

# Salesforce

## Exam Questions Salesforce-Administrator

Salesforce Certified Administrator



#### NEW QUESTION 1

A new Sales Rep at Ursa Major has a qualified lead that is ready for conversation. When using the Lead Conversion process, which two records can be Created? Choose 2 answers

- A. Account
- B. Campaign
- C. Case
- D. Contact

**Answer:** AD

#### NEW QUESTION 2

The VP of Sales at Cloud Kicks is receiving an error message that prevents them from saving an Opportunity. The administrator attempted the same edit without receiving an error.

How can the administrator validate the error the user is receiving?

- A. Edit the page layout.
- B. View the setup audit trail.
- C. Log in as the user
- D. Review the sharing model

**Answer:** C

#### NEW QUESTION 3

Ursa Major Solar wants to assist users with a guided expense report process to simplify submissions, routing, and authorizations. Which two tools should an administrator use to build this solution? Choose 2 answers

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

**Answer:** BC

#### NEW QUESTION 4

Ursa Solar Major is evaluating Salesforce for its service team and would like to know what objects were available out of the box. Which three of the standard objects are available to an administrator considering a support use case? Choose 3 answers

- A. Contract
- B. Case
- C. Ticket
- D. Request
- E. Account

**Answer:** ABE

#### NEW QUESTION 5

The VP of sales at Dreamhouse Realty has requested a dashboard to visualize enterprise sales across the different teams. The key place of data is the total of all sales for the year and the progress to the enterprise sales goal.

What dashboard component will effectively show this number and the proximity to the total goal as a single value?

- A. Table
- B. Stacked Bar
- C. Donut
- D. Gauge

**Answer:** D

#### NEW QUESTION 6

The administrator at Ursa 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. The Look-Up field is required for Saving Records.
- D. Roll-Up summary field exists on the master object.

**Answer:** D

#### NEW QUESTION 7

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 8

At cloud kicks sales reps use discounts on the opportunity record to help win sales on products. When an opportunity is won, they then have to manually apply the discount up the related opportunity products. The sales manager has asked if there is a way to automate this time consuming task. What should the administrator use to deliver this requirement?

- A. Flow Builder
- B. Approval Process
- C. Prebuild Macro.
- D. Formula field

**Answer:** A

#### NEW QUESTION 9

When a cloud kicks Opportunity closes, the company would like to automatically create a renewal opportunity.

Which two automation tools should an administrator use to accomplish this request? Choose 2 answers

- A. Approval Process
- B. Flow Builder
- C. WorkFlow Rule
- D. Process Builder

**Answer:** B

#### NEW QUESTION 10

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 10

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 is no longer able to access the 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 manually shared with the user.

**Answer:** D

#### NEW QUESTION 13

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 layouts
- 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 15

Cloud Kicks is working on a better way to track its product shipments utilizing Salesforce. Which field type should an administrator use to capture coordinates?

- A. Geolocation
- B. Geofence
- C. Custom address
- D. External lookup

**Answer:** A

**NEW QUESTION 18**

A user at Universal Containers left the company. The administrator needs to create new user for their replacement, but they have assigned all available users licenses.

What should the administrator do to free up users licenses for the new users?

- A. Deactivate the former employees user record.
- B. Delete former employees user record.
- C. Freeze former employees user record.
- D. Change the formers users record to the new user.

**Answer:** D

**NEW QUESTION 22**

An administrator at Universal Container needs an automated way to delete records based on field values.

What automated solution should the administrator use?

- A. Workflow
- B. Process Builder
- C. Flow Builder
- D. Automation Studio

**Answer:** B

**NEW QUESTION 27**

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 30**

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 referenced in the Direct Manager Field without changes.

**Answer:** A

**NEW QUESTION 35**

The administrator at Universal Container has created two objects: Containers\_c Purchase\_c, Management has requested that all container records display on purchase records in Salesforce.

Which type of relationship between Containers\_c and Purchase\_c should satisfy the requirement?

- A. Roll-Up Summary field
- B. Formula field
- C. Master-detail field
- D. Lookup field

**Answer:** B

**NEW QUESTION 37**

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 41**

AW Computing (AWC) occasionally works with independent contractors, who the company

stores as Contacts in Salesforce. Contractors often change agencies, and AWC wants to maintain the historical accuracy of the record. What should AWC use to track Contacts?

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

**Answer:** D

#### NEW QUESTION 46

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 48

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 to a sandbox refresh interval.
- 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 51

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 56

Which two objects are customizable in the Stage Setup Flow? Choose 2 answers

- A. Leads
- B. Campaigns
- C. Opportunities
- D. Campaign Members

**Answer:** AC

#### NEW QUESTION 61

DreamHouse Realty has an approval process. A manager attempts to approve the record but receives an error. What should an administrator review to troubleshoot this request?

- A. Add a delegated approver for the next approver in the process.
- B. Update the field level security to view on fields that are updated in the process.
- C. Check if the user in the next approver is inactive or missing
- D. Review the page layout to ensure the fields updated in the process are visible

**Answer:** C

#### NEW QUESTION 64

Cloud Kicks wants to update a screen flow so that if the checkbox field High Value Customer is set to true, the first screen is skipped and the user is directed to the second screen. How should the administrator configure the decision element?

- A. Use the equals operator and `{!$GlobalConstant.True}` as the value.
- B. Use the equals operator and "High Value Customer" as the value.
- C. Use the contains operator and `{!$GlobalConstant.False}` as the value.
- D. Use the contains operator and "High Value Customer" as the value

**Answer:** A

#### NEW QUESTION 65

The support manager at Cloud Kicks wants to respond to customers as quickly as possible. They have requested that the response include the top five troubleshooting tips that could help solve the customer's issue. What should the administrator suggest to meet these requirements?

- A. Auto-Response Rules
- B. Email Alerts
- C. Knowledge Articles
- D. Assignment Rules

**Answer:** A

#### NEW QUESTION 70

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

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

**Answer:** A

#### NEW QUESTION 75

The administrator at Cloud Kicks writes an assignment rule to send all cases created via email or the web to the Automated Cases Queue. Any manually created cases should be owned by the agent creating them, however, the manually created cases now show the administrator as the owner. What will the administrator find when troubleshooting this issue?

- A. An escalation rule is changing the case owner on case creation
- B. The Assignment Rule checkbox is selected by default.
- C. Another assignment rule is giving ownership to the administrator
- D. The Owner field is missing on the webform and email template.

**Answer:** B

#### NEW QUESTION 80

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 82

The sales team at Ursa Major Solar has asked the administrator to automate an outbound message. What should the administrator utilize to satisfy the request?

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

**Answer:** D

#### NEW QUESTION 83

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 88

Cloud Kicks want to give credit to Opportunity team members based on the level of effort contributed by each person toward each deal. What feature should the administrator use to meet this requirement?



- A. Stages
- B. Splits
- C. Queues
- D. List Views

**Answer:** B

#### NEW QUESTION 89

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 90

Cloud Kicks has asked the administrator to test a new screen flow that create contacts. What are two key components of testing the flow?  
Choose 2 answers

- A. Set Up a flow interview to test the flow.
- B. Run the flow using it to create contacts.
- C. Use Debug to test the flow in Flow Builder.
- D. Test the flow in a sandbox.

**Answer:** BD

#### NEW QUESTION 93

The Cloud kicks sales manager wants to boost productivity by providing insights at the start of each day.  
Which three sales-specific standard Lightning components should administrator add to the homepage to meet this requirement?  
Choose 3 Answers.

- A. Activities
- B. Path
- C. Assistant
- D. KeyDeals
- E. Performance chart.

**Answer:** B

#### NEW QUESTION 95

Sales Users at Cloud Kicks are requesting that the data in the industry field on the Account object displays on the Opportunity page layout.  
Which type of the field should an administrator create to accomplish this?

- A. Custom Account Field
- B. Standard Account Field.
- C. Cross Object Formula Field
- D. Master detail relationship Field

**Answer:** C

#### NEW QUESTION 99

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

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

**Answer:** D

#### NEW QUESTION 100

Northern Trail Outfitters want emails received from customers to generate cases automatically. How should the administrator ensure that the emails are sent to the correct queue?

- A. Utilize a flow to identify the correct queue and assign the case.
- B. Use a custom email services to set the owner of the case upon creation.
- C. Create an Escalation Rules to send cases to the correct queue.
- D. Configure Email-to-Case so emails are delivered to the correct queue

**Answer:** D

#### NEW QUESTION 102

Cloud Kickshas a Customer success agent going on leave and needs to change ownership on multiple cases. Which two users are able to fulfill this request? Choose 2 answers

- A. A user with Read Permission on account.
- B. A user with manager role above the agent.
- C. Auser with the System Administrator profile.
- D. A user with the Manage Cases Permission

**Answer:** CD

#### **NEW QUESTION 106**

The Administrator at Cloud Kicks need to automatically route supportcases, regardless of how they are created, to a queue based on case priority. What tool should the administrator use?

- A. Email-to-Case
- B. Assignment Rules
- C. Auto-Response Rules
- D. Web-to-case

**Answer:** B

#### **NEW QUESTION 107**

Northern Trail Outfitters wants to initiate expense reports from Salesforce to the external HR system. This process needs to be reviewed by managers and directors.

Which two tools should and administrator configure? Choose 2 answers

- A. Quick Action
- B. Outbound Message
- C. Approval Process
- D. Email Alert Action

**Answer:** BC

#### **NEW QUESTION 109**

The administrator at Ursa Major Solar need to make sure the unassigned cases from VP customers get transferred to the appropriate servicerepresentative within 5 hours. VIP Customers have access to support 24 hours a day. How should this be configured?

- A. Assignment Rules.
- B. Business Hours.
- C. Case Queues
- D. Escalation Rules

**Answer:** A

#### **NEW QUESTION 111**

Universal Containers (UC) customers have provided feedback that their supportcases 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 112**

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 113**

The administrator at Cloud Kicks has created an approval process for time off requests. Which two automated actions are available to be added as part of the approval process? Choose 2 answers

- A. Field Update
- B. Chatter Post
- C. Auto launched Flow
- D. Email Alert



**Answer:** AD

**NEW QUESTION 117**

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 121**

New leads need be routed to the correct Sales person based on the lead address.

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

**Answer:** B

**NEW QUESTION 125**

Whatwill 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 sentin 30 days.

**Answer:** D

**NEW QUESTION 129**

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 134**

The administrator for AW Computing is working with a user who is having trouble logging in to salesforce.

Whatshould 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 139**

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, theshipments 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 toAccounts.
- D. Accounts should have a master-detail to Shipments.

**Answer:** A

**NEW QUESTION 144**

An administrator supporting a global team ofsalesforce users has been asked to configure company settings.

Choose 2 options

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

**Answer:** AB

**NEW QUESTION 145**

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 149**

An administrator at Universal Containers has been asked to prevent users from accessing Salesforce from outside of their network.

What are two considerations for this configuration? Choose 2 answers

- A. IP address restrictions are set on the profile or globally for the org.
- B. Users can change their password to avoid login IP restrictions.
- C. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.
- D. Single sign-on will allow users to log in from anywhere.

**Answer:** AC

**NEW QUESTION 151**

Once an opportunity reaches thenegotiation stage at cloud kicks, The Amount fields becomes required for sales users. Sales managers need to be able to move opportunities inti this stage without knowing the amount.

How should the administrator require this field during the negotiationstage for sales users but allow their managers to make changes?

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

**Answer:** D

**NEW QUESTION 153**

Universal Containers (UC) would like to count the number of open cases associated with each account and update the account with this value every Friday evening. UC has several hundred open cases at any given time.

What should the administrator use to complete this request?

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

**Answer:** D

**NEW QUESTION 155**

Clod Kicks has the organization wide defaults for Opportunity set to private.

which two features should the administrator use to open up access to Opportunity records for sales users working on collaborative deals?

Choose 2 answers

- A. Sharing set
- B. Role hierarchy
- C. Profiles
- D. Sharing rules

**Answer:** BD

**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 forthe 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 allOpportunities

**Answer:** C

**NEW QUESTION 164**

Northern TrailOutfitters (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 169**

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 174**

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

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

**Answer: D**

#### **NEW QUESTION 176**

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

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

**Answer: B**

#### **NEW QUESTION 177**

An administrator installed a managed package that contains a permission set group. The permission setgroup 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 179**

A sales rep has a list of 300 accounts with contacts that they want to load at one time. Which tool should the administrator utilize to import the records to salesforce?

- A. Dataloader.io
- B. Data Loader
- C. Manual Import
- D. DataImport Wizard

**Answer: D**

#### NEW QUESTION 184

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

How should the screen flow be distributed?

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

**Answer:** C

#### NEW QUESTION 186

What are three characteristics of a master-detail relationship? Choose 3 answers

- A. The master object can be a standard or custom object.
- B. Permissions for the detail record are set independently of the master.
- C. Each object can have up to five master-detail relationships.
- D. Roll-up summaries are supported in master-detail relationships.
- E. The owner field on the detail records is the owner of the master record.

**Answer:** ADE

#### NEW QUESTION 188

An Administrator wants to trigger a follow-up task for the opportunity owner when they close an opportunity as won and another task after 60 days to check in with the customer.

Which two automation tools should the administrator use? Choose 2 answers

- A. process builder
- B. workflow Rule
- C. Field Update
- D. Outbound Message

**Answer:** AC

#### NEW QUESTION 189

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 192

Northern Trail Outfitters has hired interns to enter Leads into Salesforce and has requested a way to identify these new records from existing Leads.

What approach should an administrator take to meet this requirement?

- A. Create a separate Lead Lightning App.
- B. Define a record type and assign it to the interns.
- C. Set up Web-to-Lead for the interns' use.
- D. Update the active Lead Assignment Rules.

**Answer:** B

#### NEW QUESTION 194

Sales users at Universal Containers are reporting that it is taking a long time to edit opportunity records. Normally, the only field they are editing is the Stage field.

Which two options should the administrator recommend to help simplify the process? Choose 2 answers

- A. Add a path for stage to the opportunity record page.
- B. Use a Kanban list view for Opportunity.
- C. Configure an auto-launched flow for Opportunity editing.
- D. Create a simplified Opportunity page layout.

**Answer:** BC

#### NEW QUESTION 198

Cloud Kicks has a screen flow with two questions on the same screen, but only one is necessary

at a time. The administrator has been asked to show only the questions that is needed. How should an administrator complete this?

- A. Use a new version of the flow for each scenario.
- B. Use a decision element and a new screen to show the proper question
- C. Use a conditional visibility to hide the unnecessary question
- D. Use branching in the flow screen to show the proper scenario

**Answer:** C

**NEW QUESTION 201**

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 204**

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 207**

The sales manager at Cloud Kicks wants to set up a business process where opportunity discounts over 30% need to be approved by the VP of sales. Any discounts above 10% need to be approved by the user's manager. The administrator has been tasked with creating an approval process.

Which are two considerations the administrator needs to review before setting up this approval process?

Choose 2 answers

- A. Create a custom Discount field on the opportunity to capture the discount amount
- B. Populate the Manager standard field on the sales users' User Detail page.
- C. Configure two separate approval processes.
- D. Allow the submitter choose the approver manually.

**Answer:** AB

**NEW QUESTION 211**

DreamHouse Realty requires that house showings be scheduled within the current year to prevent too many future showings from stacking up.

How can they make sure Showing Date is only populated with a date this year?

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

**Answer:** D

**NEW QUESTION 216**

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 218**

Aw Computing needs to capture a loss reason in rich text field when an opportunity is Closed lost.

How should an administrator configure this requirement?

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

**Answer:** B

**NEW QUESTION 221**

Cloud Kicks users are seeing error messages when they use one of their screen flows. The error messages are confusing but could be resolved if the users entered more information on the account before starting the flow.



How should the administrator address this issues?

- A. Remove validation rules so that the users are able to process without complete records.
- B. Create a permission set to allow users to bypass the error.
- C. Use 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 225

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

the administrator configure to help with these issues?

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

**Answer: B**

#### NEW QUESTION 230

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 232

An Administrator at DreamHouse Realty wants an easier way to assign an agent capacity and skill set. Which feature should the administrator enable to meet this requirement?

- A. Knowledge Management.
- B. Omni-Channel
- C. Escalation Rules
- D. Territory Management

**Answer: B**

#### NEW QUESTION 237

Brokers at DreamHouse Realty need to see certain information about one or more cases when referencing the contact record. This record case Name, Case ID, Customer Name, Case Reason, Case Status, and Case Creation Date. Which two changes in Setup should the administrator make?

- A. Use the page layout editor to change the related list type to Enhanced List.
- B. Edit the Related List component in the Lightning App Builder and choose Related List as the related list type.
- C. Edit the Related List component in the Lightning App Builder and choose Enhanced List as the related list type.
- D. Use the page layout editor to include the appropriate column in the Cases related list.

**Answer: AD**

#### NEW QUESTION 239

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 a 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 242

Administrator at Northern Trail Outfitters is unable to add a new user in Salesforce. What could cause this issue?

- A. The username is already in use in another organization.
- B. The username is restricted to a domain specific to my domain.
- C. The email address used for the username has a contact record.
- D. The email used for the username is not a corporate email address.

**Answer: A**



**NEW QUESTION 243**

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 247**

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 251**

Northern Trail Outfitters wants to encourage employees to choose secure and appropriate passwords for their Salesforce accounts.

Which three password policies shouldan 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 255**

Cloud Kicks (CK) stores information about specificcustomers in Contacts and information about shoes and accessories in a custom Merchandise object.

What should the CK administrator use to represent that Contact can be interested in multiple pieces of Merchandies?

- A. Hierarchy column
- B. Lookup filter
- C. Formula field
- D. Junction object

**Answer:** C

**NEW QUESTION 256**

Which toolshould an administrator use to identify and fix potential session vulnerabilities?

- A. Field History Tracking
- B. Setup Audit Trail
- C. Security Health Check
- D. Organization-Wide Defaults

**Answer:** C

**NEW QUESTION 260**

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 265**

The Client services and customer support teams share the same profile but have different

permission sets. The Custom Object Retention related list needs to be restricted to the client services teamon the Lightning record page layout.

What should the administrator use to fulfil this request?

- A. Sharing settings
- B. Page Layout Assignment
- C. Component Visibility
- D. Record Type Assignment

**Answer:** C

#### NEW QUESTION 266

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 267

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 272

Which setting on a profile makes a tab hidden in the All App Launcher or viable in any app, but still allows a user to view records that would normally be found under this tab?

- A. Object Permissions
- B. App Permissions
- C. Org wide Defaults
- D. Tab Settings

**Answer:** D

#### NEW QUESTION 273

Cloud Kicks generates leads for its different product categories (shoes, apparel, and accessories) through many different sources. While some lead sources are used for all three categories, other lead sources are specific to a single category. The VP of marketing requests that only the proper lead sources be displayed based on the product category chosen.

How should the administrator configure Salesforce to meet this requirement?

- A. Create a page layout for each category and filter the Lead Source field based on category.
- B. Create a dependency between the Product Category field and Lead Source field.
- C. Create business processes and record types for each of the three product categories.
- D. Create a single business process, then create record types for each product category.

**Answer:** A

#### NEW QUESTION 276

DreamHouse Realty regularly processes customer requests for warranty work and would like to offer customers a self-serve option to generate cases. Which two solutions should an administrator use to meet this request? Choose 2 answers

- A. Web-to-Case
- B. Case Escalation
- C. Case Queues
- D. Email-to-Case

**Answer:** AD

#### NEW QUESTION 278

DreamHouse Realty 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 280

Ursa Major Solar has a path on Case. The company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from reverting the Case back to a previous status. Which feature should an administrator use to fulfill this request?

- A. Predefined Field Values
- B. Global Value Picklists
- C. Dependent Picklists
- D. Validation Rules

**Answer:** D

**NEW QUESTION 281**

The marketing team at Ursa Major Solar wants to send a personalized email whenever a lead fills out the web-to-Lead form on their website. They want to send different Message based on the Lead Industry Field Value.

What Should an administrator configure to meet this requirement?

- A. Use Validation rule to trigger workflow to email to Lead.
- B. Configure an auto responder rule to email the lead.
- C. Add a public group and process builder to email the lead.
- D. Create an assignment rule to email the lead

**Answer:** B

**NEW QUESTION 285**

Cloud Kicks has created a screen flow for their sales team to use when they add new leads. The screen flow collect name, email and shoe preference. which two things should the administrator do to display the screen flow?

Choose 2 answers

- A. Create a tab and add the screen flow to the page.
- B. use a flow element and add the screen flow to the record page.
- C. Add the flow in the utility bar of the console
- D. install an app from the AppExchange

**Answer:** AB

**NEW QUESTION 289**

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

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

**Answer:** B

**NEW QUESTION 293**

Northern Trail Outfitters has the Case Object set to private. The support manager raised a concern the reps have a boarder view of data than expected and can see all cases on their groups dashboards. What could be Causing reps to have inappropriate access to data on dashboards?

- A. Dashboard Filters
- B. Dashboard Subscriptions
- C. Dynamic Dashboards
- D. Public Dashboards.

**Answer:** C

**NEW QUESTION 297**

Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on pacific time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support. How should an administrator solve for this issue?

- A. Set temporary business hours for each time zone.
- B. Adjust the currant business hours to accommodate the Eastern Time Zone.
- C. Create one set of business hours per time zone.
- D. Allow the reps to set business hours manually.

**Answer:** C

**NEW QUESTION 300**

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

What should the administrator create to meet this request?

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

**Answer:** B

**NEW QUESTION 301**

An Administrator supporting 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 304**

Executives at Cloud Kicks have reported that their dashboards are showing inaccurate data. The administrator has discovered been changing the source reports. Which two actions should the administrator take to preserve the integrity of the source reports? Choose 2 answers

- A. Create a new report folder with viewer access.
- B. Move the dashboard to the user's private folder.
- C. Move the dashboard reports to the view-only folder.
- D. Change the dashboard to be a dynamic dashboard

**Answer:** AC

**NEW QUESTION 309**

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