



# **Salesforce**

## **Exam Questions Salesforce-Administrator**

Salesforce Certified Administrator

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#### NEW QUESTION 1

A new Sales Rep at Urso 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

#### NEW QUESTION 2

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

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

**Answer:** B

#### NEW QUESTION 3

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

#### NEW QUESTION 4

The administrator at Urso Major Solar imported records into an object by mistake. Which two toolsshould be used to undo this import?  
Choose 2 answers

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

**Answer:** BC

#### NEW QUESTION 5

The administrator at Urso Major Solar has been asked to change the work Item and Project Custom Object Relationship from a master detail to a Lookup.  
Which Scenario Could prevent the administrator from fulfilling this requirement?

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

**Answer:** D

#### NEW QUESTION 6

The administrator at AW Computing wants to send off client welcome tasks and a welcome email to the primary contact automatically when an Opportunity is Closed won.  
What automation tool best accomplishes this?

- A. Validation Rule
- B. Outbound Message
- C. Approval Process
- D. Process Builder

**Answer:** D

#### NEW QUESTION 7

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**

#### NEW QUESTION 8

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: B**

#### NEW QUESTION 9

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 open house object to track number of visitors?

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

**Answer: C**

#### NEW QUESTION 10

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

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

**Answer: BC**

#### NEW QUESTION 10

A user at Cloud Kicks is having issues logging in to Salesforce. The user asks the administrator to reset their password. Which two options should the administrator consider when resetting the user's password? Choose 2 answers

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

**Answer: CD**

#### NEW QUESTION 15

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: D**

#### NEW QUESTION 17

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

What is the likely cause?

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

**Answer: D**

#### NEW QUESTION 20

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

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

**Answer:** CD

#### NEW QUESTION 24

DreamHouse Realty regularly holds open houses for the selling of both houses and condominiums. For condominium open houses, there are a few extra steps that need to be taken. Agents need to be able to submit requests and receive approvals from the homeowners' association. How can the administrator ensure these extra steps only appear when creating open house records for condominiums?

- A. Create one page layout
- B. Use record types to ensure the proper status picklist values display.
- C. Create two page layout
- D. Use business processes and record types to display the appropriate picklist values.
- E. Create one page layout
- F. Use business processes to ensure the proper status picklist values display.
- G. Create two page layouts, one with a House Status field and the other with a Condominium Status field.

**Answer:** B

#### NEW QUESTION 26

AWComputing 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 theAccount has a value in that field.
- D. Write a record-triggered flow to copy the custom field from Lead to Account.

**Answer:** D

#### NEW QUESTION 31

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:** D

#### NEW QUESTION 35

The administrator atUrsa Major Solar has Created a new record type for customer warranty cases which two assignments should the administrator use to display the new record type to users? Choose 2 answers

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

**Answer:** AD

#### NEW QUESTION 40

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

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

**Answer:** AB

#### NEW QUESTION 41

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. Workflow rule
- D. Required fields

**Answer:** B

#### NEW QUESTION 42

An administrator gets a rush request from Human Resources to remove a user's access to Salesforce immediately. The user is part of a hierarchy field called Direct Manager.

What should the administrator do to fulfil the request?

- A. Freeze the user to prevent them from logging in while removing them from being referenced in the Direct Manager field.
- B. Deactivate the user and delete any records where they are referenced in the Direct Manager field.
- C. Change the user's profile to read-only while removing them from being referenced in the Direct Manager Field.
- D. Delete the user and leave all records where they are referenced in the Direct Manager Field without changes.

**Answer:** A

#### NEW QUESTION 46

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:** A

#### NEW QUESTION 50

Universal Containers (UC) has a queue that is used for managing tasks that need to be worked by the UC customer support team. The same team will now be working some of UC's Cases.

Which two options should the administrator use to help the support team? Choose 2 answers

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

**Answer:** AB

#### NEW QUESTION 55

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

#### NEW QUESTION 57

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

Choose 2 answers

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

**Answer:** AC

#### NEW QUESTION 62

Cloud Kicks has the organization-wide sharing default set to private on the shoe object. The sales manager should be able to view a report containing shoe records for all of the sales reps on their team.

Which 3 items should the administrator configure to provide appropriate access to the report? Choose 3 answers

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

**Answer:** BD

#### NEW QUESTION 66

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 be run via a separate process.

**Answer:** AB

#### NEW QUESTION 70

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 the many-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

#### NEW QUESTION 74

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

#### NEW QUESTION 77

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

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

**Answer:** A

#### NEW QUESTION 79

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:** BD

#### NEW QUESTION 83

The administrator at Cloud Kicks created a new field for tracking returns on their new cloud shoe. A user has submitted case to the administrator indication that the new field is unavailable.  
Which two steps should an administrator do to troubleshoot this issue? Choose 2 answers

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

**Answer:** AD

#### NEW QUESTION 84

An administrator has reviewed an upcoming critical update.  
How should the administrator proceed with activation of the critical update?

- A. Activate the critical update in a sandbox.
- B. Allow the critical update to auto-activate.
- C. Activate the critical update in production.
- D. Allow the critical update to auto-activate in a sandbox.

**Answer:** A

#### NEW QUESTION 88

Northern Trail Outfitters wants to track ROI for contacts that are key stakeholders for opportunities. The VP of Sales requested that this information be accessible on the opportunity and available for reporting.

Which two options should the administrator configure to meet these requirements? Choose 2 answers

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

**Answer:** DE

#### NEW QUESTION 92

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

What should the administrator configure to meet this requirement?

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

**Answer:** D

#### NEW QUESTION 93

Northern Trail Outfitters has asked an administrator to ensure that when a contact with a title of CEO is created, the contact's account record gets updated with the CEO's name.

Which feature should an administrator use to implement this request?

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

**Answer:** C

#### NEW QUESTION 98

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

#### NEW QUESTION 102

An administrator has assigned a permission set group with the two-factor authentication for User Interface Logins permissions and the two-factor authentication for API Logins permission to a group of users.

Which two prompts will happen when one of the users attempts to log in to Data Loader? Choose 2 answers

- A. Users need to connect an authenticator app to their Salesforce account.
- B. Users need to get a security token from a trusted network using Reset My Security Token.
- C. Users need to download and install an authenticator app on their mobile device.
- D. Users need to enter a verification code from email or SMS, whichever has higher priority.

**Answer:** AC

#### NEW QUESTION 103

An administrator at Ursa Major Solar needs to send information to an external accounting system. What workflow action should the administrator use to accomplish this?

- A. Assign Task
- B. Outbound Message
- C. Create Record
- D. Custom Notification

**Answer:** B

#### NEW QUESTION 105

An administrator needs to create a one-to-many relationship between two objects with limited access to child records. What type of field should the administrator use?

- A. Roll-up summary
- B. Master-detailfield
- C. Cross Object formula
- D. Lookup field

**Answer: B**

#### NEW QUESTION 106

The Marketing team at Cloud Kicks uses campaigns to generate product interest. They want custom picklist values for the campaign member Status field for each campaign they run, currently, they ask the administrator to add or delete values, but this is very time consuming.

Which two user permission should allow the Marketing team to customize the campaign member status picklist values themselves?

Choose 2 answers

- A. Create and Edit for Campaign Member
- B. Marketing user feature license
- C. Customize Application permission
- D. Edit permission for campaigns

**Answer: BD**

#### NEW QUESTION 108

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**

#### NEW QUESTION 110

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**

#### NEW QUESTION 114

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

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

**Answer: D**

#### NEW QUESTION 118

An administrator is planning to use Data Loader to mass import new records to a custom object from a new API.

What will the administrator need to do to use the Data Loader?

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

**Answer: D**

#### NEW QUESTION 120

Universal Containers (UC) customers have provided feedback that their support cases are not

being responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than two hours to an urgent Case queue and alert the support manager.

Which feature should an administrator configure to meet this requirement?

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

**Answer:** D

**NEW QUESTION 123**

When a Sales rep clicks a button on an opportunity, a simple discount calculator screen should be launched. Which automation tool should an administrator use to build this discount calculator screen?

- A. Flow Builder
- B. Workflow Rule
- C. Platform Event
- D. Process Builder

**Answer:** A

**NEW QUESTION 124**

Cloud Kicks wants users to only be able to choose Opportunity stage closed won if the Lead source has been selected. How should the administrator accomplish this goal?

- A. Make Lead Source a dependent picklist to the Opportunity stage field.
- B. Configure a validation rule requiring Lead Source when the stage is set to closed won.
- C. Change the Opportunity stage field to read only on the page layout.
- D. Modify the Opportunity stage a dependent picklist to the Lead source field.

**Answer:** B

**NEW QUESTION 128**

What will happen to the Chatter post in this situation?

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

**Answer:** D

**NEW QUESTION 130**

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:** D

**NEW QUESTION 135**

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:** A

**NEW QUESTION 136**

Universal Containers introduced a new product and wants to track all associated cases that get logged. They are looking for an automated solution that would give the product's two lead engineers read/write access to all new cases that reference the new product. What should an administrator do to satisfy this requirement?

- A. Create a queue and a criteria-based sharing rule.
- B. Create a predefined case team and an assignment rule.
- C. Create a user-based sharing rule and an ad-hoc case team.
- D. Create an auto-response rule and a public group.

**Answer:** B

**NEW QUESTION 141**

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

#### NEW QUESTION 142

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

#### NEW QUESTION 144

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

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

**Answer:** A

#### NEW QUESTION 147

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:** D

#### NEW QUESTION 152

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 into 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 a formula field to fill in the field for managers.
- C. Assign the administrator profile to the managers.
- D. Configure a validation rule to meet the criteria.

**Answer:** D

#### NEW QUESTION 154

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:** D

#### NEW QUESTION 158

The standard Lead Rating field has picklist values of Hot, Warm, and Cold. A list of new leads was imported without errors even though several records had the value of Unrated in the Rating field. How were these records added without error?

- A. The Restricted picklist checkbox was unchecked.
- B. Field-level security was set to Visible for all profiles.
- C. A global picklist value set was used to populate the picklist.
- D. The Add to All Record Types checkbox was selected.

**Answer:** A

#### NEW QUESTION 159

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:** AB

#### NEW QUESTION 160

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

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

**Answer:** C

#### NEW QUESTION 162

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:** B

#### NEW QUESTION 166

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 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

#### NEW QUESTION 170

Cloud Kicks need to be able to show different picklist values for sales and marketing users. Which two options will meet this requirement? Choose 2 answers

- A. One page layout, two record types, one picklist
- B. Two page layouts, one record type, two picklists
- C. Two permission sets, one record type, one picklist
- D. One record type, two profiles, one picklist

**Answer:** AB

#### NEW QUESTION 171

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

#### NEW QUESTION 176

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

**NEW QUESTION 178**

Support agent at Cloud Kicks are spending too much time finding resources to solve cases. The agents need a more efficient way to find documentation and similar cases from the Case page layout. How should an administrator meet this requirement?

- A. Create a custom object to capture popular case resolutions.
- B. Use an interview flow to capture Casedetails.
- C. Direct users to Global Search to look for similar cases.
- D. Configure Knowledge with articles and data categories.

**Answer:** C

**NEW QUESTION 183**

Ursa Major Solar wants to automatically notify a manager about any cases awaiting a response from an agent for more than 2 hours after case creation. Which feature should an administrator use to fulfill this requirement?

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

**Answer:** B

**NEW QUESTION 186**

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:** A

**NEW QUESTION 188**

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

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

**Answer:** ABD

**NEW QUESTION 193**

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:** BC

**NEW QUESTION 195**

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

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

**Answer:** C

**NEW QUESTION 196**

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**

#### NEW QUESTION 197

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

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

**Answer: A**

#### NEW QUESTION 200

Sales reps at Cloud Kicks want to be notified when they have a high likelihood of winning an opportunity over \$1,000,000. Which feature meets this requirement?

- A. Key Deals
- B. Big Deal Alerts
- C. Activity Timeline.
- D. Performance chart.

**Answer: B**

#### NEW QUESTION 202

Cloud Kicks has decided to delete a custom field. What will happen to the data in the field when it is deleted?

- A. The data in the field is stored for 20 days.
- B. The data is permanently deleted.
- C. The data associated with the field is required.
- D. The data is restorable from the recycle bin.

**Answer: B**

#### NEW QUESTION 205

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 issue?

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

**Answer: C**

#### NEW QUESTION 210

Cloud Kicks needs to ensure appropriate shipping details are used in orders. Reps should have a streamlined solution to update the shipping address on selected orders associated with an account when the shipping address is changed on the account. How should the administrator deliver this requirement?

- A. An autolaunched flow on the order page that updates all open orders shipping addresses whenever the account shipping addresses changes.
- B. An autolaunched flow on the account page that updates all open orders shipping addresses whenever the account shipping addresses changes.
- C. A screen flow on the order page that lets the reps choose the updated account shipping address in all open associated orders
- D. A screen flow on the account page that lets the reps choose the updated account shipping address in all open associated orders

**Answer: B**

#### NEW QUESTION 211

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

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

**Answer: C**

#### NEW QUESTION 212

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 the AppExchange 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**

#### NEW QUESTION 216

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

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

**Answer: A**

#### NEW QUESTION 218

Users at Cloud Kicks are reporting different options when uploading a custom picklist on the Opportunity object based on the kind of opportunity. 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**

#### NEW QUESTION 222

An administrator at Northern Trail Outfitters is creating a validation rule. Which two functions 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**

#### NEW QUESTION 226

How should an administrator support this request?

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

**Answer: C**

#### NEW QUESTION 227

Users have noticed that when they click on a report in a dashboard to view the report details, the values in the report are different from the values displayed on the dashboard.

What are the two reasons this is likely to occur? Choose 2 answers

- A. The report needs to be refreshed.
- B. The dashboard needs to be refreshed.
- C. The current user does not have access to the report folder.
- D. The running dashboard user and viewer have different permissions.

**Answer: BD**

#### NEW QUESTION 229

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

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

**Answer: ADE**

#### NEW QUESTION 233

What should an administrator use as an identifier when importing and updating records from a separate financial system?

- A. Auto-Number field?
- B. External ID
- C. Rich text field
- D. Record ID

**Answer: B**

#### NEW QUESTION 238

An analytics user at Cloud Kicks needs Read, Create, and Edit access for objects and Should be restricted from deleting any records. What should the administrator do to meet this requirement?

- A. Assign the standard System Administrator profile to the analytical user.
- B. Give the user View all access and assign them to the highest role in the role hierarchy.
- C. Create and assign a custom profile with Delete access removed for each object.
- D. Create and assign a permission set that includes Read, Create, and Edit access

**Answer: C**

#### NEW QUESTION 241

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

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

**Answer: C**

#### NEW QUESTION 246

The administrator for Cloud Kicks needs to give access to a new custom object with custom fields to more than one user. Which two options should an administrator use to meet this requirement? Choose 2 answers

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

**Answer: AB**

#### NEW QUESTION 248

DreamHouse Reality needs to use consistent picklist value on a category field on accounts and cases, with value respective to record types. Which two features should the administrator use to fulfill this requirement? Choose 2 Answers

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

**Answer: BD**

#### NEW QUESTION 252

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

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

**Answer: B**

#### NEW QUESTION 256

Northern Trail Outfitter wants to use contract hierarchy in its or to display contact association. What should the administrator take into consideration regarding the contact hierarchy?

- A. Contacts displayed in the contact hierarchy are limited to record-level access by User.
- B. Contact Hierarchy is limited to only 3,000 contacts at one time.
- C. Customizing hierarchy columns changes the recently viewed Contacts list view.
- D. Sharing settings are ignored by contacts displayed in the Contact Hierarchy.

**Answer:**

A

**NEW QUESTION 257**

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

Which feature should an administrator configure to meet this requirement?

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

**Answer: C**

**NEW QUESTION 260**

Northern Trail Outfitters has the Case Object set to private. The support manager raised a concern the reps have a broader 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. Dynamic Dashboards
- D. Public Dashboards.

**Answer: C**

**NEW QUESTION 262**

Ursa Major Solar offers amazing experiences for all of its employees. The Employee engagement committee wants to post updates while restricting other employees from posting.

What should the administrator create to meet this request?

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

**Answer: B**

**NEW QUESTION 267**

An Administrator supporting a global team of Salesforce users has been asked to configure the company settings. Which two options should the administrator configure? Choose 2 answers.

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

**Answer: CD**

**NEW QUESTION 270**

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**

**NEW QUESTION 273**

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