old workflow rules are still active and impacting routing.
- B. The flow precedes assignment rules; workflow rules are after assignment rules.
- C. Assignment rules no longer reference the correct fields.
- D. Multiple automation tools have been used and the automation is executed in a different order.

**Answer:** B

**NEW QUESTION 186**

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