Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins

NEW QUESTION 1
When users log in to Salesforce via the user interface, which two settings does the system check
for authentication? Choose 2 answers

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

Answer: CD

Explanation:
When users log in to Salesforce via the user interface, the system checks for authentication based on their profile settings and permissions. One of the settings is login hours, which specify the time range when users can log in to Salesforce based on their profile. Another setting is Two-Factor Authentication for User Interface Logins permission, which requires users to enter a verification code along with their username and password when they log in to Salesforce via the user interface. References:
https://help.salesforce.com/s/articleView?id=sf.users_profiles_loginhours.htm&type=5https://help.salesforce.com/s/articleView?id=sf.security_2fa_perm_ui_logins.htm&type=5

NEW QUESTION 2
The administrator at Aw Computing wants Account Details, related list and chatter feeds to each
appear on separate tabs when reviewing an account. Which type of page should the administrator create?

A. Lightning app page.
B. Lightning page Tab.
C. Lightning record page.
D. Lightning page Component.

Answer: C

Explanation:
Lightning record page is a type of page that should be created to meet this requirement. Lightning record pageallows an administrator to customize the layout and components for a specific object record page in Lightning Experience or the Salesforce mobile app. To create tabs for account details, related lists, and chatter feeds, use the Tabs component in the Lightning App Builder and drag the desired components to each tab. References:
https://help.salesforce.com/s/articleView?id=sf.app_builder_record_page.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.app_builder_tabs.htm&type=5

NEW QUESTION 3
DreamHouse Realty (DHR) wants a templated process with a mortgage calculator that
generated leads for loans. DHR needs to complete the project within 30 days and has maxed out its
budget for the year.
Which AppExchange item should help the administrator to meet the request?

A. Lightning Data
B. Lightning Community
C. Flow Solutions
D. Bolt Solutions

Answer: C

Explanation:
Flow Solutions are pre-built flows ortemplates that can be installed from AppExchange and customized to meet specific business needs. For example, Flow Solutions can provide common use cases such as lead generation, document generation, payment processing, and more. In this case, the administrator can use a Flow Solution that provides a mortgage calculator and generates leads for loans. Flow Solutions are easy to install and configure, and can help save time and budget for projects.References:https://help.salesforce.com/s/articleView?id=sf.flow_solutions.htm&typ e=5

NEW QUESTION 4
Which two objects are customizable the Stage Setup Flow? Choose 2 answers

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

Answer: AC

Explanation:
The Stage Setup Flow is a tool that allows administrators to customize stages for leads and opportunities based on best practices from Salesforce experts. The Stage Setup Flow guides administrators through a series of questions about their sales process and then creates or updates stages for leads or opportunities accordingly. The Stage Setup Flow also provides tips and resources for each stage such as key fields, guidance for success, reports and dashboards, etc.References:https://help.salesforce.com/s/articleView?id=sf.stages_setup_flow_overvie w.htm&type=5

NEW QUESTION 5
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 sexist on the master object.

Answer: D

Explanation:
 One scenario that could prevent an administrator from changing the relationship between work item and project custom objects from master-detail to lookup is that roll-up summary fields exist on the master object (project). Roll-up summary fields are fields that calculate values from related records in a master-detail relationship; they cannot be used in a lookup relationship. If roll-up summary fields exist on the project object, they would prevent the administrator from changing the relationship type unless they are deleted first. A junction object is not required to support a lookup relationship; it is only used when creating many-to-many relationships between two objects using two master-detail relationships. The lookup field in all the records containing a value or the lookup field being required for saving records are not scenarios that would prevent changing the relationship type; they are scenarios that would allow changing the relationship type without losing data or functionality. References: https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&t ype=5https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&typ e=5

NEW QUESTION 6
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. Kanban views for Path must be configured manually.
B. TheOwner 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

Explanation:
 Path is a feature that can be used to visually see the sales stages on an opportunity page. Path can include guidance and key fields for each stage to help users move opportunities along the sales process. Guidance can provide tips, policy information, or best practices for each stage. Key fields can display important fields that users need to fill in or update for each stage.References:https://help.salesforce.com/s/articleView?id=sf.path_overview.htm&type= 5

NEW QUESTION 7
Northern Trail Outfitters wants 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

Explanation:
 Email-to-Case allows administrators to set up routing addresses that automatically create cases from incoming emails and assign them to queues based on predefined criteria. This way, emails from customers can generate cases automatically and be sent to the correct queue. A flow is a tool for building automated processes, but it is not designed for email routing. A custom email service is a way to process inbound emails using Apex code, but it requires coding skills and is more complex than Email-to-Case. Anescalation rule is a way to escalate cases based on certain conditions, but it does not create cases from emails or assign them to queues.References:https://help.salesforce.com/s/articleView?id=sf.customize_email2case. htm&type=5

NEW QUESTION 8
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

Explanation:
 Account and contact are two records that can be created when using the lead conversion process. The lead conversion process converts a lead into an account, a contact, andoptionally, an opportunity.References:https://help.salesforce.com/s/articleView?id=sf.convert_lead.htm&t ype=5

NEW QUESTION 9
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: BC

Explanation:

A permission set group is a collection of permission sets that can be assigned to users as one unit; it simplifies permission management by reducing the number of permission assignments needed for users who require multiple permission sets. A permission set is a collection of settings and permissions that give users access to various tools and functions in Salesforce; it can be used to extend users' access beyond their profile without changing their profile. Creating permission sets and assigning permission set groups can help Cloud Kicks give access to new custom object with custom fields to more than one user by creating permission sets that include access to new custom object with custom fields and assigning permission set groups that contain those permission sets to users who need them. Adding users to manual sharing list or editing organization-wide defaults are not options for giving access to new custom object with custom fields to more than one user; they either do not apply to custom objects or do not grant object-level access. References: https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5https://help.salesforce.com/s/articleView?id=sf.perm_set_groups_overview.htm&type=5

NEW QUESTION 10
The administrator at Ursa Major Solar imported records into an object by mistake. Which two tools should be used to undo this import?
Choose 2 answers

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

Answer: BC

Explanation:
Mass delete records and data loader are two tools that can be used by Ursa Major Solar administrator undo import records into object mistake. Mass delete records tool allows administrators delete large numbers records meet certain criteria once setup interface; it can used undo import records into object mistake selecting records imported mistake deleting them mass delete records tool setup interface Data loader tool allows administrators import export delete large numbers records using CSV files command line interface API calls; it can used undo import records into object mistake using CSV file contains IDs records imported mistake deleting them data loader tool command line interface API calls Weekly data export data import wizard are not tools undo import records into object mistake because they either export import records but not delete them. References: https://help.salesforce.com/s/articleView?id=sf.admin_massdelete.htm&type=5https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5

NEW QUESTION 11
Marketing users at Cloud Kicks should be able to view and edit converted leads. The administrator has assigned them permission set with the View and edit Converted Leads permission.
Which two ways can the marketing users now access converted leads for editing? Choose 2 answers

A. Find them in the global search result.
B. Search the Recent Records component on the homepage.
C. Utilize a list view where lead status equals Qualified.
D. Use the Data Import Wizard,

Answer: AC

Explanation:
Two ways that marketing users can now access converted leads for editing are:
? Find them in the global search result, by entering the lead name or other keywords in the global search box and selecting Leads from the drop-down menu. Converted leads will appear in the search result with a check mark icon next to them.
? Utilize a list view where lead status equals Qualified, by creating or modifying a list view on the Leads tab and adding a filter for Lead Status equals Qualified. Converted leads will have Qualified as their lead status and will be visible in the list view. Searching the Recent Records component on the homepage or using Data Import Wizard will not allow users to access converted leads for editing. References: https://help.salesforce.com/s/articleView?id=sf.leads_view_converted.htm&type=5

NEW QUESTION 12
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

Explanation:
Chatter broadcast group is a type of group that should be created to meet this request. Chatter broadcast group is a group where only group owners and managers can create posts, but anyone can comment on posts. This can be useful for sharing important updates or announcements with a large audience without cluttering the feed with other posts. References: https://help.salesforce.com/s/articleView?id=sf.collab_groups_create.htm&type=5

NEW QUESTION 13
The administrator at Ursa Major Solar need to make sure the unassigned cases from VP customers get
transferred to the appropriate service representative 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. CaseQueues
D. Escalation Rules

Answer: D

Explanation:
 Escalation rules allow you to escalate cases based on certain criteria, such as time or priority. You can use escalation rules to transfer unassigned cases to the appropriate service representative within a specified time frame.
References: https://help.salesforce.com/s/articleView?id=sf.customize_escalation.htm&type=5

NEW QUESTION 14
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 requirement?

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

Answer: C

Explanation:
 Knowledge articles are documents that provide information or solutions about products, services, or processes in Salesforce. You can use knowledge articles to respond to customers quickly and consistently with accurate information. You can create different types of articles with different templates and fields, such as FAQ articles, troubleshooting articles, how-to articles, etc. To meet the requirement of responding to customers with the top five troubleshooting tips that could help solve their issue, you need to create knowledge articles with those tips and attach them to your email responses or case comments.References:https://help.salesforce.com/s/articleView?id=sf.knowledge_article_ty pes.htm&type=5

NEW QUESTION 15
Asales 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. Data Import Wizard

Answer: D

Explanation:
 Data Import Wizard allows you to import up to 50,000 records at a time. References: https://help.salesforce.com/s/articleView?id=sf.data_importer.htm&type=5

NEW QUESTION 16
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

Explanation:
 The $Record global variable allows you to reference the values of the active record the flow is running on.
References: https://help.salesforce.com/s/articleView?id=sf.flow_ref_global_variables.htm&type=5

NEW QUESTION 17
An administrator at Cloud Kicks has a flow in production that is supposed to create new records.
However, no new records are being created. What could the issue be?

A. The flow is read only.
B. The flow is inactive.
C. The flow URL is deactivated.
D. The flow trigger is missing.

Answer: B

Explanation:
 A flow can be active or inactive depending on whether you want it to run or not. An inactive flow cannot be run by users or processes until you activate it. If a flow in production is supposed to create new records but it is not doing so, it could be because the flow is inactive and needs to be activated.References:https://help.salesforce.com/s/articleView?id=sf.flow_distribute_activat e.htm&type=5

NEW QUESTION 18
Users at Dreamhouse Reality are only allowed to see opportunities they own. Leadership wants
anenterprise- wide dashboard of all open opportunities in the pipeline so that users can see how the
company is performing at any point in time.
How should an administrator create the dashboard without changing any sharing setting?

A. Update the dashboard to folder settings to manager for the sales reps role.

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

Answer: D

Explanation:
 Creating a dashboard with the running user set as someone who can see all opportunities is a way to create an enterprise-wide dashboard of all open opportunities in the pipeline without changing any sharing settings. The running user determines what data is displayed on the dashboard based on their access level and permissions; if the running user can see all opportunities, then the dashboard will show all opportunities regardless of who views it. Updating the dashboard folder settings to manager for the sales reps role does not create an enterprise-wide dashboard; it only controls who can access the dashboard folder, not what data is displayed on the dashboard. Adding a filter to the dashboard to filter the opportunities by owner role does not create an enterprise-wide dashboard either; it only shows opportunities owned by users in certain roles, not all opportunities. Building individual dashboards for profiles that need to see the enterprise results is not a feasible solution; it would require creating multiple dashboards for different profiles and maintaining them separately, which is inefficient and redundant.References:https://help.salesforce.com/s/articleView?id=sf.dashboards_running
_user.htm&type=5

NEW QUESTION 19
Universal Containers wants to provide reseller partners with discounted prices on the products they purchase.
How should an administrator configure this requirement?

A. Add a Partner_Discount_c field to the Opportunity
B. Build separate reseller partner products.
C. Use a different Opportunity record type.
D. Create a separate PriceBook for reseller partners.

Answer: D

Explanation:
 A PriceBook is a feature that allows administrators to define different prices for the same products based on different criteria such as customer segment, region, channel, etc. For example, a PriceBook can provide reseller partners with discounted prices on the products they purchase compared to regular customers. A PriceBook consists of one or more PriceBook entries that specify the product ID, pricebook ID, list price, currency, and active status for each product-pricebook combination.References:https://help.salesforce.com/s/articleView?id=sf.pricebook_overvie w.htm&type=5

NEW QUESTION 20
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 layou
B. Use record types to ensure the proper status picklist values display.
C. Create two page layout
D. Use business processes and record types to display the appropriate picklist values.
E. Create one page layou
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

Explanation:
 To ensure extra steps only appear when creating open house records for condominiums, an administrator can use two methods: create two page layouts; and use business processes and record types to display appropriate picklist values. A page layout is a feature that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. An administrator can create two page layouts for open house records - one for houses and one for condominiums -and include different fields or sections for each page layout based on their requirements. A business process is a feature that allows administrators to define and enforce stages that records must go through based on their record type such as lead status or opportunity stage. A record type is a feature that allows administrators to offer different business processes, picklist values, page layouts etc., to different users based on their profile or role. An administrator can create two record types for openhouse records - one for houses and one for condominiums - and assign different business processes and picklist values for each record type based on their requirements. References:
https://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type
=5https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

NEW QUESTION 21
Anadministrator wants to create a form in Salesforce for users to fill out when they lose a client.
Which automation tool supports creating a wizard to accomplish this goal?

A. Process Builder
B. Approval Process
C. Outbound Message
D. Flow Builder

Answer: D

Explanation:
Flow Builder supports creating a wizard that can collect user input and perform actions. References:
https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5

NEW QUESTION 22
The administrator at cloud kicks has been told that users are unable to add repeating tasks in salesforce.
Which two solutions the administrator use to ensure users are able to do this? Choose 2 Answers

A. Enable creation of Recurring Tasks in Activity Settings
B. Disable shares Activities.
C. Add create Recurring series of Tasks field on Page Layouts
D. Turn on Task Notifications service.

Answer: AC

Explanation:

To enable users to add repeating tasks in Salesforce, the administrator needs to do two things: first, enable the creation of recurring tasks in activity settings under setup; second, add the create recurring series of tasks field on the page layouts for tasks. This will allow users to create a series of tasks that repeat based on a specified frequency and end date.References:https://help.salesforce.com/s/articleView?id=sf.tasks_repeating.htm&type =5

NEW QUESTION 23
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

Explanation:

Splits is a feature that should be used to meet this requirement. Splits allows users to assign credit to opportunity team members based on the level of effort contributed by each person toward each deal. Users can create different types of splits, such as revenue or overlay splits, and specify the percentage or amount of credit for each team member.References:https://help.salesforce.com/s/articleView?id=sf.forecasts3_splits_over view.htm&type=5

NEW QUESTION 24
The Marketing team at Cloud Kicks uses campaigns to generate product interest. They want custom picklist values for the campaign member Status field for each campaign they run, currently, they ask the administrator to add or delete values, but this is very time consuming.
Which two user permission should allow the Marketing team to customize the campaign member status picklist values themselves?
Choose 2 answers

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

Answer: BD

Explanation:

To customize the campaign member status picklist values themselves, marketing users need two things: a marketing user feature license and edit permission for campaigns. A marketing user feature license enables users to create, edit, and delete campaigns; manage campaign members; and update campaign history via the import
wizards or API. Edit permission for campaigns allows users to modify existing campaigns and their related records such as campaign members and campaign member statuses. References: https://help.salesforce.com/s/articleView?id=sf.campaigns_enable.htm&type=5https://help. salesforce.com/s/articleView?id=sf.campaigns_member_status.htm&type=5

NEW QUESTION 25
An administrator at Ursa Major Solar just learned about the AppExchange and how helpful it can be to the company's business.
Which two actions can be accomplished via the AppExchange? 'Choose 2 answers

A. Find certified developers andconsultants.
B. Download the Dataloader data tool.
C. Install industry-specific solution templates.
D. Download standard Lightning components.

Answer: AC

Explanation:

The AppExchange is an online marketplace where customers can find apps, components, consultants, developers, and more to extend Salesforce functionality or solve specific business challenges. Some of the actions that can be accomplished via AppExchange are finding certified developers and consultants who can help with custom development or implementation projects; installing industry-specific solution templates that provide preconfigured apps, dashboards, reports etc., for various industries such as manufacturing or healthcare; downloading free tools or components that enhance productivity or user experience; browsing reviews or ratings from other customers who have used certain products or services; etc. References:https://appexchange.salesforce.com/

NEW QUESTION 26
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