Salesforce

Exam Questions Salesforce-Administrator

Salesforce Certified Administrator

NEW QUESTION 1
Salesmanagers would like to know what could be implemented to surface important values based on the stage of the opportunity.
Which tool should an administrator use to meet the requirement?

A. Dynamic forms
B. Path key fields
C. Opportunity processes
D. Workflow rules

Answer: B

NEW QUESTION 2
The VP of Sales at Cloud Kicks is receiving an error message that prevents them form 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. Editthe page layout.
B. View the setup audit trail.
C. Log in as the user
D. Review the sharing model

Answer: C

NEW QUESTION 3
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 4
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 configureto 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 5
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 6
An administrator has assigned a permission set group with the two-factor authentication for
User Interface Loginspermissions and the two-factor authentication for API Logins permission to a group of users.
Which two prompts will happen when one of the users attempts to log in to Data Loader? Choose 2 answers

A. Users need to connect an authenticator app to their Salesforce account.
B. Users need to get a security token from a trusted network using Reset My Security Token.
C. Users need to download and install an authenticator app on their mobile device.
D. Users need to enter a verification code from email or SMS,whichever has higher priority.

Answer: AC

NEW QUESTION 7
Northern Trail Outfitters wantsemails 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 8
Universal Containers introduced a new product and wants to track all associatedcases that get logged. They are looking for an automated solution that would give the product's two lead engineers read/write access to all new cases that reference the new product.
What should an administrator do to satisfy this requirement?

A. Create aqueue and a criteria-based sharing rule.
B. Create a predefined case team and an assignment rule.
C. Create a user-based sharing rule and an ad-hoc case team.
D. Create an auto-response rule and a public group.

Answer: B

NEW QUESTION 9
The Administrator at Universal Container wants to add branding to salesforce. Which two considerations should the administrator keep in mind?
Choose 2 Answers

A. Only one theme can be active at a time, and a theme applies to the entire org.
B. Themes apply to salesforce classic and to the salesforce mobile app.
C. Up to 150 custom themes canbe created, modified, or cloned from the built-in themes.
D. Chatter external users see the built-in Lightning theme only.

Answer: AC

NEW QUESTION 10
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 11
Cloud Kicks is Introducing a new shoe model and wants to advertise on TV, radio, print, and social under the banner of a called New Runners. In addition, total statistics for thismarketing effort need to be aggregated and visible.
Which feature should the administrator use to implement this functionality?

A. Junction object
B. Parent campaign field
C. Lookup relationship
D. Master-detail relationship

Answer: D

NEW QUESTION 12
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 13
Universal Containers requires a different Lightning page to be displayed when Accounts are viewed in the Sales Console and in the ServiceConsole.
How should an administrator meet this requirement?

A. Update page layout assignments.
B. Define multiple record types.
C. Assign Lightning pages as app default.
D. Create different user profiles.

Answer: C

NEW QUESTION 14

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 15
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 recommendto 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 16
Which two solutions could an administrator find on the AppExchange to enhance their organization?
Choose 2 answers

A. Communities
B. Consultants
C. Components
D. Customers

Answer: AC

NEW QUESTION 17
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 18
Brokers at DreamHouse Realty need to see certain informationabout 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 changethe 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 19
An administrator 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

NEW QUESTION 20
The events manager at dream house realty has a hot lead from a successful open house that needs to become a contact with an associated opportunity.
How should this be accomplishedfrom the campaign keeping the associated campaign member
history?

A. Delete the lead and create a new contact and opportunity.
B. Clone the lead and convert the cloned record to a contact.
C. Convert the lead from the campaign member detail page.
D. Add acontact from a campaign member detail page.

Answer: C

NEW QUESTION 21

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