

Salesforce

Exam Questions Advanced-Administrator

Salesforce Certified Advanced Administrator (WI23)



NEW QUESTION 1

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 2

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 3

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 fail 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 4

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 5

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. Contact sharing settings have Grant Access Using Hierarchies unchecked.
- B. Contact sharing settings are Private.
- C. The contact has NOT been manually shared with the manager.
- D. The contact is NOT linked to an account.

Answer: D

NEW QUESTION 6

Universal Containers purchased Field Service Lightning Licenses in Production and wants to make these license available in an active development sandbox with the minimum development impact. How should an administrator create these licenses in the sandbox?

- A. Merge Production and the sandbox using a template.
- B. Use the Match Production Licenses tool.
- C. Refresh the sandbox from production.
- D. Submit a Salesforce support case.

Answer: C

NEW QUESTION 7

On a monthly basis, an administrator would like to pull data related to service contracts from Salesforce to store elsewhere. Which two ways can an administrator accomplish this? Choose 2 answers

- A. Use the "Object Export" feature under Data Management
- B. Use Data Exporter to export the data each month.
- C. Use Data Loader to export the data each month.
- D. Configure the "Schedule Export" options under Data Export

Answer: CD

NEW QUESTION 8

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 9

Which two types of data should a sales representative access from the Forecasts tab when using Collaborative Forecasts? Choose 2 answers.

- A. Opportunities that make up each forecast amount
- B. Forecast amount for each opportunity stage
- C. Forecast amount for each forecast category
- D. Forecast amount for other representatives on their team

Answer: BC

NEW QUESTION 10

Universal Containers has three different profiles for the support desk. The VP of Support requests permission to only reassign profiles for support desk users. How should this access be granted?

- A. Delegated administration access to the three profiles.
- B. The manage users permission to the profile.
- C. The administrator profile.
- D. A permission set with the manage users permission.

Answer: C

NEW QUESTION 11

Universal Containers wants to implement a new entitlement process for premier support accounts. This support includes phone contact with the customer every 24 hours from the time the case is created for as long as it remains open. How should an administrator configure this requirement?

- A. Create an independent milestone
- B. Configure an escalation rule
- C. Build a sequential milestone
- D. Enable milestone tracker

Answer: D

NEW QUESTION 12

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 13

The marketing department at Universal Containers regularly changes the page layout requirements for its customer marketing objects. The VP of Marketing has asked the administrator for permission to configure only these objects. What can the administrator do to meet this request?

- A. Grant the VP of Marketing the ability log in as a user who is an administrator.
- B. Setup the VP of Marketing as a delegated administrator for the custom marketing objects.
- C. Enable Marketing User permission on the user record for the VP of Marketing.
- D. Create a custom profile with the Edit permissions on the custom marketing objects and assign to the VP of Marketing

Answer: B

NEW QUESTION 14

Universal containers is making some territory changes. In preparation for this the current lead owners have been asked to clean their lead data. validation rules have been created to ensure that the data cleanup has occurred. the administrator is ready to transfer leads to the new owners. which feature can be used to transfer the records and also ensure that the validation rules are triggered? choose2

- A. use the change owner list button from a list view to transfer multipleleads at one time.

- B. use the mass transfer - transfer leads feature to transfer ownership of multiple leads
- C. use the data loader to transfer ownership of all leads involved in the territory changes.
- D. use the change owner link on the detail record to transfer ownership one lead at a time

Answer: AC

NEW QUESTION 15

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 16

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 17

An administrator wants to allow users who are creating leads to have access to the find duplicates button. Which lead object-level permission will the administrator need to provide to these users?

- A. Merge
- B. View All
- C. Delete
- D. Read and Edit

Answer: C

NEW QUESTION 18

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 19

The sales team has requested that a new field be added to accounts called Current Customer. The default value will be No and will change "Yes" if any related opportunity is successfully closed as won.

What can an admin do to meet this requirement?

- A. Configure current customer as a roll-up summary field that will recalculate whenever an opportunity is won
- B. Use an Apex trigger on the Account object that sets the Current customer field when an opportunity is won.
- C. Use a workflow rule on the Opportunity object that sets the current customer field when an opportunity is won.
- D. Configure current customer as a text field and use an approval process to recalculate its value

Answer: B

NEW QUESTION 20

The VP of Marketing is launching campaigns in each region to target accounts that do not have open opportunities. What reporting solution can an administrator set up to assist with this?

- A. Standard Filter
- B. Cross Filter
- C. Reporting snapshot
- D. Joined report

Answer: B

NEW QUESTION 21

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