

## Advanced-Administrator Dumps

### Salesforce Certified Advanced Administrator (SP19)

<https://www.certleader.com/Advanced-Administrator-dumps.html>



**NEW QUESTION 1**

Which three types of prices should an administrator set for an organization's products? Choose 3 answers.

- A. Discount prices
- B. List prices
- C. Standard prices
- D. Product prices
- E. Sales prices

**Answer:** ABC

**NEW QUESTION 2**

Universal Containers wants to create a Feedback\_\_c custom object related to Account and ensure all feedback records are owned by the same user as the Account owner.

How should an administrator relate Feedback\_\_c to Account?

- A. Create a hierarchical field on Feedback\_\_c.
- B. Create a junction object between Account and Feedback\_\_c.
- C. Create a master-detail field on Feedback\_\_c.
- D. Create a lookup Account field and filter on Feedback\_\_c.

**Answer:** A

**NEW QUESTION 3**

An administrator would like to convert a Master-Detail relationship to a Lookup relationship. What actions should be taken prior to converting the relationship?

- A. Remove child object related lists from the parent object page layouts.
- B. Delete all roll-up summaries that reference the detail object prior to converting.
- C. Select the Allow Reparenting option on the master-detail relationship.
- D. Delete all reports that use the master object with the detail object report type.

**Answer:** B

**NEW QUESTION 4**

The administrator at Universal Containers has been asked to create an account management dashboard displaying opportunities and activities for each of its top five clients.

Which dashboard feature should the Administrator use to meet this requirement?

- A. Dashboard Filter
- B. Joined reports on a dashboard
- C. Dynamic dashboard
- D. Matrix reports on a dashboard

**Answer:** D

**NEW QUESTION 5**

Universal Containers suspects a user is logging in as other users and editing Account records without their approval.

Where would an administrator go to verify who is logging in as other users?

- A. Users Login History
- B. Setup Audit Trail
- C. History Tracking on the Account
- D. Debug Logs

**Answer:** B

**NEW QUESTION 6**

Universal Containers wants customers who buy the Freight Container product to be billed in monthly installments. How should an administrator meet this requirement?

- A. Create custom fields on the product.
- B. Create a default revenue schedule on the product.
- C. Create a workflow rule on the product.
- D. Create a default quantity schedule on the product

**Answer:** B

**NEW QUESTION 7**

Universal Containers uses a Private Sharing model for Accounts. User A is onboarded to User B's team and given the same Profile and Role. Both users own 20 Accounts but User B is able to see 40 Accounts, whereas User A can only see the 20 they own.

What are two possible reasons for this? Choose 2 answers.

- A. User B is a member of a Group that gained access to the records through a Sharing Rule.
- B. User B is a member of a Queue that gained access to the records through a sharing Rule.
- C. User B had the records shared with them through a Permission Set.

D. User B had the records manually shared with them.

**Answer:** AC

#### NEW QUESTION 8

Universal Containers has a Positions object that represents job Positions and a Applications object that represent people that have applied to the position. The Job Application object has a lookup to position. They want to run a report that shows all Positions that do NOT have any child job Applications. Which solution would meet the requirements?

- A. Use a custom report type that only displays job Application without Positions.
- B. Use the standard Job Application with Position report type.
- C. Use the standard Position report type with a cross filters.
- D. Use the standard Position without job Application report type.

**Answer:** A

#### NEW QUESTION 9

Universal Containers created and tested a new approval process in a developer sandbox. While the approval routings were correct, the approvers were NOT receiving the notification emails. What could be the cause of this issue?

- A. Approvals can only be tested in a full or partial data sandbox.
- B. The email address for the users in the sandbox are invalid.
- C. The email relay is disabled in the sandbox.
- D. Email deliverability CANNOT be changed in a sandbox.

**Answer:** B

#### NEW QUESTION 10

A change set has already been uploaded but changes need to be made to its contents. what is a best practice for adding these changes?

- A. Edit existing change set, add needed changes, upload again.
- B. Delete existing change set, add changes to new change set, upload change set
- C. clone the change set, add needed change set and upload again.
- D. Manually make changes in change set destination org.

**Answer:** C

#### NEW QUESTION 10

A user has pore with read-only permissions for the case object. How can the user be granted edit permission for cases?

- A. Create permission set with edit permissions for the case object.
- B. Create a sharing rule on the case object with read/write level of access.
- C. Create a public group with edit permissions for the case object.
- D. Add the user in a role hierarchy above the users with edit permissions on the case object.

**Answer:** A

#### NEW QUESTION 15

When a sales rep at Northern Trail tiers to submit a discount request on an opportunity they receive an error: Which two consideration would cause this error?

- A. This field updated is on a cross-object.
- B. The approval process is assigned to a queue.
- C. A validation rule prevents the field update
- D. The approval assigned in the process is inactive

**Answer:** CD

#### NEW QUESTION 20

Which two actions could the delegated administrator complete after delegated administration is granted for a custom object? Choose 2 answers

- A. Change organization-wide snaring rules for the object.
- B. Create a custom tab for the object
- C. Add a custom picklist field to the object
- D. Change the relationship with another object.

**Answer:** BC

#### NEW QUESTION 22

Universal containers wants a summary report that displays the percentage growth of revenue year over year. What function should an administrator use to calculate this information?

- A. PARENTGROUPVAL.
- B. DATEVALUE
- C. PRIORVALUE

D. PREVGROUPVAL

**Answer:** A

#### NEW QUESTION 26

A custom object was created at Universal Containers to store information employees will need for their annual reviews. Only the employee should be able to access their records. The administrator has set Organization-Wide Defaults to private for the object. These records are accessible by the employee's manager. What additional step should be taken to remove the manager's access to these records?

- A. Uncheck the manual sharing for the custom object on each profile.
- B. Uncheck grant access using hierarchies in sharing settings.
- C. Remove access to the custom object on the manager's profile.
- D. Recalculate the sharing rules in sharing settings.

**Answer:** D

#### NEW QUESTION 27

Universal Containers wants to ensure that the following opportunity fields are present on each record at the negotiation/review or won stages: Amount (Currency) is populated. The Ready to Close (Checkbox) must also be true. Which validation rule error condition should the administrator configure to meet these requirements?

- A. Option A
- B. Option B
- C. Option C
- D. Option D

**Answer:** C

#### NEW QUESTION 28

How can an administrator improve the relevance of search results for support agents searching for knowledge articles to solve articles? Choose 3 answers

- A. Pre-populate article search filters based on the values of case fields.
- B. Define synonyms for common search terms.
- C. Enable feed tracking on all relevant article types.
- D. Create data categories and assign articles to each category.
- E. Create a record type for each data category.

**Answer:** ABD

#### NEW QUESTION 32

The Marketing Manager has requested that a field be added to each account that displays the number of contacts associated with that account. The manager wants to use this field as part of an email marketing segmentation strategy. How can this requirement be met?

- A. Create a custom field on the account
- B. Use a workflow rule to update the field when contacts are added or deleted.
- C. Create a custom field on the account
- D. Use an Apex trigger to update the field when contacts are added or deleted.
- E. Create a custom formula field on the account using the count() function to count the number of related contacts.
- F. Create a roll-up summary field that counts the number of contacts and displays that count on the account.

**Answer:** D

**NEW QUESTION 36**

An administrator is moving sandbox customizations to production using a change set. After creating the initial change set, the administrator realizes that some components were missed.

What three considerations should the Admin make regarding the change set? Choose 3 answers.

- A. Clone the change set to add dependent components to an uploaded change set.
- B. Add permissions and access settings to the outbound change set.
- C. Edit the uploaded change set to add the additional components.
- D. Use a new change set to deploy metadata and data from the sandbox to production.
- E. Deploy all dependent components.

**Answer:** BDE

**NEW QUESTION 38**

How can an administrator use the Service Cloud console to increase the efficiency of support users? Choose 3

- A. Configure it to manage chatter answers cases and live agent chat conversations.
- B. Customize the softphone to provide a screen pop-up on incoming support calls.
- C. Configure the Idea Themes page layout with buttons and links to case detail information.
- D. Enable the Service Cloud console application in Salesforce Communities.
- E. Use publisher actions in case feed to combine the publisher extension menus in a single row.

**Answer:** ABD

**NEW QUESTION 39**

Universal Containers uses a custom object to track customer complaints. The company wants to have a field on the custom object where they can include a reference to another complaint.

What types of relationship can be used to accomplish this?

- A. Hierarchical
- B. Lookup
- C. Junction
- D. Master-detail

**Answer:** B

**NEW QUESTION 43**

Universal Containers wants to use the Omni Channel routing feature in Service Cloud. They are using assignment rules and want to ensure that the routing chosen meets the requirements.

What should an administrator take into consideration before implementation?

- A. The least active routing model looks for the agent who has the largest maximum work capacity.
- B. Assignment rules are triggered when Omni-Channel routing routes a work item to an agent and the agent accepts the work.
- C. Assignment rules are triggered when an agent accepts the work and edits and saves the work.
- D. If there is a tie in the Omni-Channel routing logic, Omni-Channel routes the work to the agent who most recently received a work item.

**Answer:** C

**NEW QUESTION 45**

What type of data can be migrated between environments using change sets? Choose 2

- A. Custom fields (100%)
- B. Email templates (100%)
- C. Standard field picklist values.
- D. Account team roles.

**Answer:** AB

**NEW QUESTION 47**

The inside sales manager at Universal Containers wants to be able to report on how long leads have a Lead Status of "Open" before the status changes to another value. Additionally, the sales team has requested the status value be changed with fewer clicks. What should the administrator do to meet this requirement?

- A. Use a workflow rule that sends an email when the Lead Status is changed and an approval process to update the status.
- B. Use a formula field to calculate the difference between the current and created date when the status changes through inline editing.
- C. Turn on field history tracking for the lead status field and create a report based on that field.
- D. Use a quick action to change the status value and a workflow rule to update a date field.

**Answer:** B

**NEW QUESTION 52**

The VP of Sales wants to require that the Next Step Field is always updated when an opportunity stage is changed. How can this process be automated?

- A. Create a workflow rule with the following formula: AND( ISCHANGED(StageName), NOT(ISCHANGED(NextStep))
- B. Create a validation rule with the following formula: AND( ISCHANGED(StageName), NOT(ISCHANGED(NextStep))
- C. Create a validation rule with the following formula: AND( ISCHANGED(ISPICKVAL(StageName)), NOT(ISCHANGED(NextStep)))
- D. Create a workflow rule with the following formula: AND( ISCHANGED(ISPICKVAL(StageName)), NOT(ISCHANGED(NextStep))

**Answer:** B

#### NEW QUESTION 57

Which three password options are available for the administrator to set on content deliveries? Choose 3 answers

- A. Password protection Is optional and defaults to ON
- B. Administrator-provided default password
- C. Password protection Is optional and defaults to OFF
- D. Password complexity rules
- E. Password protection is required

**Answer:** CDE

#### NEW QUESTION 58

How can an administrator meet this requirement' Choose 2 answers

- A. Add the Related Content related list to the page layout for the associated object
- B. Select the 'Restrict the content types available in the library" checkbox.
- C. Add the default content type to the selected Content Types list.
- D. Add members to the library who are users or members of public groups.

**Answer:** BD

#### NEW QUESTION 63

What type of process can the system administrator set for an organization's products? Choose 3 answers

- A. Standard prices
- B. List prices
- C. Product prices
- D. Sales prices
- E. Discount prices

**Answer:** ABD

#### NEW QUESTION 66

The sales manager at Universal Containers would like a dashboard to view each of the sales representative's opportunities, accounts, and related cases. What is a recommended solution?

- A. Create a dashboard and add filters for users, opportunities, accounts, and cases.
- B. Create an individual dashboard for each sales representative with opportunity, account, and case components.
- C. Create a dynamic dashboard and ensure the sales manager has the view My Team's Dashboard permission.
- D. Create a dynamic dashboard and add filters for opportunities, accounts, and cases.

**Answer:** C

#### NEW QUESTION 68

The Sales Manager at Universal Containers would like a dashboard to view each of the sales representative's opportunities, accounts, and related cases. What is a recommended solution?

- A. Create a dashboard and add filters for users, opportunities, accounts, and cases.
- B. Create a dynamic dashboard and add filters for opportunities, accounts and cases.
- C. Create a dynamic dashboard and insure the sales manager has the "View My Team's Dashboard" permission.
- D. Create an individual dashboard for each sales representative with opportunity, account, and case components.

**Answer:** C

#### NEW QUESTION 70

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 75

The administrator of Universal Containers is testing an approval process in a recently refreshed Developer Pro sandbox and is finding that none of the notification emails are being sent to the approvers.

which two reasons could be the cause? Choose 2 answers



- A. Workflow emails only work in Full sandboxes.
- B. The deliverability access level setting is incorrect.
- C. HTML templates are unavailable in sandboxes.
- D. The email addresses for the users are incorrect.

**Answer:** BD

#### NEW QUESTION 78

What should an administrator consider when setting up salesforce entitlements? choose 2

- A. The service level agreements related list on a case gives support agents access to contract details.
- B. Salesforce entitlements require service cloud user feature licensing.
- C. Salesforce entitlements require an entitlement process with milestones and milestone actions.
- D. The entitlement model dictates the level of detail for the entitlement process.

**Answer:** AC

#### NEW QUESTION 79

What is a capability of Territory management? Choose 2 answers

- A. The ability to use account criteria to expand a private sharing model
- B. Territory hierarchy replaces the role hierarchy for sharing
- C. Support for complex and frequently changed sales organization structures
- D. The ability to use opportunity criteria to expand a private sharing model

**Answer:** AC

#### NEW QUESTION 84

Users have been given Read/Write access to product support cases through criteria-based sharing rules. A user's profile only has the Read permission for cases. What can the user expect regarding their ability to edit product support cases?

- A. The user will only be able to edit the cases that they created.
- B. The user will only be able to edit cases manually shared with them.
- C. The user will be able to edit product support cases.
- D. The user will NOT be able to edit product support cases.

**Answer:** D

#### NEW QUESTION 89

The VP of sales wants to require that the next step field is always updated when an opportunity stage is changed. How can this process be automated?

- A. Create a validation rule with the following formula: AND(ISCHANGED(StageName),NOT(ISCHANGED(NextStep))).
- B. Create a workflow rule with the following formula: AND(ISCHANGED(StageName),NOT(ISCHANGED(NextStep)))
- C. Create a validation rule with the following formula:AND(ISCHANGED(ISPICKVAL(StageName)),NOT(ISCHANGED(NextStep))).
- D. Create a workflow rule with the following formula: AND(ISCHANGED(ISPICKVAL(StageName)),ISCHANGED(NextStep)).

**Answer:** D

#### NEW QUESTION 94

Universal Containers wants to track expense reports and expense line items. Values from expense line item records need to be aggregated and displayed on the expense record. What type of relationship should an administrator use to ensure that expense line items can be aggregated?

- A. Roll-up summary
- B. Lookup
- C. Hierarchical
- D. Master-detail

**Answer:** D

#### NEW QUESTION 97

Cloud Kicks wants to understand the implications of archived Activities.

Which two considerations should an administrator communicate regarding archived Activities? Choose 2 answers.

- A. Archived activities are deleted after 365 days.
- B. Closed tasks created more than 365 days ago with no due date are archived.
- C. Events created more than 365 days ago are archived.
- D. Events that ended more than 365 days ago are archived.

**Answer:** AC

#### NEW QUESTION 101

A sales manager cannot view a contact owned by a salesperson. The salesperson is below the sales manager in the role hierarchy. Why is the sales manager unable to view the contact?

- A. Mastered
- B. Not Mastered

**Answer:** A

**Explanation:**

Contact sharing settings have grant access using hierarchies unchecked

**NEW QUESTION 103**

Universal Containers created a few new fields on the account object as well as a new section on the page layout in the config sandbox. After positive test results, the administrator created and uploaded a change set with the new fields from the sandbox to production. Unfortunately, the administrator forgot to add the page layout.

Which two options can the administrator take to deploy the page layout? Choose 2 answers.

- A. Edit the change set in production to add the new page layout before deploying the change set.
- B. Deploy the existing change set
- C. create and deploy a new change set containing the page layout.
- D. Add the page layout to the existing change set in the sandbox and upload the change set again.
- E. Clone the change set in the sandbox, add the new page layout to it and upload to production.

**Answer:** BC

**NEW QUESTION 104**

Which two values roll up the hierarchy to the manager for Collaborative Forecasting? Choose 2 answers.

- A. Expected revenue
- B. Product quantity
- C. Quota amount
- D. Opportunity amount

**Answer:** D

**NEW QUESTION 105**

a sales manager wants to edit the opportunities owned by the sales team. the manager does not have edit access to opportunity object. What is a recommended solution?

- A. Redefine the role hierarchy by enabling " grant access using hierarchies".
- B. change the opportunity organization-wide default setting to public Read/Write.
- C. Enable team selling on the opportunity object to grant Read/write access.
- D. Create a permission set and associate Edit opportunity to the user record.

**Answer:** CD

**NEW QUESTION 109**

A user changes roles from an EMEA sales representative to a US sales representative. How will this impact the ownership-based sharing rules for the user's records?

- A. This will affect the ownership of records for standard objects but not custom objects.
- B. All of the ownership-based sharing rules are recalculated.
- C. None of the ownership-based sharing rules are recalculated.
- D. This will only affect ownership-based sharing rules if the user moves up in the role hierarchy.

**Answer:** B

**NEW QUESTION 110**

Universal Containers' support team needs to track service level agreements for customers. Today, they manually look up contracts by name when a customer calls.

How should an administrator automate this process?

- A. Enable Case Feed and add a Contracts custom publisher to the Case Feed layout.
- B. Configure a workflow rule that sends an email alert of old cases to the support manager.
- C. Enable entitlements and add the tabs for entitlements and service contracts.
- D. Create a private Chatter group for customers with high-priority service level agreements.

**Answer:** C

**NEW QUESTION 114**

The administrator of universal containers is testing an approval process in a refreshed developer pro sandbox and is finding that none of the notification emails are being sent to the approvers.

What could be the cause of this? choose 2

- A. The Deliverability Access Level setting is incorrect.
- B. Workflow emails only work in full sandboxes.
- C. HTML templates are not available in sandboxes.
- D. The email addresses for the users are incorrect

**Answer:**



BC

**NEW QUESTION 117**

Sales management wants a small subset of users with different profiles and roles to be able to view all data for compliance purposes. How can an administrator meet this requirement?

- A. Assign delegated administrator to the subset of users to View All Data.
- B. Create a new profile and role for the subset of users with the View All Data permission.
- C. Enable the View All Data permission for the roles of the subset of users.
- D. Create a permission set with the View All Data permission for the subset of users.

**Answer: D**

**NEW QUESTION 119**

An administrator notices that there are two account records in the system with the same name. A contact record with the same name is associated with each account.

Which set of steps should be taken to merge these accounts using the Salesforce merge feature?

- A. Merge the duplicate accounts and the duplicate contacts will be merged automatically.
- B. Merge the duplicate accounts and check the box that optionally merges the duplicate contacts.
- C. Merge the duplicate contacts and then merge the duplicate accounts.
- D. Merge the duplicate accounts and then merge the duplicate contacts.

**Answer: D**

**NEW QUESTION 120**

Which statement is true about the creation of entitlement processes? Choose 2 answers

- A. The Manage Entitlements permission must be enabled.
- B. Entitlement versioning allows changes to existing entitlement processes.
- C. Entitlements have their own organization-wide default settings.
- D. Milestones can be created dynamically based on other fields.

**Answer: AD**

**NEW QUESTION 121**

Universal Containers has a workflow rule that sends an email alert to the VP of sales when a large deal is won. The VP is reporting that these emails are not being delivered.

What tool could be used to determine the problem? choose 2

- A. Debug log.
- B. System audit trail.
- C. Email log.
- D. Workflow monitor.

**Answer: CD**

**NEW QUESTION 123**

Universal Containers wants to create a Job Application custom object related to a Job Posting custom object. They would also like a no-code solution to calculate the number of Job Applications for each Job Posting.

What type of field should an administrator create on the Job Application to enable this functionality?

- A. Formula
- B. Lookup
- C. Roll-up Summary
- D. Master-Detail

**Answer: B**

**NEW QUESTION 125**

Universal Containers has set up a picklist dependency between region and zone on the Account object. The sales manager has requested that when a user selects a region, a zone must also be selected.

How should this be achieved?

- A. Make both picklist fields required at the field level.
- B. Create a validation rule using ISBLANK().
- C. Set default values for both picklist fields.
- D. Make the zone field required on the page layout.

**Answer: C**

**NEW QUESTION 128**

What should an administrator consider when moving approval processes using a change set?

- A. Change sets do not include the approval and rejection actions from the source organization
- B. Custom fields on standard objects will need to be manually added in the target organization.

- C. The Unique Name of the approval process is not allowed to be changed once deployed in the target organization.  
D. Change Sets do not include the order of active approval processes from the source organization.

**Answer:** A

#### NEW QUESTION 129

an administrator has been asked to set up two custom objects named issues and tickets. multiple tickets can be associated with each issue, and each issue may be associated with multiple tickets.  
how should the administrator set up the relationship between issues and tickets?

- A. Create a junction object with both tickets and issues as master objects.  
B. Create a lookup relationship with tickets as the master object.  
C. Create a lookup relationship on both the tickets and issues object.  
D. Create a master detail relationship with issues as the master object

**Answer:** A

#### NEW QUESTION 131

Universal Containers wants to allow its customers to submit support requests across multiple channels. In which two ways can this be accomplished with Salesforce?

Choose 2 answers

- A. Enable the Service Cloud Console app on the company's website.  
B. Expose the case feeds option on the company's website.  
C. Offer a Chat button on the company website.  
D. Enable Chatter Questions in the company's customer Community

**Answer:** BC

#### NEW QUESTION 136

What are two considerations when setting up Salesforce Content? Choose 2 answers.

- A. A validation rule can ensure a description is required for all contributed content.  
B. An approval process can ensure that all product-related content is reviewed.  
C. The library type determines the size of files that can be contributed to content.  
D. The content type determines which fields appear on the content Detail page layout.

**Answer:** AD

#### NEW QUESTION 140

The Marketing Manager at Universal Containers wants to change the column headings for several of the fields on opportunity reports.  
What approach should an administrator take to meet the requirements?

- A. Build a Custom Report type and use Display As in Edit Layouts to make the requested changes.  
B. Create bucket fields for each field and enter the new column heading in the Bucket Name Field.  
C. Edit the fields Available for Reports sections in the Opportunities report type to make the changes.  
D. Use Rename tabs and labels to change the field labels as needed.

**Answer:** B

#### NEW QUESTION 141

An Administrator has been asked to grant read, create and edit access to the product object for users who currently have the standard marketing user profile.  
Which two approaches could be used to meet this request? Choose 2 answers.

- A. Change the access levels in the marketing user standard profile to read, create and edit for the product object  
B. Create a permission set with read, create and edit access for the product object and assign it to the marketing users  
C. Create a permission set with read and write access for the product object and assign it to the marketing users  
D. Create a new profile for the marketing users and change the access levels to read, create and edit for the product object

**Answer:** BD

#### NEW QUESTION 143

In Lightning, an opportunity pipeline report listing opportunities by sales representative shows multiple opportunities written for the same account. The sales Manager would like to know how many individual accounts each representative has written business for.  
How should the report be identified to include the number of individual accounts represented by representative?

- A. Create a custom summary formula and group by account.  
B. Select Show Unique Count on the Account Name Column in the report builder.  
C. Add a bucket field for Account Name and group by the bucket field.  
D. Group by Account and summarize a custom checkbox defaulted to checked.

**Answer:** A

#### NEW QUESTION 148

Universal Containers would like applicants to apply for multiple positions, tracking how many applicants have applied and how many positions each individual

applicant has applied for. To do this, the administrator will create a Job Application junction object between Applicant and Position objects. Why will this action meet the requirement ?

- A. A lookup relationship on the Applicant object with Position as the master provides rollup summary fields without code.
- B. The junction object allows the administrator to add a workflow rule to update fields on the Position and Applicant objects.
- C. The junction object allows a many-to-many relationship and also roll-up summary fields on the parent objects.
- D. The Job Application object as a master to Positions and Applicant objects will allow rollup summary fields on the Positions and Applicant objects.

**Answer:** C

#### NEW QUESTION 152

Which two values roll up the Hierarchy to the manager for both Customizable and Collaborative Forecasts? Choose 2 answers

- A. Expected revenue
- B. Product quantity
- C. Opportunity amount
- D. Quota amount

**Answer:** CD

#### NEW QUESTION 155

The sales operations team has required a new custom object with the following requirement:

- . The sales managers should have full access to all records created
- . The object's sharing default should be set to private.
- . No new sharing rules should be created.

how can the system administrator set up the security for this object? choose 2

- A. Add the "modify all" permission to the sales manager profile for the new object
- B. Create a Record type with "Modify all" checked, and assign this Record type to the sales manager profile.
- C. Create a permission set for all sales Manager users with "modify all" checked for the object.
- D. create a role for all sales Manager users with "Modify all" checked for the object.

**Answer:** D

#### NEW QUESTION 158

Universal Containers is working on an implementation strategy for Salesforce CRM content and wants to ensure consistent tagging across and within its libraries, minimizing accidental duplicate tags.

What action can be taken to ensure this consistent tagging in universal containers libraries? choose 2

- A. Enable restricted tagging upon the creation of library.(100%)
- B. Change the tag field to a pre-populated picklist.
- C. Create a workflow email alert for unrelated tags within a library.
- D. Establish tag names with contributors upon the creation of library.(100%)

**Answer:** AD

#### NEW QUESTION 161

which feature is supported in delegated administrator? choose 3

- A. Manage custom objects
- B. set org wide sharing defaults
- C. unlock non-communities users
- D. unlock communities users
- E. create and edit users

**Answer:** ACE

#### NEW QUESTION 166

Leads come to universal containers from various sources and need to be assigned to the correct sales team. When a lead comes for the APAC region, it can be passed to an external partner if the sales director approves the transfer. The partner's channel manager must be notified when the partner has been assigned the lead.

At the minimum, which combination of automation tools will be needed to meet these requirements?

- A. Assignment rules, auto-response rules, and workflow rules
- B. Assignment rules and approval processes
- C. Assignment rules, approval processes, and workflow rules
- D. Assignment rules and workflow rules.

**Answer:** C

#### NEW QUESTION 167

Universal containers is implementing a time recording system in salesforce.

Employees are required to record their time in a work log custom object against either an opportunity or a case.

The company wants to see total hours worked on an opportunity or a case. which type of relationship field should an administrator use to relate the work log to the opportunity or case?

- A. Hierarchical.

- B. Lookup.
- C. Master-detail.
- D. Junction

**Answer:** D

#### NEW QUESTION 172

Recruiters at universal containers wants to associate positions with their related job applications using two custom objects position and job application. a job application must always have a related position. if a position is deleted, the corresponding job applications are deleted. what type of object relation ship will meet this requirement?

- A. junction
- B. Hierarchical
- C. Master detail
- D. Lookup

**Answer:** C

#### NEW QUESTION 175

What is the correct order of steps to follow when working with inbound change sets?

- A. Deploy, validate, Monitor
- B. Validate, Deploy, Monitor
- C. Deploy, Monitor, Validate
- D. Monitor, Deploy, Validate

**Answer:** B

#### NEW QUESTION 180

an administrator wants to report on activities related to a specific account over the past 18 months but some of these activities have been archived. how can the administrator obtain a report with the correct data? choose 3

- A. Restore archived activities from the activity archive object.
- B. open a case with support to extend archived days.
- C. Export archived activities using the data loader.
- D. use the weekly data export to obtain the archived activities.

**Answer:** C

#### NEW QUESTION 181

Universal Containers has a process to allow an employee to submit a vacation request and route it to the employee's manager for approval. An employee attempted to submit a request but it could not be submitted. How could the administrator troubleshoot this?

- A. Ensure the user record has an assigned active manager.
- B. Use workflow to email the administrator if the process fails.
- C. Review the system log to determine the root cause.
- D. Ensure the approval step has an associated action

**Answer:** A

#### NEW QUESTION 182

Universal Containers has a workflow rule that sends an email alert to the VP of Sales when a large deal is won. The VP is reporting that these emails are not being delivered. Which two tools should be used to determine the problem?

- A. System audit trail
- B. Debug log
- C. Email log
- D. Workflow monitor

**Answer:** BC

#### NEW QUESTION 183

Which three are capabilities of Collaborative Forecasting?

- A. Rename categories
- B. Forecast using opportunity splits
- C. Overlay quota
- D. Add categories
- E. Select a default forecast currency setting

**Answer:** ABE

#### NEW QUESTION 188

An administrator would like to know which delegated administrators are actively customizing their organization. their organization. Where can the administrator find this information?

- A. Delegated administrator log
- B. Setup audit trail
- C. Debug log
- D. Login history

**Answer:** B

#### NEW QUESTION 190

Which two requirements must be met for a user to view knowledge Articles within a Salesforce organization? Check 2 answers.

- A. The user must be assigned a Salesforce Knowledge license.
- B. The user must have access to the articles tab.
- C. The user must have the manage articles permission on the profile.
- D. The user's profile must have the read permission for the at least one article type.

**Answer:** BD

#### NEW QUESTION 194

Universal Containers uses Salesforce Knowledge and has defined its category groups based on the regions of Europe, of Americas, Africa, and Asia. The administrator needs to restrict visibility of each category to the sales representatives within each region. How should the administrator control access to these category groups?

- A. Add custom category groups to the profiles assigned to the sales users.
- B. Modify object settings for the category groups on the sales users profiles.
- C. Add custom category groups to the roles assigned to the sales users.
- D. Add or remove sales users from a public group with access to the category groups.

**Answer:** C

#### NEW QUESTION 199

Northern Trail Outfitters has five delegated administrators and two system administrators. There have been a couple of cases reported that login settings for sales reps have changed.

Where would the administrator find what settings have been changed?

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

**Answer:** C

#### NEW QUESTION 204

the vp of sales noticed that sales representatives are extending their close dates to the future on their opportunities.

how can the sales managers determine how many times close dates are being changed? choose 2

- A. have a developer create an apex trigger to update a count field when a change to the close date field has been made.
- B. use workflow to update a count field when the close date field has changed using the criteria ISCHANGED(closedate).
- C. Add a formula field on the page layout of the opportunity with the default value set to PRIORVALUE(close date).
- D. use workflow to update a count field when the close date field has changed using the criteria closedate> PRIORVALUE(closedate)

**Answer:** BD

#### NEW QUESTION 207

How can an administrator ensure article managers use specified values for custom article field?

- A. Create a required field on the article page layout.
- B. Create different article types for different requirements.
- C. Create field dependencies on article types.
- D. Create a record type containing preset values

**Answer:** D

#### NEW QUESTION 211

The administrator at Universal Containers needs to convert a lookup relationship to a master-detail relationship.

what should the administrator verify to ensure that the conversion is successful?

- A. The lookup field is required on the child object.
- B. No roll-up summaries exist on the lookup object.
- C. The owner is the same for all related records
- D. The lookup field in all records contains a value.

**Answer:** D

#### NEW QUESTION 212

Universal Containers has implemented a custom process related to products. They have a custom object called Draft Product. Once a Draft Product is approved,



automation is needed to create a new Product record and delete the original Draft Product record.  
Which two options would meet this requirement? Choose 2 answers

- A. Flow that calls a Process Builder
- B. Process Builder that calls Apex
- C. Process Builder that calls a Flow
- D. Process Builder that calls a workflow Rule

**Answer:** BC

#### NEW QUESTION 214

Universal Containers wants to use Salesforce as part of their recruiting process. They need to track applicants and positions. Applicants should be able to apply for multiple positions. There should be a field on both the position and applicant records that sums the number of applications for each candidate.  
How should an administrator define an application object to meet these requirements?

- A. Create master-detail fields on the application object to both the position and applicant.
- B. Create lookup fields on the application object to both the position and applicant.
- C. Create a lookup field on both the position and applicant to the application.
- D. Create a master-detail field on both the position and applicant to the application.

**Answer:** D

#### NEW QUESTION 218

What should an administrator consider when enabling territory management? choose 3

- A. It is permanent and cannot be disabled.(100%)
- B. Users can only be a member of one territory at a time.
- C. Territory hierarchy must match the organization's role hierarchy.
- D. It limits the type of forecasting that can be used.(100%)
- E. Sharing for accounts,contacts, opportunities and cases is impacted.(100%)

**Answer:** ADE

#### NEW QUESTION 223

An administrator at Universal Containers hat completed a new set of validation rule along with a Process Builder in a sandbox and wants to move these changes to production via a change set but they are currently unable to do so.  
What are two configurations an administrator needs before they are able to deploy changes? Choose 2 answers

- A. Create the Validation Rules in Production because they can't be deployed via Change Sets
- B. The Deploy Change Sets permission must be granted
- C. The Sandbox must be configured to Allow Outbound Changes to Production
- D. The Production Org must be configured to Allow inbound Changes from the sandbox

**Answer:** CD

#### NEW QUESTION 227

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