

Exam Questions Salesforce-Advanced-Administrator

Salesforce Certified Advanced Administrator

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NEW QUESTION 1

Cloud Kicks (CK) has a backup team of employees that helps short-staffed departments. These users could be working with sales one day and service the next. CK is implementing new Lightning record pages for each department so that they view records in a way that makes sense for each department. How should the administrator ensure this is configured correctly?

- A. Configure one app per department and activate record pages for each app.
- B. Create permission sets for each department and assign them to the backup team users.
- C. Adjust the profile of the backup users each day to align with the proper access they require.
- D. Allow the backup team users to update their own profile with Delegated Administration.

Answer: A

NEW QUESTION 2

An auto-response rule sends an email using Template when the field Case Source is 'email' and Template when Case Source is blank. A Process Builder updates CaseSource to 'email' when a case is created using Email-to-Case and to web' when a case is created using Web-to-Case. Otherwise, Case Source is blank. What will occur when a case is created from an Incoming email?

- A. Case Source updates to 'email' and an email is sent out using Template2.
- B. An email is sent out using Template and then Case Source updates to email'.
- C. An email is sent out using Template and then Case Source updates to 'email'.
- D. Case Source updates to email and an email is sent out using Template1.

Answer: C

NEW QUESTION 3

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 4

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 5

An administrator is trying to deploy a change set from a newly upgraded sandbox source org with new features to a destination sandbox org on a previous release. Some metadata in the change set cannot be deployed because they've changed between releases.

What should the administrator do to deploy the changes to a sandbox?

- A. Make the changes manually through the user interface in the source org.
- B. Create a new sandbox on the new release version and deploy the change set to the new org.
- C. Submit a ticket to Salesforce to update the source org to the latest release.
- D. Refresh the sandbox destination org and then deploy the change set.

Answer: B

NEW QUESTION 6

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 7

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. Create a new view In Identity Verification History, specifying Method.
- B. Open the Login Access Policies In Setup which shows how many users are using MFA.
- C. Run asession setting report, specifying login methods by user.
- D. Export Login History and filter based off of Authentication Method Reference,

Answer: BC

NEW QUESTION 8

The salts team at Universal Containers has asked the administrator to build functionality to automatically update the account checkbox field'Opportunity Created' to checked when at least one related opportunity has been created.

What feature should the administrator use to build this functionality?

- A. Screen flow
- B. Workflow rule
- C. Record-triggered flow
- D. Assignment rule

Answer: C

NEW QUESTION 9

A sales user is assigned to a permission set group that gives them Modify All access to

Accounts. Anadministrator assigns the same user to a muting permission set that mutes Deletes access on Account.

What level of access will the sales user have on the Account object?

- A. Read-only
- B. Modify All
- C. Read, Create, and Edit
- D. No Access

Answer: C

NEW QUESTION 10

The administrator at Cloud Kicks istroubleshooting 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 10

The Cloud Kicks administrator wants to open up opportunity sharing to directors who oversee regional managers so they can access records to assist regional managers.

What sharing mechanism should be used?

- A. organization wide Defaults
- B. Role Hierarchy
- C. Manual Sharing
- D. Sharing Settings

Answer: B

NEW QUESTION 11

Ursa Major Solar offers customers annual service contracts. Account owners should receive an email renewal reminder l month before their customer's planned expiration date. The administrator builds a flow to automate the process, which runs when a record is created, and tests several possible scenarios.

What win occur if the expiration date is changed from January 1 of the next year to yesterday?

- A. The flow is unable to run and a flow error message ls sent to the user who Initiates the flow.
- B. The Interview resumes 1 month before the original expiration date and will send the email at that rime.
- C. The Interview is rescheduled based on the expiration date and sends the email on the last day of the current month.
- D. The resume event is recalculated and the email goes out to the account owner immediately.

Answer: A

NEW QUESTION 12

Cloud Kicks (CK) is working on adding a Knowledge base to its online customer community. The administrator suggests using Salesforce Knowledge to meet this requirement.

What are three reasons CK should utilize Data Categories whencreating articles in Knowledge? Choose 3 answers

- A. Up to five Data Category groups can be created for segmentation.
- B. Data Categories help organize the Knowledge base content displayed.
- C. Every article is required to have a Data Category for sorting.
- D. Data Categories provide a way to secure access to the Knowledge base content.

E. A Knowledge article can be tagged to more than one Data Category.

Answer: BDE

NEW QUESTION 14

Cloud Kicks (CK) has introduced its new Alpha Shoe line. Customers create cases from CK's website. Managers receive a report of all cases created last week. Managers would like a way to easily see in the report if the customer refers to the new shoe line in the case subject. How should the system administrator modify the report to meet this request?

- A. Add a cross-filter and a with' sub-filter.
- B. Build a row-level formula.
- C. Change the format to a joined repi
- D. Include a contains filter on Subject.

Answer: D

NEW QUESTION 15

Cloud Kicks wants to force its users to set a value for a custom called Tier by answering a series of questions. What two functions should the administrator use to ensure that users cannot bypass answering these questions in order to determine their Tier value. Choose 2 answers

- A. Set up a list view for the list of questions.
- B. Make the field Read Only on the page layout.
- C. Set up a restriction rule on the field.
- D. Use a screen flow to ask the question.

Answer: D

NEW QUESTION 19

At Ursa Major Solar, there is a custom object called Galaxy. The sales director wants users to only see certain field market. What Lightning will satisfy this requirement?

- A. Record Detail Component
- B. Fields component
- C. Highlights Panel Component
- D. Path Component

Answer: B

NEW QUESTION 22

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 26

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 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 34

A custom object called Item has a many-to-many relationship with the Account and Quota objects. At Cloud Kicks, account owners are changed frequently while ownership of Quota records remains unchanged. When an account owner is updated, the new account owner can only see Item records if they are also the owner

of the Quota record.

What step should the administrator take to give access to all Item records?

Change the data format of the Quota relationship field from master-detail to lookup.

- A. Re-assign the Quota master-detail to the primary and the
- B. Account master-detail to secondary.
- C. Create a Quota criteria-based sharing rule using ISCHANGED for the Account Owner field.
- D. Give the account owner Read access to both the Account and the Quota objects

Answer: A

NEW QUESTION 38

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 43

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 48

Cloud Kicks users report receiving an "Apex CPU time limit exceeded" error message when attempting to close certain opportunity records. This does not occur on every opportunity record change or for every user.

What is the recommended method for the administrator to identify the cause?

- A. Monitor with Login Forensics.
- B. Enable Debug Logging for users.
- C. Review the Setup Audit Trail.
- D. Set up Apex Exception Email alerts

Answer: B

NEW QUESTION 53

An administrator is asked to create a report to calculate the year-over—year change in the dollar amount of a company's opportunities.

What reporting tool should be used to complete this request?

- A. A row-level formula to compare amounts grouped by year.
- B. A joined report with two report blocks for each year
- C. A custom summary formula with PARENTGROUPVAL function
- D. A custom summary formula with the PREVGROUPVAL function.

Answer: D

NEW QUESTION 57

An administrator at Universal Containers has been asked by the compliance team to understand and track various sensitivity levels for its data in Salesforce. The administrator has enabled Data Classification and configured appropriate sensitivity levels. The compliance team would like a report showing field level sensitivity and classification.

What should the administrator recommend?

- A. Run the standard Data Classification report.
- B. Create a custom Entity Definition and Field Definitions report type.
- C. Use the Data Classification Metadata list view.
- D. Configure a custom Data Classification and Metadata report type.

Answer: D

NEW QUESTION 58

DreamHouse Realty wants better insights into potential revenue in the next quarter and is considering using Collaborative Forecasts.

What should the administrator consider when setting up Collaborative Forecasts?

- A. Opportunity Split data cannot be viewed in a forecast.
- B. A forecast can be either revenue-based or quantity-based.
- C. A single org can have up to six different types of forecasts.
- D. The default forecast categories cannot be customized.

Answer: B

NEW QUESTION 59

As part of their yearly audit, the compliance team at Cloud Kicks would like to track when a user's profile has been changed and who changed the data. What should the administrator review to meet this requirement?

- A. Field History Tracking
- B. Setup Audit Trail
- C. Historical Trending
- D. Analytic Snapshot

Answer: B

NEW QUESTION 63

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 68

Ursa Major Solar (UMS) wants to improve its customers' ability to search for knowledge articles. UMS has already created categories for articles. Which two additional changes should be made to improve search capabilities? Choose 2 answers

- A. Configure Global Search for specific search terms.
- B. Create synonyms for specific search terms.
- C. Configure Einstein Search for specific search terms.
- D. Promote specific search terms for specific articles.

Answer: BD

NEW QUESTION 70

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 73

AW Computing wants to create a process to assign accounts to different salespeople based on the annual revenue.... of the company. The administrator has decided to create a flow.

Which two considerations should the administrator make sure to remember when creating the flow? Choose 2 answers

- A. Use a Get Record component instead of hard coding record IDs.
- B. The running user of a flow is the user that last saved the flow.
- C. Update record elements should be placed outside the flow loop.
- D. Update Record elements should be placed inside the flow loop.

Answer: AC

NEW QUESTION 78

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 80

The sales manager at Cloud Kicks wants a way to report on information from a form their clients fill out during the sales cycle. Once a form has been submitted, the client is unable to access it. This form may need to be filled out more than once during the sales cycle. There are more than 30 fields on this form, and the sales team needs to be able to see what changed from one submission to the next. Which two options should an administrator use to solve this scenario? Choose 2 answers

- A. Add forms as attachments.
- B. Make custom fields.
- C. Create a custom object.
- D. Turn on Field Tracking.

Answer: AC

NEW QUESTION 83

How should an administrator ensure the appropriate number of digits are entered into the custom encrypted field created to capture credit card numbers on the Opportunity object?

- A. Use the credit card number mask type.
- B. Define the number of mask characters.
- C. Enter the number of digits at the field level.
- D. Create a validation rule to ensure the length.

Answer: C

NEW QUESTION 86

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 89

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 90

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 91

Cloud Kicks uses a dashboard with multiple components based on Account, Case, and Opportunity reports. The system administrator adds a dashboard filter on Account Owner. When filtering the dashboard by Account Owner, records are now missing from several Opportunity components.

What is the recommended way for the system administrator to resolve this issue?

- A. Add a cross-filter to the Opportunity source reports.
- B. Use a custom report type for Accounts with or without Opportunities.
- C. On the Opportunity components, change the equivalent field.
- D. Create a joined Accounts and Opportunities report for the components.

Answer: A

NEW QUESTION 95

A user at Ursa Major Solar is experiencing a flow error while trying to process a record to the next status. The users with the same access can process records without any errors.

What should the administrator do to troubleshoot the issue?

- A. Use the flow debug option and set the selection to Run as another user.
- B. Grant the user more data access by moving them higher in the role hierarchy.
- C. Change the flow to run as System Context Without Sharing - AccessAll Data.
- D. Grant the user the Modify All permission to ensure they have full system access.

Answer: B

NEW QUESTION 97

An administrator recently Implemented multi-factor authentication (MFA) with a standard security level selectee. They are receiving cases that users are unable to log in.

What should me administrator do to troubleshoot?

- A. Check the session security level required at login on the user profile.
- B. Change MF-A to High Assurance.
- C. Reset the user passwords and ask them to try again.
- D. Temporarily disable MFA.

Answer: A

NEW QUESTION 99

A user at Cloud Kicks has informed the administrator that they are unable to log in to Salesforce via multi-factor authentication.

Which two area 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 101

An administrator is planning the release process for the year. The team will be using change sets to process deployment to production.

Which three best practices should be considered?

- A. Plan your deployments around the production and sandbox maintenance schedules.
- B. Use matching names for global publisher layouts and Outlook publisher layouts.
- C. Be sure to test only after business hours the data after deployment.
- D. Make sure to deploy all dependent components.
- E. Make sure change sets are limited to 10,000 files.

Answer: ADE

NEW QUESTION 102

Sales reps and partner consultants at Cloud Kicks work on the same kinds of shoe deals. The administrator has been asked to ensure that the Profit new on the Opportunity object is available to sales reps and is hidden from partners using Field Level Security.

Which two features should the administrator use to fulfil this request? Choose 2 answers

- A. Permission Set
- B. Record Type
- C. Organization-wide Defaults
- D. Profiles

Answer: AD

NEW QUESTION 106

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 List Views.
- D. Implement Service Console.

Answer: D

NEW QUESTION 108

Ursa Major Solar allows accounts to apply for loans to purchase solar panels. Financial information will be stored in a custom object. Only finance team members should see the related financial information about the account.

What kind of field should the administrator create in the custom object?

- A. Lookup Relationship

- B. External Relationship
- C. Hierarchical Relationship
- D. Master-Detail Relationship

Answer: D

NEW QUESTION 113

Users report that the industry picklist field is no longer visible on account records. What test can an administrator use to troubleshoot the issue?

- A. Field audit history
- B. Setup audit trail
- C. Field history tracking
- D. Debug log

Answer: B

NEW QUESTION 116

Sales reps at Ursa Major Solar often give discounts depending on the configuration of the solar panel system. Customers want to know what the different configuration options are. Sales management wants to ensure the opportunity pipeline is as accurate as possible. What should sales reps do to ensure their quotes and opportunities reflect their sales?

- A. Update the quote record each time the customer requests a different product configuration, and clicks the sync button to update the opportunity.
- B. Create a new quote record for each of the different product configuration
- C. Sync the most likely to be purchased back to the opportunity.
- D. Create new opportunities for each quote request
- E. Change the forecast category to match for all except the most likely to be purchased.
- F. Use the products related list to associate the different configurations with the opportunity
- G. Update the Amount field with the most likely purchase price.

Answer: A

NEW QUESTION 119

The Service team at Cloud Kicks needs a way to show the current status from the Account on the Case. This value should be on the page and is used in validation rules.

What should the administrator recommend to solve this?

- A. Create a cross-object formula.
- B. Use a picklist field.
- C. Make a Rollup Summary.
- D. Add a lookup field to Account.

Answer: A

NEW QUESTION 124

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 126

An administrator has been asked to enable permissions for users on the account services team to be able to edit and change ownership of Accounts owned by any of the team members.

What should the administrator configure?

- A. Set organization-wide sharing for Account as Public Read Only.
- B. Create a Sharing Rule on the Account object for all members of the account services role to have Read/Write access.
- C. Update the profile Account object to Modify All.
- D. Enable Account Teams and grant Read record-level access to account team members for the Account object

Answer: B

NEW QUESTION 129

AW Computing uses a custom Invoice object to track invoices related to accounts. The administrator wants to use roll-up summary fields to view high-level information at a glance on the account record.

Which two considerations should an administrator remember about roll-up summary fields? Choose 2 answers

- A. Roll-up types include COUNT, SUM, and AVG.
- B. Roll-up summary fields are created on the master side of a master-detail relationship.
- C. Roll-up summary fields prevent the conversion of a master-detail relationship to a lookup.
- D. Rollup fields are calculated prior to save.

Answer: BC

NEW QUESTION 134

A user accidentally created a duplicate opportunity and is unable to delete the duplicate record. What should an administrator do to troubleshoot this issue?

- A. Run a report of all opportunities to identify other possible duplicates.
- B. Check the user profile permissions on the Opportunity object to see if they have permission to delete.
- C. Advise the user to mark the duplicate opportunity Closed Lost and keep it in the system.
- D. Change the user's profile to System Administrator so they have full permissions to delete object records.

Answer: C

NEW QUESTION 136

What should an administrator use as an alternative to a Process Builder to expedite the time required to update the records?

- A. Before save How Trigger
- B. Batch Update
- C. Workflow Rule Field Change
- D. Screen Row

Answer: A

NEW QUESTION 139

The Cloud Kicks security team has seen an increase in unattended device attacks, where hackers can view sensitive information when users leave devices unlocked in public settings. The security team wants to ensure Salesforce data cannot be viewed after 10 minutes of inactivity. What is the recommended security setting to configure?

- A. Enforce login IP ranges on every request.
- B. Lock sessions to the domain in which they were first used.
- C. Require a high assurance session.
- D. Force logout on session timeout.

Answer: D

NEW QUESTION 143

An administrator is using the Dev Console Log Inspector to troubleshoot a Process Builder. 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 147

An administrator at AW Computing noticed that a custom field on the Contact object was changed from text to text area. What tool should the administrator use to investigate this change?

- A. Developer Console
- B. Field History Tracking
- C. Debug Log
- D. View Setup Audit Trail

Answer: D

NEW QUESTION 148

What are three options available to the administrator to help with this issue? Choose 3 answers

- A. Move some page components behind a tab.
- B. Remove some of the fields displayed.
- C. Deactivate unnecessary validation rules.
- D. Convert all Process builders to flows.
- E. Reduce the number of related lists displayed.

Answer: ABE

NEW QUESTION 151

An administrator needs to create a junction object called Account Region to link the standard Account object with a custom object called Region. Once the junction object is created, what are the next two steps the administrator should take? Choose 2 answers

- A. Make a master-detail relationship field on the junction object to the Region object.
- B. Build a master-detail relationship field on the Region object to the junction object.
- C. Create a master-detail relationship field on the Account object to the junction object.
- D. Configure a master-detail relationship field on the junction object to the Account object.

Answer: AD

NEW QUESTION 156

DreamHouse Realty manages its accounts and contacts in Salesforce using a B2C account model. The business has requested that third-party loan advisors be tracked in Salesforce along with the customers they work with.

How should the administrator track third-party financial advisors and the customers they work with?

- A. Create a Hierarchical lookup on Account to track loan advisors' customers.
- B. Set up Contacts to Multiple Accounts for loan advisors.
- C. Use a B2B Account Model to track loan advisors' customers.
- D. Use a Hierarchical lookup on Contact to track loan advisors' customers.

Answer: B

NEW QUESTION 160

Cloud Kicks (CK) has a sneaker maintenance plan that it includes with all orders for its new line of Bluetooth-enabled custom sneakers. The sneaker maintenance plan gives each customer 6 months of phone support in case they have issues with their new sneakers. The administrator at CK is having a hard time keeping up with the work associated with managing the maintenance plan.

What should the administrator do to help manage the plan?

- A. Use Flow to automatically create and assign entitlements.
- B. Create a support process for the maintenance plan.
- C. Ensure milestones are in place for the maintenance plan.
- D. Set up and configure entitlement templates.

Answer: D

NEW QUESTION 165

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 170

Universal Containers has a Private sharing model for Accounts and Opportunities. A new team is being created from within the sales team that will be assigned all renewal opportunities. These users will need to see all closed won opportunities while keeping the account private.

How should the administrator meet this requirement?

- A. Update the organization-wide default on Opportunities to Public Read Only and add them to the opportunities team.
- B. Create a permission set with View All enabled on Accounts and assign it to the new users.
- C. Create a new profile for the renewals team with View All permission enabled on Accounts and Opportunities.
- D. Create a public group for the renewals team and create a criteria-based sharing rule on Opportunities.

Answer: C

NEW QUESTION 173

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 176

An administrator needs a business process automated, but only for certain users and profiles. The administrator will need to frequently update which users and profiles will use the process. After evaluating the declarative options, it was determined that this functionality must be done via an Apex trigger.

What software requirement should the administrator request so that process execution can be declaratively controlled?

- A. Use Process Automation Setting in Setup to the appropriate users or profiles.
- B. Use a System permission that is assigned to the user or profile.
- C. Use Apex Class Access to assign the Apex code to the user or profile.
- D. Use a custom permission set that is assigned to the user.

Answer: D

NEW QUESTION 179

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 180

Universal Containers wants to assign a task due date on one of two fields. Estimated Shipping Date or Client Need By Date, which is further in the future. Which two combined automation tools should the administrator use to create the task record and assign based on date criteria?

Choose 2 answers

- A. Create a formula capture the MAX date.
- B. Make a Process Builder to create the task.
- C. Design an approval process to capture the furthest date.
- D. Configure a workflow to create the task.

Answer: AD

NEW QUESTION 181

Users at Urso Major Solar want to create complex dashboards with supporting charts based on data to come from a variety of sources, some of which live on the Internal company shared drives.

Which product should the administrator recommend to meet the users' needs?

- A. Lightning Dashboard Builder
- B. Report Bulkier
- C. List views
- D. Tableau CKM

Answer: D

NEW QUESTION 186

Urso Major Solar (UMS) receives hundred of cases every week from both consumers and retail partners. UMS wants to ensure it's meeting all service-level agreements to maintain high levels of customer satisfaction.

What should the administrator do to help meet this goal?

- A. Set up and configure Entitlement Process to design timelines and track issue resolution.
- B. Configure the Milestones object on Service Contracts to sequential milestones for common case issues.
- C. Design a Net Promoter Score survey using Surveys that is automatically sent when a case is closed.
- D. Expose the Service Contracts object in the Service Console for an agent to view when working a case.

Answer: A

NEW QUESTION 189

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 190

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 194

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 197

An administrator created and activated several record-triggered flows that are configured to run before the record is saved on the same object. What should the administrator consider about the order of execution for flows?

- A. The flow type will determine the order of execution.
- B. The last created date of the flow will determine the order.
- C. The order of flow execution is unpredictable.
- D. The flows will execute in alphabetical order based on their names.

Answer: C

NEW QUESTION 199

Management at Ursa Major Solar wants to understand how many accounts have opportunities in the overall pipeline. What should the administrator use to create a report showing all open opportunities and the total number of accounts represented?

- A. The row count on a summary report grouped by account name
- B. A CrossFilter selecting opportunities with accounts
- C. A custom report type showing opportunities with accounts
- D. The Show Unique Count option on the account name column

Answer: B

NEW QUESTION 200

What are three options available to the administrator to help with this issue? Choose 3 answers

- A. Move some page components behind a tab.
- B. Remove some of the fields displayed.
- C. Deactivate unnecessary validation rules.
- D. Convert all Process builders to flows.
- E. Reduce the number of related lists displayed.

Answer: ABE

NEW QUESTION 201

Select power users want the ability to make configuration changes to a specific custom object. What tool should the administrator assign to the power users to enable this?

- A. View Setup and Configuration
- B. Delegated Administration
- C. Sharing Rule
- D. Modify All Data

Answer: B

NEW QUESTION 206

An administrator has found a free app on the AppExchange and would like to install it. Which three items should the administrator take to consideration before installed he managed package? Choose 3 answers

- A. Custom objects and custom fields used by the app count against the org's limits.
- B. Managed apps do not undergo a formal security review by Salesforce.
- C. Apps may require certain Salesforce editions or features to be enabled.
- D. Apps may require external, third-party web services to function properly.
- E. Apps must be installed in production before the app can be installed in a sandbox.

Answer: CDE

NEW QUESTION 209

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 210

A sales rep at Ursa Major Solar was assigned to a role under their manager and is the record owner of several opportunities; however, the sales rep is missing from the manager's forecast.

What should the administrator review to solve this issue?

- A. Enable owner adjustment
- B. Enable manager adjustments
- C. Allow Forecasting
- D. Allow Override Forecasts

Answer: B

NEW QUESTION 211

The security department at AW Computing wants to prevent users from exporting more data than they need. Included in this request is limiting records containing sensitive information, such as bank accounts and Personal Identifiable Information (PII).

Which feature should an administrator recommend to help limit what data is exported?

- A. Salesforce Platform Encryption
- B. Export Data Settings
- C. Salesforce Shield
- D. Muted Permission Sets

Answer: C

NEW QUESTION 214

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 217

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 222

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 225

AW Computing wants to embed a report chart on the Account record page that shows the value of closed sales for that account. The chart should be limited to users in the Sales Manager role on the Account record pages.

How should this be accomplished?

- A. Create a new report and assign it to the component.
- B. Create a new page layout for the Sales Manager role.
- C. Filter component visibility for the Account ID.
- D. Filter component visibility for the Sales Manager role.

Answer: D

NEW QUESTION 228

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 233

Dream House Realty has created a custom object to track its Open Houses with a master-detail relationship up to a custom object for Properties. Agents need to quickly calculate the number of Open House records in a status or Pending so they can see the value from the Property record. What feature should the administrator implement?

- A. Lightning Component
- B. Formula Fields
- C. Roll-Up Summary
- D. Visualforce Page

Answer: C

NEW QUESTION 235

An administrator created two record types on the Account object: Internal Customers and External Customers. A custom profile called Sales has the External Customers record type assigned. The sharing rules for Accounts are set to Public Read Only. On occasion, Sales users notice that an Account record has the wrong record type assigned. The administrator has created a screen flow that will change the record type on the user's behalf. What will happen to the Sales user's record access after running this flow?

- A. Read access will be lost to the record.
- B. Edit access will be lost to the record.
- C. Record Access remains the same.
- D. A new record owner will be assigned.

Answer: B

NEW QUESTION 238

The director of sales wants to make sure that every opportunity has either a sales engineer or an account executive assigned to the deal. How should the administrator meet this requirement?

- A. Write a validation rule that checks if the fields are blank and require that one of them be completed in order to save the opportunity.
- B. Create a different record type for deals with Sales Engineers and deals with Account Executives to capture one or the other.
- C. Require the Sales Engineer and the Account Executive lookup fields on the page layout.
- D. Assign a task to the owner if an opportunity is created without one of these fields filled out.

Answer: A

NEW QUESTION 243

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 244

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 flow.

Answer: C

NEW QUESTION 245

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