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Exam Code: Certified Advanced Administrator
Exam Name: Certified Advanced Administrator

Exam A

QUESTION 1
The administrator at Universal Containers does a soft launch of the Salesforce Authenticator app and allows users to optionally use it to log in. The administrator would now like to look at how many users have successfully used it since it was rolled out.
What are two ways the administrator can get this information?
Choose 2 answers

A. Run a session setting report, specifying login methods by user.
B. Open the Login Access Policies in Setup which shows how many users are using MFA.
C. Create a new view in Identity Verification History, specifying Method.
D. The order of flow execution is unpredictabl

Correct Answer: A, C
Section:
Explanation:
Salesforce Authenticator is an app that allows users to verify their identity when logging in to Salesforce using two-factor authentication (2FA). 2FA adds an extra layer of security by requiring users to enter a verification code or approve a notification on their mobile device after entering their username and password.
To look at how many users have successfully used Salesforce Authenticator since it was rolled out, an administrator can use two ways:
A) Run a session setting report, specifying login methods by user.
A session setting report is a report that shows information about users' login sessions, such as login time, location, IP address, browser, platform, etc. A session setting report can also show the login methods used by users, such as password, verification code, or notification. By running a session setting report, specifying login methods by user, an administrator can see how many users have used Salesforce Authenticator to log in to Salesforce. Reference: https://help.salesforce.com/s/articleView?id=sf.reports_session.htm&type=5
C) Create a new view in Identity Verification History, specifying Method.
Identity Verification History is a page that shows the history of identity verification attempts for each user in the org. Identity verification history includes information such as date, time, status, method, and IP address of each attempt. By creating a new view in Identity Verification History, specifying Method as a filter criterion, an administrator can see how many users have used Salesforce Authenticator to verify their identity when logging in to Salesforce. Reference: https://help.salesforce.com/s/articleView?id=sf.identity_verification_history.htm&type=5

QUESTION 2
What should the administrator consider before enabling Person Accounts?

A. Person Account cannot be disabled.
B. Person Account requires less data storage.
C. Person Account and Business Accounts cannot be in the same sharing model.
D. All standard Account news can be converted to Person Account field.

Correct Answer: A
Section:
Explanation:
Person Account cannot be disabled is something that the administrator should consider before enabling Person Accounts. Person Accounts are a special type of accounts that allow storing information about individual people who are not associated with an organization or business account. Once Person Accounts are enabled, they cannot be disabled or removed from the org without contacting Salesforce support

QUESTION 3
Users at Ursa Major Solar want to create complex dashboards with supporting charts based on data to come from a variety of sources, some of which live on the Internal company shared drives.
Which product should the administrator recommend to meet the users' needs?

A. Lightning Dashboard Builder
B. Report Bulkier
C. List views
D. Tableau CRM

Correct Answer: D
Section:
Explanation:
Tableau CRM is a product that allows users to create complex dashboards with supporting charts based on data from a variety of sources, some of which live on internal company shared drives. Tableau CRM can connect to external data sources using connectors or dataflows and store the data in datasets within Salesforce. Tableau CRM can also use artificial intelligence and machine learning to provide insights and recommendations based on the data

QUESTION 4
Management at Ursa Major Solar wants to understand how many accounts have opportunities in the overall pipeline.
What should the administrator use to create a report showing all open opportunities and the total number of accounts represented?

A. The row count on a summary report grouped by account name
B. A Cross Filter selecting opportunities with accounts
C. A custom report type showing opportunities with accounts
D. The Show Unique Count option on the account name column

Correct Answer: D
Section:
Explanation:
The Show Unique Count option on the account name column will create a report showing all open opportunities and the total number of accounts represented. This option will count each account only once, even if it has multiple opportunities. The report can be grouped by account name or any other field to show more details.
Reference: https://help.salesforce.com/s/articleView?id=sf.reports_builder_unique_count.htm&type=5

QUESTION 5
Ursa Major Solar has a junction object that connects Docs with Solar Panels. The administrator needs users to be able to see all the solar panels that a Dot is related to. Users already have access to the Bot and the Junction, but not the Solar Panel object.
What access docs the user need to be able to see the solar panel records?

A. Read permission is required on both master records.
B. Access permission Is not required on either master record.
C. Create permission Is required on both master records.
D. Read permission is required on at least are master record.

Correct Answer: D
Section:
Explanation:
Read permission is required on at least one master record to be able to see the solar panel records. Since Item is a junction object between Doc and Solar Panel, users need to have access to either Doc or Solar Panel to see Item records. If users have access to both Doc and Solar Panel, they can see all Item records related to either object.
Reference: https://help.salesforce.com/s/articleView?id=sf.relationships_manytomany.htm&type=5

QUESTION 6
AW Computing created new multi-tier service plans. The primary difference between the packages Is the length of the term. The company wants to capture start and end dates for each service plan sold, which can direr from the contract dates of the subscription.

How should an administrator ensure the data is captured properly?

A. Build a validation rule on the Opportunity object to require custom date fields based on the product(s) selected.
B. Configure formula fields to reflect the close date of the opportunity.
C. Create a new price book for service plans with term lengths.
D. Make a validation rule on the Opportunity Product object to require custom date fields based on the product family.

Correct Answer: D
Section:
Explanation:
A validation rule on the Opportunity Product object to require custom date fields based on the product family will ensure that the data is captured properly. A validation rule can check if the product family matches the service plan and if so, require the start and end date fields to be filled out. This way, AW Computing can capture the term length for each service plan sold.
Reference: https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5

QUESTION 7
An administrator needs to Import a large amount of historical data (more than 100,000 records) from another system.
how should the administrator import the data?

A. SOAP based API with Developer console
B. Data Loader with Bulk API Enabled
C. An AppExchange package
D. Import Wizard with Add Only

Correct Answer: B
Section:
Explanation:
Data Loader with Bulk API Enabled is a tool that can import a large amount of historical data (more than 100,000 records) from another system. Data Loader can insert, update, delete, or export Salesforce records. Bulk API is an API that allows fast and parallel processing of large batches of records.
Reference: https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.loader_api.htm&type=5

QUESTION 8
AW Computing created new multi-tier service plans. The primary difference between the packages Is the length of the term. The company wants to capture start and end dates for each service plan sold, which can direr from the contract dates of the subscription.
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B. Configure formula fields to reflect the close date of the opportunity.
C. Create a new price book for service plans with term lengths.
D. Make a validation rule on the Opportunity Product object to require custom date fields based on the product family.

Correct Answer: D
Section:
Explanation:
Make a validation rule on the Opportunity Product object to require custom date fields based on the product family is how the administrator should ensure the data is captured properly. A validation rule is a way to enforce data quality and integrity

QUESTION 9
How should an administrator ensure the appropriate number of digits are entered Into the custom encrypted field created to capture credit card numbers on the Opportunity object?

A. Use the credit card number mask type.
B. Define the number of mask characters.
C. Enter the number of digits at the field level.
D. Create a validation rule to ensure the length.

Correct Answer: D
Section:
Explanation:
A validation rule is a formula that validates the data entered by a user and prevents the record from being saved if the data does not meet certain criteria. In this case, the administrator can create a validation rule to ensure that the custom encrypted field for credit card numbers has exactly 16 digits. The other options are not applicable for encrypted fields.
Reference: https://help.salesforce.com/s/articleView?id=sf.fields_about_encrypted_fields.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

QUESTION 10
An administrator is using the Dev Console Log Inspector to troubleshoot a Process Builder.
What event type should the administrator look for in the event column?

A. Event types beginning with FLOW
B. Event types beginning with AUTOMATED.
C. Event types beginning with WORKFLOW
D. Event types beginning with PROCESS

Correct Answer: A
Section:
Explanation:

The Dev Console Log Inspector is a tool that allows you to view and analyze debug logs in a graphical interface. Debug logs contain information about database operations, system processes, and errors that occur when executing a transaction or running unit tests. To troubleshoot a process builder, the administrator should look for event types beginning with FLOW in the event column. These event types indicate the start and end of a flow interview, as well as any flow elements, faults, or decisions that occur during the execution.
Reference: https://help.salesforce.com/s/articleView?id=sf.code_dev_console_log_inspector.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.code_debug_log_event_types.htm&type=5

QUESTION 11
After setting up field history tracking on the Account object, the administrator for AW Computing wants to retrieve the field history data for analysis.
how should the administrator acquire this data?

A. Create a report of Accounts and export it to Excel.
B. Query and export the Account History object using Data Loader.
C. Use the Data export service in setup.
D. Create a list view of Account History and print using the Printable View action.

Correct Answer: B
Section:
Explanation:
Query and export the Account History object using Data Loader is how the administrator can acquire the field history data for analysis. Data Loader is a tool that allows administrators to import, export, insert, update, delete, or upsert records in Salesforce using CSV files. Data Loader can handle large data sets and complex data transformations. Data Loader can be used to query and export the Account History object, which stores the field history data for accounts, using SOQL statements.

QUESTION 12
A sales user is assigned to a permission set group that gives them Modify All access to

Accounts. An administrator assigns the same user to a muting permission set that mutes Deletes access on Account.
What level of access will the sales user have on the Account object?

A. Read-only
B. Modify All
C. Read, Create, and Edit
D. No Access

Correct Answer: B
Section:
Explanation:
Modify All is the level of access that the sales user will have on the Account object after being assigned to a muting permission set that mutes Delete access on Account. Muting permissions are a way to reduce or remove access to objects or fields for users who are assigned to permission set groups. Muting permissions can only mute object-level permissions, such as Create, Read, Edit, Delete, View All, or Modify All, but not field-level permissions or other permissions. Muting permissions can only reduce or remove access that is granted by other permission sets or permission set groups within the same permission set group, but not by profiles or other sources of access. Therefore, in this case, the muting permission set will only mute the Delete access on Account that is granted by the permission set group, but not the Modify All access that is also granted by the permission set group.

QUESTION 13
Administrator has been tasked with creating a new custom field on the Account object called Government Der. The compliance department has determined that this field contains sensitive Information and needs to be encrypted using Classic Encryption.
How will this impact users when reading, editing, or reporting on Accounts?

A. Encrypted fields are unable to be used the report criteria or list views filters.
B. Users will need the View Encrypted Data permission to edit the field.
C. Encrypted fields can be added to a list view and rule filters.
D. Users with the View Encrypted Data permission can see the field, regardless of Field-Level Security.

Correct Answer: A
Section:

QUESTION 14
DreamHouse Realty has a rental team and a real estate team. The two teams have different safes processes and capture different client information on their opportunities.
How should an administrator extend the Opportunity object to meet the teams' different needs?

A. Leverage Opportunities for the Real Estate Team and create a new custom object for the Rental Team Opportunities.
B. Use separate record types, page layouts, and sales processes for the Rental and Real Estate Teams.
C. Create Opportunity Teams for the Rental and Real Estate Teams and make appropriate fields visible to only the necessary team.
D. Add a section for Rental and a section for Real Estate on the Opportunity Master Record Type to keep the information separate.

Correct Answer: B
Section:
Explanation:
Use separate record types, page layouts, and sales processes for the Rental and Real Estate Teams is how the administrator should extend the Opportunity object to meet the teams' different needs. Record types are a way to offer different business processes, picklist values, and page layouts to different users based on their profiles or permission sets. Page layouts are a way to control the layout and organization of fields, buttons, related lists, and other components on a record page. Sales processes are a way to define the stages that an opportunity goes through from creation to close. By using separate record types, page layouts, and sales processes for each team, the administrator can customize the opportunity object according to their different requirements and preferences.

QUESTION 15

The Cloud Kicks administrator wants to open up opportunity sharing to directors who oversee regional managers so they can access records to assist regional managers.
What sharing mechanism should be used?

A. organization wide Defaults
B. Role Hierarchy
C. Manual Sharing
D. Sharing Settings

Correct Answer: B
Section:
Explanation:
Role hierarchy is a sharing mechanism that should be used to open up opportunity sharing to directors who oversee regional managers so they can access records to assist regional managers. Role hierarchy is a way to grant access to records based on the user's position in an organization's hierarchy of roles. Role hierarchy can grant users access to records owned by or shared with users below them in the hierarchy for objects that have organization-wide defaults set to Private or Public Read Only. By using role hierarchy, the administrator can ensure that directors can access opportunities owned by or shared with regional managers who report to them

QUESTION 16
An administrator created a new custom object. When trying to upload new records to the custom object using.
Date Loader, they are unable to see the new custom object in the list of available objects.
What should the administrator do to resolve the issue?

A. Assign a permission set to give them access to the new object.
B. Check the Field-Level Security of the new custom object's Name field.
C. Ensure Allow Sharing is checked on the custom object.
D. Confirm the object us marked as deployed and not in development.

Correct Answer: D
Section:
Explanation:
Confirm the object is marked as deployed and not in development is what the administrator should do to resolve the issue. A custom object can be marked as deployed or in development depending on its readiness for use. A custom object that is marked as in development is not visible to users or available for data import or export. A custom object that is marked as deployed is visible to users and available for data import or export. Therefore, the administrator should make sure that the new custom object is marked as deployed before using Data Loader to upload records to it

QUESTION 17
Cloud Kicks (CK) has a backup team of employees that helps short-staffed departments. These users could be working with sales one day and service the next. CK is implementing new Lightning record pages for each department so that they view records In a way that makes sense for each department.
How should the administrator ensure this Is configured correctly?

A. Configure ore app per department and activate record pages for each app.
B. Create permission sets for each department and assign them to the backup team users.
C. Adjust the profile of the backup users each day to align with the proper access they require.
D. Allow the backup team users to update their own profile with Delegated Administration.

Correct Answer: A
Section:
Explanation:
Configure one app per department and activate record pages for each app is how the administrator should ensure this is configured correctly. An app is a collection of items that work together to serve a particular function for a group of users. An app can include items such as tabs, objects, reports, dashboards, and record pages. A record page is a type of Lightning page that displays details about a specific record. A record page can be customized using Lightning App Builder and activated for different apps, profiles, or record types. By configuring one app per department and activating record pages for each app, the administrator can ensure that the backup team users

can view records in a way that makes sense for each department depending on which app they are using.

QUESTION 18

Dream house Realty has created a custom object to track its Open Houses with a master-detail relationship up to a custom object for Properties. Agents need to quickly calculate the number of Open House records in a status or Pending so they can see the value from the Property record.

What feature should the administrator implement?

A. Lightning Component
B. Formula Fields
C. Roll-Up Summary
D. visualforce Page

Correct Answer: C
Section:
Explanation:

A roll-up summary field is used to display a value in a master record based on the values of a set of related detail records. In this case, the administrator can create a roll-up summary field on the Properties object that counts the number of Open House records in a Pending status.

Reference: https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&type=5

A permission set is a collection of settings and permissions that give users access to various tools and functions. The View All Data permission allows users to view all data, regardless of sharing settings. By creating a permission set with this permission and assigning it to the subset of users, the administrator can meet the requirement without changing their profiles or roles. Reference:
https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.admin_general_permissions.htm&type=5

QUESTION 19

Users report that the industry picklist field is no longer visible on account records. What test can an administrator use to troubleshoot the issue?

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

Correct Answer: B
Section:
Explanation:

The setup audit trail tracks the recent setup changes that you and other administrators have made to your org. It can help you troubleshoot issues by showing you what changes were made, who made them, and when. In this case, the setup audit trail can help the administrator identify if someone changed the field-level security, page layout, or profile settings for the industry picklist field.

Reference: https://help.salesforce.com/s/articleView?id=sf.monitorsetup.htm&type=5

QUESTION 20

AW Computing wants to embed a report chart on the Account record page that shows the value of closed sales for that account. The chart should be limited to users in the Sales Manager role on the Account record pages. how should this be accomplished?

A. Create a new report and assign it to the component.
B. Create a new page layout for the Sales Manager role.
C. Filter component visibility for the Account ID.
D. Filter component visibility for the Sales Manager role.

Correct Answer: C
Section:

Explanation:
To embed a report chart on a record page, you need to use a lightning component that displays report charts. You can filter the component visibility by setting conditions based on record fields, user attributes, or device type. In this case, you can filter the component visibility by matching the Account ID field on the report chart with the Account ID field on the record page. This will ensure that only the relevant data for that account is shown on the chart.
Reference: https://help.salesforce.com/s/articleView?id=sf.reports_embed_chart_lightning.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.app_builder_set_component_visibility.htm&type=5

QUESTION 21
An administrator has found a free app on the AppExchanged and would like to install it.
Which three items should the administrator take to consideration before installed he managed package?
Choose 3 answers

A. Custom objects and custom fields used by the app count against the org's limits.
B. Managed apps do not undergo a formal security review by Salesforce.
C. Apps may require certain Salesforce editions or features to be enabled.
D. Apps may require external, third-party web services to function properly.
E. Apps must be installed in production before the app can be installed in a sandbox.

Correct Answer: A, C, D
Section:
Explanation:
Before installing a managed package from the AppExchange, the administrator should take into consideration several factors, such as:
Custom objects and custom fields used by the app count against the org's limits. The administrator should check how many custom objects and fields are available in their org and how many are used by the app.
Apps may require certain Salesforce editions or features to be enabled. The administrator should check the app's requirements and compatibility with their org's edition and features.
Apps may require external, third-party web services to function properly. The administrator should check if the app integrates with any external services and if they need to set up any authentication or configuration for them.
The other two options are incorrect because:
Managed apps do undergo a formal security review by Salesforce before they are listed on the AppExchange.
Apps can be installed in a sandbox before they are installed in production.

QUESTION 22
What should an administrator use as an alternative to a Process Builder to expedite the time required to update the records?

A. Before save How Trigger
B. Batch Update
C. Workflow Rule Field Change
D. Screen Row

Correct Answer: A
Section:
Explanation:
A before save flow trigger is a type of flow that runs before a record is saved and can update the record without any additional actions or database operations. This can expedite the time required to update the records and improve performance. A before save flow trigger can be used as an alternative to a process builder that updates the same record that triggered it.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_concepts_trigger.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_triggers.htm&type=5

QUESTION 23
AW Computing has a 4-hour SLA in its support guarantee. The company recently received feed that customers art reporting long wait times before an agent responds to a new case after it has been submitted.
How should an administrator ensure cases are properly prioritized?

A. Auto-Response Rules

B. Escalation Rules
C. Assignment Rules
D. Workflow Rules

Correct Answer: B
Section:
Explanation:
Escalation rules are rules that automatically escalate cases if they have not been resolved within a certain time frame or meet certain criteria such as priority or status. Escalation rules can perform actions such as changing ownership of cases, sending email notifications, or creating tasks for users or queues. By using escalation rules, AW Computing can ensure that cases are properly prioritized and handled within their SLA time limit.
Reference: https://help.salesforce.com/s/articleView?id=sf.case_escalation_rules_overview.htm&type=5

QUESTION 24
AW Computing has a 4-hour SLA in its support guarantee. The company recently received feed that customers art reporting long wait times before an agent responds to a new case after it has been submitted.
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A. Auto-Response Rules
B. Escalation Rules
C. Assignment Rules
D. Workflow Rules

Correct Answer: C
Section:
Explanation:
Escalation rules are rules that automatically escalate cases if they have not been resolved within a certain time frame or meet certain criteria such as priority or status. Escalation rules can perform actions such as changing ownership of cases, sending email notifications, or creating tasks for users or queues. By using escalation rules, AW Computing can ensure that cases are properly prioritized and handled within their SLA time limit.
Assignment rules are rules that automatically assign cases to users or queues based on criteria such as case origin, type, or product. Assignment rules can also send email notifications to users or customers when a case is assigned. By using assignment rules, AW Computing can ensure that cases are routed to the right agents or teams based on their skills and availability.
Reference: https://help.salesforce.com/s/articleView?id=sf.case_escalation_rules_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.customize_caseassign.htm&type=5

QUESTION 25
A user started to work remotely. They are having an Issue logging in.
What could be the issue?

A. The login session has expired for this user.
B. They are signing in from a mobile device.
C. The time zone for the profile is outside of login hours.
D. The user Is not In the IP range for their profile.

Correct Answer: D
Section:
Explanation:
IP ranges are settings that restrict login access to Salesforce from specific IP addresses. Administrators can set IP ranges at the org level or at the profile level. If a user tries to log in from an IP address that is outside the allowed range for their profile or their org, they will not be able to access Salesforce. Therefore, if a user started to work remotely and is having an issue logging in, it could be because they are not in the IP range for their profile or their org.
Reference: https://help.salesforce.com/s/articleView?id=sf.security_networkaccess.htm&type=5

QUESTION 26
The administrator at Universal Containers does a soft launch of the Salesforce Authenticator app and allows users to optionally use it to log In. The administrator would now like to look at how many users have successfully

used it since It was rolled out.
What are two ways the administrator can get this Information?
Choose 2 answers

A. Create a new view In Identity Verification History, specifying Method.
B. Open the Login Access Policies In Setup which shows how many users are using MFA.
C. Run a session setting report, specifying login methods by user.
D. Export Login History and filter based off of Authentication Method Reference,

Correct Answer: A, D
Section:
Explanation:
Salesforce Authenticator is an app that adds an extra layer of security for logging into Salesforce by requiring users to verify their identity using their mobile device after entering their username and password on Salesforce login page. To see how many users have successfully used Salesforce Authenticator since it was rolled out, an administrator can use two methods:
A) Create a new view In Identity Verification History, specifying Method.
Identity Verification History is a tool that shows information about each identity verification event for users in your org, such as the date and time, the verification method used, the IP address, and the status of the verification. By creating a new view in Identity Verification History and specifying the method as Salesforce Authenticator, an administrator can see how many users have used the app to verify their identity when logging in.
Reference: https://help.salesforce.com/s/articleView?id=sf.identity_verification_history.htm&type=5
D) Export Login History and filter based off of Authentication Method Reference.
Login History is a tool that shows information about each login attempt for users in your org, such as the date and time, the username, the source IP address, the login type, and the status of the login. By exporting Login History as a CSV file and filtering based on the Authentication Method Reference column, an administrator can see how many users have used Salesforce Authenticator as their authentication method when logging in.
Reference: https://help.salesforce.com/s/articleView?id=sf.monitoring_login_history.htm&type=5

QUESTION 27
DreamHouse Realty manages Its accounts and contacts In Salesforce using a B2C account model. The business has requested that third-party loan advisors be tracked in Salesforce along with the customers they work with.
Hour should the administrator track third-party financial advisors and the customers they work with?

A. Create a Hierarchical lookup on Account to track loan advisors' customers.
B. Set up Contacts to Multiple Accounts for loan advisors.
C. Use a B2B Account Model to track loan advisors' customers.
D. Use a Hierarchical lookup on Contact to track loan advisors' customers,

Correct Answer: B
Section:
Explanation:
Contacts to Multiple Accounts is a feature that allows administrators to relate a contact to multiple accounts without creating duplicate contacts for each account. This feature is useful for scenarios where a contact has business relationships with more than one account, such as consultants, brokers, or loan advisors. By setting up Contacts to Multiple Accounts for loan advisors at DreamHouse Realty, administrators can track which loan advisors work with which customers and which accounts without creating duplicate contacts for each account.
Reference: https://help.salesforce.com/s/articleView?id=sf.contacts_multiple_accounts_overview.htm&type=5

QUESTION 28
An administrator created and activated several record-triggered flows that are configured to run before the record is saved on the same object.
What should the administrator consider about the order of execution for flows?

A. The flow type will determine the order of execution.
B. The last created date of the flow will determine the order.
C. The order of flow execution is unpredictable.
D. The flows will execute in alphabetical order based on their names.

Correct Answer: C
Section:
Explanation:
The order of execution for flows that are configured to run before the record is saved on the same object is unpredictable and may vary depending on factors such as flow version, flow name, or flow creation date. Therefore, it is recommended to avoid creating multiple flows with the same trigger conditions and instead consolidate them into a single flow.

QUESTION 29
The director of sales wants to make sure that every opportunity has either a sales engineer or an account executive assigned to the deal.
How should the administrator meet this requirement?

A. Write a validation rule that checks if the fields are blank and require that one of them of completed in order to save the opportunity.
B. Create a different record type for deals with Sales Engineers and deals with Account Executives to capture one or the other.
C. Require the Sales Engineer and the Account Executive lookup fields on the page layout.
D. Assign a task to the owner if an opportunity is created without one of these fields filled out.

Correct Answer: A
Section:
Explanation:
A validation rule can enforce data quality by preventing users from saving records that do not meet certain criteria. In this case, the validation rule can check if both the Sales Engineer and the Account Executive lookup fields are blank, and display an error message if so. This way, the director of sales can ensure that every opportunity has either a sales engineer or an account executive assigned to the deal.
Reference: https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5

QUESTION 30
AW Computers has enabled the feature for Contact to multiple Accounts. A rep is trying to remove the primary Account from a Contact but Is unable to do so. The administrator has already updated the page layout to no longer require an Account.
What could be the issue?

A. A primary Account relationship Is required on a Contact regardless of the page layout settings.
B. The Contact has Indirect relationships to other Accounts.
C. The Account Contact relationship record needs to be deleted first In order to disassociate Contact from the Account.
D. Private Contacts need to be enabled in Setup.

Correct Answer: A
Section:
Explanation:
When Contacts to Multiple Accounts is enabled, a contact must always be associated with a primary account, even if the account field is not required on the page layout. The primary account determines how the contact is shared and how roll-up summary fields calculate values from the contact records. To remove the primary account from a contact, the contact must be deleted or merged with another contact.
Reference: https://help.salesforce.com/s/articleView?id=sf.relating_contacts_to_multiple_accounts.htm&type=5

QUESTION 31
AW Computing it running a special bundle deal on monitors and keyboards. Normally, discounts need VP approval, but this special bundle is pre-approved.
What should the administrator recommend for these requirements?

A. Create a separate price book.
B. Implement CPQ.
C. Remove the approval process.
D. Enable Subscriptions.

Correct Answer: A
Section:
Explanation:
A price book is a list of products and their prices for a specific segment of customers or market. By creating a separate price book for the special bundle deal on monitors and keyboards, AW Computing can offer different prices for these products without affecting their standard prices or requiring VP approval. The price book can also specify which products are included in the bundle and which are not.
Reference: https://help.salesforce.com/s/articleView?id=sf.products_pricebooks_def.htm&type=5

QUESTION 32
DreamHouse Realty currently deals only with single-family homes but is expanding its business it include condos in large cities. There are some features and amenities that inly apply to condos, such as the amount of a deposit and concierge services.
How should an administrator configure the Opportunity object to ensure that only relevant fields are displayed on the record?
How should an administrator configure the Opportunity object to ensure that only relevant fields are displayed on the record?

A. Build a Lightning component to display fields that only apply to condos.
B. Create a Record Type for the type of property and custom page layouts for each.
C. Configure a validation rule to display fields based on the type of property the user is viewing.
D. Make is custom Lightning page to display specific fields based on the type of property.

Correct Answer: B
Section:
Explanation:
A record type allows administrators to offer different business processes, picklist values, and page layouts to different users based on their profiles. By creating a record type for the type of property (single-family home or condo), DreamHouse Realty can assign different page layouts to each record type that display only relevant fields for each property type. The record type can also determine which sales process and path are available for each opportunity.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

QUESTION 33
A sales user is assigned to a permission set group that gives them Modify All access to
Accounts. An administrator assigns the same user to a muting permission set that mutes Deletes access on Account.
What level of access will the sales user have on the Account object?

A. Read-only
B. Modify All
C. Read, Create, and Edit
D. No Access

Correct Answer: B
Section:
Explanation:
Permission set groups are a combination of permission sets that grant users access to various tools and functions. Muting permission sets are used to remove access that is granted by other permission sets in the group. However, muting permission sets cannot remove object-level access that is granted by Modify All or View All permissions. Therefore, if a user is assigned to a permission set group that gives them Modify All access to Accounts, a muting permission set that mutes Delete access on Account will not have any effect. The user will still have Modify All access on the Account object, which includes Delete access.
Reference: https://help.salesforce.com/s/articleView?id=sf.perm_sets_groups_muting.htm&type=5

QUESTION 34
An administrator created a new custom object. When trying to upload new records to the custom object using.
Date Loader, they are unable to see the new custom object in the list of available objects.
What should the administrator do to resolve the issue?

A. Assign a permission set to give them access to the new object.
B. Check the Field-Level Security of the new custom object's Name field.
C. Ensure Allow Sharing is checked on the custom object.
D. Confirm the object us marked as deployed and not in development.

Correct Answer: D
Section:
Explanation:
When creating a new custom object, administrators can choose to mark it as deployed or in development. If an object is marked as in development, it is not visible to users or available in tools such as Data Loader, even if they have access to it through their profile or permission set. To make the object available for data import, the administrator needs to mark it as deployed.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_deployment_status.htm&type=5

QUESTION 35
At Ursa Major Solar, there is a custom object called Galaxy. The sales director wants users to only see certain field market.
What Lightning will satisfy this requirement?

A. Record Detail Component
B. Fields component
C. Highlights Panel Component
D. Path Component

Correct Answer: B
Section:
Explanation:
The Fields component is a Lightning component that allows administrators to display fields from a record on a Lightning page based on certain conditions or criteria. For example, administrators can use filter logic to show or hide fields based on field values or user profiles. In this case, the administrator can use the Fields component to display fields that only apply to condos based on the value of a field that indicates the type of property.
Reference: https://help.salesforce.com/s/articleView?id=sf.lightning_app_builder_fields.htm&type=5

QUESTION 36
An administrator has been asked to enable permissions for users on the account services team to be able to edit and change ownership of Accounts owned by any of the team members.
What should the administrator configure?

A. Set organization-wide sharing for Account as Public Read Only.
B. Create a Sharing Rule on the Account object for all members of the account services role to have Read/Write access.
C. Update the profile Account object to Modify All.
D. Enable Account Teams and grant Read record-level access to account team members for the Account object

Correct Answer: B
Section:
Explanation:
Sharing rules are automatic exceptions to organization-wide sharing settings that grant additional access to records based on record ownership or criteria. By creating a sharing rule on the Account object for all members of the account services role to have Read/Write access, the administrator can allow users in that role to edit and change ownership of Accounts owned by any of their team members, regardless of the organization-wide sharing setting for Account.
Reference: https://help.salesforce.com/s/articleView?id=sf.security_sharing_rules.htm&type=5

QUESTION 37
AW Computing has a private sharing model for Its accounts, but a sales rep occasionally needs ass/stance from an engineer. What feature should be used to grant the engineer access to the necessary account, while maintaining the company's data security?

A. Permission Set
B. Permission Set Group
C. Account Teams
D. Custom Profile

Correct Answer: C
Section:
Explanation:
Account teams are groups of users who work together on an account. Administrators can enable account teams and grant team members different levels of access to accounts and related records such as contacts, opportunities, and cases. By using account teams, Cloud Kicks can grant engineers access to the necessary accounts when they need assistance from them, while maintaining data security for other accounts that they do not need to access.
Reference: https://help.salesforce.com/s/articleView?id=sf.accountteam.htm&type=5

QUESTION 38
Ursa Major Solar allows its scientists to log new stars as they find them, but on occasion, they log the same star by mistake. The administrator wants scientists to be notified when a record is deleted and by whom, and to maintain their own discovery information.
What automation solution should be used to send the notification?

A. Heroku
B. Process Builder
C. Workflow Action
D. flow

Correct Answer: D
Section:
Explanation:
Flows are tools that automate business processes by collecting data and performing actions in your org or an external system. Flows can be triggered by various events such as record creation, updates, or invocations from other processes or flows. Flows can also send email alerts as part of their actions. To send a notification when a record is deleted and by whom, and to maintain their own discovery information, an administrator can use a flow that runs when a record is deleted, queries the record owner's email address and discovery information from another object or variable, and sends an email alert with those details.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_concepts.htm&type=5

QUESTION 39
DreamHouse Realty has a rental team and a real estate team. The two teams have different safes processes and capture different client information on their opportunities.
How should an administrator extend the Opportunity object to meet the teams' different needs?

A. Leverage Opportunities for the Real Estate Team and create a new custom object for the Rental Team Opportunities.
B. Use separate record types, page layouts, and sales processes for the Rental and Real Estate Teams.
C. Create Opportunity Teams for the Rental and Real Estate Teams and make appropriate fields visible to only the necessary team.
D. Add a section for Rental and a section for Real Estate on the Opportunity Master Record Type to keep the information separate.

Correct Answer: B
Section:
Explanation:
As explained in question 4, record types allow administrators to offer different business processes, picklist values, and page layouts to different users based on their profiles. By using separate record types for rental and real estate opportunities, DreamHouse Realty can capture different client information on their opportunities using custom page layouts for each record type. The record types can also determine which sales processes and paths are available for each opportunity type.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

QUESTION 40
An administrator at Universal Containers has been asked to configure product schedules.
What should the administrator consider before enabling this feature?

A. The Product Schedule is unavailable in Process Builder and Flow.
B. Line Item Schedule is unavailable In Process Builder and Workflow.
C. Customizable product schedule page layouts cannot be modified.
D. To remove o product schedule completely, remove It from the standard price book.

Correct Answer: B
Section:
Explanation:
Product schedules allow users to track revenue or quantity over time for products in opportunities or orders by creating schedules manually or automatically based on predefined criteria such as start date, end date, frequency etc. However, product schedules have some limitations that administrators should consider before enabling this feature. One of these limitations is that line item schedules are unavailable in Process Builder and Workflow rules; only revenue schedules are available.
Reference: https://help.salesforce.com/s/articleView?id=sf.products_schedules_def.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.products_schedules_considerations.htm&type=5

QUESTION 41
The administrator at Cloud Kicks has been requested to provide access to the Leads object to a contractor. The contractor currently has a profile that has access to a project management app within Salesforce. The contractor should only have View access to all of the Lead records.
What should the administrator handle this request?

A. Assign a permission set that has View All on Leads.
B. Add an app with the Leads tab to the user's profile.
C. Assign the contractor a public group with Lead access.
D. Create a profile with Read Only for all Leads.

Correct Answer: A
Section:
Explanation:
Permission sets are collections of settings and permissions that give users access to various tools and functions without changing their profile or requiring multiple profiles for users who perform different tasks across apps in your org. By assigning a permission set that has View All on Leads to the contractor, Cloud Kicks can grant them view access to all lead records without modifying their profile or creating a new one.
Reference: https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5

QUESTION 42
Cloud Kicks (CK) has deployed several new custom apps that use Lightning Web components. The administrator is now concerned that they may need to make some adjustments to CK's org to make it more secure.
Which tools should the administrator use to expose possible security risks within a Lightning web component?

A. Health Check
B. Master Encryption Keys
C. Salesforce Optimizer
D. Self-signed Certificates

Correct Answer: C
Section:
Explanation:
Salesforce Optimizer is a tool that analyzes your Salesforce implementation across multiple features such as security health check scores, API usage limits, field usage, and more, and provides recommendations for improvement. Salesforce Optimizer can also scan your Lightning web components and identify potential security risks such as cross-site scripting (XSS) vulnerabilities, insecure content delivery network (CDN) references, or

missing locker service compatibility.
Reference: https://help.salesforce.com/s/articleView?id=sf.optimizer.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.optimizer_security.htm&type=5

QUESTION 43
Northern Trail Outfitters (NTO) is expending into the U.K. While most of NTO's product are the same as in the US. Pricing will vary from product due to shipping and raw material cost differences.
What should the administrator configure for a smooth rollout to the U.K.?

A. Configure a U.K Opportunity record type.
B. Write a flow the translates the currency from dollars to euros using a custom Exchange Rate field.
C. Add a new U.K Order Form that has the euro symbol instead of the dollar symbol.
D. Create a new Price Book for the U.K product pricing.

Correct Answer: D
Section:
Explanation:
As explained in question 3, a price book is a list of products and their prices for a specific segment of customers or market. By creating a new price book for the U.K product pricing, Northern Trail Outfitters (NTO) can offer different prices for their products in the U.K market due to shipping and raw material cost differences. The price book can also specify which currency is used for the prices, such as pounds or euros.
Reference: https://help.salesforce.com/s/articleView?id=sf.products_pricebooks_def.htm&type=5

QUESTION 44
AW Computing wants to create a process to assign accounts to different salespeople based on the annual revenue.... of the company. The administrator has decided to create a flow.
Which two consideration should the administrator make sure to remember when creating the flow? Choose 2 answers

A. Use a Get Record component instead of hard coding record IDs.
B. The running user of a flow is the user that last saved the flow.
C. Update record elements should be placed outside the flow loop.
D. Update Record elements should be placed inside the flow loop.

Correct Answer: A, C
Section:
Explanation:
Using a Get Record component allows the flow to dynamically retrieve records based on criteria or record IDs without hard coding them. This makes the flow more flexible and maintainable.Updating record elements outside the flow loop prevents unnecessary DML operations and reduces the risk of hitting governor limits.

QUESTION 45
The administrator at Cloud Kicks is troubleshooting an issue one user Is having with a flow. They have decided to add a debug log to that user.
What debug log category should be used?

A. Workflow
B. Callout
C. System
D. Database

Correct Answer: A
Section:
Explanation:
Workflow debug log category captures information about workflow rules, flows, processes, and actions that are executed as a result of a DML operation.
Reference:

QUESTION 46
An administrator is planning he release process for the year. The team will be using change sets to process deployment to production.
Which three best practices should be considered?

A. Plan your deployments around the production and sandbox maintenance schedules.
B. Use matching names for global publisher layouts and Outlook publisher layouts.
C. Be sure to test only after business hours the data after deployment.
D. Make sure to deploy all dependent components.
E. Make sure change sets are limited to 10,000 files.

Correct Answer: A, D, E
Section:
Explanation:
Planning deployments around maintenance schedules ensures that there are no interruptions or delays in the deployment process. Deploying all dependent components ensures that there are no missing metadata or references that could cause errors or failures in the deployment.Limiting change sets to 10,000 files ensures that the deployment does not exceed the maximum size limit for change sets

QUESTION 47
Sales reps end partner consultants at Cloud Kicks work on the same kinds of shoe deals. The administrator has been asked to ensure that the Profit new on the Opportunity object is available to sales reps and is hidden from partners using Field Level Security.
Which two features should the administrator use to fulfil this request?
Choose 2 answers

A. Permission Set
B. Record Type
C. Organization-wide Defaults
D. Profiles

Correct Answer: B, D
Section:
Explanation:
A delegated administrator is a user who has been granted limited administrative privileges by an administrator through delegated administration groups. Delegated administrators can perform some administrative tasks without having full access to Setup.
Some functions that delegated administrators can perform are:
B) Build automation and validation rules using screen flows
Screen flows are types of flows that guide users through screens with elements such as text boxes, picklists, radio buttons, etc. Screen flows can also perform actions such as creating records, updating fields, sending emails, etc. Delegated administrators can build automation and validation rules using screen flows if they have been granted access to create and edit flows by an administrator.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_concepts_design_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.flow_distribute_delegated_admins.htm&type=5
D) Make updates to permission set configurations
Permission sets are collections of settings and permissions that can extend users' functional access without changing their profiles. Delegated administrators can make updates to permission set configurations if they have been granted access to manage users by an administrator. Reference: https://help.salesforce.com/s/articleView?id=sf.users_permissionsets.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_useradmin_delegated.htm&type=5

QUESTION 48
An administrator is asked to create a report to calculate the year-over---year changed in the dollar amount of a company's opportunities.
What reporting tool should be used to complete this request?

A. A row-level formula to compare amounts grouped by year.
B. A joined report with two report blocks for each year

C. A custom summary formula with PARENTGROUPVAL function
D. A custom summary formula with the PREVGROUPVAL function.

Correct Answer: D
Section:
Explanation:
A custom summary formula is a formula that calculates values from summary fields in reports such as sums, averages, counts, etc. Custom summary formulas can use functions such as PREVGROUPVAL which returns the value of a field from the previous row at the same grouping level. By using a custom summary formula with the PREVGROUPVAL function, an administrator can create a report to calculate the year-over-year change in the dollar amount of a company's opportunities by subtracting the amount from the previous year from the amount from the current year and dividing by the amount from the previous year.
Reference: https://help.salesforce.com/s/articleView?id=sf.reports_builder_summary_formulas.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.reports_builder_functions.htm&type=5

QUESTION 49
Universal Containers has found duplicate contacts in Salesforce. The sales team administrator prevent duplicate records from being created.
Which two ways should the administrator customize duplicate management?
Choose 2 answers

A. Modify the Global Picklist Value Sets.
B. Configure custom duplicate rules.
C. Create custom matching rules.
D. Set up mobile duplicate alerts.

Correct Answer: B, C
Section:
Explanation:
Duplicate management is a feature that allows administrators to prevent or allow duplicate records for standard or custom objects. Duplicate management consists of two components: duplicate rules and matching rules.
B) Configure custom duplicate rules.
Duplicate rules are rules that determine what actions to take when users try to save duplicate records. Duplicate rules can block users from saving duplicates, alert users of duplicates and let them save anyway, or report on duplicates without affecting the save operation. Duplicate rules can also specify which fields to use for matching and which security settings to enforce. By configuring custom duplicate rules, the sales team administrator can prevent duplicate records from being created for contacts or other objects.
Reference: https://help.salesforce.com/s/articleView?id=sf.data_prevent_duplicates.htm&type=5
C) Create custom matching rules.
Matching rules are rules that determine how duplicate records are identified by comparing fields and applying fuzzy matching algorithms. Matching rules can be standard or custom. Standard matching rules are predefined by Salesforce and apply to common objects such as contacts, accounts, or leads. Custom matching rules are created by administrators and apply to any standard or custom object. By creating custom matching rules, the sales team administrator can define how duplicate records are detected for contacts or other objects. Reference: https://help.salesforce.com/s/articleView?id=sf.data_matching_rules.htm&type=5

QUESTION 50
Ursa Major Solar (UMS) wants to improve Its customers' ability to search for knowledge articles. UMS has already created categories for articles.
Which two additional chances should be made to improve search capabilities?
Choose 2 answers

A. Configure Global Search for specific search terms.
B. Create synonyms for specific search terms.
C. Configure Einstein Search for specific search terms.
D. Promote specific search terms for specific articles.

Correct Answer: B, D
Section:
Explanation:

Knowledge is a feature that allows administrators to create, manage, and share articles that provide information and solutions for common issues or questions. Knowledge articles can be searched by users using keywords or phrases.
To improve its customers' ability to search for knowledge articles, UMS can use two options:
B) Create synonyms for specific search terms.
Synonyms are words or phrases that have the same or similar meanings, such as ''TV'' and ''television'' or ''fix'' and ''repair''. By creating synonyms for specific search terms, administrators can ensure that customers can find relevant articles even if they use different words or spellings than the ones used in the articles.
Reference: https://help.salesforce.com/s/articleView?id=sf.knowledge_search_synonyms.htm&type=5
D) Promote specific search terms for specific articles.
Promoted search terms are keywords or phrases that administrators can associate with specific articles to boost their relevance and ranking in search results. By promoting specific search terms for specific articles, administrators can ensure that customers can find the most helpful or popular articles for their queries. Reference: https://help.salesforce.com/s/articleView?id=sf.knowledge_search_promotion.htm&type=5

QUESTION 51
Northern Trail Outfitters has many users set up as system administrators to perform Salesforce Administration.
Which two functions would a delegated administrator be able to perform in order to help the existing Salesforce Administrator?
Choose 2 answers

A. Set up users and password management.
B. Configure updates to sharing rules.
C. Manage custom objects and customize nearly every aspect.
D. Make updates to permission set configurations.

Correct Answer: A, D
Section:
Explanation:
A delegated administrator is a user who has been granted limited administrative privileges by an administrator through delegated administration groups. Delegated administrators can perform some administrative tasks without having full access to Setup.
Some functions that delegated administrators can perform are:
A) Set up users and password management.
Delegated administrators can set up and manage users who belong to specified roles or territories, including creating, editing, freezing, and unlocking users; resetting passwords; assigning permission sets; and managing public groups.
Reference: https://help.salesforce.com/s/articleView?id=sf.admin_useradmin_delegated.htm&type=5
D) Make updates to permission set configurations
Permission sets are collections of settings and permissions that can extend users' functional access without changing their profiles. Delegated administrators can make updates to permission set configurations if they have been granted access to manage users by an administrator. Reference: https://help.salesforce.com/s/articleView?id=sf.users_permissionsets.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_useradmin_delegated.htm&type=5

QUESTION 52
An administrator needs to Import a large amount of historical data (more than 100,000 records) from another system.
how should the administrator import the data?

A. SOAP based API with Developer console
B. Data Loader with Bulk API Enabled
C. An AppExchange package
D. Import Wizard with Add Only

Correct Answer: B
Section:
Explanation:
Data Loader is a tool that allows administrators to import or export large amounts of data (more than 50,000 records) from or to Salesforce using CSV files. Data Loader can be used for inserting, updating, deleting, upserting,

exporting, or extracting data. Bulk API is an API that allows administrators to process large batches of records asynchronously in the background. Bulk API can handle millions of records with high performance and minimal system resources. By using Data Loader with Bulk API enabled, an administrator can import a large amount of historical data (more than 100,000 records) from another system efficiently and securely.
Reference: https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.loader_api.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.bulk_api_intro.htm&type=5

QUESTION 53
Cloud Kicks needs to automate several updates to lead records and update unrelated records. Select changes should happen every time a record is created or updated, Put other changes should only happen when the record is updated.
Which two options should the administrator use to automate these updates?
Choose 2 answers

A. Use a Decision element with the 'Only if the record that triggered the flow to run is updated to meet the condition requirements' option.
B. Create a Process Builder that runs when a record is changed.
C. Create a flow that runs when a record is created or updated.
D. Use 'formula evaluates to true' workflow rule with the ISCHANCEO function to make changes when the record Is updated.

Correct Answer: B, C
Section:
Explanation:
Process Builder and Flow Builder are tools that allow administrators to automate business processes in Salesforce without writing code. Process Builder and Flow Builder can perform actions such as creating records, updating fields, sending emails, posting to Chatter, invoking Apex classes, calling flows, etc.
To automate several updates to lead records and update unrelated records at Cloud Kicks, an administrator can use two options:
B) Create a Process Builder that runs when a record is changed
Process Builder is a tool that allows administrators to create processes that consist of criteria nodes and action groups. Criteria nodes define the conditions that trigger the process and action groups define the actions that the process performs. Processes can run when a record is created or when a record is created or edited.
By creating a Process Builder that runs when a record is changed, an administrator can automate updates to lead records based on certain criteria and perform actions such as updating fields, sending emails, posting to Chatter, invoking Apex classes, calling flows, etc.
Reference: https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.process_considerations.htm&type=5
C) Create a flow that runs when a record is created or updated
Flow Builder is a tool that allows administrators to create flows that consist of elements such as screens, assignments, decisions, loops, etc. Elements define the logic and user interface of the flow. Flows can run in different ways such as when a user clicks a button, when a record is updated by Process Builder, when an event occurs in the system (such as record creation), etc.

QUESTION 54
An administrator needs to create a junction object called Account Region to link the standard Account object with a custom object called Region.
Once the junction object is created, what are the next two steps the administrator should take?
Choose 2 answers

A. Make a master-detail relationship field on the junction object to the Region object.
B. Build a master-detail relationship field on the Region object to the junction object.
C. Create a master-detail relationship field on the Account object to the junction object.
D. Configure a master-detail relationship field on the junction object to the Account object.

Correct Answer: A, D
Section:
Explanation:
A junction object is a custom object that has two master-detail relationships with two other objects. A junction object allows administrators to create many-to-many relationships between objects, such as relating multiple accounts to multiple regions.
To create a junction object called Account Region to link the standard Account object with a custom object called Region, an administrator needs to do the following steps:
A) Make a master-detail relationship field on the junction object to the Region object.

A master-detail relationship field is a field that links a child record to a parent record. The child record inherits the sharing and security settings of the parent record. By making a master-detail relationship field on the junction object to the Region object, an administrator can link each Account Region record to one Region record and make Region the first master of the junction object.
Reference: https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5
D) Configure a master-detail relationship field on the junction object to the Account object.
By configuring a master-detail relationship field on the junction object to the Account object, an administrator can link each Account Region record to one Account record and make Account the second master of the junction object. This allows administrators to relate multiple accounts to multiple regions through the junction object. Reference: https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

QUESTION 55
An administrator is trying to deploy a change set from a newly upgraded sandbox source org with new features to a destination sandbox org on a previous release. Some metadata in the change set cannot be deployed because they've changed between releases.
What should the administrator do to deploy the changes to a sandbox?

A. Make the changes manually through the user interface in the source org.
B. Create a new sandbox on the new release version and deploy ;he change set to the new org.
C. Submit a ticket to Salesforce to update the source org to the latest release.
D. Refresh the sandbox destination org and then deploy the change set.

Correct Answer: B
Section:
Explanation:
Data Loader is a tool that allows administrators to import or export large amounts of data (more than 50,000 records) from or to Salesforce using CSV files. Data Loader can be used for inserting, updating, deleting, upserting, exporting, or extracting data. Bulk API is an API that allows administrators to process large batches of records asynchronously in the background. Bulk API can handle millions of records with high performance and minimal system resources. By using Data Loader with Bulk API enabled, an administrator can import a large amount of historical data (more than 100,000 records) from another system efficiently and securely.
Reference: https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.loader_api.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.bulk_api_intro.htm&type=5

QUESTION 56
Ursa Major Solar offers customers annual service contracts. Account owners should receive an email renewal reminder l month before their customer's planned expiration date. The administrator builds a flow to automate the process, which runs when a record is created, and tests several possible scenarios.
What win occur if the expiration date is changed from January 1 of the next year to yesterday?

A. The flow is unable to run and a flow error message Is sent to the user who Initiates the flow.
B. The Interview resumes 1 month before the original expiration date and will send the email at that rime.
C. The Interview is rescheduled based on the expiration date and sends the email on the last day of the current month.
D. The resume event is recalculated and the email goes out to the account owner immediately.

Correct Answer: D
Section:
Explanation:
The resume event is recalculated and the email goes out to the account owner immediately because the flow uses a scheduled path that evaluates the expiration date field every time it changes. When the expiration date is changed to yesterday, the flow resumes immediately and executes the action of sending the email

QUESTION 57
A user at Cloud Kicks has informed the administrator that they are unable to log in to Salesforce via multi-factor authentication.
Which two area should the administrator review to understand potential root causes?
Choose 2 answers

A. Identity Verification History

B. Login History
C. Debug Logs
D. Setup Audit Trail

Correct Answer: A, B
Section:
Explanation:
Identity verification history and login history are two areas that the administrator can review to understand potential root causes of multi-factor authentication issues. Identity verification history shows the methods and results of identity verification attempts for a user, such as email verification, SMS verification, or app verification. Login history shows the status, source, and location of login attempts for a user, as well as any login errors or challenges that occurred. These two areas can help the administrator identify if the user entered the correct verification code, if the user's device or app is compatible with multi-factor authentication, or if there are any network or security issues that prevent successful verification.
Reference: https://help.salesforce.com/s/articleView?id=sf.identity_verification_history.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.monitoring_login_history.htm&type=5

QUESTION 58
Soles reps at AW Computing hove asked the Administrator to help them close deals faster on the Salesforce mobile app when they're in the new. They want to be able to quickly close an opportunity and have key fields, like status, pre populated to Closed Won.
What should an administrator create to achieve this?

A. Object-specific Quick Action
B. Global Quick Action
C. Lightning Component
D. Enhanced Related Lists

Correct Answer: A
Section:
Explanation:
An object-specific quick action is a type of action that allows users to do something in the context of a specific object, such as creating or updating a record, logging a call, sending an email, or launching a custom action. In this case, the administrator can create an object-specific quick action on the opportunity object that pre-populates certain fields with predefined values and allows users to quickly close an opportunity from the Salesforce mobile app.
Reference: https://help.salesforce.com/s/articleView?id=sf.actions_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.actions_objectspecific_actions.htm&type=5

QUESTION 59
Sales reps at AW Computing hove been reporting that contact phone numbers sometimes revert book to on old value after being updated.
What should the administrator do to resolve this issue?

A. Schedule Apex jobs.
B. Delete all workflow rules.
C. Add an invocable process.
D. Consolidate automation tools.

Correct Answer: D
Section:
Explanation:
One possible cause of unexpected changes to record values is having multiple automation tools that update the same field on the same object. This can create conflicts and overwrite each other's values. To resolve this issue, the administrator should consolidate automation tools and use only one tool per object and field combination. This can help avoid confusion and ensure consistent results.
Reference: https://help.salesforce.com/s/articleView?id=sf.process_which_tool.htm&type=5 https://trailhead.salesforce.com/en/content/learn/modules/business_process_automation/automation_considerations

QUESTION 60

AW Computers has enabled the feature for Contact to multiple Accounts. A rep is trying to remove the primary Account from a Contact but Is unable to do so. The administrator has already updated the page layout to no longer require an Account.
What could be the issue?

A. A primary Account relationship Is required on a Contact regardless of the page layout settings.
B. The Contact has Indirect relationships to other Accounts.
C. The Account Contact relationship record needs to be deleted first In order to disassociate Contact from the Account.
D. Private Contacts need to be enabled in Setup.

Correct Answer: A
Section:

QUESTION 61
AW Computers has enabled the feature for Contact to multiple Accounts. A rep is trying to remove the primary Account from a Contact but Is unable to do so. The administrator has already updated the page layout to no longer require an Account.
What could be the issue?

A. A primary Account relationship Is required on a Contact regardless of the page layout settings.
B. The Contact has Indirect relationships to other Accounts.
C. The Account Contact relationship record needs to be deleted first In order to disassociate Contact from the Account.
D. Private Contacts need to be enabled in Setup.

Correct Answer: A
Section:
Explanation:
When the feature for Contacts to multiple Accounts is enabled, a Contact can have a direct relationship with multiple Accounts. However, one of these relationships must be designated as the primary Account relationship. This relationship is required on a Contact regardless of the page layout settings and cannot be removed unless the Contact is deleted or merged with another Contact.
Reference: https://help.salesforce.com/s/articleView?id=sf.shared_contacts_set_up.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.shared_contacts_considerations.htm&type=5

QUESTION 62
An administrator created two record types on the Account object: Internal Customers and External Customers. A custom profile called Sales has the External Customers record type assigned. The sharing rules for Accounts arm set to Public Read Only. On occasion. Sales users notice that an Account record has the wrong record type assigned. The administrator has created a screen flow that will change the record type on the user's behalf.
What will happen to the Sales user's record access after running this flow?

A. Read access will be lost to the record.
B. Edit access will be lost to the record.
C. Record Access remains the same.
D. A new record owner will be assigned.

Correct Answer: C
Section:
Explanation:
Changing the record type of a record does not affect the record access of a user. Record access is determined by the organization-wide default, role hierarchy, sharing rules, manual sharing, teams, and ownership. Record type only affects the page layout and picklist values that are available for the record. Therefore, if a user has access to a record before changing its record type, they will still have the same access after changing its record type.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.security_sharing_overview.htm&type=5

QUESTION 63
The administrator at Cloud Kicks recently replaced several case workflow rules with a single before save flow. Since this change, some cases are routing In unexpected ways.

What could be the cause or the charges to routing?

A. The old workflow rules are still active and impacting routing.
B. The flow precedes assignment rules; workflow rules are after assignment rules.
C. Assignment rules no longer reference the correct fields.
D. Multiple automation tools have been used and the automation is executed in a different order.

Correct Answer: B
Section:
Explanation:
One possible reason for the changes to case routing is the difference in the order of execution between before save flow triggers and workflow rules. Before save flow triggers run before assignment rules, which means that any field updates made by the flow can affect how the assignment rules assign the case. Workflow rules run after assignment rules, which means that any field updates made by the workflow do not affect how the assignment rules assign the case. Therefore, replacing workflow rules with before save flow triggers can change the case routing logic.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_concepts_trigger.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.order_of_execution.htm&type=5

QUESTION 64
An administrator at Cloud kicks recently built a screen flow in a sandbox that creates a case and follow-up task. When the flow runs in the sandbox, it works just as expected. When tested in production, the flow errors when creating the records.
Choose 2 answers

A. Change the user experiencing the issue to the System Administrator profile.
B. Open the flow In Debug mode and Run the Flow as another user.
C. Change the Default Case Creator to the user's manager.
D. Log in as another user and run the flow.

Correct Answer: B, D
Section:

QUESTION 65
Ursa Major Solar has a junction object that connects Docs with Solar Panels. The administrator needs users to be able to see all the solar panels that a Dot is related to. Users already have access to the Bot and the Junction, but not the Solar Panel object.
What access docs the user need to be able to see the solar panel records?

A. Read permission is required on both master records.
B. Access permission Is not required on either master record.
C. Create permission Is required on both master records.
D. Read permission is required on at least are master record.

Correct Answer: D
Section:
Explanation:
To access a junction object record, a user needs to have at least read permission on one of its master records and on the junction object itself. If the user does not have access to either master record, they cannot access the junction object record. If the user has access to both master records, they can access the junction object record with the most permissive access level of either master record.
Reference: https://help.salesforce.com/s/articleView?id=sf.security_sharing_rules_types.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.relationships_manytomany.htm&type=5

QUESTION 66
Cloud Kicks is looking for a way to back up its data dally.
What should the administrator recommend?

A. Set up Salesforce's Data Export Service and store the data In the target destination.
B. Extract the data with the Import Wizard and push it to the target destination.
C. Schedule a report and have the data emailed to the admin to put In the target destination.
D. Use an ETL tool that can be scheduled to extract the data ard push it to the target destination.

Correct Answer: A
Section:
Explanation:
Salesforce's Data Export Service is a tool that allows you to export your organization's data to a set of comma-separated values (CSV) files and store them in a backup location of your choice. You can schedule this service to run weekly or monthly and receive an email notification when your files are ready to download. This is one way to back up your data daily without using any external tools or services.
Reference: https://help.salesforce.com/s/articleView?id=sf.data_export.htm&type=5

QUESTION 67
The VP of sales at AW Computing utilizes a Lead report grouped by Country and Lead Source to show where the leads are coming from. The number of leads vanes greatly for each Country.
What should the administrator configure on the report to show the Lead Source effectiveness for each country?

A. The 'Show Unique Count*
B. PARENTGROUPVAL Function
C. Bucket fitters
D. PREVGROUPVAL function

Correct Answer: B
Section:
Explanation:
The PARENTGROUPVAL function is a formula function that returns the value of a parent group in a report. It can be used to compare values across different groupings and show relative performance. In this case, the administrator can use this function to show the lead source effectiveness for each country by calculating the percentage of leads from each lead source divided by the total number of leads for each country.
Reference: https://help.salesforce.com/s/articleView?id=sf.reports_formulas_parentgroupval.htm&type=5

QUESTION 68
An administrator has created a flow that sends platform events whenever an opportunity is updated. An Apex developer has been tasked to write code that listens for these events. When reviewing the debug logs for a user, the developer can see that the flow ran, but the debug Information is missing.
What should the administrator recommend to assist with debugging?

A. Select the Debug Enabled checkbox on platform events,
B. Platform events are unavailable for debugging.
C. Set a debug log on the Automated Process entity.
D. Search the AppExchange to And a tool that assists with debugging.

Correct Answer: C
Section:
Explanation:
To debug platform events in Apex code, you need to set a debug log on the Automated Process entity. This entity represents an automated process user that runs flows and processes in your org. By setting a debug log on this entity, you can capture the events that are published and consumed by your flow and Apex code, as well as any errors or exceptions that occur during the execution.
Reference: https://developer.salesforce.com/docs/atlas.en-us.platform_events.meta/platform_events/platform_events_debug.htm https://help.salesforce.com/s/articleView?id=sf.code_add_users_debug_log.htm&type=5

QUESTION 69
AW Computing sells a variety of software programs for Its customers to choose from. Management wants to ensure that the customer automatically receives phone support when they purchase photo editing. software.

how should an administrator meet these retirements?

A. Add an entitlement template to the pressure conduct for phone support.
B. Include a milestone to the product with a term of 365 days for phone support.
C. Configure a flow to create a milestone co the asset upon purchase.
D. Create a flow to attach an entitlement to the asset upon purchase.

Correct Answer: D
Section:
Explanation:
An entitlement is a record that represents a customer's right to receive support or service based on the terms of a contract or agreement. An asset is a record that represents a product that a customer has purchased. To automatically provide phone support to customers who purchase photo editing software, the administrator can create a flow that attaches an entitlement to the asset upon purchase. The entitlement can have a term of 365 days and a service contract that specifies the phone support details.
Reference: https://help.salesforce.com/s/articleView?id=sf.entitlements_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.assets_overview.htm&type=5

QUESTION 70
An administrator is Informed that an employee has Just resigned and needs all access removed Immediately. This user is the owner of 4,000 records and the sole recipient or 57 email alerts. Management will need at least a month to find a replacement. The email administrator has already revoked their email access.
What action should be taken to ensure the user's access is immediately revoked?

A. Go into the user record and uncheck the Lightning User checkbox.
B. Go into the user record and freeze the user.
C. Go into the user record and set the login hours to None'.
D. Go into the user record and delete the user,

Correct Answer: B
Section:
Explanation:
Go into the user record and freeze the user is the action that should be taken to ensure the user's access is immediately revoked. Freezing a user is a way to temporarily prevent a user from logging in to Salesforce without deactivating their user record or changing their profile. Freezing a user can be useful when an employee has resigned or left the company and their access needs to be removed immediately. Freezing a user does not affect the ownership of records or email alerts that are assigned to them

QUESTION 71
Dreamhouse Realty recently learned that the major listing service it utilizes can accept messages to a specific endpoint. The realtors want to utilize this to be able to quickly update the listing price on properties after it has been approved.
What automation tool should the administrator configure?

A. Flow
B. Platform Event
C. Process Builder
D. Email Alert

Correct Answer: A
Section:
Explanation:
Flow is the automation tool that should be configured to utilize the major listing service endpoint. Flow is a tool that allows administrators to automate complex business processes by building flows that can collect, update, or delete data, invoke Apex code, call external services, and more. Flow can use an Apex action or an HTTP request action to send messages to an external endpoint using REST API

QUESTION 72
A user is getting an error when attempting to merge two accounts. The administrator checks the profile to see the user has Read/Write permission on Accounts and is the owner of both records. What is preventing the user from completing the merge?

A. Only administrators have permission to merge records.
B. The user is assigned to the wrong territory.
C. The Account matching rules are not set.
D. The Delete permission is missing on the user for Accounts.

Correct Answer: D
Section:
Explanation:
The Delete permission is missing on the user for Accounts is what is preventing the user from completing the merge. Merging accounts is a way to combine up to three duplicate accounts into one master record and update the related records accordingly. Merging accounts requires the Delete permission on accounts because merging accounts involves deleting the duplicate records and keeping only the master record.

QUESTION 73
What are three options available to the administrator to help with this issue? Choose 3 answers

A. Move some page components behind a tab.
B. Remove some of the fields displayed.
C. Deactivate unnecessary validation rules.
D. Convert all Process builders to flows.
E. Reduce the number of related lists displayed.

Correct Answer: A, B, E
Section:
Explanation:
Move some page components behind a tab, remove some of the fields displayed, and reduce the number of related lists displayed are three options available to the administrator to help with this issue. Moving some page components behind a tab can help reduce the loading time of a record page by hiding some components until they are needed by the user. Removing some of the fields displayed can help reduce the loading time of a record page by minimizing the number of queries and calculations that need to be performed when rendering the page. Reducing the number of related lists displayed can help reduce the loading time of a record page by limiting the amount of data that needs to be retrieved and displayed on the page

QUESTION 74
What are three options available to the administrator to help with this issue? Choose 3 answers

A. Move some page components behind a tab.
B. Remove some of the fields displayed.
C. Deactivate unnecessary validation rules.
D. Convert all Process builders to flows.
E. Reduce the number of related lists displayed.

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Section:
Explanation:
Move some page components behind a tab, remove some of the fields displayed, and reduce the number of related lists displayed are three options available to the administrator to help with this issue. Moving some page components behind a tab can help reduce the loading time of a record page by hiding some components until they are needed by the user.

QUESTION 75
Cloud Kicks has a Process Builder which should trigger upon a status change from on approval process. The Process Builder triggers if the status is updated manually, but not as a result or the approval process update.
What could the administrator do to troubleshoot the issue?

A. Check the Approval Process to make sure it is on the correct version.
B. Check the Reevaluate Workflow Rules After Field Change box on the Approval Process Field Update Action.
C. Turn Recursion the Process Builder under the Advanced Settings so the Process Builder fires again.
D. Change the value with a Specific New Field Value so the Process Builder knows what value to look for.

Correct Answer: B
Section:
Explanation:
Check the Reevaluate Workflow Rules After Field Change box on the Approval Process Field Update Action is what the administrator should do to troubleshoot the issue. This option allows the approval process field update to trigger any workflow rules or processes that are based on the updated field value. If this option is not checked, the approval process field update will not trigger any workflow rules or processes, and the Process Builder will not fire

QUESTION 76
The support operations team has noticed some Invalid data In the custom Primary issue picklist field on case records. They are unsure of what the issue is since the field is being updated by an automated procedure and there Is a validation rule to ensure clean data on case records.
Why arc records being updated with data that violates the validation rule?

A. The data change Is triggered by an update record Flow element.
B. The field is being updated by a workflow field update.
C. The field is being updated by an Apex before trigger.
D. The user has the Modify All Data permission on the object.

Correct Answer: B
Section:
Explanation:
The field is being updated by a workflow field update is why records are being updated with data that violates the validation rule. A workflow field update is a way to automatically change the value of a field when a workflow rule evaluates to true. A workflow field update can bypass validation rules and other security controls when updating a field value, which can result in invalid data being stored in the record.

QUESTION 77
A sales rep at Ursa Major Solar was assigned to a role under their manager and is the record owner of several opportunities; however, the sales rep is missing from the manager's forecast.
What should the administrator review to solve this issue?

A. Enable owner adjustment
B. Enable manager adjustments
C. Allow Forecasting
D. Allow Override Forecasts

Correct Answer: C
Section:
Explanation:
Allow Forecasting is what the administrator should review to solve this issue. Allow Forecasting is a user permission that enables users to access and edit forecasts. If a user does not have this permission, they will not be able to see their own forecast or any forecasts below them in the role hierarchy. Therefore, the administrator should make sure that the sales rep has this permission enabled on their profile or permission set.

QUESTION 78

An administrator at Universal Containers has been asked by the compliance team to understand end track various sensitivity levels for its data In Salesforce. The administrator has enabled Data Classification end configured appropriate sensitivity levels. The compliance team would Ike a report showing field level sensitivity and classification.
What should the administrator recommend?

A. Run the standard Data Classification report.
B. Create a custom Entity Definition and Held Definitions report type.
C. Use the Data Classification Metadata list view.
D. Configure a custom Data Classification and Metadata report type.

Correct Answer: A
Section:
Explanation:
Run the standard Data Classification report is what the administrator should recommend to the compliance team. Data Classification is a feature that allows administrators to flag where sensitive information is stored in Salesforce by assigning sensitivity and classification levels to fields. Data Classification also provides a standard report that shows field level sensitivity and classification for all fields in an org. The administrator can run this report and share it with the compliance team to meet their requirement.

QUESTION 79
Support staff at Cloud Kicks work on multiple accounts and opportunities at the same time, Currently, they are switching between browser tabs, which is tedious and confusing. Support managers put in a request for a better agent experience.
What should an administrator recommend?

A. Create a screen flow to pull all related opportunities onto one page.
B. Enable Subtab Record Browsing in the Setup menu.
C. Configure Split Lit Views.
D. Implement Service Console.

Correct Answer: D
Section:
Explanation:
Implement Service Console is what the administrator should recommend to support staff at Cloud Kicks for a better agent experience. Service Console is a Salesforce app that provides a unified interface for agents to manage multiple customer interactions and records at once. Service Console can help agents work more efficiently and productively by providing features such as tabs, subtabs, list views, related lists, highlights panel, interaction log, macros, keyboard shortcuts, and more

QUESTION 80
The administrator at Cloud Kicks is troubleshooting an issue one user is having with a flow. They have decided to add a debug log to that user.
What debug log category should be used?

A. Workflow
B. Callout
C. System
D. Database

Correct Answer: A
Section:
Explanation:
Workflow is the debug log category that should be used to troubleshoot an issue with a flow. Workflow is a debug log category that captures information about workflow rules, flows, processes, approval processes, and entitlement processes. Workflow can help identify errors or issues related to these automation tools by showing details such as evaluation criteria, actions executed, variables assigned, and outcomes reached.

QUESTION 81
An administrator is creating a custom Opportunity record page for Sales users for new logo opportunities. They need to control what fields display on the record when a sales user is viewing the opportunity.
Where should the administrator edit what fields display in the details of the record page?

A. Record Detail Component
B. Custom Lightning Component
C. Record Types
D. Page Layout

Correct Answer: D
Section:
Explanation:
The fields that display in the details of the record page are controlled by the page layout assigned to the user's profile and record type. The administrator can edit the page layout to add, remove, or reorder fields on the record page.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_layouts.htm&type=5

QUESTION 82
The Service team at Cloud Kicks needs a way to show the current status from the Account on the Case. This value should be on the page and is used in validation rules.
What should the administrator recommend to solve this?

A. Create a cross-object formula.
B. Use a picklist field.
C. Make a Rollup Summary.
D. Add a lookup field to Account.

Correct Answer: A
Section:
Explanation:
A cross-object formula is a formula that references fields from related objects. The administrator can create a cross-object formula field on the Case object that displays the current status from the Account. This field can be used in validation rules and other processes.
Reference: https://help.salesforce.com/s/articleView?id=sf.tips_on_building_formulas_cross_object_formulas.htm&type=5

QUESTION 83
An administrator has a request to create a Next Steps field for users to document what they need to do next on a lead. The field should allow users to format the text and be mapped to an opportunity when converted.
What type of field will satisfy these requirements?

A. Formula (Text)
B. Text Area (Long)
C. Text Area
D. Text Area (Rich)

Correct Answer: D
Section:
Explanation:
A Text Area (Rich) field allows users to format the text with fonts, colors, images, and hyperlinks. It also supports mapping to an opportunity when converting a lead.
Reference: https://help.salesforce.com/s/articleView?id=sf.fields_using_rich_text_area.htm&type=5

QUESTION 84

AW Computing wants to enable a backup resource to assign permissions while restricting the backup resource's ability to create or modify permission sets.
Which feature should be employed to accomplish this request?

A. Assignment Rules
B. Delegated Administrator
C. View All Users Permission
D. Customize Application Permission

Correct Answer: B
Section:
Explanation:
Delegated Administration allows administrators to delegate certain user management tasks to non-administrators. For example, a delegated administrator can assign permissions sets to users in specified roles or public groups without having full access to modify permission sets.
Reference: https://help.salesforce.com/s/articleView?id=sf.admin_usermgt_delegated.htm&type=5

QUESTION 85
Cloud Kicks has just released a new Process Builder on the Account in production. The end users keep getting error messages that prevent them from completing their updates to the Account.
Which three things should the administrator do to resolve this issue?
Choose 3 answers

A. Review the Error Email for the Process Builder and rectify the issues.
B. Manually make the updates to the Account as the logged-in user.
C. Deactivate the Process Builder in production.
D. Have the users refresh the Account page so they get the current Process Builder.
E. Fix the Process Builder in a sandbox and migrate the change to production.

Correct Answer: A, C, E
Section:
Explanation:
To resolve the issue with the Process Builder, the administrator should do the following steps:
Review the Error Email for the Process Builder and rectify the issues. The error email contains information about what caused the error and how to fix it.
Deactivate the Process Builder in production. This will prevent further errors from occurring while the administrator fixes the Process Builder.
Fix the Process Builder in a sandbox and migrate the change to production. This will ensure that the Process Builder is tested and validated before deploying it to production.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_troubleshoot_error_email.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.flow_deploy.htm&type=5

QUESTION 86
A new administrator at Cloud Kicks has reported that they are unable to use outbound change sets as requested.
What permission should be reviewed to determine if it is missing from the administrator user or profile?

A. Create and Upload Change Sets
B. Modify Metadata Through Metadata API Functions
C. Deploy Change Sets
D. API Enabled

Correct Answer: A
Section:
Explanation:
To use outbound change sets, a user needs to have the Create and Upload Change Sets permission on their profile or permission set. This permission allows users to create change sets in a sandbox or Developer Edition

organization and upload them to another organization.
Reference: https://help.salesforce.com/s/articleView?id=sf.changesets_create_upload_perm.htm&type=5

QUESTION 87
Cloud Kicks maintains Inventory in a legacy application. Management wants the information to also be available to view and report on in Saiesforce.
Which action should the administrator take to achieve this goal?

A. Create an external object that maps to the inventory application.
B. Import the data into a custom object when needed; delete after it is used.
C. Build a Lightning component and use SFDX to connect to the inventory app.
D. Upload an Excel spreadsheet with the data into the Files tab.

Correct Answer: A
Section:
Explanation:
To make inventory data from a legacy application available in Salesforce, the administrator can create an external object that maps to the inventory application. An external object is similar to a custom object, except that it maps to data that's stored outside your Salesforce organization. External objects enable users to view and report on external data in Salesforce.
Reference: https://help.salesforce.com/s/articleView?id=sf.external_object_overview.htm&type=5

QUESTION 88
Northern Trail Outfitters (NTO) has a private sharing model for records containing a customer's credit Information. These records should be visible to a sales rep's manager but hidden from their colleagues.
How should an administrator adjust NTO's sharing model to ensure the correct amount of confidentiality?

A. Use validation rules targeting the logged-in user.
B. Add View All access for the object via the managers profile.
C. Create sharing rules for each manager based on the record owner.
D. Grant access using hierarchies via the sharing settings.

Correct Answer: D
Section:
Explanation:
To ensure that sales reps' managers can view records containing customer's credit information but their colleagues cannot, NTO should grant access using hierarchies via the sharing settings. This option allows users above another user in the role hierarchy to have access to records owned by or shared with users below them in the hierarchy.
Reference: https://help.salesforce.com/s/articleView?id=sf.admin_sharing.htm&type=5

QUESTION 89
The administrator at AW Computing implements multi-factor authentication using the Salesforce Authenticator app downloaded on company-provided iPhones. A sales rep breaks their phone and needs to update an opportunity record.
How should the administrator grant access for the sales rep?

A. Instruct the sales rep to log in from the company's VPN.
B. Delegate multi-factor identification to the sales rep.
C. Add the sales rep's IP address to the trusted IP ranges.
D. Generate a temporary identity verification code for the rep.

Correct Answer: D
Section:
Explanation:

To grant access for the sales rep who broke their phone and needs multi-factor authentication using Salesforce Authenticator app, the administrator can generate a temporary identity verification code for them. This code allows users who don't have their verification method available to log in securely without compromising their account security.
Reference: https://help.salesforce.com/s/articleView?id=sf.identity_verification_codes.htm&type=5

QUESTION 90
How should an administrator support a finance team that is trying to use Opportunity data to keep an eye on their pipeline rather than manually calculating anticipated income for the quarter?

A. Run a report at the end of each quarter to update the finance team on pipeline status.
B. Set up collaborative forecasting to view quota against the open pipeline.
C. Create a custom Forecasting object to inform the finance team on the status of deals.
D. Show the finance team how to use the Opportunity Kanban List View.

Correct Answer: B
Section:
Explanation:
To help the finance team use Opportunity data to keep an eye on their pipeline without manually calculating anticipated income for the quarter, the administrator should set up collaborative forecasting. Collaborative forecasting allows users to view quota against open pipeline and make adjustments based on changing business conditions.
Reference: https://help.salesforce.com/s/articleView?id=sf.forecasts3_overview.htm&type=5

QUESTION 91
Ursa Major Solar has a training sandbox with 160MB of test data that needs to be refreshed every other day.
Which two sandboxes should be used in this instance?
Choose 2 answers

A. Partial
B. Developer
C. Developer Pro
D. Full

Correct Answer: A, C
Section:
Explanation:
To create a training sandbox with 160MB of test data that needs to be refreshed every other day, NTO should use either Partial or Developer Pro sandboxes. Partial sandboxes have a storage limit of 10GB and can be refreshed every 5 days. Developer Pro sandboxes have a storage limit of 1GB and can be refreshed every day. Both sandboxes can include test data from production.
Reference: https://help.salesforce.com/s/articleView?id=sf.data_sandbox_environments.htm&type=5

QUESTION 92
When should an administrator consider when using Person Accounts'

A. In a complex business model and the users find it easiest to record Opportunity information on Contacts rather than Accounts.
B. In a B2B business model and is selling to the primary contact at a business organization.
C. In a B2C business model and the consumer is the intended recipient of sates and marketing attention.
D. In a business model that needs a separate Contact and Account to be included on all Case records submitted.

Correct Answer: C
Section:
Explanation:
An administrator should consider using Person Accounts when they have a B2C business model and the consumer is the intended recipient of sales and marketing attention. Person Accounts allow administrators to store

information about individual consumers without requiring a separate account record for each contact.
Reference: https://help.salesforce.com/s/articleView?id=sf.account_person_behavior.htm&type=5

QUESTION 93
DreamHouse Realty (DR) wants to ensure that its data is protected. There have been several recent attempts to phish employees.
What should DR do to help ensure that the user that is logged in is the right user when the running user is trying to view reports and dashboards?

A. Require a Usemame, Password, and Security Token when logging in.
B. Set up an authentication provider for reports and dashboards.
C. Require MFA when users need to view and export dashboards and reports.
D. Require a high assurance session when exporting or printing reports and dashboards.

Correct Answer: D
Section:
Explanation:
To help ensure that users who are viewing reports and dashboards are who they say they are, DR should require a high assurance session when exporting or printing reports and dashboards. A high assurance session requires users to verify their identity using multi-factor authentication before accessing sensitive data or functionality in Salesforce.
Reference: https://help.salesforce.com/s/articleView?id=sf.security_high_assurance_session_level.htm&type=5

QUESTION 94
A sales manager at AW Computing has created a contact record but is missing some of the information to complete the record. The organization-wide default for Accounts is set to Public Read Only, and Contacts are controlled by parent.

A. Who will be able to edit this new contact record?
B. Users above the sales manager in the role hierarchy
C. All users in the organization
D. The owner and users below the owner in the role hierarchy
E. Sales manager and system administrator

Correct Answer: E
Section:
Explanation:
The sales manager and system administrator will be able to edit this new contact record because they are either the owner or have Modify All Data permission respectively. Users above or below the sales manager in the role hierarchy will not be able to edit this contact record because contacts are controlled by parent and accounts are set to Public Read Only. All users in the organization will be able to view but not edit this contact record because accounts are set to Public Read Only.
Reference: https://help.salesforce.com/s/articleView?id=sf.admin_sharing.htm&type=5

QUESTION 95
An administrator at AW Computing noticed that a custom field on the Contact object was changed from text to text area.
What tool should the administrator use to investigate this change?

A. Developer Console
B. Field History Tracking
C. Debug Log
D. View Setup Audit Trail

Correct Answer: D
Section:

Explanation:
The View Setup Audit Trail page lets you view the 20 most recent setup changes made to your org. You can also download a file of the last six months of setup changes.
Reference: https://help.salesforce.com/s/articleView?id=sf.monitoring_setup_audit_trail.htm&type=5

QUESTION 96
A sales rep needs to help cross-sell an opportunity but is unable to make updates on the record or update the opportunity team.
Which two options would be required for a sales rep to add a rep to the opportunity team?
Choose 2 answers

A. Transferred ownership of the Opportunity to the sales rep
B. A permission with Edit access on the Account object
C. A role above the Opportunity owner in the role hierarchy
D. Transferred ownership of the Account to the sales rep

Correct Answer: B, C
Section:
Explanation:
To add a user to an opportunity team, you need Edit access on the account associated with the opportunity and either own the opportunity or be above the owner in the role hierarchy.
Reference: https://help.salesforce.com/s/articleView?id=sf.teams_adding.htm&type=5

QUESTION 97
AW Computing has a new requirement from its security team where audit information relating to an account must be recorded in a new custom object called Audit. Audit records need to be preserved for 10 years and only accessible by the audit team.
What relationship should be used to relate the Audit object to the Account object?

A. Master-Detail
B. Lookup
C. Many-To-Many
D. Self

Correct Answer: B
Section:
Explanation:
A lookup relationship creates a link between two objects. The child object can have its own security settings and does not inherit them from the parent object. This is suitable for audit records that need to be preserved and accessed by a specific team.
Reference: https://trailhead.salesforce.com/en/content/learn/modules/data_modeling/relationships

QUESTION 98
Sales managers at Ursa Major Solar have asked for some additional automation around opportunity reminders. If the opportunity is in the Proposal stage a week before the close date, they want an email sent to the opportunity owner and manager. If the Budget Approved custom field is checked, the managers want to be notified immediately.
How should these requirements be met without using code?

A. Create a schedule-triggered flow. Configure the trigger to flow weekly.
B. Create a record-triggered flow with scheduled paths. Configure the trigger to flow after the record is saved.
C. Create a record-triggered flow with scheduled paths. Configure the trigger to flow before the record is saved.
D. Create a schedule-triggered flow for the Opportunity object. Configure the trigger to flow daily.

Correct Answer: B

Section:
Explanation:
A record-triggered flow lets you automate actions when a record is created or updated. You can use scheduled paths to schedule actions relative to a date field on the record, such as close date. You should configure the trigger to flow after the record is saved so that you can access the updated field values.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_concepts_trigger_types_record.htm&type=5

QUESTION 99
An administrator has a request to write a report listing accounts that have sales from this year and that have a completed activity in the last 30 days.
What reporting feature should the administrator employ to provide only the list of accounts, without listing the details of the opportunities?

A. Joined Report
B. Cross-Filter
C. Summary Report
D. Filter Logic

Correct Answer: B
Section:
Explanation:
A cross-filter lets you filter records based on related objects and their fields. For example, you can filter accounts that have at least one opportunity from this year and at least one completed activity in the last 30 days.
Reference: https://help.salesforce.com/s/articleView?id=sf.reports_cross_filters.htm&type=5

QUESTION 100
Cloud Kicks wants to implement multi-factor authentication (MFA) to help better secure its Salesforce org.
Which two options should the administrator consider to use MFA?
Choose 2 answers

A. An Authentication App
B. A Username and Password
C. A Security Token
D. An Encryption Key

Correct Answer: A, B
Section:
Explanation:
An authentication app is a mobile app that generates verification codes for logging in to Salesforce or other services that require multi-factor authentication (MFA). A username and password are also required for logging in to Salesforce, but they are not sufficient for MFA.
Reference: https://help.salesforce.com/s/articleView?id=sf.identity_auth_apps.htm&type=5

QUESTION 101
AW Computing has been advertising a new keyboard that was released at the beginning of the month. The sales team has an additional incentive to add the keyboards to every sale. The administrator already added the product to Salesforce but the reps are unable to select the product on the opportunity.
Which two options should an administrator check to ensure the product is available?
Choose 2 answers

A. Confirm the correct price book is selected on the opportunity.
B. Make sure the price book Is in the company currency.
C. Ensure the product is associated with the correct price book.
D. Verify the product has a start date entered.

Correct Answer: A, C
Section:
Explanation:
Two options that the administrator should check to ensure the product is available are:
Confirm the correct price book is selected on the opportunity. A price book is a list of products and their prices that can be added to an opportunity. An opportunity can have only one price book at a time, and the products that are available for selection depend on the price book that is chosen. Therefore, the administrator should check if the opportunity has the right price book that contains the new keyboard product.
Ensure the product is associated with the correct price book. A product is a good or service that can be sold in Salesforce. A product can be associated with one or more price books, depending on how it is priced for different markets or segments. Therefore, the administrator should check if the new keyboard product is added to the appropriate price book that is used by the opportunity.
The other two options are incorrect because:
Making custom fields does not affect the availability of products on an opportunity. Custom fields are used to store additional information or calculations on an object, but they do not determine which products can be selected from a price book.
Turning on field tracking does not affect the availability of products on an opportunity. Field tracking is used to monitor changes to certain fields on an object and display them in a history related list, but it does not determine which products can be selected from a price book.

QUESTION 102
Which three fields should be used as filter criteria? Choose 3 answers

A. A phone field that provides the full phone number of the seller.
B. A multi-select picklist field that designates features of the listing.
C. A number field that designates the square footage of the listing.
D. A formula field that calculates a price for the listing.
E. A picklist field that designates the county of the listing.

Correct Answer: A, C, E
Section:
Explanation:
A phone field that provides the full phone number of the seller, a number field that designates the square footage of the listing, and a picklist field that designates the county of the listing should be used as filter criteria because they are fields that can be used to narrow down the report results based on specific values or ranges. A multi-select picklist field that designates features of the listing and a formula field that calculates a price for the listing should not be used as filter criteria because they are fields that cannot be filtered on in reports.
Reference: https://help.salesforce.com/s/articleView?id=sf.reports_filtering.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.reports_fields_unavailable.htm&type=5

QUESTION 103
AW Computing continues to grow and has concerns about the volume of sensitive data being stored in its org. The administrator suggests utilizing Salesforce Shield.
What should the team consider before Implementing Salesforce Shield?

A. Encrypted f elcz art j-ab e to be referenced in flows.
B. Einstein Lead Scoring is available on encrypted fields.
C. Paused flows can cause data to be saved in an unencrypted state.
D. Shield Platform Encryption can be used with custom metadata types.

Correct Answer: C
Section:
Explanation:
Paused flows can cause data to be saved in an unencrypted state because when a flow pauses, Salesforce saves its state and any data it has collected in a flow interview object, which is not encrypted by Shield Platform Encryption.
Reference: https://help.salesforce.com/s/articleView?id=sf.security_pe_considerations_flows.htm&type=5

QUESTION 104

The Cloud Kicks security team has seen an increase in unattended device attacks, where hackers can view sensitive information when users leave devices unlocked in public settings. The security team wants to ensure Salesforce data cannot be viewed after 10 minutes of inactivity.
What is the recommended security setting to configure?

A. Enforce login IP ranges on every request.
B. Lock sessions to the domain in which they were first used.
C. Require a high assurance session.
D. Force logout on session timeout.

Correct Answer: D
Section:
Explanation:
Force logout on session timeout is the recommended security setting to configure because it prevents users from resuming their sessions after they time out due to inactivity, which reduces the risk of unauthorized access to Salesforce data from unattended devices.
Reference: https://help.salesforce.com/s/articleView?id=sf.security_sessions_logout.htm&type=5

QUESTION 105
When an Account has more than five open opportunities over US$10,000, the sales rep should have an option on the Account page to start the escalation process to allocate additional resources.
Which two configurations should the administrator create?
Choose 2 answers

A. Component Visibility filter
B. Formula field
C. Roll-Up Summary field
D. Dynamic Forms

Correct Answer: B, D
Section:
Explanation:
Formula field and Dynamic Forms should be created to meet the requirements because a formula field can be used to count the number of open opportunities over US$10,000 related to an account using a roll-up summary filter condition, and Dynamic Forms can be used to display or hide a component on an account page based on a visibility filter using the formula field value.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_functions_i_z.htm

QUESTION 106
Cloud Kicks uses a dashboard with multiple components based on Account, Case, and Opportunity reports. The system administrator adds a dashboard filter on Account Owner. When filtering the dashboard by Account Owner, records are now missing from several Opportunity components.
What is the recommended way for the system administrator to resolve this issue?

A. Add a cross-filter to the Opportunity source reports.
B. Use a custom report type for Accounts with or without Opportunities.
C. On the Opportunity components, change the equivalent field.
D. Create a joined Accounts and Opportunities report for the components.

Correct Answer: C
Section:
Explanation:
The equivalent field is the field that matches the dashboard filter field on the source report object. For example, if the dashboard filter is on Account Owner, then the equivalent field on the Opportunity object is Opportunity Owner. Changing the equivalent field ensures that the dashboard filter applies correctly to the Opportunity components.

Reference: https://help.salesforce.com/s/articleView?id=sf.dashboard_filters.htm&type=5

QUESTION 107
The administrator at AW Computing has been asked to review whether any users are making configuration changes directly in production.
Which item should the administrator review to find these details?

A. Setup Audit Trail
B. Field History Tracking
C. Login History
D. Organization-Wide Defaults

Correct Answer: A
Section:
Explanation:
The Setup Audit Trail is a tool that allows you to view and download a log of changes made in your org's Setup area. The log shows up to 20 fields of information for each change, such as who made it, when it was made, what type of change it was, and what values were changed. You can use the Setup Audit Trail to track configuration changes directly in production and identify any unauthorized or problematic changes.
Reference: https://help.salesforce.com/s/articleView?id=sf.monitorsetup.htm&type=5

QUESTION 108
Universal Containers' support team wants to use Salesforce Knowledge to allow customers and the support team to have access to the product documentation. There are many different types of documentation with usage across the globe.
What feature should the administrator configure?

A. Enable the Case Feed.
B. Create article types.
C. Define data categories and visibility.
D. Setup record types and page layouts.

Correct Answer: C
Section:
Explanation:
Data categories and visibility are features that allow you to organize and control access to your Salesforce Knowledge articles based on different topics or criteria. Data categories are logical groupings of articles that reflect your business needs and processes. You can create a data category group and assign it to one or more article types, and then create data categories and subcategories within that group. Data category visibility is a setting that determines which data categories users can access based on their profiles or permission sets. You can use data categories and visibility to provide relevant and appropriate product documentation to your customers and support team.
Reference: https://help.salesforce.com/s/articleView?id=sf.knowledge_categories.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.knowledge_category_visibility.htm&type=5

QUESTION 109
Northern Trail Outfitters requires the sales user to input a use case before moving the opportunity stage to qualified. A consultant has reviewed the business requirement and ran a report to check the state of data completion. When pulling a report for opportunities in the qualified stage or beyond, it appears that only 30% of records have a use case filled out with varying text strings.
What should the administrator recommend?

A. Write a record-triggered flow that populates the Use Case field when an opportunity is closed.
B. Create a validation rule and add the Use Case field to the Stage Guidance in Path.
C. Make the Use Case field required on the master Opportunity layout.
D. Use a quick action with the Use Case field in the layout, and add it as a Lightning component.

Correct Answer: B

Section:
Explanation:
A validation rule and a stage guidance in Path are two features that can help ensure that users input a use case before moving the opportunity stage to qualified.
A validation rule is a formula that validates the data entered by users and prevents records from being saved if they do not meet certain criteria. In this case, a validation rule can be used to check if the Use Case field is blank when the Stage field is changed to Qualified, and display an error message if so.
A stage guidance in Path is a feature that displays helpful information or tips for each stage of a sales process on an opportunity record page. In this case, adding the Use Case field to the stage guidance in Path can remind users to fill out this field before moving to the next stage.

QUESTION 110
The finance director at Cloud Kicks asks the administrator for an exception report that shows all B2C accounts that are missing the credit card number. The credit card number is a classic encrypted field.
What action should the administrator take to meet this requirement?

A. Add 'View Encrypted Fields' to a permission set assigned to Finance and system administrators and a summary report filtered by credit card number.
B. Unmask the encrypted credit card number field to make it available and add a custom filter to a report where credit card number is blank.
C. Build a custom checkbox called Has Credit Card' that Finance checks when a credit card is recorded and a tabular report filtered on the checkbox equal to false.
D. Create a summary report that includes a cross-filter to the Account object with a sub-filter for credit card number equal to null.

Correct Answer: D
Section:
Explanation:
A summary report with a cross-filter is a type of report that allows you to summarize data by grouping rows and columns and applying filters based on related objects and fields. A cross-filter is a filter that lets you include or exclude records in your report based on related objects and their fields. In this case, you can create a summary report that includes a cross-filter to the Account object with a sub-filter for credit card number equal to null. This will show you all B2C accounts that are missing the credit card number, regardless of whether it is encrypted or not.
Reference: https://help.salesforce.com/s/articleView?id=sf.reports_summary_charts.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.reports_cross_filters.htm&type=5

QUESTION 111
The sales manager at Cloud Kicks wants a way to report on information from a form their clients fill out during the sales cycle. Once a form has been submitted, the client is unable to access it. This form may need to be filled out more than once during the sales cycle. There are more than 30 fields on this form, and the sales team needs to be able to see what changed from one submission to the next.
Which two options should an administrator use to solve this scenario?
Choose 2 answers

A. Add forms as attachments.
B. Make custom fields.
C. Create a custom object.
D. Turn on Field Tracking.

Correct Answer: C, D
Section:
Explanation:
Two options that the administrator can use to solve this scenario are:
Create a custom object. A custom object is an object that you define to store information that is specific to your organization or industry. In this case, you can create a custom object for the form that has more than 30 fields and relates to the account or opportunity object. This way, you can store multiple submissions of the form for each account or opportunity and track their changes over time.
Turn on Field Tracking. Field tracking is a feature that allows you to monitor changes to certain fields on an object and display them in a history related list. In this case, you can turn on field tracking for the fields on the form custom object and see what values were changed from one submission to another.

QUESTION 112
The administrator at Cloud Kicks needs to set up automation to update three fields on the Shipment custom object. Because of the effect these updates will have on some programmatic customizations, they need to happen in a very specific order.
How should the administrator configure the field updates to ensure the proper order.

A. Create three workflow rules in order, one workflow rule for each field update.
B. Create a process with one criteria node and three field updates in the correct order.
C. Create a process with three criteria nodes and stop after each action.
D. Create a workflow rule with three field updates entered in the correct order.

Correct Answer: D
Section:
Explanation:
A workflow rule with three field updates is a way of setting up automation to update three fields on the Shipment custom object in a very specific order. A workflow rule is a rule that triggers one or more actions when a record meets certain criteria. A field update is an action that updates the value of a field on a record. In this case, you can create a workflow rule that evaluates the Shipment records when they are created or edited, and specify the criteria for triggering the rule. Then, you can add three field updates as the actions for the rule, and enter them in the correct order. The order of the field updates determines the order of execution, and you can change it by using the arrows on the workflow page.
Reference: https://help.salesforce.com/s/articleView?id=sf.workflow_rules.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.workflow_field_update_considerations.htm&type=5

QUESTION 113
A user accidentally created a duplicate opportunity and is unable to delete the duplicate record.
What should an administrator do to troubleshoot this issue?

A. Run a report of all opportunities to identify other possible duplicates.
B. Check the user profile permissions on the Opportunity object to see if they have permission to delete.
C. Advise the user to mark the duplicate opportunity Closed Lost and keep it in the system.
D. Change the user's profile to System Administrator so they have full permissions to delete object records.

Correct Answer: B
Section:
Explanation:
The user profile permissions on the Opportunity object is the item that the administrator should review to find out why the user is unable to delete the duplicate record. The user profile permissions determine what users can do with records and objects in Salesforce, such as creating, editing, deleting, viewing, or sharing. In this case, the administrator should check if the user has the Delete permission on the Opportunity object, which allows them to delete opportunity records that they own or have access to. If not, the administrator can either grant them this permission or delete the record for them.
Reference: https://help.salesforce.com/s/articleView?id=sf.admin_general_permissions.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.admin_object_permissions.htm&type=5

QUESTION 114
AW Computing uses a custom Invoice object to track invoices related to accounts. The administrator wants to use roll-up summary fields to view high-level information at a glance on the account record.
Which two considerations should an administrator remember about roll-up summary fields?
Choose 2 answers

A. Roll-up types include COUNT, SUM, and AVG.
B. Roll-up summary fields are created on the master side of a master-detail relationship.
C. Roll-up summary fields prevent the conversion of a master-detail relationship to a lookup.
D. Rollup fields are calculated prior to save.

Correct Answer: A, B
Section:
Explanation:
Two considerations that the administrator should remember about roll-up summary fields are:
Roll-up types include COUNT, SUM, and AVG. A roll-up type is a function that determines how the data from the child records is aggregated and displayed on the parent record. The available roll-up types are COUNT, which counts the number of child records; SUM, which adds up the values of a numeric field on the child records; AVG, which calculates the average value of a numeric field on the child records; MIN, which displays the lowest value

of a field on the child records; and MAX, which displays the highest value of a field on the child records.
Roll-up summary fields are created on the master side of a master-detail relationship. A master-detail relationship is a type of relationship that links two objects together such that the master object controls certain behaviors of the detail object, such as security and deletion. A roll-up summary field is a type of field that displays a value that is calculated from child records related to a parent record. Roll-up summary fields can only be created on the master object of a master-detail relationship or on a lookup relationship if it is set as required.
The other two options are incorrect because:
Roll-up summary fields do not prevent the conversion of a master-detail relationship to a lookup. They only prevent it if they reference a formula field that includes another relationship.
Rollup fields are not calculated prior to save. They are calculated after save and may take some time to update.

QUESTION 115
Person accounts were recently activated at Cloud Kicks.
There are three record types for accounts:
* B2B customer
* B2C Customer
* External Partner
There are two record types for leads:
* B2B Lead
* B2CLead
The test team finds that when the Convert button is clicked on a B2C Lead record, only the B2B Customer and External Partner account record types are available choices on the Conversion Layout.
What should the administrator do to correct this issue?

A. Hide the Record Type field on the Account section of the Conversion Layout.
B. Build a process that updates the record type field to B2C Customer after conversion.
C. Use a validation rule to ensure the company name on B2C Leads is blank.
D. Change organization-wide default settings for contacts to Controlled by Parent.

Correct Answer: C
Section:
Explanation:
The issue is that the Company field is being populated on B2C Leads, which is causing the Lead Conversion Layout to only display Business Account record types. To correct this, the administrator should use a validation rule to ensure that the Company field is blank on B2C Leads. This will prevent the Lead Conversion Layout from displaying Business Account record types and will allow the administrator to select the B2C Customer record type.

QUESTION 116
The administrator at Universal Containers recently rolled out Email-to-Case functionality. Even though a new record type was created and specified in the Email-to-Case settings, all incoming cases are receiving a different record type.
What is likely causing the record type discrepancy?

A. The new Case Owner needs permissions to the new record type.
B. The Automated Case User needs permissions to the new record type.
C. A Case assignment rule is preventing the record type from being updated.
D. A validation rule is preventing the record type from being updated.

Correct Answer: B
Section:
Explanation:
The Automated Case User is the default user for cases created via Email-to-Case. This user needs to have permissions to the new record type in order to assign it to the incoming cases. If the Automated Case User does not have the permissions, the cases will receive a different record type based on the organization-wide default settings.
Reference: https://help.salesforce.com/s/articleView?id=sf.case_email_to_case.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.case_automated_user.htm&type=5

QUESTION 117

Cloud Kicks (CK) has a backup team of employees that helps short-staffed departments. These users could be working with sales one day and service the next. CK is implementing new Lightning record pages for each department so that they view records In a way that makes sense for each department.
How should the administrator ensure this Is configured correctly?

A. Configure one app per department and activate record pages for each app.
B. Create permission sets for each department and assign them to the backup team users.
C. Adjust the profile of the backup users each day to align with the proper access they require.
D. Allow the backup team users to update their own profile with Delegated Administration.

Correct Answer: A
Section:
Explanation:
Configuring one app per department and activating record pages for each app will ensure that users view records in a way that makes sense for each department. An app is a collection of items that work together to serve a particular function. An app can have different record pages for different objects and profiles. By activating record pages for each app, the administrator can customize what users see based on their app context.
Reference: https://help.salesforce.com/s/articleView?id=sf.app_manager_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.app_builder_customize_lex_pages_assign.htm&type=5

QUESTION 118
The accounting team at Universal Containers is looking to roll out two new custom objects: a parent Invoice object and a child Payment object. Whenever a Payment record is created, the Invoice object should be updated to reflect the current outstanding value of the Invoice.
What should the administrator do to build this functionality?

A. Create a lookup-relationship on the Payment with a Roll-up Summary field on the Invoice.
B. Create a lookup-relationship on the Payment and a workflow cross object field update.
C. Create a master-detail relationship on the Payment and a workflow cross object field update.
D. Create a master-detail relationship on the Payment with a Roll-up Summary field on the Invoice.

Correct Answer: D
Section:
Explanation:
Creating a master-detail relationship on the Payment with a Roll-up Summary field on the Invoice will build this functionality. A master-detail relationship creates a parent-child relationship between two objects, where the child records inherit the sharing and security settings of their parent. A Roll-up Summary field calculates values from related child records, such as count, sum, min, or max. In this case, the Roll-up Summary field on the Invoice can calculate the sum of all Payments related to it and subtract it from the Invoice amount to get the current outstanding value.
Reference: https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&type=5

QUESTION 119
What are three options available to the administrator to help with this issue? Choose 3 answers

A. Move some page components behind a tab.
B. Remove some of the fields displayed.
C. Deactivate unnecessary validation rules.
D. Convert all Process builders to flows.
E. Reduce the number of related lists displayed.

Correct Answer: A, B, E
Section:
Explanation:
To help with this issue, the administrator can do the following options:
Move some page components behind a tab. This will reduce the number of components that load initially and improve performance.

Remove some of the fields displayed. This will reduce the amount of data that needs to be retrieved and rendered on the page.
Reduce the number of related lists displayed. This will also reduce the amount of data that needs to be retrieved and rendered on the page.
Reference: https://help.salesforce.com/s/articleView?id=sf.lex_performance_considerations.htm&type=5

QUESTION 120
What would prevent a user from syncing a quote with an opportunity?

A. The quote has a validation rule preventing it from being updated.
B. Another quote is already synced with the opportunity and is awaiting approval.
C. Another quote is already synced with the opportunity.
D. The quote has already passed its expiration date.

Correct Answer: C
Section:
Explanation:
Another quote is already synced with the opportunity will prevent a user from syncing a quote with an opportunity. Only one quote can be synced with an opportunity at a time. If a user tries to sync another quote, they will get an error message saying that the opportunity already has a synced quote.
Reference: https://help.salesforce.com/s/articleView?id=sf.quotes_syncing.htm&type=5

QUESTION 121
Person accounts were recently activated at Cloud Kicks.
There are three record types for accounts:
* B2B customer
* B2C Customer
* External Partner
There are two record types for leads:
* B2B Lead
* B2CLead
The test team finds that when the Convert button is clicked on a B2C Lead record, only the B2B Customer and External Partner account record types are available choices on the Conversion Layout.
What should the administrator do to correct this issue?

A. Hide the Record Type field on the Account section of the Conversion Layout.
B. Build a process that updates the record type field to B2C Customer after conversion.
C. Use a validation rule to ensure the company name on B2C Leads is blank.
D. Change organization-wide default settings for contacts to Controlled by Parent.

Correct Answer: B
Section:
Explanation:
Building a process that updates the record type field to B2C Customer after conversion will correct this issue. The conversion layout for person accounts does not allow selecting different record types for accounts and contacts. The default record type for person accounts is determined by the organization-wide default settings. However, a process can be triggered after conversion to update the record type field based on the lead record type or other criteria.
Reference: https://help.salesforce.com/s/articleView?id=sf.convert_leads_considerations.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.convert_leads_mapping.htm&type=5

QUESTION 122
Cloud Kicks has been tracking how many participants wear the company's shoes in each marathon. The administrator creates two custom objects: Races and Runners. There is a master-detail relationship between them as well as a Roll-up Summary field on the Races object to show the count of runners in each race. Requirements have changed, and the administrator wants to delete the Master-detail Relationship field without deleting the Runners records.
What action should an administrator take before the Relationship field can be deleted?

A. Change the field type to a Lookup Relationship.
B. Select the Allow Reparenting' checkbox on the Master-detail field.
C. Uncheck 'Delete this record also' to turn off cascading deletes.
D. Delete the Roll-up Summary field on the parent.

Correct Answer: A
Section:
Explanation:
Changing the field type to a Lookup Relationship will allow deleting the Relationship field without deleting the Runners records. A lookup relationship creates a loose association between two objects, where the child records do not depend on the parent records for their existence. A lookup relationship can be deleted without affecting the child records, unlike a master-detail relationship that enforces cascading deletes.
Reference: https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

QUESTION 123
Sales reps at Ursa Major Solar often give discounts depending on the configuration of the solar panel system. Customers want to know what the different configuration options are. Sales management wants to ensure the opportunity pipeline is as accurate as possible.
What should sales reps do to ensure their quotes and opportunities reflect their sales?

A. Update the quote record each time the customer requests a different product configuration, and clicks the sync button to update the opportunity.
B. Create a new quote record for each of the different product configurations. Sync the most likely to be purchased back to the opportunity.
C. Create new opportunities for each quote request. Change the forecast category to omitted for all except the most likely to be purchased.
D. Use the products related list to associate the different configurations with the opportunity. Update the Amount field with the most likely purchase price.

Correct Answer: B
Section:
Explanation:
Creating a new quote record for each of the different product configurations and syncing the most likely to be purchased back to the opportunity will ensure that their quotes and opportunities reflect their sales. This way, sales reps can show customers different options and prices, and keep track of which one is most likely to close. Syncing a quote with an opportunity will update the opportunity amount, stage, and expected revenue fields based on the quote information.
Reference: https://help.salesforce.com/s/articleView?id=sf.quotes_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.quotes_syncing.htm&type=5

QUESTION 124
A custom object called Item has a many-to-many relationship with the Account and Quota objects. At Cloud Kicks, account owners are changed frequently while ownership of Quota records remains unchanged. When an account owner is updated, the new account owner can only see Item records if they are also the owner of the Quota record.
What step should the administrator take to give access to all Item records?
Change the data format of the Quota relationship field from master-detail to lookup.

A. Re-assign the Quota master-detail to the primary and the
B. Account master-detail to secondary.
C. Create a Quota criteria-based sharing rule using ISCHANGED for the Account Owner field.
D. Give the account owner Read access to both the Account and the Quota objects

Correct Answer: D
Section:
Explanation:
Giving the account owner Read access to both the Account and the Quota objects will give access to all Item records. Since Item is a junction object between Account and Quota, users need to have at least Read access to both parent objects to see Item records. If users have access to only one parent object, they will not be able to see Item records related to the other parent object.
Reference: https://help.salesforce.com/s/articleView?id=sf.relationships_manytomany.htm&type=5

QUESTION 125
AW Computing has implemented the Contacts to Multiple Accounts functionality. Users should be able to distinguish between contacts and related contacts.
What should the administrator do to configure the account page layout?

A. Display both the contacts and the related contacts related lists.
B. Display the related accounts related list on the page layout.
C. Display the related contacts related list and add the direct field.
D. Display the contacts related list and add the related field.

Correct Answer: C
Section:
Explanation:
Displaying the related contacts related list and adding the direct field will allow users to distinguish between contacts and related contacts. The related contacts related list shows all contacts that are related to an account, either directly or indirectly. The direct field indicates whether a contact is directly associated with an account or not. By adding this field to the related list, users can easily see which contacts are direct and which are not.
Reference: https://help.salesforce.com/s/articleView?id=sf.contacts_multiple_accounts.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.contacts_multiple_accounts_direct_field.htm&type=5

QUESTION 126
Cloud Kicks (CK) typically sells Its products direct to consumer and tracks sales using the Order object In Salesforce. The head of sales has now decided that CK will also sell to retail locations for resale. The administrator wants to leverage opportunities and opportunity products for these new deals.
What should the administrator do to track accurate sales data on opportunities?

A. Create new Products with the new retail pricing.
B. Add a new Order Process for Orders generated from opportunities.
C. Create a new Price Book for the new retail pricing.
D. Add a required lookup field from the Order to the opportunity.

Correct Answer: C
Section:
Explanation:
A price book is a list of products and their prices that can be added to an opportunity. A product can have different prices for different markets or segments, and these prices are stored in different price books. In this case, the administrator should create a new price book for the new retail pricing and add the products that are sold to retail locations for resale. This way, the users can select the appropriate price book and products for their opportunities based on the type of customer they are selling to.
Reference: https://help.salesforce.com/s/articleView?id=sf.products_pricebooks.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.products_define.htm&type=5

QUESTION 127
AW Computing organizes Its sales regions as East, Central, and West. Each region has sales reps, a sales director, and sales operations members. The organization-wide default for all objects is set to Private. Members of the operations team for the East region need access to all the accounts and opportunities in the region.
How should the administrator configure this requirement?

A. Instruct the operations team members to add themselves to the account teams.
B. Share an Opportunity sharing the with a public group containing the East operations profile.
C. Assign to a role in the role hierarchy positioned above the East sales director.
D. Utilize territory management to add the operations team to the East territory.

Correct Answer: D
Section:
Explanation:
Territory management is a feature that allows you to grant access to accounts and opportunities based on criteria such as geography, industry, product line, or customer size. A territory is a grouping of accounts and users that

represents a market segment or business unit. In this case, the administrator should utilize territory management to add the operations team to the East territory, which contains all the accounts and opportunities in the East region. This way, the operations team members can access all the records in their territory regardless of who owns them or what the organization-wide default is.
Reference: https://help.salesforce.com/s/articleView?id=sf.territories_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.territories_define.htm&type=5

QUESTION 128
Universal Containers has a Private sharing model for Accounts and Opportunities. A new team is being created from within the sales team that will be assigned all renewal opportunities. These users will need to see all closed won opportunities while keeping the account private.
How should the administrator meet this requirement?

A. Update the organization-wide default on Opportunities to Public Read Only and add them to the opportunities team.
B. Create a permission set with View All enabled on Accounts and assign it to the new users.
C. Create a new profile for the renewals team with View All permission enabled on Accounts and Opportunities.
D. Create a public group for the renewals team and create a criteria based sharing rule on Opportunities.

Correct Answer: D
Section:
Explanation:
A public group is a grouping of users, roles, roles and subordinates, or other groups that can be used to share access to records or folders. A sharing rule is a rule that grants additional access to records based on certain criteria or ownership. In this case, the administrator should create a public group for the renewals team and create a criteria based sharing rule on opportunities that grants read-only access to the group for all closed won opportunities. This way, the renewals team can see all the opportunities that are eligible for renewal while keeping the account private.
Reference: https://help.salesforce.com/s/articleView?id=sf.admin_sharing.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.sharing_rules.htm&type=5

QUESTION 129
Users at Ursa Major Solar want to create complex dashboards with supporting charts based on data to come from a variety of sources, some of which live on the Internal company shared drives.
Which product should the administrator recommend to meet the users' needs?

A. Lightning Dashboard Builder
B. Report Bulkier
C. List views
D. Tableau CKM

Correct Answer: D
Section:
Explanation:
Tableau CRM is a product that allows you to create complex dashboards with supporting charts based on data from a variety of sources, including Salesforce data and external data sources. Tableau CRM uses an analytics platform that stores data in datasets and lets you explore and visualize data using lenses and dashboards. You can also use artificial intelligence and machine learning features to discover insights and make predictions from your data. Tableau CRM is integrated with Salesforce and can be accessed from various apps and objects.
Reference: https://help.salesforce.com/s/articleView?id=sf.bi_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.bi_data_overview.htm&type=5

QUESTION 130
The administrator at Cloud Kicks is evaluating the capabilities of Schema Builder to create custom objects and custom fields. The administrator likes the user interface of the Schema Builder, as opposed to the new object and field wizards, but also notices some limitations.
What needs to be configured from the object manager instead of Schema Builder?

A. Add custom fields to the page layout.
B. Make available for Customer Postal.
C. Enable field history tracking
D. Allow Reports and Activities

Correct Answer: C
Section:
Explanation:
Field history tracking is a feature that allows you to monitor changes to certain fields on an object and display them in a history related list. Field history tracking can help you audit data quality, compliance, or business processes. Field history tracking cannot be configured from Schema Builder, but it can be configured from Object Manager. In Object Manager, you can select an object and enable field history tracking from its settings page. Then, you can choose up to 20 fields per object to track and add the history related list to the page layout.
Reference: https://help.salesforce.com/s/articleView?id=sf.tracking_field_history.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.schema_builder_overview.htm&type=5

QUESTION 131
The administrator at Cloud Kicks created a flow in a sandbox that walks service agents through the Return Merchandise Authorization creation process. The administrator deployed the flow to production with a Change Set. Users are unable to use the flow in production.
Which step should the administrator take?
Activate the flow administrator take?

A. Activate the flow manually after deployment.
B. Include the active and prior inactive flow version in the Change Set.
C. Ensure there is an active flow version in the sandbox.
D. Deployment the flow, with the Metadata API instead of Change Sets

Correct Answer: A
Section:
Explanation:
A flow is an automation tool that allows you to create processes that perform actions based on user input or record changes. A flow can be triggered by a user who launches it from a button, link, or Lightning page, or by the system when a record is created or updated. A flow has different versions that can be active or inactive. An active version is the one that runs when the flow is triggered, while an inactive version is the one that is saved but not running. When you deploy a flow to production with a change set, the flow version is deployed as inactive by default. This means that you need to activate the flow manually after deployment if you want it to run in production.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.flow_distribute_changesets.htm&type=5

QUESTION 132
An administrator would Like to know If any other administrators or delegated administrators are using the Log In As a User feature.
Where the administrators should are using the Log in As a User feature.

A. Grant Account Login Access
B. Setup Audit Trail
C. Connected App Usage
D. Login History

Correct Answer: B
Section:
Explanation:
The Setup Audit Trail is a tool that allows you to view and download a log of changes made in your org's Setup area. The log shows up to 20 fields of information for each change, such as who made it, when it was made, what type of change it was, and what values were changed. You can use the Setup Audit Trail to track configuration changes directly in production and identify any unauthorized or problematic changes. One of the changes that the Setup Audit Trail tracks is when a user grants login access to another user. This means that you can use the Setup Audit Trail to see if any other administrators or delegated administrators are using the Log In As a User feature.
Reference: https://help.salesforce.com/s/articleView?id=sf.monitorsetup.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.remoteaccess_granting_login_access.htm&type=5

QUESTION 133
Cloud Kicks users need to link multiple Case records to multiple Outcome records stored in a custom object. Any user that can view the Case record must be able to create a link. The administrator creates a Case Outcome custom object.
What is the recommended option to use when adding a field to Case Outcome?

A. Lookup relationship with Ready-Only sharing setting.
B. Master-detail relationship with Read-Only sharing setting.
C. Lookup relationship with Read/Write sharing setting
D. Mater-detail relationship with Read/Write sharing setting

Correct Answer: C
Section:
Explanation:
A lookup relationship with Read/Write sharing setting is the recommended option to use when adding a field to Case Outcome custom object. A lookup relationship is a type of relationship that links two objects together and allows users to associate one record with another. A lookup relationship does not affect the security or deletion of either record and can be optional or required. In this case, you can create a lookup relationship field on Case Outcome object that references Case object and allows users to link multiple Case records to multiple Case Outcome records. You can also set the sharing setting for the lookup field to Read/Write, which means that users who have access to the parent record can also access and edit the child record.
Reference: https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.relationships_considerations_lookup.htm&type=5

QUESTION 134
Ursa Major Solar (UMS) receives hundred of cases every week from both consumers and retail partners. UMS wants to ensure it's meeting all service-level agreements to maintain high levels of customer satisfaction.
What should the administrator do to help meet this goal?

A. Set up and configure Entitlement Process to design timelines and track issue resolution.
B. Configure the Milestones object on Service Contracts to sequential milestones for common case issues.
C. Design a Net Promoter Score survey using Surveys that is automatically sent when a case is closed.
D. Expose the Service Contracts object in the Service Console for an agent to view when working a case.

Correct Answer: A
Section:
Explanation:
An entitlement process is a feature that allows you to define and enforce service-level agreements (SLAs) for your customers based on certain criteria and timelines. An entitlement process consists of milestones and actions that represent required steps and time limits for resolving customer issues. You can use entitlement processes to track if your support team is meeting your SLAs and provide consistent service quality to your customers. In this case, you can set up and configure entitlement processes for different types of cases and assign them to accounts or contacts based on their service contracts or warranties.
Reference: https://help.salesforce.com/s/articleView?id=sf.entitlements_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.entitlements_process.htm&type=5

QUESTION 135
Cloud Kicks tracks project details in a custom Project object. Project Milestones are tracked in a second custom object, with a reference to the parent Project record. Users need to automatically create a standard set of related Project Milestones when a Project record is created.
What is the recommended automation solution?

A. Field Service flow
B. Scheduled flow
C. Before-save autolaunched flow
D. After-save autolaunched flow

Correct Answer: D
Section:
Explanation:
An after-save autolaunched flow is a type of flow that runs in the background when a record is saved and performs actions based on the record data or changes. An after-save autolaunched flow does not require user input or interaction and can be triggered by a record-triggered flow element or by an Apex trigger. In this case, you can create an after-save autolaunched flow that runs when a Project record is created and creates a standard set of related Project Milestone records based on predefined values or variables.

Reference: https://help.salesforce.com/s/articleView?id=sf.flow_trigger_types.htm&type=5 https://help.sales

QUESTION 136
As part of their yearly audit, the compliance team at Cloud Kicks would like to track when a user's profile has been changed and who changed the data.
What should the administrator review to meet this requirement?

A. Field History Tracking
B. Setup Audit Trail
C. Historical Trending
D. Analytic Snapshot

Correct Answer: B
Section:
Explanation:
The Setup Audit Trail is a tool that allows you to view and download a log of changes made in your org's Setup area. The log shows up to 20 fields of information for each change, such as who made it, when it was made, what type of change it was, and what values were changed. You can use the Setup Audit Trail to track configuration changes directly in production and identify any unauthorized or problematic changes. One of the changes that the Setup Audit Trail tracks is when a user's profile is changed and who changed it. This means that you can use the Setup Audit Trail to see when a user's profile has been changed and who changed the data.
Reference: https://help.salesforce.com/s/articleView?id=sf.monitorsetup.htm&type=5

QUESTION 137
DreamHouse Realty wants better insights into potential revenue in the next quarter and is considering using Collaborative Forecasts.
What should the administrator consider when setting up Collaborative Forecasts?

A. Opportunity Split data cannot be viewed in a forecast.
B. A forecast can be either revenue-based or quantity-based.
C. A single org can have up to six different types of forecasts.
D. The default forecast categories cannot be customized.

Correct Answer: B
Section:
Explanation:
A forecast is a projection of how much revenue or quantity you can generate from your sales pipeline for a given period of time. A forecast can be either revenue-based or quantity-based, depending on what you want to measure and track. A revenue-based forecast shows the amount of money expected from closed sales, while a quantity-based forecast shows the number of units expected from closed sales. You can choose the forecast type that best suits your business needs and goals when you set up Collaborative Forecasts in Salesforce.
Reference: https://help.salesforce.com/s/articleView?id=sf.forecasts3_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.forecasts3_forecast_types.htm&type=5

QUESTION 138
Ursa Major Solar (UMS) wants to identify customers that need to install a new solar panel monitor system it recently released. UMS tracks the installed products as Asset records that art related to the Account. Sales management has asked the administrator to create a report for users.
What is the recommended method for the administrator to meet the requirement?

A. Use PREVGROUPVAL() in Report Builder.
B. Use Role Hierarchy filter to restrict related records.
C. Use a Summary report with Bucket Columns.
D. Use a Cross Filter with WITHOUT logic.

Correct Answer: D
Section:

Explanation:
A cross filter with WITHOUT logic is a method for creating a report that shows accounts that are missing certain related records. A cross filter is a filter that lets you include or exclude records in your report based on related objects and their fields. You can use cross filters to create reports on accounts with or without opportunities, contacts, cases, or other related objects. In this case, you can use a cross filter with WITHOUT logic to show accounts without assets that have a certain product name or code. This way, you can identify customers that need to install a new solar panel monitor system.
Reference: https://help.salesforce.com/s/articleView?id=sf.reports_cross_filters.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.reports_examples_cross_filters.htm&type=5

QUESTION 139
Cloud Kicks (CK) is working on adding a Knowledge base to its online customer community. The administrator suggests using Salesforce Knowledge to meet this requirement.
What are three reasons CK should utilize Data Categories when creating articles in Knowledge?
Choose 3 answers

A. Up to five Data Category groups can be created for segmentation.
B. Data Categories help organize the Knowledge base content displayed.
C. Every article is required to have a Data Category for sorting.
D. Data Categories provide a way to secure access to the Knowledge base content.
E. A Knowledge article can be tagged to more than one Data Category.

Correct Answer: B, D, E
Section:
Explanation:
Three reasons CK should utilize Data Categories when creating articles in Knowledge are:
Data Categories help organize the Knowledge base content displayed. Data categories are logical groupings of articles that reflect your business needs and processes. You can create a data category group and assign it to one or more article types, and then create data categories and subcategories within that group. Data categories help you organize your articles by topic or criteria and make them easier to find and browse by your users or customers.
Data Categories provide a way to secure access to the Knowledge base content. Data category visibility is a setting that determines which data categories users can access based on their profiles or permission sets. You can use data category visibility to control access to your articles based on their data categories and ensure that only relevant and appropriate content is displayed to different users or customers.
A Knowledge article can be tagged to more than one Data Category. A Knowledge article is a document that provides information or answers to common questions or issues. A Knowledge article can be tagged to one or more data categories within each data category group that is assigned to its article type. This allows you to classify your articles by multiple criteria and make them searchable and accessible by different users or customers.

QUESTION 140
The operations team at Ursa Major Solar (UMS) currently tracks installations using a spreadsheet. The information captured includes customer name, address, purchase and installation dates, configuration specs, and additional installer instructions. UMS's CEO would like to utilize Salesforce to track this information instead.
Which action should the administrator take to meet this requirement?

A. Use Salesforce REST API to create the object and also import the data.
B. Use Lightning Object Creator to create the object and also import the data.
C. Use Schema Builder to create the object and also import the data.
D. Use Object Manager to create the object and also import the data.

Correct Answer: B
Section:
Explanation:
Lightning Object Creator is a tool that allows you to create custom objects and fields from a spreadsheet in a few clicks. Lightning Object Creator analyzes the spreadsheet data and suggests the best way to map it to Salesforce fields and relationships. You can also import the data from the spreadsheet into the new custom object and view it in a list view or a related list. In this case, you can use Lightning Object Creator to create a custom Project object from the spreadsheet that tracks installations and also import the data into the new object.
Reference: https://help.salesforce.com/s/articleView?id=sf.object_creator_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.object_creator_create_object.htm&type=5

QUESTION 141

Ursa Major Solar wants to add a chat component to its corporate website, where its service agents can respond directly from Salesforce.
What are two considerations the administrator should understand before adding Chat to the Service Console? Choose 2 answers

A. Chat is unavailable in Lightning Experience if also using Omni-Channel.
B. Chat can only be added to Standard navigation Lightning apps.
C. Chat must be routed with Omni-Channel in Lightning Experience.
D. Chat can only be added to Console navigation Lightning apps.

Correct Answer: C, D
Section:
Explanation:
Chat must be routed with Omni-Channel in Lightning Experience because Omni-Channel is the only way to route chats to agents in Lightning Experience1.Chat can only be added to Console navigation Lightning apps because Chat is a console app feature and requires a console app with a console navigation style2.
Reference:1https://help.salesforce.com/s/articleView?id=sf.live_agent_chat_omnichannel.htm&type=52https://help.salesforce.com/s/articleView?id=sf.live_agent_chat_app.htm&type=5

QUESTION 142
Cloud Kicks has an export of Order and Order Item data from an enterprise resource planning (ERP) system. The data must be imported into the Salesforce Order and Order Product objects, while maintaining the relationships in the data.
What are two ways the administrator should load the data?
Choose 2 answers

A. Use an Upsert operation to load data.
B. Use an Insert operation to load data.
C. Replace the Salesforce record ID with the External ID.
D. Map an External ID data value to the object.

Correct Answer: B, D
Section:
Explanation:
Use an Insert operation to load data because the data is not already in Salesforce and does not need to be updated or deleted3.Map an External ID data value to the object because External IDs are used to create relationships between records that are being imported and records that already exist in Salesforce4.
Reference:3https://help.salesforce.com/s/articleView?id=sf.data_loader_insert.htm&type=54https://help.salesforce.com/s/articleView?id=sf.data_loader_relationships.htm&type=5

QUESTION 143
Cloud Kicks users report receiving an 'Apex CPU time limit exceeded' error message when attempting to close certain opportunity records. This does not occur on every opportunity record change or for every user.
What is the recommended method for the administrator to identify the cause?

A. Monitor with Login Forensics.
B. Enable Debug Logging for users.
C. Review the Setup Audit Trail.
D. Set up Apex Exception Email alerts

Correct Answer: B
Section:
Explanation:
Debug logs capture database operations, system processes, and errors that occur when executing a transaction or running unit tests. Debug logs can help identify the cause of Apex CPU time limit exceeded errors by showing the execution time of each Apex statement and trigger.
Reference: https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_debugging_debug_logs.htm

QUESTION 144
Northen trail Outfitters (NTO) wants to change the current master-detail relationship between Shipments and Opportunity to a lookup relationship. The system administrator has made the necessary changes in a full sandbox and has successfully tested them against NTO's data.
Now that the changes are ready to implement in production, what should the system administrator do next?

A. Make the changes directly in the production org.
B. Create an Unmanaged Package to distribute to production.
C. Use Data Loader to export the changes to the production org.
D. Add the components to an outbound change set and deploy it to production.

Correct Answer: D
Section:
Explanation:
To make sure that the changes are in production, you need to add the components to an outbound change set and deploy it to production. A change set is a tool that allows you to send customizations from one Salesforce org to another. A change set can contain components such as objects, fields, profiles, permission sets, workflows, and more. You can use change sets to migrate changes from a sandbox org to a production org or between two sandbox orgs that are affiliated with the same production org. In this case, you need to add the master-detail field and all the affected profiles to an outbound change set in your sandbox org and then deploy it to your production org.
Reference: https://help.salesforce.com/s/articleView?id=sf.changesets.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.changesets_components_field.htm&type=5

QUESTION 145
Cloud Kicks uses a Lightning web component to provide instructions to sales reps. An administrator needs to correct a spelling error in the displayed text in one of the Lightning web components.
What is the recommended tool to make the change?

A. Developer Org
B. VisualStudio Code
C. Salesforce Lightning Inspector
D. Developer Console

Correct Answer: B
Section:
Explanation:
VisualStudio Code is a recommended tool to make the change in the displayed text in one of the Lightning web components. VisualStudio Code is an integrated development environment (IDE) that supports Salesforce development tools such as Salesforce Extensions for Visual Studio Code, Salesforce CLI, and Lightning Web Components. You can use VisualStudio Code to create, edit, debug, and deploy Lightning web components and other Salesforce metadata. To make the change in the displayed text, you need to open the HTML file of the Lightning web component in VisualStudio Code and modify the text element accordingly.
Reference: https://developer.salesforce.com/tools/vscode https://developer.salesforce.com/docs/component-library/documentation/en/lwc/lwc.create_components

QUESTION 146
The sales manager at Cloud Kicks (CK) wants to make sure the accounts that CK serves are happy. One way they track this is by how many open cases an account has with CK. The sales manager asks CK's administrator to build a report to show Accounts with Open Cases.
What report type would this be?

A. Bucket Report
B. Joined Report
C. Summary Report
D. Matrix Report

Correct Answer: B
Section:

Explanation:
A joined report is a type of report that allows you to create multiple report blocks that provide different views of your data. Each report block can have its own fields, columns, sorting, and filtering. A joined report can only be created from summary or matrix reports. You can use a joined report to show data from different report types or data sources on a single report. In this case, you can use a joined report to show Accounts with Open Cases by creating two report blocks: one for accounts and one for cases with a filter for open status. You can then join the two blocks by a common field such as Account ID or Account Name.
Reference: https://help.salesforce.com/s/articleView?id=sf.reports_joined_format.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.reports_examples_joined.htm&type=5

QUESTION 147
Sales management wants a small subset of users with different profiles and roles to be able to view all data for compliance purposes. How can an administrator meet this requirement?

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

Correct Answer: D
Section:
Explanation:
A permission set is a collection of settings and permissions that give users access to various tools and functions. The View All Data permission allows users to view all data, regardless of sharing settings. By creating a permission set with this permission and assigning it to the subset of users, the administrator can meet the requirement without changing their profiles or roles.
Reference: https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.admin_general_permissions.htm&type=5

QUESTION 148
The administrator at Cloud Kicks recently replaced several case workflow rules with a single before save flow. Since this change, some cases are routing In unexpected ways.
What could be the cause or the charges to routing?

A. The old workflow rules are still active and impacting routing.
B. The flow precedes assignment rules; workflow rules are after assignment rules.
C. Assignment rules no longer reference the correct fields.
D. Multiple automation tools have been used and the automation is executed in a different order.

Correct Answer: D
Section:
Explanation:
Multiple automation tools have been used and the automation is executed in a different order. This could cause some cases to route in unexpected ways, because the before save flow might override or conflict with the assignment rules or other automation tools that run after the record is saved. The administrator should review the order of execution and ensure that the flow logic is consistent with the other automation tools.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_concepts_trigger_order.htm&type=5 https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_triggers_order_of_execution.htm

QUESTION 149
The administrator at Cloud Kicks noticed that a before trigger, which handles saving the original version of a record to an external database, fails. However, a flow configured for fast field updates runs successfully.
How should the administrator advise the developer?

A. Record-triggered flows that are configured to run before save execute prior to all before triggers.
B. A validation rule could be preventing records from ever meeting the conitions in the trigger.
C. The trigger is writing the data to the wrong place in the external data archive.
D. The code could be trying to create duplicates in the archieve when it is unable to.

Correct Answer: D

Section:
Explanation:
One possible reason why the before trigger fails is that the code could be trying to create duplicates in the archive when it is unable to. A before trigger is a type of trigger that executes before a record is saved and can be used to validate or modify record data. In this case, the before trigger is supposed to save the original version of a record to an external database before it is updated or deleted in Salesforce. However, if the code does not handle errors or exceptions properly, it could try to create duplicate records in the external database when it is not allowed or possible. This could cause the trigger to fail and prevent the record from being saved in Salesforce.
Reference: https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_triggers.htm https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_triggers_context_variables.htm

QUESTION 150
Cloud Kicks (CK) has an email parsing tool. CK wants to ensure that when certain field are updated, the Case Owner is notified by email.
What should the administrator use to email the Case Owner?

A. Email-to-Case
B. Outbound Message
C. Before Save Flow
D. After Save Flow

Correct Answer: D
Section:
Explanation:
An after save flow is a type of flow that runs in the background after a record is saved and performs actions based on the record data or changes. An after save flow does not require user input or interaction and can be triggered by a record-triggered flow element or by an Apex trigger. In this case, you can create an after save flow that runs when a case record is updated and delivers status update email to customers based on certain criteria or conditions.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_trigger_types.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.flow_concepts_trigger.htm&type=5