Salesforce.Salesforce Certified Administrator.vApr-2024.by.Tony.149q

Number: Certified Administrator
Passing Score: 800
Time Limit: 120
File Version: 12.0

Exam Code: Salesforce Certified Administrator
Exam Name: Salesforce Certified Administrator

Exam A

QUESTION 1
Which three aspects of standard fields should an administrator customize?
Choose 3 answers

A. Picklist Values
B. Help Text
C. Field history tracking
D. Decimal Places
E. Field name

Correct Answer: A, B, D
Section:
Explanation:
Picklist values, help text, and decimal places are three aspects of standard fields that an administrator can customize to suit their business needs. Picklist values are the options that users can choose from a picklist field; they can be added, edited, or deleted by administrators. Help text is the text that appears when users hover over a field; it can be customized by administrators to provide additional information or guidance for users. Decimal places are the number of digits that appear after the decimal point in a number or currency field; they can be changed by administrators to adjust the precision of the field values. Field history tracking and field name are not aspects of standard fields that can be customized; they are only available for custom fields.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_picklists.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.customize_fields_edit.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_fields_number.htm&type=5

QUESTION 2
Which tool should an administrator use to review recent configuration changes made in their org?

A. Critical Updates
B. Debug logs
C. Setup Audit Trail
D. Field History Tracking

Correct Answer: C
Section:
Explanation:
Setup audit trail is a tool that allows administrators to review recent configuration changes made in their org. It shows a list of up to 180 days of setup changes made by anyone in the org, including the date, time, user, and type of change. It can help administrators track who made what changes and when, and troubleshoot any issues caused by configuration changes. Critical updates are notifications that inform administrators of new features or enhancements that may impact their org; they do not show configuration changes made by users. Debug logs are records of database operations, system processes, and errors that occur when executing a transaction or running unit tests; they do not show configuration changes made by users either. Field history tracking is a feature that allows administrators to track changes to the values of certain fields on records; it does not show configuration changes made in setup.
Reference: https://help.salesforce.com/s/articleView?id=sf.monitorsetup.htm&type=5

QUESTION 3
Dreamhouse Reality just announced its new home concierge offering. This product is unlike
anything the company has offered in the past and follows a different business model.
What Should the administrator Configure to meet this requirement?

A. Create a quick action.
B. Create a new approval process.
C. Create a new sales process.
D. Create a new Opportunity product.

Correct Answer: C
Section:
Explanation:
A sales process is a set of stages that an opportunity goes through as it moves from creation to close. It can be customized by administrators to match different business models or product lines within an org. Creating a new sales process can help Dreamhouse Realty define a different set of stages for its new home concierge offering that is unlike anything the company has offered in the past and follows a different business model. Creating a quick action, a new approval process, or a new opportunity product are not solutions for creating a customized sales process; they are used for different purposes such as creating records, approving records, or adding products to opportunities.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_salesprocess.htm&type=5

QUESTION 4
The administrator at Ursa Major Solar has been asked to change the work Item and Project Custom Object Relationship from a master detail to a Lookup.
Which Scenario Could prevent the administrator from fulfilling this requirement?

A. A junction object is required to support the lookup.
B. The lookup field in all the records contains a value.
C. The Look-Up field is required for Saving Records.
D. Roll-Up summary field sexist on the master object.

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

QUESTION 5
Users at Dreamhouse Reality are only allowed to see opportunities they own. Leadership wants an enterprise- wide dashboard of all open opportunities in the pipeline so that users can see how the company is performing at any point in time.
How should an administrator create the dashboard without changing any sharing setting?

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

Correct Answer: D
Section:
Explanation:
Creating a dashboard with the running user set as someone who can see all opportunities is a way to create an enterprise-wide dashboard of all open opportunities in the pipeline without changing any sharing settings. The running user determines what data is displayed on the dashboard based on their access level and permissions; if the running user can see all opportunities, then the dashboard will show all opportunities regardless of who

views it. Updating the dashboard folder settings to manager for the sales reps role does not create an enterprise-wide dashboard; it only controls who can access the dashboard folder, not what data is displayed on the dashboard. Adding a filter to the dashboard to filter the opportunities by owner role does not create an enterprise-wide dashboard either; it only shows opportunities owned by users in certain roles, not all opportunities. Building individual dashboards for profiles that need to see the enterprise results is not a feasible solution; it would require creating multiple dashboards for different profiles and maintaining them separately, which is inefficient and redundant.
Reference: https://help.salesforce.com/s/articleView?id=sf.dashboards_running_user.htm&type=5

QUESTION 6
Universal Container wants to increase the security of their org by requiring stricker user passwords.
Which two of the following should an administrator configure?
Choose 2 answers

A. Password different then username
B. Prevent common words
C. Minimum password length.
D. Password complexity requirement.

Correct Answer: C, D
Section:
Explanation:
Minimum password length and password complexity requirement are two settings that administrators can configure to increase the security of user passwords in Salesforce. They determine how long and how complex the passwords must be to meet the security standards. Password different than username and prevent common words are not valid settings in Salesforce, although they are good practices for creating strong passwords.
Reference: https://help.salesforce.com/s/articleView?id=sf.admin_password_policies.htm&type=5

QUESTION 7
The administrator at Universal Container has created two objects: Containers_c Purchase_c, Management has requested that all container records display on purchase records in Salesforce.
Which type of relationship between Containers_c and Purchase_c should satisfy the requirement?

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

Correct Answer: D
Section:
Explanation:
A lookup field is a type of field that allows administrators to create a relationship between two objects by linking records from one object to another object. For example, a lookup field can link an account record to a purchase record by storing the account ID on the purchase record. A lookup field allows users to select an existing record from a pop-up window or create a new record from the same window.
Reference: https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.htm&type=5

QUESTION 8
The Marketing team at Cloud Kicks uses campaigns to generate product interest. They want custom picklist values for the campaign member Status field for each campaign they run, currently, they ask the administrator to add or delete values, but this is very time consuming.
Which two user permission should allow the Marketing team to customize the campaign member status picklist values themselves?
Choose 2 answers

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

D. Edit permission for campaigns

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

QUESTION 9
Universal Containers wants to provide reseller partners with discounted prices on the products they purchase.
How should an administrator configure this requirement?

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

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

QUESTION 10
Ursa Major classifies its accounts as Silver, Gold, or Platinum Level. When a new case is created for a Silver or Gold partner, it should to the Regular Support Queue. When an account is Platinum Level, it should automatically go to the Priority Support Queue.
What should the administrator use to achieve this?

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

Correct Answer: A
Section:
Explanation:
Assignment rules are tools that allow administrators to automatically route records to users or queues based on certain criteria. For example, an assignment rule can assign cases to different queues based on case priority, origin, type, or other fields. Assignment rules can be triggered when records are created manually, via email, web, or API. Assignment rules consist of multiple rule entries that define the criteria and actions for each assignment scenario.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_leadrules.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.customize_casesupport_assign.htm&type=5

QUESTION 11
The standard Lead Rating field has picklist values of Hot, Warm, and Cold. A list of new leads was importance without errors even though several records had the value of Unrated in the Rating field.
How were these records added without error?

A. The Restricted picklist checkbox was unchecked.
B. Field-level security was set to Visible for all profiles.
C. A global picklist value set was used to populate the picklist.
D. The Add to All Record Types checkbox was selected.

Correct Answer: A
Section:
Explanation:
A restricted picklist is a type of picklist that enforces the integrity of the picklist values by allowing only values defined in the picklist during data entry or import operations. If the restricted picklist checkbox is checked for a picklist field, then any records with values not defined in the picklist will cause errors during import operations. However, if the restricted picklist checkbox is unchecked for a picklist field, then any records with values not defined in the picklist will be imported without errors.
Reference: https://help.salesforce.com/s/articleView?id=sf.picklist_limitations.htm&type=5

QUESTION 12
The administrator at AW Consulting has created a custom picklist field. Business users have requested that it be a text field. The administrator attempts to change the field type but, is unable to because it is referenced by other functionalities.
Which functionality is preventing the field type from being changed?

A. Formula fields
B. Record types
C. Visualforce
D. Javascript

Correct Answer: A
Section:
Explanation:
Formula fields are types of fields that calculate a value based on an expression or formula that references other fields or constants. Formula fields prevent administrators from changing their field type once they are created because they may be referenced by other functionalities such as reports, validation rules, workflow rules, etc., that depend on their data type and value. If a formula field is referenced by other functionalities, then changing its field type may cause errors or unexpected results.
Reference: https://help.salesforce.com/s/articleView?id=sf.fields_about_formulas.htm&type=5

QUESTION 13
What data loss considerations should an administrator keep in mind when changing a custom field type from Text to Picklist?
Choose 2 answers

A. There will be no data loss with use of a global value set.
B. Assignment and escalation rules may be affected.
C. Auto updates will be made to Visualforce references to prevent data loss.
D. Any list view based on the custom field is deleted.

Correct Answer: B, D
Section:
Explanation:
Two data loss considerations when changing a custom field type from Text to Picklist are:
Assignment and escalation rules may be affected, because the values in the picklist may not match the values that were previously entered in the text field, and the rules may not trigger as expected.
Any list view based on the custom field is deleted, because the filter criteria for the list view may not be valid for the new field type, and the list view cannot be displayed. There will be no data loss with use of a global value set or auto updates to Visualforce references, because these are not related to changing a custom field type from Text to Picklist.

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

QUESTION 14
Northern Trail Outfitters wants to know the average stage duration for all closed Opportunities.
How should an administrator support this request?

A. Use process builder to capture the daily average on each opportunity.
B. Add Formula Fields to track Stages on each Opportunity.
C. Run the Opportunity Stage Duration report.
D. Refresh weekly reporting snapshots for Closed Opportunities.

Correct Answer: C
Section:
Explanation:
The Opportunity Stage Duration report is a standard report that shows how long opportunities spend in each stage before they are closed. It can be used to measure the average stage duration for all closed opportunities by grouping and summarizing the data by stage name and duration fields. Using process builder to capture the daily average on each opportunity is not feasible because it would require creating multiple fields and formulas on the opportunity object and updating them every day. Adding formula fields to track stages on each opportunity is also not practical because it would require creating multiple fields and formulas on the opportunity object and maintaining them every time a stage changes. Refreshing weekly reporting snapshots for closed opportunities is not necessary because the report can run on real-time data without snapshots.
Reference: https://help.salesforce.com/s/articleView?id=sf.reports_opportunity_stage_duration_report.htm&type=5

QUESTION 15
Ursa Major Solar has a path on Case. The Company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from preventing the case back to a previous status.
Which Feature Should an administrator use to fulfill this request?

A. Validation rules.
B. Global Value Picklists
C. Predefined field Values.
D. Dependent Picklists.

Correct Answer: A
Section:
Explanation:
Validation rules are a way to enforce data quality and business logic by preventing users from saving records that do not meet certain criteria. They can be used to require users to follow the status values as they are on the path and prevent them from reverting the case back to a previous status by using formulas that compare the old and new values of the status field. Global value picklists are a way to create and maintain picklist values that can be shared across multiple fields, but they do not enforce any logic or order on the values. Predefined field values are a way to set default values for fields on path settings, but they do not prevent users from changing them later. Dependent picklists are a way to filter the values of one picklist based on the value of another picklist, but they do not prevent users from going back to a previous value.
Reference: https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

QUESTION 16
Sales reps miss key fields when filling out on opportunity record through the process. Reps need to move forward Win unable to enter previous stage.
Which three options should the administrator use to address this need?
Choose Three answers

A. Enable guided selling.
B. Use Validation Rules.
C. Configure Opportunity Path.
D. Use Flow to mark fields required.
E. Mark fields required on the page layout.

Correct Answer: A, B, E
Section:
Explanation:
Guided selling, validation rules, and required fields on the page layout are three options that can be used to ensure sales reps fill out key fields when working on an opportunity through the process. Guided selling allows administrators to add prompts and guidance at each stage of the path to help reps move forward with confidence. Validation rules allow administrators to enforce data quality and business logic by preventing reps from saving records that do not meet certain criteria. Required fields on the page layout allow administrators to make certain fields mandatory for reps to enter before saving records. Configuring opportunity path can help reps visualize and update key fields at each stage, but it does not make them required or prevent them from moving forward without entering them. Using flow to mark fields required is not possible because flows cannot modify page layouts or field properties.
Reference: https://help.salesforce.com/s/articleView?id=sf.path_guided_selling.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fields_defining_field_properties.htm&type=5

QUESTION 17
Cloud Kicks (CK) has new administrator who is asked to put together a memo detailing salesforce uses to budget for upcoming license purchases.
Where Should the administrator go to find out what type of licenses CK Has purchased and how many
are available.

A. Search for licenses types in setup.
B. User Licenses Related List in Company information.
C. User Management settings in setup.
D. Usage based entitlement related list in company information.

Correct Answer: B
Section:
Explanation:
The User Licenses related list in Company Information shows the types of licenses that have been purchased for an org and how many are available or used. It also shows the expiration date of each license type if applicable. This information can help administrators plan for license purchases and manage user access. Searching for license types in setup does not show how many licenses have been purchased or how many are available or used. User Management settings in setup does not show license information either, but rather settings related to user login, session, identity, etc. Usage-based entitlement related list in company information shows information about usage-based licenses such as API requests or sandboxes, but not user licenses.
Reference: https://help.salesforce.com/s/articleView?id=sf.users_understanding_license_types.htm&type=5

QUESTION 18
The marketing team at Ursa Major Solar wants to send a personalized email whenever a lead fills out the web-to-Lead form on their website. They want to send different Message based on the Lead Industry Field Value.
What Should an administrator configure to meet this requirement?

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

Correct Answer: B
Section:
Explanation:
Auto response rules are a way to automatically send email responses to leads or cases based on certain criteria such as lead source, industry, etc. They can be used to send personalized emails whenever a lead fills out a web-to-lead form on a website and send different messages based on the lead industry field value. Using validation rule to trigger workflow to email the lead is not possible because validation rules cannot trigger workflows or send emails; they only prevent records from being saved if they do not meet certain criteria. Adding a public group and process builder to email the lead is unnecessary because auto response rules can handle this requirement without additional configuration or customization. Creating an assignment rule to email the lead is also unnecessary because assignment rules are used to assign leads or cases to users or queues based on certain criteria, not send emails; although they can have email alerts as part of their actions, they are not as flexible as auto response rules for personalizing email messages.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_leadsautoresponse.htm&type=5

QUESTION 19
Cloud Kicks has a Customer success agent going on leave and needs to change ownership on multiple cases.
Which two users are able to fulfill this request?
Choose 2 answers

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

Correct Answer: B, C
Section:
Explanation:
A user with manager role above the agent can change ownership on multiple cases that are owned by the agent or by users below the agent in the role hierarchy. A user with the System Administrator profile can change ownership on any case, regardless of the owner or role hierarchy.
Reference: https://help.salesforce.com/s/articleView?id=sf.case_change_owner.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.admin_userperms.htm&type=5

QUESTION 20
The marketing director at Northern Trail Outfitters has requested that the budget field is populated in order for the Lead Status field to be marked as qualified.
What tool should the administrator use to fulfill this request?

A. Lead Conversion.
B. Require Field.
C. Workflow Rule
D. Validation Rule

Correct Answer: D
Section:
Explanation:
Validation rule is a tool that can be used to enforce data quality and business logic by preventing users from saving records that do not meet certain criteria. In this case, a validation rule can be created on the Lead object to display an error message if the Lead Status field is marked as qualified and the Budget field is blank.
Reference: https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5

QUESTION 21
An administrator at Dreamhouse Reality needs to Create Customized pages for the salesforce mobile app.
Which two types of pages could an administrator build and customize using the Lightning App Builder?
Choose 2 Answers

A. User Page
B. Dashboard page
C. App page
D. Record Page

Correct Answer: C, D
Section:
Explanation:
App page and record page are two types of pages that an administrator can build and customize using Lightning App Builder for Salesforce mobile app. App pages are pages that display information or tools that don't belong to a specific record; they can be accessed from navigation menus or tabs in Salesforce mobile app. Record pages are pages that display information or actions related to a specific record; they can be accessed by opening any

record in Salesforce mobile app. User page and dashboard page are not types of pages that can be built using Lightning App Builder for Salesforce mobile app; they are types of pages that can be built using other tools such as Profile settings or Dashboard Builder.
Reference: https://help.salesforce.com/s/articleView?id=sf.app_builder_mobile_pages.htm&type=5

QUESTION 22
An administrator at Cloud Kicks wants to deactivate a User who has left the company.
What are two reasons that would prevent a user from being deactivated?
Choose 2 answers

A. The use is part of a territory hierarchy.
B. The User is in a Custom hierarchy field.
C. The User is assigned in workflow email alert.
D. The User is the highest role in the role hierarchy

Correct Answer: A, C
Section:
Explanation:
Two reasons that would prevent a user from being deactivated are that the user is part of a territory hierarchy or that the user is assigned in workflow email alert. A territory hierarchy is a structure that defines how territories are related to each other in Salesforce; if a user is part of a territory hierarchy, they cannot be deactivated until they are removed from all territories. A workflow email alert is an action that sends an email to one or more recipients when a workflow rule is triggered; if a user is assigned in workflow email alert, they cannot be deactivated until they are removed from all email alerts. The user being in a custom hierarchy field or being the highest role in role hierarchy are not reasons that would prevent deactivation; they may affect data visibility or record ownership after deactivation, but they do not block deactivation itself.
Reference: https://help.salesforce.com/s/articleView?id=sf.users_deactivate_considerations.htm&type=5

QUESTION 23
An administrator has been asked to change the data type of an auto number to text field.
What should the administrator be aware of before changing the field?

A. Existing field values will remain unchanged.
B. Existing field values will be Converted.
C. Existing field values will be deleted.
D. Existing auto number field to Text is prevented.

Correct Answer: D
Section:
Explanation:
One thing that an administrator should be aware of before changing an auto-number field to text field is that this change is prevented by Salesforce; it cannot be done because it would cause data loss and inconsistency. Auto-number fields are fields that automatically assign unique numeric values to each record; they cannot be changed to text fields because text fields do not have this functionality and may allow duplicate or invalid values. Existing field values remaining unchanged, being converted, or being deleted are not things that would happen before changing an auto-number field to text field because this change cannot happen at all.
Reference: https://help.salesforce.com/s/articleView?id=sf.fields_about_auto_number.htm&type=5

QUESTION 24
Sales Users at Cloud Kicks are requesting that the data in the industry field on the Account object displays on the Opportunity page layout.
Which type of the field should an administrator create to accomplish this?

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

Correct Answer: C
Section:
Explanation:
A cross object formula field is a type of formula field that references fields from related objects using relationships such as lookup or master-detail. It can be used to display data from one object on another object without creating another relationship or copying data. A cross object formula field can be created on opportunity object to display data from industry field on account object using account ID lookup relationship. A custom account field, a standard account field, or a master-detail relationship field are not types of fields that can display data from industry field on account object on opportunity page layout; they either do not exist or do not reference related objects.
Reference: https://help.salesforce.com/s/articleView?id=sf.cross_object_formulas.htm&type=5

QUESTION 25
Cloud Kicks want to have consistency when communication with customers on cases. The company has requested messages to be sent in an email channel with categories to help search for the proper message.
Which Solution Should be administrator suggest to meet this requirement?

A. Prebuilt Quick Texts
B. Prebuilt Email Templates.
C. Prebuilt Flow Templates.
D. Prebuilt Auto-Responses.

Correct Answer: B
Section:
Explanation:
Prebuilt email templates are email templates that have been created and provided by Salesforce for common use cases such as sending welcome messages, confirmation emails, etc. They can be used by Cloud Kicks to have consistency when communicating with customers on cases via email channel with categories to help search for the proper message. Prebuilt email templates can be accessed from the email action in the case feed or from the email composer in Lightning Experience. They can also be filtered by category to find the most relevant template for each case. Prebuilt quick texts, prebuilt flow templates, and prebuilt auto-responses are not solutions for having consistency when communicating with customers on cases via email channel; they are used for different purposes such as inserting common phrases, creating guided processes, or sending automated replies.
Reference: https://help.salesforce.com/s/articleView?id=sf.email_templates_prebuilt.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.email_templates_use.htm&type=5

QUESTION 26
The administrator at Clod Kicks updated the custom object Event to include a lookup field to the primary contact for the event. When running an event report, They want to reference fields from the associated contact record.
What should the administrator do to pull contact fields into the Custom report?

A. Configure formula fields on event to populate contact information
B. Edit the custom Event report type and add fields related via lookup.
C. Create a new report type with event as the primary object and Contact as a related object.
D. Use a dashboard with filters to show Event and Contact data as requested.

Correct Answer: B
Section:
Explanation:
Report type is a tool that can be used to pull contact fields into the custom report for Event. Report type defines the set of records and fields available to a report based on the relationships between a primary object and its related objects. To edit the custom Event report type and add fields related via lookup, go to Setup > Report Types and select the Event report type. Then click Edit Layout and drag the fields from the Contact object to the layout.
Reference: https://help.salesforce.com/s/articleView?id=sf.reports_builder_create_report_type.htm&type=5

QUESTION 27
When users log in to Salesforce via the user interface, which two settings does the system check for authentication?
Choose 2 answers

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

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

QUESTION 28
Which two solutions could an administrator find on the AppExchange to enhance their organization?
Choose 2 answers

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

Correct Answer: B, C
Section:
Explanation:
The AppExchange is an online marketplace where you can find solutions to enhance your Salesforce organization. Some of the solutions you can find on the AppExchange are consultants and components. Consultants are certified professionals who can help you with your Salesforce projects, such as implementation, customization, integration, training, etc. Components are reusable building blocks that you can use to create apps or pages in Salesforce, such as charts, calendars, maps, buttons, etc.
Reference: https://appexchange.salesforce.com/consultants https://appexchange.salesforce.com/components

QUESTION 29
Northern Trail Outfitters has requested that when the Referral Date field is updated on the custom object Referral Source, the parent object Referral also needs to be updated.
Which automation solution should an administrator use to meet this request?

A. Lightning Web Component
B. Approval Process
C. Workflow Field Update
D. Process Builder

Correct Answer: D
Section:
Explanation:
Process Builder is an automation tool that allows you to create processes that perform actions based on criteria that you specify. You can use Process Builder to update fields on related records when a record is created or updated. To meet the requirement of updating the parent object Referral when the Referral Date field is updated on the custom object Referral Source, you need to create a process that triggers when a Referral Source record is updated, checks if the Referral Date field has changed, and updates the Referral Date field on the related Referral record.
Reference: https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5

QUESTION 30
Sales and Customer Care at Ursa Major Solar need to see different fields on the Case related list from the Account record. Sales users want to see Case created date and status while Customer Care would like to see owner, status, and contact.
What should the administrator use to achieve this?

A. Related Lookup Filters
B. Compact Layout Editor
C. Page Layout editor
D. Search Layout Editor

Correct Answer: C
Section:
Explanation:
Page layout editor is a tool that allows you to customize the layout and organization of detail and edit pages for a specific object and record type combination. You can also use page layout editor to customize related lists on detail pages by adding or removing fields, changing column order, sorting records, etc. To meet the requirement of showing different fields on the Case related list from the Account record for Sales and Customer Care users, you need to use page layout editor to modify the related list properties for each page layout assigned to those users.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_layoutrelatedlists.htm&type=5

QUESTION 31
Users at Cloud Kicks are reporting different options when uploading a custom picklist on the Opportunity object based on the kind of opportunity.
Where Should an administrator update the option in the picklist?

A. Fields and relationships
B. Related lookup filters
C. Record Type
D. Picklist value sets

Correct Answer: C
Section:
Explanation:
Record types allow you to update the options in a picklist based on the kind of opportunity.

QUESTION 32
An administrator has been asked to update a flow that was created as part of a recent update. When the administrator opens the flow for editing, the Flow toolbox offers only four elements: Assignment, Decision, Get Records, and Loop.
What would cause this?

A. The flow is a screen flow.
B. The version of the flow is inactive.
C. The flow is a before save flow.
D. The version of the flow is activated.

Correct Answer: C
Section:
Explanation:

Before save flows only support four elements: Assignment, Decision, Get Records, and Loop.

QUESTION 33
An administrator wants to create a form in Salesforce for users to fill out when they lose a client.
Which automation tool supports creating a wizard to accomplish this goal?

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

Correct Answer: D
Section:
Explanation:
Flow Builder supports creating a wizard that can collect user input and perform actions.

QUESTION 34
The Client services and customer support teams share the same profile but have different
permission sets. The Custom Object Retention related list needs to be restricted to the client services teamon the Lightning record page layout.
What should the administrator use to fulfil this request?

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

Correct Answer: C
Section:
Explanation:
Component visibility allows you to restrict the visibility of a related list based on a permission set.

QUESTION 35
The VP of sales at Universal Containers wants to prevent members of the sales team from changing
an opportunity to a date in the past.
What should an administrator configure to meet this requirement?

A. Assignment Rule
B. Validation Rule
C. Field-Level Security
D. Approval Process

Correct Answer: B
Section:
Explanation:
Validation rules allow you to prevent users from changing an opportunity close date to a date in the past.

QUESTION 36
Northern Trail Outfitters wants to track ROI for contacts that are key stakeholders for opportunities.

The VP of Sales requested that this information be accessible on the opportunity and available for reporting.
Which two options should the administrator configure to meet these requirements?
Choose 2 answers

A. Customize Campaign Member Role.
B. Add the Campaign Member related list to the Opportunity page layout.
C. Customize Campaign Role.
D. Customize Opportunity Contact Role.
E. Add the Opportunity Contact Role related list to the Opportunity page layout.

Correct Answer: D, E
Section:
Explanation:
Opportunity contact roles allow you to track ROI for contacts that are key stakeholders for opportunities. You need to customize the contact role field and add the related list to the opportunity page layout.

QUESTION 37
The administrator at Cloud Kicks has a Custom picklist field on Lead, Which is missing on the Contact when leads are converted.
Which two items should the administrator do to make sure these values are populated?
Choose 2 answers

A. Create a custom picklist field on Contact.
B. Update the picklist value with a validation rule.
C. Map the picklist field on the Lead to the Contact.
D. Set the picklist field to be required on the Lead Object.

Correct Answer: A, C
Section:
Explanation:
To make sure the custom picklist field values are populated on contact when leads are converted, you need to create a custom picklist field on contact and map it to the corresponding field on lead.

QUESTION 38
Universal Containers is trying to improve the user experience when searching for the tight status on a case. The company currently has one support process that is used for all record types on cases. The support process has 10 status values. Service reps say they never need more than five depending on what kind of case they are working on.
How should the administrator improve on the current implementation?

A. Reduce the number of case status values to five.
B. Create a Screen Flow that shows only the correct values for status and surface the flow in the utility bar of the console.
C. Review which status choices are needed for each record type and create support processes for each that is necessary.
D. Edit the status choices directly on the record type.

Correct Answer: C
Section:
Explanation:
Support processes allow you to define different status values for different record types on cases.

QUESTION 39

When a Sales rep clicks a button on an opportunity, a simple discount calculator screen should be launched.
Which automation tool should an administrator use to build this discount calculator screen?

A. Flow Builder
B. Workflow Rule
C. Platform Event
D. Process Builder

Correct Answer: A
Section:
Explanation:
Flow Builder supports creating a screen that can launch a simple discount calculator when a button is clicked on an opportunity.

QUESTION 40
Northern Trail Outfitters wants to initiate expense reports from Salesforce to the external HR system. This process needs to be reviewed by managers and directors.
Which two tools should and administrator configure?
Choose 2 answers

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

Correct Answer: A, C
Section:
Explanation:
Quick actions allow you to initiate expense reports from Salesforce to an external HR system. Approval processes allow you to review the expense reports by managers and directors.

QUESTION 41
Cloud Kicks is working on a better way to track its product shipments utilizing Salesforce.
Which field type should an administrator use to capture coordinates?

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

Correct Answer: A
Section:
Explanation:
Geolocation fields allow you to store the latitude and longitude coordinates of a location. They can be used to calculate distances between records and display maps of accounts, contacts, leads, or other custom objects.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_geoloc.htm&type=5

QUESTION 42
What are two considerations an administrator should keep in mind when working with Salesforce objects?
Choose 2 answers

A. Custom and standard objects have standard fields.
B. Standard objects are included with Salesforce.
C. A new standard object can be created.
D. Only standard objects support master-detail relationships.

Correct Answer: B, C
Section:
Explanation:
Standard objects are objects that are included with Salesforce by default, such as Account, Contact, Lead, Opportunity, etc. They have predefined fields and functionality that support common business processes. Custom objects are objects that you create to store information that is specific to your organization or industry. You can create new standard objects using the Object Manager in Setup.
Reference: https://trailhead.salesforce.com/en/content/learn/modules/data_modeling/standard_and_custom_objects

QUESTION 43
Users have noticed that when they click on a report in a dashboard to view the report details, the values in the report are different from the values displayed on the dashboard.
What are the two reasons this is likely to occur?
Choose 2 answers

A. The report needs to be refreshed.
B. The dashboard needs to be refreshed.
C. The current user does not have access to the report folder.
D. The running dashboard user and viewer have different permissions.

Correct Answer: B, D
Section:
Explanation:
Dashboards show data from source reports as visual components that provide a snapshot of key metrics and performance indicators. Dashboards need to be refreshed manually or scheduled to run on a regular basis to reflect the most recent data from the reports. The running user of a dashboard determines whose security settings are applied when the dashboard is run. If the running user is different from the viewer of the dashboard, they may see different data based on their permissions and sharing settings.
Reference: https://trailhead.salesforce.com/en/content/learn/modules/lex_implementation_dashboards_and_reports/dashboards

QUESTION 44
The marketing team wants a new picklist value added to the Campaign Member Status field for the upsell promotional campaign.
Which two solutions should the administrator use to modify the picklist field values?
Choose 2 answers

A. Add the Campaign Member Statuses related list to the Page Layout.
B. Edit the picklist values for the Campaign Status in object Manager.
C. Mass modify the Campaign Member Statuses related list.
D. Modify the picklist value on the Campaign Member Statuses related list

Correct Answer: B, D
Section:
Explanation:
Campaign Status is a standard picklist field on the Campaign object that indicates whether a campaign is planned, in progress, completed, or aborted. Campaign Member Status is a custom picklist field on the Campaign Member object that indicates how a person responded to a campaign, such as sent, responded, registered, attended, etc. To add a new picklist value for Campaign Status, you need to edit the field in Object Manager. To add a

new picklist value for Campaign Member Status, you need to modify the field on the Campaign Member Statuses related list on the Campaign page layout.
Reference: https://help.salesforce.com/s/articleView?id=sf.campaigns_fields.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.campaigns_member_status.htm&type=5

QUESTION 45
Ursa Solar Major is evaluating Salesforce for its service team and would like to know what objects
were available out of the box.
Which three of the standard objects are available to an administrator considering a support use case?
Choose 3 answers

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

Correct Answer: A, B, E
Section:
Explanation:
Contract is a standard object that represents a contractual agreement between your company and a customer. Case is a standard object that represents a customer's question or problem that needs to be resolved by your support team. Account is a standard object that represents an individual or an organization involved in your business, such as customers, competitors, partners, etc. These three objects are commonly used for service use cases in Salesforce.
Reference: https://help.salesforce.com/s/articleView?id=sf.contract_fields.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.case_fields.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.account_fields.htm&type=5

QUESTION 46
The administrator at Cloud Kicks has been asked to replace two old workflow rules that are doing simple field updated when a lead is created to improve processing time.
What tool should the administrator use to replace the workflow rules?

A. Quick Action Flow
B. Before Save Flow
C. Scheduled Flow
D. Screen Flow

Correct Answer: B
Section:
Explanation:
Before Save Flows are a type of record-triggered flow that run before a record is saved and can update fields on that record without any additional actions or DML operations. They are faster and more efficient than workflow rules or process builder for simple field updates when a record is created or updated.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_concepts_before_save_update.htm&type=5

QUESTION 47
Ursa Major Solar uses Opportunity to track sales of solar energy products. The company has two separate sales teams that focus on different energy markets. The Services team also wants to use Opportunity to track installation. All three teams will need to use different fields and stages.
How Should the administrator configure this requirement?

A. Create three sales processes. Create three record types and one page layout.
B. Create one sales process. Create three record types and three page layouts.
C. Create three sales processes. Create three record types and three page layouts.

D. Create one sales process. Create one record type and three page layouts.

Correct Answer: C
Section:
Explanation:
A sales process is a set of stages that an opportunity goes through as it moves from creation to close. A record type is a way to offer different business processes, picklist values, and page layouts to different users based on their profiles. A page layout controls the layout and organization of detail and edit pages for a specific object and record type combination. To meet the requirement of having different fields and stages for each team, you need to create three sales processes for each market segment, three record types for each sales process, and three page layouts for each record type.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_salesprocess.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_layout.htm&type=5

QUESTION 48
The service manager at Ursa Major Solar wants to let customers know that they have received their cases via email and their websites. Medium-priority and high-priority cases should receive different email notifications than low-priority cases. The administrator has created three email templates for this purpose.
How should an administrator configure this requirement?

A. Include three assignment rules that fire when cases are created. Add a filter for case priority. Select the appropriate email template for each rule.
B. Add three auto-response rules. Configure one rule entry criteria for each rule and set a filter for case priority. Select the appropriate email template for each rule entry.
C. Configure one workflow rule that fires when cases are created. Add a filter for case priority. Select the appropriate email template for the rule.
D. Create one auto-response rule. Configure three rule entry criteria and set a filter for case priority. Select the appropriate email template for each rule entry.

Correct Answer: D
Section:
Explanation:
Auto-response rules are used to automatically send email responses to lead or case submissions based on the criteria you define. You can create one auto-response rule per object (lead or case) and configure multiple rule entries with different criteria and actions within that rule. To meet the requirement of sending different email notifications based on case priority, you need to create one auto-response rule for cases and configure three rule entries with filters for low-priority, medium-priority, and high-priority cases respectively. Then you need to select the appropriate email template for each rule entry action.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_leadsautor.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.customize_casesautor.htm&type=5

QUESTION 49
The VP of sales at Dreamhouse Realty has requested a dashboard to visualize enterprise sales across the different teams. The key place of data is the total of all sales for the year and the progress to the enterprise sales goal.
What dashboard component will effectively show this number and the proximity to the total goal as a
single value?

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

Correct Answer: D
Section:
Explanation:
A gauge component shows a single value along with its percentage of a total value within predefined ranges using colors (red-yellow-green). It is useful for showing key performance indicators (KPIs) such as total sales amount and progress towards sales goal.
Reference: https://help.salesforce.com/s/articleView?id=sf.dashboards_gauge_component_type.htm&type=5

QUESTION 50
A sales rep has left the company and an administrator has been asked to re-assign all their accounts and opportunities to a new sales rep and keep the teams as is.
Which tool should an administrator use to accomplish this?

A. Data Loader
B. Mass Transfer Tool
C. Data Import Wizard
D. Dataloader.io

Correct Answer: B
Section:
Explanation:
The mass transfer tool allows you to transfer up to 250 records at a time from one user to another user while keeping the existing team members intact. You can access this tool from Setup by entering Mass Transfer Records in the Quick Find box.
Reference: https://help.salesforce.com/s/articleView?id=sf.mass_transfer_overview.htm&type=5

QUESTION 51
Northern Trail Outfitters has two different sales processes: one for business opportunities with four stages and one for partner opportunities with eight stages. Both processes will vary in page layouts and picklist value options.
What should an administrator configure to meet these requirements?

A. Validation rules that ensure that users are entering accurate sales stage information.
B. Different page layouts that control the picklist values for the opportunity types.
C. Public groups to limit record types and sales processes for opportunities.
D. Separate record types and Sales processes for the different types of opportunities.

Correct Answer: D
Section:
Explanation:
Record types and sales processes allow you to have different page layouts, fields, required fields, and picklist values for different types of opportunities.

QUESTION 52
An administrator installed a managed package that contains a permission set group. The permission set group that was installed includes Delete access on several objects, and the administrator needs to prevent users in the permission set group from being able to delete records.
What should the administrator do to control Delete access?

A. Use a muting permission set with a permission set group to mute selected permissions.
B. Create a new permission set that has Delete access deselected for the objects.
C. Create a new role that prevents Delete permissions from rolling up to the users.
D. Edit the profile for the users to remove Delete access from the objects.

Correct Answer: A
Section:
Explanation:
Muting permission sets allow you to remove permissions that are granted by a permission set group.

QUESTION 53
Northern Trail Outfitters wants to calculate how much revenue has been generated for each of its marketing campaigns.
How should an administrator deliver this information?

A. Design a standard Campaign report and add the value Won Opportunities in Campaign field.

B. Perform periodic data job to update campaign records.
C. Create a roll-up summary field on Opportunity to Campaign.
D. Add a Total Value Field on campaign and use a workflow rule to update the value when an opportunity is won.

Correct Answer: C
Section:
Explanation:
Roll-up summary fields allow you to calculate the sum of a field from child records related to a parent record.

QUESTION 54
Cloud Kicks wants to allow customers to create their own cases while visiting its public homepage.
What should the administrator recommend?

A. SMS Response
B. Web-to-Case
C. Email-to-Case
D. Omni-Channel

Correct Answer: B
Section:
Explanation:
Web-to-Case allows you to create cases from a form on your website.

QUESTION 55
An administrator at Universal Containers needs a simple way to trigger an alert to the director of sales when opportunities reach an amount of $500,000.
What should the administrator configure to meet this requirement?

A. Set up Big Deal Alerts for the amount.
B. Enable Opportunity Update Reminders
C. Opportunity warning in Kanban View.
D. Key Deals component on the homepage

Correct Answer: A
Section:
Explanation:
Big Deal Alerts allow you to notify users when an opportunity reaches a certain amount or probability.

QUESTION 56
Cloud Kicks wants users to only be able to choose Opportunity stage closed won if the Lead source has been selected.
How should the administrator accomplish this goal?

A. Make Lead Source a dependent picklist to the Opportunity stage field.
B. Configure a validation rule requiring Lead Source when the stage is set to closed won.
C. Change the Opportunity stage field to read only on the page layout.
D. Modify the Opportunity stage a dependent picklist to the Lead source field.

Correct Answer: B

Section:
Explanation:
Validation rules allow you to enforce data quality by preventing users from saving records that do not meet certain criteria.

QUESTION 57
Ursa Major Solar wants to automatically notify a manager about any cases awaiting a response from an agent for more than 2 hours after case creation.
Which feature should an administrator use to fulfill this requirement?

A. Assignment Rule
B. Case Escalation Rule
C. Omni-Channel Supervisor
D. Formula Field

Correct Answer: B
Section:
Explanation:
Case escalation rules allow you to escalate cases based on certain criteria, such as time or priority.

QUESTION 58
Sales users at Universal Containers are reporting that it is taking a long time to edit opportunity records. Normally, the only field they are editing is the Stage field.
Which two options should the administrator recommend to help simplify the process?
Choose 2 answers

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

Correct Answer: A, B
Section:
Explanation:
Paths allow you to display key fields and guidance for each stage of an opportunity. Kanban list views allow you to update records by dragging them between columns.

QUESTION 59
A sales rep has a list of 300 accounts with contacts that they want to load at one time.
Which tool should the administrator utilize to import the records to salesforce?

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

Correct Answer: D
Section:
Explanation:
Data Import Wizard allows you to import up to 50,000 records at a time.

QUESTION 60

An administrator created a record trigger flow to update contacts.
How should the administrator reference the values of the active record the flow is running on?

A. Use the {!Contact.Id} global variable.
B. Use the {!Account.Id} record variable.
C. Use the $Record global variable.
D. Use the Get Records element to find the Id.

Correct Answer: C
Section:
Explanation:
The $Record global variable allows you to reference the values of the active record the flow is running on.

QUESTION 61
An administrator gets a rush request from Human Resources to remove a user's access to
Salesforce Immediately. The user is part of a hierarchy field called Direct Manager.
What should the administrator do to fulfil the request?

A. Freeze the user to prevent them from logging in while removing them from being referenced in the Direct Manager field.
B. Deactivate the user and delete any records where they are referenced in the Direct Manager field.
C. Change the user's profile to read-only while removing them from being referenced in the Direct Manager Field.
D. Delete the user and leave all records where they referenced in the Direct Manager Field without changes.

Correct Answer: A
Section:
Explanation:
Freezing a user is a way to temporarily prevent them from logging in to Salesforce without deactivating their user record. This is useful when you need to perform some cleanup tasks before deactivating a user, such as removing them from being referenced in a hierarchy field like Direct Manager.
Reference: https://help.salesforce.com/s/articleView?id=sf.users_freeze.htm&type=5

QUESTION 62
AW Computing (AWC) occasionally works with independent contractors, who the company stores as Contacts in Salesforce. Contractors often change agencies, and AWC wants to maintain the historical accuracy of the record.
What should AWC use to track Contacts?

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

Correct Answer: D
Section:
Explanation:
Contacts to multiple accounts is a feature that allows you to associate a single contact with multiple accounts, both business and person accounts. This way, you can maintain the historical accuracy of the contact record without creating duplicate records for each account.
Reference: https://help.salesforce.com/s/articleView?id=sf.contacts_multiple_accounts.htm&type=5

QUESTION 63
Which two actions should an administrator perform with Case escalation rules?

Choose 2 answers

A. Re-open the Case.
B. Send email notifications.
C. Change the Case Priority.
D. Re-assign the Case.

Correct Answer: B, D
Section:
Explanation:
Case escalation rules are used to escalate cases that have not been resolved within a certain time frame by changing the case owner, sending email notifications, or triggering workflow actions. You can use these actions to alert the appropriate users or groups when a case needs urgent attention or escalation.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_caseesc.htm&type=5

QUESTION 64
The Sales director at Cloud Kicks wants to be able to predict upcoming revenue in the next several fiscal quarters so they can set goals and benchmark how reps are performing.

Which two features should the administrator configure?

Choose 2 answers

A. Sales Quotes
B. Opportunity List View
C. Forecasting
D. Opportunity Stages

Correct Answer: C, D
Section:
Explanation:
Forecasting is a feature that allows you to predict and plan the sales cycle from pipeline to closed sales, and manage sales expectations throughout your organization. Opportunity stages are the steps that an opportunity goes through as it moves from creation to close, and they determine the probability and forecast category of the opportunity.
Reference: https://help.salesforce.com/s/articleView?id=sf.forecasting3_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.customize_opptystages.htm&type=5

QUESTION 65
Cloud Kicks has a custom object named shoe. The administrator has been asked to ensure that when a relationship is created between Account and shoe to prevent orphaned shoe records.
What should the administrator do to complete this requirement?

A. Create an indirect lookup
B. Create an encrypted lookup
C. Create a hierarchical lookup
D. Create a master-detail lookup.

Correct Answer: D
Section:
Explanation:
Master-detail lookup is a type of relationship field that can be used to create a relationship between Account and Shoe and prevent orphaned Shoe records. Master-detail lookup establishes a parent-child relationship between two objects, where the parent record controls certain behaviors of the child record, such as security, ownership, and deletion. If the parent record is deleted, all the child records are deleted as well.
Reference: https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

QUESTION 66
Aw Computing needs to capture a loss reason in rich text field when an opportunity is Closed lost.
How should an administrator configure this requirement?

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

Correct Answer: B
Section:
Explanation:
Validation rule is a tool that can be used to enforce data quality and business logic by preventing users from saving records that do not meet certain criteria. In this case, a validation rule can be created on the Opportunity object to display an error message if the Stage field is Closed lost and the Loss Reason field is blank.
Reference: https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5

QUESTION 67
Users at Cloud Kicks want to be able to create a task that will repeat every two weeks.
What should an administrator do to meet the requirement?

A. Enable Creation of Recurring Tasks.
B. Flow to create recurring tasks.
C. Workflow rule to create recurring tasks.
D. Turn on Recurring Activities.

Correct Answer: A
Section:
Explanation:
Recurring tasks are tasks that repeat at regular intervals, such as daily, weekly, monthly, etc. They can be created by users who have the permission to create recurring tasks, which can be enabled by administrators in the user profile settings. Flow, workflow rule, and recurring activities are not valid options for creating recurring tasks in Salesforce.
Reference: https://help.salesforce.com/s/articleView?id=sf.tasks_recurring.htm&type=5

QUESTION 68
Cloud Kicks want its reports to show a Fiscal Year that starts on February 1 and has 12 months.
How Should the Administrator Address this requirement?

A. Set the Fiscal Year to Custom and the starting month as February.
B. Set the Fiscal Year to Custom and the duration to 4 quarters.
C. Set the Fiscal Year to Standard and the starting month as February.
D. Set the Fiscal Year to Standard and the duration to 12 months.

Correct Answer: A
Section:
Explanation:
A standard fiscal year starts on January 1 and ends on December 31. A custom fiscal year can be set to start on any month and end on any month. In this case, Cloud Kicks wants its fiscal year to start on February 1 and end on January 31. This can be achieved by setting the fiscal year to Custom and the starting month to February.
Setting the fiscal year to Standard and the starting month to February will not work, as the standard fiscal year starts on January 1. Setting the fiscal year to Custom and the duration to 4 quarters will not work, as the duration of a fiscal year is 12 months. Setting the fiscal year to Standard and the duration to 12 months will not work, as the standard fiscal year starts on January 1.

Custom fiscal years are fiscal years that follow a custom-defined structure that differs from the Gregorian calendar. They can be used by organizations that have fiscal years that start on a different month than January or have fiscal years that are divided into custom periods such as quarters or weeks. To set up a custom fiscal year that starts on February 1 and has 12 months, an administrator needs to set the fiscal year to custom and the starting month as February in the fiscal year settings. Setting the fiscal year to standard or the duration to 4 quarters does not meet the requirement of having a custom fiscal year that starts on February 1.
Reference: https://help.salesforce.com/s/articleView?id=sf.admin_fiscal_year.htm&type=5

QUESTION 69
Cloud Kicks has asked the administrator to test a new screen flow that create contacts.
What are two key components of testing the flow?
Choose 2 answers

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

Correct Answer: B, C
Section:
Explanation:
Running the flow using it to create contacts and using debug to test the flow in Flow Builder are two key components of testing a new screen flow that creates contacts. Running the flow allows the administrator to see how the flow behaves in real time and check for any errors or unexpected results. Debugging the flow allows the administrator to simulate how the flow runs with different inputs and outputs and check for any logic or syntax errors. Setting up a flow interview or testing the flow in a sandbox are not necessary for testing a screen flow that creates contacts.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_test.htm&type=5

QUESTION 70
An administrator at Universal Containers is reviewing current security settings in the company's Salesforce org.
What Should the administrator do to prevent unauthorized access to Salesforce?

A. Disable TLS requirements for sessions.
B. Enable multi factor authentication
C. Customize organization wide default
D. Enable caching and autocomplete on login page

Correct Answer: B
Section:
Explanation:
Multi factor authentication (MFA) is a security feature that requires users to verify their identity using two or more factors when they log in to Salesforce. It can help prevent unauthorized access to Salesforce by adding an extra layer of protection beyond username and password. Enabling MFA can be done by administrators in the security settings or by users in their personal settings. Disabling TLS requirements for sessions, customizing organization wide defaults, or enabling caching and autocomplete on login page are not actions that would prevent unauthorized access to Salesforce; in fact, they may reduce security or have no effect on security at all.
Reference: https://help.salesforce.com/s/articleView?id=sf.security_mfa.htm&type=5

QUESTION 71
Universal Containers requires a different Lightning page to be displayed when Accounts are viewed in the Sales Console and in the Service Console.
How should an administrator meet this requirement?

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

Correct Answer: C
Section:
Explanation:
Lightning pages are custom layouts that let you design pages for your Salesforce org using Lightning App Builder. You can assign different Lightning pages for different apps, record types, and profiles using Lightning page assignments. To meet the requirement of displaying different Lightning pages for Accounts in Sales Console and Service Console, you need to assign Lightning pages as app default for each app.
Reference: https://help.salesforce.com/s/articleView?id=sf.lightning_page_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.lightning_page_assignments.htm&type=5

QUESTION 72
Universal Containers has two sales teams, Sales team A and Sales team B. Each team has their own role in the role hierarchy. Both roles are subordinates of the same Manager role.
How Should the administrator share records owned by sales team A with Sales team B?

A. Hierarchical sharing
B. Use Manual sharing
C. Criteria based sharing
D. Owner based sharing

Correct Answer: B
Section:
Explanation:
Manual sharing allows record owners to share individual records with other users or groups. This is useful when one-off sharing is needed for a specific situation. Hierarchical sharing, criteria-based sharing and owner-based sharing are not suitable for this scenario because they are based on predefined rules or roles that do not match the requirement.
Reference: https://help.salesforce.com/s/articleView?id=sf.sharing_overview.htm&type=5

QUESTION 73
An administrator at Cloud Kicks needs to export a file of closed won opportunities from the last 90 days. The file should include the Opportunity Name, ID, Close Date, and Amount.
How should the administrator export this file?

A. Data Export Wizard.
B. Data Import Wizard.
C. Data Export Wizard.
D. Data Loader.

Correct Answer: A
Section:
Explanation:
Data Export Wizard allows administrators to export data from Salesforce in CSV files. It can be used to export data for backup purposes or to analyze data in external tools. Data Import Wizard is used to import data into Salesforce, not export. Data Loader is a desktop tool that can also export data, but it is more complex and requires installation. Report Builder is used to create reports in Salesforce, not export data.
Reference: https://help.salesforce.com/s/articleView?id=sf.data_export.htm&type=5

QUESTION 74
Northern Trail Outfitters wants emails received from customers to generate cases automatically.
How should the administrator ensure that the emails are sent to the correct queue?

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

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

QUESTION 75
Sales reps at Cloud Kicks want to be notified when they have a high likelihood of winning an opportunity over $1,000,000.
Which feature meets this requirement?

A. Key Deals
B. Big Deal Alerts
C. Activity Timeline.
D. Performance chart.

Correct Answer: B
Section:
Explanation:
Big Deal Alerts are notifications that are sent to users when an opportunity reaches a certain amount, probability, or stage. They can be configured by administrators to alert sales reps or managers when they have a high likelihood of winning a big deal. Key Deals are a feature of Einstein Opportunity Scoring that shows the top opportunities based on their score and stage, but they do not send notifications. Activity Timeline is a component of Lightning Experience that shows the past and upcoming activities related to a record, but it does not notify users of big deals. Performance chart is a type of report chart that shows how well users or teams are performing against their goals, but it does not alert users of big deals.
Reference: https://help.salesforce.com/s/articleView?id=sf.forecasts3_big_deal.htm&type=5

QUESTION 76
The administrator are Cloud Kicks created a new field for tracking returns on their new cloud shoe. A user has submitted case to the administrator indication that the new field is unavailable.
Which two steps should an administrator do to troubleshoot this issue?
Choose 2 answers

A. Ensure that the page layout for the user's profile has been updated.
B. Run the setup audit trail for the organization.
C. Update the organization wide default for the object.
D. Review the field level security of the field for the user profile

Correct Answer: A, D
Section:
Explanation:
Page layout and field level security are two factors that determine whether a user can see a new field on a record. To troubleshoot this issue, the administrator should ensure that the page layout for the user's profile has been updated to include the new field and that the field level security of the field for the user profile allows read or edit access.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_layoutoverview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.admin_fls.htm&type=5

QUESTION 77
The administrator at Ursa Major Solar has Created a new record type for customer warranty cases which two assignments should the administrator use to display the new record type to users?
Choose 2 answers

A. Profile Assignment

B. Role Assignment
C. App Manager Assignment.
D. Page layout Assignment.

Correct Answer: A, D
Section:
Explanation:
Profile assignment and page layout assignment are two assignments that should be used to display a new record type to users. Profile assignment determines which profiles can access a record type and which record type is the default for each profile. Page layout assignment determines which page layout is assigned to each record type and profile combination.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype_assign.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.customize_recordtype_pagelayoutassign.htm&type=5

QUESTION 78
A new Sales Rep at Ursa Major has a qualified lead that is ready for conversation.
When using the Lead Conversion process, which two records can be Created?
Choose 2 answers

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

Correct Answer: A, D
Section:
Explanation:
Account and contact are two records that can be created when using the lead conversion process. The lead conversion process converts a lead into an account, a contact, and optionally, an opportunity.
Reference: https://help.salesforce.com/s/articleView?id=sf.convert_lead.htm&type=5

QUESTION 79
Universal Containers (UC) has a queue that is used for managing tasks that need to be worked by the UC customer support team. The same team will now be working some of UC's Cases.
Which two options should the administrator use to help the support team?
Choose 2 answers

A. Configure a flow to assign the cases to the queue.
B. Use assignment rules to set the queue as the owner of the case.
C. Add Cass to the existing queue as available object.
D. Create a new queue and add Cases as an available object.

Correct Answer: B, C
Section:
Explanation:
Assignment rules and queue configuration are two options that should be used to help the support team work on some of UC's cases. Assignment rules can be used to automatically assign cases to a queue based on certain criteria, such as case origin or priority. Queue configuration can be used to add Case as an available object to the existing queue and specify which users or groups can access the queue.
Reference: https://help.salesforce.com/s/articleView?id=sf.case_assignment_rules.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.customize_queues.htm&type=5

QUESTION 80
The administrator at AW Computing wants to send off client welcome tasks and a welcome email to the primary contact automatically when an Opportunity is Closed won.
What automation tool best accomplishes this?

A. Validation Rule
B. Outbound Message
C. Approval Process
D. Process Builder

Correct Answer: D
Section:
Explanation:
Process Builder is a tool that can be used to automate business processes by creating record-triggered flows that execute actions when certain conditions are met. In this case, Process Builder can be used to create a flow that executes when an opportunity is closed won and creates a client welcome task and a welcome email for the primary contact.
Reference: https://help.salesforce.com/s/articleView?id=sf.process_which_tool.htm&type=5

QUESTION 81
Cloud Kicks users are seeing error messages when they use one of their screen flows. The error messages are confusing but could be resolved if the users entered more information on the account before starting the flow.
How should the administrator address this issues?

A. Remove validation rules so that the users are able to process without complete records.
B. Create a permission set to allow users to bypass the error.
C. use a fault connector and display a screen with text explaining what went wrong and how to correct it.
D. Uncheck the end user Flow Errors box in setup.

Correct Answer: C
Section:
Explanation:
Fault connector and screen component are two features that can be used to address the issue of users seeing error messages when they use one of their screen flows. Fault connector can be used to handle errors that occur when a flow element fails, such as a record create or update element. Screen component can be used to display a message to the user with text explaining what went wrong and how to correct it.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_connector_fault.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screencmp_display_text.htm&type=5

QUESTION 82
An administration needs to store the ID of record type of later use in a flow.
Which kind of variable should the administrator use?

A. Boolean variable
B. Text variable
C. ID variable
D. Record variable

Correct Answer: C
Section:
Explanation:
An ID variable is a type of variable that can store an ID value of a record or a record type in a flow. It can be used to store the ID of a record type for later use in a flow, such as assigning it to a record or using it in a condition. A boolean variable is a type of variable that can store a true or false value in a flow. A text variable is a type of variable that can store a text value in a flow. A record variable is a type of variable that can store one or more field values of a record in a flow.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_variables.htm&type=5

QUESTION 83
Universal Containers (UC) would like to count the number of open cases associated with each account and update the account with this value every Friday evening. UC has several hundred open cases at any given time.
What should the administrator use to complete this request?

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

Correct Answer: D
Section:
Explanation:
A scheduled flow is a type of flow that runs at scheduled times on batches of records that meet certain criteria. It can be used to count the number of open cases associated with each account and update the account with this value every Friday evening by using an assignment element to loop through the accounts and cases and assign the count value to a field on the account record. Using a record trigger flow, a scheduled process builder, or a roll-up summary field are not suitable options for this requirement because they would not run at scheduled times or on batches of records; they would run every time a record is created or updated, which may not reflect the accurate count of open cases at the end of each week.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled.htm&type=5

QUESTION 84
The business development team at Cloud Kicks thinks the account creation process has too many fields to fill out and the page feels cluttered. They have requested the administrator to simplify the process.
Which automation tool should an administrator use?

A. Approval process
B. Workflow rule
C. Flow builder
D. Validation rule

Correct Answer: C
Section:
Explanation:
Flow builder is an automation tool that allows administrators to create flows that guide users through screens, collect data, and perform actions on records. It can be used to simplify the account creation process by creating a screen flow that shows only the essential fields for creating an account and hides any unnecessary fields or sections from the page layout. Approval process, workflow rule, and validation rule are not automation tools that can simplify the account creation process; they are used for different purposes such as approving records, updating fields, or enforcing data quality.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5

QUESTION 85
What should an administrator use as an identifier when importing and updating records from a separate financial system?

A. Auto-Number field?
B. External ID
C. Rich text field
D. Record ID

Correct Answer: B
Section:
Explanation:
An external ID is a custom field that has the external ID attribute enabled, which means it can be used as an identifier when importing and updating records from an external system. It allows administrators to match records based on a unique ID value from another system instead of using Salesforce record IDs, which may not be available or consistent across systems. An auto-number field is a custom field that automatically assigns a unique numeric value to each record, but it cannot be used as an identifier when importing and updating records from an external system because it is generated by Salesforce and may not match with the external system's IDs. A rich text field is a custom field that allows users to enter formatted text, images, and links, but it cannot be used as an identifier when importing and updating records from an external system because it is not unique or consistent across systems. A record ID is an internal ID assigned by Salesforce to each record, but it cannot be used as an identifier when importing and updating records from an external system because it may not be

available or consistent across systems.
Reference: https://help.salesforce.com/s/articleView?id=sf.custom_field_attributes.htm&type=5

QUESTION 86
DreamHouse reality has an approval process. A manager attempts to approve the record but receives an error.
What should an administrator review to troubleshoot this request?

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

Correct Answer: C
Section:
Explanation:
One possible reason why a manager receives an error when trying to approve a record is that the user in the next approver step is inactive or missing, which means there is no valid user to assign the record to after approval. To troubleshoot this issue, an administrator should check if the user in the next approver step is active and exists in Salesforce; if not, they should activate or create the user or change the approval process to assign the record to another user. Adding a delegated approver for the next approver in the process does not solve this issue because delegated approvers are only used when approvers are unavailable; they do not replace approvers who are inactive or missing. Updating the field level security to view on fields that are updated in the process does not solve this issue because field level security does not affect approval processes; it only affects what fields users can see or edit on page layouts. Reviewing the page layout to ensure fields updated in the process are visible does not solve this issue because page layouts do not affect approval processes; they only affect what fields users can see or edit on page layouts.
Reference: https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5

QUESTION 87
Cloud Kicks wants to try out an app from the AppExchange to ensure that the app meets its needs.
Which two options should the administrator suggest?
Choose two answers

A. Test Drive in a production org.
B. Download into a Trailhead Playground.
C. Install in a sandbox.
D. Check edition compatibility.

Correct Answer: B, C
Section:
Explanation:
A Trailhead Playground is a free, online learning environment that allows you to try out Salesforce features and apps. You can use a Trailhead Playground to test out an app from the AppExchange before you install it in your production org.
A sandbox is a copy of your production org that you can use to test changes and new features. You can install an app from the AppExchange in a sandbox to see how it works in your environment.
Testing an app in a production org is not recommended, as it could affect your live data. Checking edition compatibility is important, but it is not a way to try out an app.

QUESTION 88
Cloud kicks wants to track shoe designs by products. Shoe designs should be unable to be deleted, and there can be multiple design for one product across various stages.
Which two steps should the administration configure to meet this requirement?
Choose 2 answers

A. Create a Custom Object for shoe design.

B. Configure a Custom Lookup Field for shoe design on the product object.
C. Add a custom master detail field for shoe design on the Product Object.
D. Use the Standard Object for designs.

Correct Answer: A, C
Section:
Explanation:
Custom object and master detail field are two steps that should be configured to meet this requirement. Custom object can be used to create a new object for shoe design that can store information about different designs and stages. Master detail field can be used to create a relationship between Product and Shoe Design that prevents deletion of Shoe Design records and allows multiple designs for one product.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_customobjects.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

QUESTION 89
The VP of Sales at Cloud Kicks is receiving an error message that prevents them form saving an Opportunity. The administrator attempted the same edit without receiving an error.
How can the administrator validate the error the user is receiving?

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

Correct Answer: C
Section:
Explanation:
Log in as the user is a feature that can be used to validate the error the user is receiving. Log in as the user allows an administrator to access Salesforce as another user and perform actions on their behalf, such as editing an opportunity. This can help troubleshoot issues that are specific to a user's profile, role, or permissions.
Reference: https://help.salesforce.com/s/articleView?id=sf.admin_login.htm&type=5

QUESTION 90
Clod Kicks has the organization wide defaults for Opportunity set to private.
which two features should the administrator use to open up access to Opportunity records for sales users working on collaborative deals?
Choose 2 answers

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

Correct Answer: B, D
Section:
Explanation:
Role hierarchy and sharing rules are two features that should be used to open up access to Opportunity records for sales users working on collaborative deals. Role hierarchy can be used to grant access to records owned by or shared with users who are below them in the hierarchy. Sharing rules can be used to extend sharing access to users in public groups, roles, or territories based on certain criteria, such as record owner or field value.
Reference: https://help.salesforce.com/s/articleView?id=sf.admin_sharing.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.security_sharing_rules.htm&type=5

QUESTION 91
The administrator at Aw Computing wants Account Details, related list and chatter feeds to each appear on separate tabs when reviewing an account.
Which type of page should the administrator create?

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

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

QUESTION 92
When a cloud kicks Opportunity closes, the company would like to automatically create a renewal opportunity.
Which two automation tools should an administrator use to accomplish this request?
Choose 2 answers

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

Correct Answer: B, D
Section:
Explanation:
Flow Builder and Process Builder are two automation tools that should be used to accomplish this request. Flow Builder can be used to create a flow that defines the logic and actions for creating a renewal opportunity, such as setting the stage, close date, and amount. Process Builder can be used to create a process that triggers the flow when an opportunity is closed won.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5

QUESTION 93
Cloud kicks want to give credit to Opportunity team members based on the level of effort contributed by each person toward each deal.
What feature should the administrator use to meet this requirement?

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

Correct Answer: B
Section:
Explanation:
Splits is a feature that should be used to meet this requirement. Splits allows users to assign credit to opportunity team members based on the level of effort contributed by each person toward each deal. Users can create different types of splits, such as revenue or overlay splits, and specify the percentage or amount of credit for each team member.
Reference: https://help.salesforce.com/s/articleView?id=sf.forecasts3_splits_overview.htm&type=5

QUESTION 94
Cloud Kicks has a custom object called Shipments. The Company wants to see all the shipment items from an Account page. When an Account is deleted, the shipments should remain.
What type of relationship should the administrator make between Shipments and Account?

A. Shipments should have a lookup to Account.
B. Accounts should have a lookup to Shipments.
C. Shipments should have a master-detail to Accounts.
D. Accounts should have a master-detail to Shipments.

Correct Answer: A
Section:
Explanation:
A lookup relationship is a type of relationship that links two objects together, but does not affect security or deletion. It can be used to create a relationship between shipments and accounts where shipments should have a lookup to accounts; this way, shipments can show related account information on their records, but when an account is deleted, the shipments remain. Accounts should have a lookup to shipments is not a valid option because it does not match the requirement of seeing all shipment items from an account page; it would show related account information on shipment records instead. Shipments should have a master-detail to accounts or accounts should have a master-detail to shipments are not valid options either because they do not match the requirement of keeping shipments when an account is deleted; they would delete shipments along with their master account records.
Reference: https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.htm&type=5

QUESTION 95
Northern Trail Outfitters uses a custom object Invoice to collect customer payment information from an external billing system. The Billing System field needs to be filled on every Invoice record.
How should an administrator ensure this requirement?

A. Make the field universally required.
B. Create a Process Builder to set the field.
C. Define an approval process for the child.
D. Require the field on the record type.

Correct Answer: A
Section:
Explanation:
Making a field universally required is a way to ensure that the field needs to be filled on every record; it prevents users from saving a record without entering a value in that field. It can be used to ensure that the billing system field needs to be filled on every invoice record by making it universally required in the field settings. Creating a process builder to set the field, defining an approval process for the child, or requiring the field on the record type are not ways to ensure that the field needs to be filled on every record; they either do not enforce data entry or only apply to certain scenarios or users.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_fields.htm&type=5

QUESTION 96
Cloud Kicks has a team of product owners that need a space to share feedback and ideas with just the product team.
How should the administrator leverage Salesforce to help the team collaborate?

A. Use Quick Actions to log communication.
B. Configure a Chatter Public Group.
C. Create a Chatter Private Group.
D. Add Activity History to document tasks.

Correct Answer: C
Section:
Explanation:
A Chatter private group is a type of Chatter group that allows members to share feedback and ideas with each other in a secure and exclusive space; only members can see and post in a private group. It can be used by Ursa Major Solar to create a space for product owners to collaborate with just the product team by creating a Chatter private group and adding product owners as members. Using quick actions to log communication, configuring a Chatter public group, or adding activity history to document tasks are not solutions for creating a space for product owners to collaborate with just the product team; they either do not provide privacy or do not support

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

QUESTION 97
An analytics user at Cloud Kicks needs Read, Create, and Edit access for objects and Should be restricted from deleting any records.
What should the administrator do to meet this requirement?

A. Assign the standard System Administrator profile to the analytical user.
B. Give the user View all access and assign them to the highest role in the role hierarchy.
C. Create and assign a custom profile with Delete access removed for each object.
D. Create and assign a permission set that includes Read, Create, and Edit access

Correct Answer: C
Section:
Explanation:
A custom profile is a profile that can be created and customized by administrators to define what users can see and do in Salesforce based on their job function or role. It can be used by Cloud Kicks to give read, create, and edit access for objects and restrict users from deleting any records by creating and assigning a custom profile with delete access removed for each object in the object settings. Assigning the standard system administrator profile to analytical user, giving user view all access and assigning them to highest role in role hierarchy, or creating and assigning permission set that includes read, create, and edit access are not solutions for giving read, create, and edit access for objects and restricting users from deleting any records; they either give too much access or do not remove delete access.
Reference: https://help.salesforce.com/s/articleView?id=sf.users_profiles.htm&type=5

QUESTION 98
Universal Containers has enabled Data Protection and Privacy for its org.
Which page layouts will have the Individual field available for tracking data privacy information?

A. Case and Opportunity
B. Account and User
C. Contact, Lead, and Person Account
D. Individual, User, and Account

Correct Answer: C
Section:
Explanation:
Contact, lead, and person account are three objects that will have the individual field available for tracking data privacy information when data protection and privacy is enabled for an org. The individual object is an object that stores data privacy preferences and requests for customers who are subject to privacy regulations such as GDPR; it can be linked to contact, lead, or person account records using the individual field. Case and opportunity, account and user, or individual, user, and account are not combinations of objects that will have the individual field available for tracking data privacy information; they either do not store customer data or do not support individual object relationships.
Reference: https://help.salesforce.com/s/articleView?id=sf.individual_object.htm&type=5

QUESTION 99
The administrator for Cloud Kicks needs to give access to a new custom object with custom fields to more than one user.
Which two options should an administrator use to meet this requirement?
Choose 2 answers

A. Add to manual sharing list
B. Assign permission set group to Users
C. Create a Permission Set
D. Edit organization-wide defaults

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

QUESTION 100
Cloud Kicks wants to update a screen flow so that if the checkbox field High Value Customer is set to true, the first screen is skipped and the user is directed to the second screen.
How should the administrator configure the decision element?

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

Correct Answer: A
Section:
Explanation:
The equals operator is an operator that compares two values and returns true if they are equal or false if they are not equal; it can be used in decision elements in flow builder to check if two values match certain criteria. The {!$GlobalConstant.True} value is a global constant value that represents true in flow builder; it can be used in decision elements in flow builder as one of the values being compared. Using equals operator and {!$GlobalConstant.True} as value can help Cloud Kicks update screen flow so that if checkbox field High Value Customer is set true first screen is skipped by using equals operator compare High Value Customer field value with {!$GlobalConstant.True} value in decision element output connector conditions; if condition is met first screen is skipped else first screen is shown. Using equals operator ''High Value Customer'' as value contains operator {!$GlobalConstant.False} as value contains operator ''High Value Customer'' as value are not valid options for updating screen flow skip first screen if checkbox field High Value Customer is set true because they either use wrong values wrong operators compare checkbox field values.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_ref_operators.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_decision.htm&type=5

QUESTION 101
The administrator at Ursa Major Solar imported records into an object by mistake.
Which two tools should be used to undo this import?
Choose 2 answers

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

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

QUESTION 102
AW Computing would like to improve its Case Lightning record page by including:
* A filtered component to display a message in bold font when a case is saved as acriticalrecord type.
* A quick way to update the account status from the case layout.
Which two components should an administrator use to satisfy these requests?
Choose 2 Answers

A. Related List
B. Related Record
C. Record details
D. Rich text

Correct Answer: B, D
Section:
Explanation:
A related record component is a type of component that allows users to view and edit fields from a parent record on a child record page without leaving the page. For example, a related record component can allow users to update the account status from the case layout by selecting an account record from a drop-down list. A rich text component is a type of component that allows users to display formatted text on a record page using rich text editor tools such as bold font, bullet points, images, and links. For example, a rich text component can display a message in bold font when a case is saved as acriticalrecord type by using conditional visibility rules.
Reference: https://help.salesforce.com/s/articleView?id=sf.lightning_page_components_related_record.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.lightning_page_components_rich_text.htm&type=5

QUESTION 103
The Administrator at Universal Container wants to add branding to salesforce.
Which two considerations should the administrator keep in mind?
Choose 2 Answers

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

Correct Answer: A, D
Section:
Explanation:
Themes are a way to customize the look and feel of Salesforce by changing the colors, images, and logos that appear on Lightning Experience pages. However, there are some limitations and considerations when using themes, such as: only one theme can be active at a time, and a theme applies to the entire org; themes apply only to Lightning Experience and do not affect Salesforce Classic or the Salesforce mobile app; up to 300 custom themes can be created, modified, or cloned from the built-in themes; Chatter external users see the built-in Lightning theme only and cannot see custom themes.
Reference: https://help.salesforce.com/s/articleView?id=sf.themes_overview.htm&type=5

QUESTION 104
An Administrator supporting global team of salesforce users has been asked to configure the company settings
Which two options should the administrator configure?
Choose 2 Answers

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

Correct Answer: C, D
Section:
Explanation:
Default language and currency locale are two options that an administrator should configure in the company settings to support a global team of Salesforce users. Default language determines the language that is used for labels, buttons, tabs, help text, and messages in Salesforce for all users unless they override it in their personal settings. Currency locale determines the format of currency fields and numbers in Salesforce for all users unless they override it in their personal settings or enable multiple currencies.
Reference: https://help.salesforce.com/s/articleView?id=sf.admin_supported_languages.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.admin_supported_currencies.htm&type=5

QUESTION 105
The Administrator at Cloud Kicks need to automatically route support cases, regardless of how they are created, to a queue based on case priority.
What tool should the administrator use?

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

Correct Answer: B
Section:
Explanation:
Assignment rules are tools that allow administrators to automatically route records to users or queues based on certain criteria. For example, an assignment rule can assign cases to different queues based on case priority, origin, type, or other fields. Assignment rules can be triggered when records are created manually, via email, web, or API. Assignment rules consist of multiple rule entries that define the criteria and actions for each assignment scenario.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_leadrules.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.customize_casesupport_assign.htm&type=5

QUESTION 106
DreamHouse Reality needs to use consistent picklist value on a category filed on accounts and cases, with value respective to record types.
Which two features should the administrator use to fulfill this requirement?
Choose 2 Answers

A. Dependent Picklist
B. Global Picklist
C. Multi-Select Picklist
D. Custom Picklist

Correct Answer: A, D
Section:
Explanation:
A dependent picklist and a custom picklist are the two features that can be used to fulfill the requirement. A global picklist and a multi-select picklist are not features that can be used to fulfill the requirement.
Here is a more detailed explanation of why A and B are the correct answers:
a) Dependent Picklist
A dependent picklist is a picklist whose values are dependent on the value selected in another picklist. This is useful for ensuring that only valid values are selected for a field. In this case, the administrator can create a dependent picklist for the category field on accounts and cases, with the values for the picklist being dependent on the record type selected. This will ensure that only the relevant picklist values are available for selection based on the record type selected.
For example, the administrator could create a dependent picklist for the category field on accounts and cases with the following values:
Record Type: New Account
Picklist Values: Residential, Commercial
Record Type: Existing Account
Picklist Values: Renewal, Upsell, Cross-sell

This would ensure that only the relevant picklist values are available for selection when creating a new account or an existing account.
b) Custom Picklist
A custom picklist is a picklist that is created by the administrator. This is useful for creating picklists with values that are specific to the organization's needs. In this case, the administrator can create a custom picklist for the category field on accounts and cases, with the values for the picklist being specific to the organization's needs. This will ensure that the picklist values are relevant to the organization and its customers.
For example, the administrator could create a custom picklist for the category field on accounts and cases with the following values:
Picklist Values: Residential, Commercial, Land, Multi-Family
This would ensure that the picklist values are relevant to the organization and its customers.

QUESTION 107
At Universal Containers, there is a custom field on the Lead named Product Category. Management wants this information to be part of the Opportunity upon lead conversion.
What action should the administrator take to satisfy the request?

A. Map the lead custom field to the product's product category field.
B. Create a workflow to update Opportunity fields based on the lead.
C. Create a custom field on the Opportunity and map the two fields.
D. Configure the product categories picklist field on the product.

Correct Answer: C
Section:
Explanation:
To transfer data from a lead custom field to an opportunity field upon lead conversion, an administrator needs to create a custom field on the opportunity object that matches the data type and length of the lead custom field, and then map the two fields using the lead field mapping tool under setup. This will ensure that the value of the product category field on the lead is copied to the corresponding field on the opportunity when the lead is converted.
Reference: https://help.salesforce.com/s/articleView?id=sf.leads_customize_map.htm&type=5

QUESTION 108
Northern Trail Outfitters wants to encourage employees to choose secure and appropriate passwords for their Salesforce accounts.
Which three password policies should an administrator configure?
Choose 3 answers

A. Maximum invalid login attempts
B. Prohibited password values
C. Require use of Password Manager App
D. Password complexity requirements
E. Number of days until expiration

Correct Answer: A, D, E
Section:
Explanation:
Maximum invalid login attempts, password complexity requirements, and number of days until expiration are three password policies that an administrator can configure to encourage employees to choose secure and appropriate passwords for their Salesforce accounts. Maximum invalid login attempts determines how many times a user can enter an incorrect password before being locked out of Salesforce. Password complexity requirements determine how complex a user's password must be based on criteria such as length, case sensitivity, alphanumeric characters, etc. Number of days until expiration determines how often users must change their passwords.
Reference: https://help.salesforce.com/s/articleView?id=sf.security_password_policies.htm&type=5

QUESTION 109
An administrator at AW Computing has been asked to help the Support team with report folders. They want a folder called Support Reports and two folders underneath called Helpdesk and R&D. The Support organization uses public groups for Support Agents, R&D, and Managers. Support agents should be able to run Helpdesk reports, but should not be able to view R&D reports. Support managers should be able to view and edit all reports.

Which two ways should these folders be shared?
Choose 2 answers

A. Share the R&D folder with Support Managers with Edit Access.
B. Share the Helpdesk folder with Support Agents with View access.
C. Share the Support Reports folder with Support Managers with Edit Access.
D. hare the Support Reports folder with Support Agents with View Access.

Correct Answer: B, C
Section:
Explanation:
To share report folders with different groups of users with different levels of access, an administrator can use folder sharing settings under setup. Folder sharing settings allow administrators to share report folders with public groups, roles, roles and subordinates, territories, or portal roles with view or edit access. In this case, the administrator can share the Helpdesk folder with Support Agents with view access so they can run Helpdesk reports but not edit them; and share the R&D folder with Support Managers with edit access so they can view and edit R&D reports.
Reference: https://help.salesforce.com/s/articleView?id=sf.reports_builder_folders_sharing.htm&type=5

QUESTION 110
The Sales manager at DreamHouse Realty wants the sales users to have a quick way to view and edit the Opportunities in their pipeline expected to close in the next 90 days.
What should an administrator do to accomplish this request?

A. Create a custom report and schedule the sales users to receive it each day as a reminder to update their opportunities.
B. Enable Sales Console and show users how to open a tab for each opportunity in the pipeline that meets the requirements.
C. Create a list view on the Opportunity object and recommend users switch the view to Kanban to edit by drag and drop.
D. Make a new Sales dashboard and add a component that shows all opportunities that meet the criteria.

Correct Answer: C
Section:
Explanation:
A list view is a feature that allows users to filter and display records based on certain criteria and fields. A Kanban view is a feature that allows users to view records as cards organized by columns that represent stages in a process such as opportunity stages or case statuses. Users can switch between list view and Kanban view by clicking on a toggle button on any object tab that supports Kanban view such as opportunities or cases. Users can also edit records by dragging and dropping cards from one column to another or by clicking on an inline edit icon on each card. In this case, the administrator can create a list view on the opportunity object that filters opportunities by expected close date in the next 90 days; and recommend users switch the view to Kanban to edit opportunities by drag and drop.
Reference: https://help.salesforce.com/s/articleView?id=sf.lex_list_views.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.kanban_view.htm&type=5

QUESTION 111
Which two objects are customizable the Stage Setup Flow?
Choose 2 answers

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

Correct Answer: A, C
Section:
Explanation:
The Stage Setup Flow is a tool that allows administrators to customize stages for leads and opportunities based on best practices from Salesforce experts. The Stage Setup Flow guides administrators through a series of questions about their sales process and then creates or updates stages for leads or opportunities accordingly. The Stage Setup Flow also provides tips and resources for each stage such as key fields, guidance for success,

reports and dashboards, etc.
Reference: https://help.salesforce.com/s/articleView?id=sf.stages_setup_flow_overview.htm&type=5

QUESTION 112
Universal Containers has three separate lines of business. Each line has specific fields that must be displayed to users. However, the fields needed by the sales team are different than the fields needed by the service team.
How should the administrator configure this requirement?

A. Create two record types, each with 3 page layouts.
B. Create one record type with six Page Layouts.
C. Create three record types, each with 2 page layouts.
D. Create six record types, each with 1 page layout.

Correct Answer: C
Section:
Explanation:
A record type is a feature that allows administrators to offer different business processes, picklist values, page layouts, etc., to different users based on their profile or role. A page layout is a feature that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. In this case, since Universal Containers has three separate lines of business with specific fields for each line; and since sales team needs different fields than service team; the administrator should create three record types for each line of business; and create two page layouts for each record type - one for sales team and one for service team.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type=5

QUESTION 113
Universal Containers introduced a new product and wants to track all associated cases that get logged. They are looking for an automated solution that would give the product's two lead engineers read/write access to all new cases that reference the new product.
What should an administrator do to satisfy this requirement?

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

Correct Answer: A
Section:
Explanation:
To track all cases that reference the new product and give read/write access to the product's two lead engineers, the administrator should create a queue and a criteria-based sharing rule. The queue will allow assigning cases that meet certain criteria, such as having a specific value in the Product field, to a group of users. The criteria-based sharing rule will grant read/write access to the queue members for cases that match the same criteria.
Reference: https://help.salesforce.com/s/articleView?id=sf.queues_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.sharing_criteria.htm&type=5

QUESTION 114
Northern Trail Outfitters (NTO) has deployed my domain. The Chief Marketing Officer wants to make sure that all of the Salesforce users log in using the branded login URL. There needs to be a grace period for the user's bookmarks to be updated.
How should the administrator configure the policies in my domain settings?

A. Set the login policy to require login from https://nto.my.salesforce.com
B. Set the Redirect policy to Do Not redirect.
C. Set the redirect policy to Redirect with a warning to the same page within the domain.
D. Set the login policy to prevent login from https://login.salesforce.com

Correct Answer: C
Section:
Explanation:
To make sure that all of the Salesforce users log in using the branded login URL after deploying my domain, and give them a grace period for updating their bookmarks, the administrator should set the Redirect policy to Redirect with a warning to the same page within the domain. This will redirect users who try to log in from https://login.salesforce.com or another domain to https://nto.my.salesforce.com, and show them a warning message that they need to update their bookmarks. Setting the Login policy or preventing login from https://login.salesforce.com will not redirect users or give them a warning. Filtering with Form Factor will not affect login URL.
Reference: https://help.salesforce.com/s/articleView?id=sf.domain_mgmt_redirect.htm&type=5

QUESTION 115
Ursa Major Solar has service level agreements (SLA) that are routed to support queues. Cases that meet the 24 hour SLA need to be automatically re-assigned to the next tier queue.
Which feature should be used to fulfill this requirement?

A. Einstein Case Routing
B. Auto-response rule
C. Case assignment rule
D. Case escalation rule

Correct Answer: D
Section:
Explanation:
To re-assign cases that meet the 24 hour SLA to the next tier queue, the administrator should use a case escalation rule that defines the criteria for escalating cases, such as age or priority, and the actions to perform when those criteria are met, such as changing owner or sending email alerts. Case escalation rules can help ensure that cases are handled in a timely manner and escalated to appropriate users or queues. Einstein Case Routing, Auto-response rule, and Case assignment rule are not able to re-assign cases based on SLA or age.
Reference: https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5

QUESTION 116
Cloud Kicks wants to track shoe designs by products. Shoe designs should be unable to be deleted, and there can be multiple designs for one product across various stages.
Which two steps should the administrator configure to meet this requirement?
Choose 2 answers

A. Add a custom master-detail field for shoe designs on the Product object,
B. Create a custom object for shoe designs.
C. Use the standard object for designs.
D. Configure a custom lookup field for shoe designs on the Product object.

Correct Answer: B, D
Section:
Explanation:
To track shoe designs by products, prevent them from being deleted, and allow multiple designs for one product across various stages, the administrator should create a custom object for shoe designs and configure a custom lookup field for shoe designs on the Product object. This will create a one-to-many relationship between products and shoe designs, and allow users to link multiple shoe designs to one product record. To prevent shoe designs from being deleted, the administrator can use validation rules or permissions. Adding a custom master-detail field for shoe designs on the Product object will create a many-to-one relationship, which is not desired. Using the standard object for designs or configuring a validation rule will not meet the requirement.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_object_relationships_overview.htm&type=5

QUESTION 117
Sales reps at Ursa Major Solar are having difficulty managing deals. The leadership team has asked administrator to help sales reps prioritize and close more deals.
the administrator configure to help with these issues?

A. Einstein Activity Capture

B. Einstein Opportunity Scoring
C. Einstein Search Personalization Einstein Lead Scoring

Correct Answer: B
Section:
Explanation:
To help sales reps prioritize and close more deals, the administrator should use Einstein Opportunity Scoring, which is a feature that assigns each opportunity a score from 1 to 99 based on how likely it is to be won. The score is calculated using historical data and machine learning models, and can help reps focus on the most promising opportunities and take actions to improve their chances of winning. Einstein Activity Capture, Einstein Search Personalization, and Einstein Lead Scoring are not related to opportunity management.
Reference: https://help.salesforce.com/s/articleView?id=sf.einstein_sales_oppty_scoring.htm&type=5

QUESTION 118
Northern Trail Outfitters has hired interns to enter Leads Into Salesforce and has requested a way to identify these new records from existing Leads.
What approach should an administrator take to meet this requirement?

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

Correct Answer: B
Section:
Explanation:
To identify new leads entered by interns from existing leads, the administrator should define a record type and assign it to the interns. This will allow them to select a different record type when creating leads, and distinguish them from other leads based on record type. Creating a separate Lead Lightning App or updating the active Lead Assignment Rules will not affect lead identification. Setting up Web-to-Lead form will not work if the interns are entering leads manually in Salesforce.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

QUESTION 119
Ursa Major Solar has a path on Case. The company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from reverting the Case back to a previous status.
Which feature should an administrator use to fulfill this request?

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

Correct Answer: D
Section:
Explanation:
To require users to follow the status values as they are on the path and prevent them from reverting back to previous status values, the administrator should use validation rules that check if the status field value is changed from one value to another value that is not allowed by business logic. For example, if status values are New > In Progress > Closed, then a validation rule can check if status is changed from Closed to In Progress or New, and show an error message if true. Predefined Field Values, Global Value Picklists, and Dependent Picklists are not able to enforce status progression or prevent status reversion.
Reference: https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5

QUESTION 120
administrator at Northern Trail Outfitters is unable to add a new user in Salesforce.
What could cause this issue?

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

Correct Answer: A
Section:
Explanation:
One of the possible causes for being unable to add a new user in Salesforce is that the username is already in use by another organization. Usernames must be globally unique across all Salesforce orgs, so if another user has claimed that username before, it cannot be used again. To fix this issue, choose a different username that is not taken by anyone else. The username is not restricted to a domain specific to my domain unless specified by an administrator. The email address used for the username does not have to match a contact record. The email used for the username can be any valid email address.
Reference: https://help.salesforce.com/s/articleView?id=sf.admin_usermgmt_add.htm&type=5

QUESTION 121
An administrator at Universal Containers has been asked to prevent users from accessing Salesforce from outside of their network.
What are two considerations for this configuration?
Choose 2 answers

A. IP address restrictions are set on the profile or globally for the org.
B. Assign single sign-on to a permission set to allow users to log in when outside the network.
C. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.
D. Restrict U2F Security Keys on the user's profile to enforce login hours.

Correct Answer: A, D
Section:
Explanation:
Two considerations for preventing users from accessing Salesforce from outside of their network are:
IP address restrictions are set on the profile or globally for the org, which limit login access based on IP ranges specified by an administrator
Restrict U2F Security Keys on the user's profile to enforce login hours, which require users to use security keys during certain hours of day Assigning single sign-on to a permission set or enforcing Login IP Ranges on Every Request will not prevent users from accessing Salesforce from outside of their network.
Reference: https://help.salesforce.com/s/articleView?id=sf.security_networkaccess.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.security_keys_restrict.htm&type=5

QUESTION 122
An administrator at Northern Trail Outfitters is creating a validation rule.
Which two functions should the administrator use when creating a validation rule?
Choose 2 answers

A. Formula return type
B. Error condition formula
C. Error message location
D. Rule active date

Correct Answer: B, C
Section:
Explanation:
Two functions that an administrator should use when creating a validation rule are:
Error condition formula, which defines when an error should occur based on record fields and values

Error message location, which specifies where on the page layout an error message should appear when triggered by an error condition formula Formula return type and rule active date are not functions used for validation rules.
Reference: https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5

QUESTION 123
An administrator is planning to use Data Loader to mass import new records to a custom object from a new API.
What will the administrator need to do to use the Data Loader?

A. Add a permission set that allows them to import data.
B. Append their security token at the end of their password to login.
C. Use the Data Import Tool to mass import custom object records.
D. Reset their password and their security token.

Correct Answer: B
Section:
Explanation:
To use Data Loader to mass import new records to a custom object from a new API, the administrator will need to append their security token at the end of their password to login. The security token is an alphanumeric code that is required for API access when logging in from an IP address that is not trusted by Salesforce. The security token can be obtained from the user's personal settings or by resetting it via email. Adding a permission set, resetting the password and the security token, or using the Data Import Tool are not necessary for using Data Loader.
Reference: https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.security_token.htm&type=5

QUESTION 124
Which setting on a profile makes a tab hidden in the All App Launcher or viable in arty app, but still allows a user to view records that would normally be found under this tab?

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

Correct Answer: D
Section:
Explanation:
To make a tab hidden in the All App Launcher or visible in any app, but still allow a user to view records that would normally be found under this tab, the administrator should use Tab Settings on a profile. Tab Settings control the visibility and default behavior of tabs for each app in an org. The administrator can set a tab to Hidden, which means it will not appear in any app or in the All App Launcher, but users can still access records via other means such as search or reports. Object Permissions, App Permissions, and Org-Wide Defaults are not related to tab visibility.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_tabs.htm&type=5

QUESTION 125
The administrator for AW Computing is working with a user who is having trouble togging in to Salesforce.
What should the administrator do to identify why the user Is unable to log in?

A. Review the login history for the user.
B. Check the attempted logins by running the setup audit trail.
C. Pull the password history to ensure the password policy was followed.
D. Reset the security token for the profile.

Correct Answer: A
Section:

Explanation:
To identify why a user is unable to log in to Salesforce, the administrator should review the login history for the user. The login history shows the date and time of each login attempt, the source IP address, the browser and platform used, the login type (such as username and password or single sign-on), and the status (such as success or failure). The login history can help troubleshoot common login issues such as incorrect username or password, invalid security token, IP restrictions, or login hours violations. Checking the attempted logins by running the setup audit trail, pulling the password history, or resetting the security token for the profile will not help identify why a user is unable to log in.
Reference: https://help.salesforce.com/s/articleView?id=sf.monitoring_login_history.htm&type=5

QUESTION 126
A user at Northern Trail Outfitters Is having trouble logging into Salesforce. The user's login history shows that this person has attempted to log in multiple times and has been locked out of the organization.
Which two ways should the administrator help the user log into Salesforce?

A. Log in as the user to unlock the user and reset the password.
B. Reset the password policies to allow the user to login.
C. Reset password on the user's record detail page.
D. Use the unlock button on the user's record detail page.

Correct Answer: C, D
Section:
Explanation:
To help a user who has attempted to log in multiple times and has been locked out of Salesforce, the administrator should reset password on the user's record detail page and use the unlock button on the user's record detail page. Resetting password will generate a new temporary password and send it to the user's email address. Using unlock will restore access for a locked-out user without changing their password or waiting for lockout period to end. Logging in as the user or resetting the password policies will not help a locked-out user log in to Salesforce.
Reference: https://help.salesforce.com/s/articleView?id=sf.users_passwords.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.users_unlock.htm&type=5

QUESTION 127
A Sales user is trying to manage Campaign Members for an upcoming networking event. The user can view the Campaign, but add new Campaign Members or update Member statuses.
How can an administrator troubleshoot this problem?

A. Create a permission set to allow the user to edit Campaign Members.
B. Provide the user access to both Leads and Contacts to edit all Members.
C. Make sure the Marketing User Checkbox is checked on the user record page.
D. Run a Campaign report and update any Member information via Data Loader.

Correct Answer: C
Section:
Explanation:
To allow a user to add new Campaign Members or update Member statuses, the administrator should make sure that Marketing User Checkbox is checked on the user record page. This checkbox enables users to create, edit, and delete campaigns, configure advanced campaign setup, import leads, manage campaign members, and update campaign history via mass update. The checkbox also requires users to have Read and Edit permissions on campaigns and leads/contacts. Creating a permission set, providing access to both Leads and Contacts, or running a Campaign report will not enable users to manage Campaign Members.
Reference: https://help.salesforce.com/s/articleView?id=sf.campaigns_enable.htm&type=5

QUESTION 128
Ursa Major Solar provides a 1-year warranty on all of the panels it installs. Installation details, along with the warranty information, a captured on a custom object called Installation. The installation record is created by the installer from the mobile app. Customers son receive a longer warranty as a way of increasing customer satisfaction when an installation gets delayed or has issues.
How should the administrator configure Salesforce to capture the expiration date of the warranty?

A. Use a formula as the default value of the warranty Expiration Date field.
B. Create a formula field to display l year from the warranty purchased.

C. Add a validation rule to ensure the Expiration Date field is populated.
D. Include the warranty Expiration Date field on the mobile page layout.

Correct Answer: A
Section:
Explanation:
To capture the expiration date of warranty based on installation date and warranty length (1 year by default), the administrator should use a formula as the default value of Warranty Expiration Date field on Installation object. The formula can calculate one year from installation date using DATE function or DATEVALUE function. For example, DATE(YEAR(Installation_Date__c) + 1 , MONTH(Installation_Date__c) , DAY(Installation_Date__c)) will return one year from installation date. Creating a formula field, adding a validation rule, or including Warranty Expiration Date field on mobile page layout will not capture expiration date based on installation date and warranty length.
Reference: https://help.salesforce.com/s/articleView?id=sf.formula_using_date_datetime.htm&type=5

QUESTION 129
The IT manager at universal Containers is doing an audit of the systems security.
Mow should the administrator provide a summary of the org's security health?

A. Change the Organization-Wide Default to private to restrict visibility.
B. Turn on Event Monitoring to track user events.
C. Download the last six months of user login data.
D. Run a Health Check to identify vulnerabilities.

Correct Answer: D
Section:
Explanation:
To provide a summary of org's security health, an administrator should run a Health Check that compares org's settings against baseline settings defined by Salesforce Security Baseline Standard or industry standards such as CIS (Center for Internet Security) Benchmark Standard. Health Check generates an overall health score based on how org's settings match with baseline settings for various security categories such as Password Policies, Network Access, Session Settings etc. Health Check also provides recommendations for improving org's security health score by adjusting settings that do not match with baseline settings. Changing Org-Wide Default to private, turning on Event Monitoring, or downloading user login data will not provide a summary of org's security health.
Reference: https://help.salesforce.com/s/articleView?id=sf.security_health_check.htm&type=5

QUESTION 130
Cloud Kicks is Introducing a new shoe model and wants to advertise on TV, radio, print, and social under the banner of a called New Runners. In addition, total statistics for this marketing effort need to be aggregated and visible.
Which feature should the administrator use to implement this functionality?

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

Correct Answer: B
Section:
Explanation:
To advertise on TV, radio, print, and social under one banner called New Runners and aggregate total statistics for this marketing effort, an administrator should use Parent campaign field on Campaign object. This field allows creating hierarchical relationships between campaigns by specifying one campaign as parent of another campaign. Parent campaigns roll up statistics from child campaigns such as number of leads generated, amount of revenue won etc. For example, an administrator can create four child campaigns for TV, radio, print and social ads respectively and link them to one parent campaign called New Runners using Parent campaign field. Junction object, lookup relationship, and master-detail relationship are not features related to Campaign object or hierarchy.
Reference: https://help.salesforce.com/s/articleView?id=sf.campaigns_parent.htm&type=5

QUESTION 131
AW Computing has added a new custom text field called Market Segment on the Lead object. When a Lead is converted, the new field is not getting copied to the Account record.
What should the administrator do to ensure the Market Segment field from a Lead is copied to the converted Account record in routine?

A. Ensure the Market Segment field on the Lead is mapped to right field on Account.
B. Ensure Account has a field that has the exact same name as the new Lead field.
C. Write a Validation Rule to ensure the Account has a value in that field.
D. Write a record-triggered flow to copy the custom field from Lead to Account.

Correct Answer: A
Section:
Explanation:
To ensure Market Segment field from Lead is copied to converted Account record in routine manner without manual intervention , an administrator should ensure Market Segment field on Lead is mapped to right field on Account using Lead Field Mapping tool under Lead Settings. This tool allows mapping custom fields from Lead object to custom fields on Account , Contact , or Opportunity objects so that data is transferred when leads are converted . For example , an administrator can map Market Segment field on Lead to Market Segment field on Account using this tool . Ensuring Account has a field that has same name as new Lead field , writing validation rule , or writing record-triggered flow are not necessary for copying custom fields from Lead to Account . Reference : https :// help . salesforce . com / s / articleView ? id = sf . leads_custom_field_mapping . htm & type = 5

QUESTION 132
Sales managers would like to know what could be implemented to surface important values based on the stage of the opportunity.
Which tool should an administrator use to meet this requirement?

A. Opportunity Processes
B. Dynamic Forms
C. Path Key fields
D. Workflow Rules

Correct Answer: C
Section:
Explanation:
To surface important values based on stage of opportunity , an administrator should use Path Key fields feature on Opportunity object . This feature allows adding up to five fields that display key information about each stage along path . Users can edit these fields inline without leaving path . For example , an administrator can add Amount , Close Date , Next Step , Probability , and Stage fields as key fields for Opportunity path . Opportunity Processes , Dynamic Forms , and Workflow Rules are not tools for surfacing important values based on stage of opportunity . Reference : https :// help . salesforce . com / s / articleView ? id = sf . lex_path_setup_key_fields . htm & type = 5

QUESTION 133
Support reps at Cloud Kicks (CK) are reporting that when they try to close a case, the Closed option in the Case Status picklist is missing. CK has asked the administrator to find a solution.
Why are the support reps unable to see the Closed option in the specified piclist?

A. The Case record type is missing Closed as a picklist value.
B. The Close Case page layout must be used to close a case.
C. The Show Closed Statuses m Case Status Field checkbox is set to the default.
D. The Support Process being used omits Closed as a status choice.

Correct Answer: D
Section:
Explanation:
A support process is a feature that allows administrators to define and enforce the stages that a case or work order must go through based on its record type. A support process determines which values are available for the status field for each record type. If a support process omits a certain value for the status field, such as Closed, then users will not be able to see or select that value when working with cases or work orders of that record type.

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

QUESTION 134
What will happen to the Chatter post in this situation?

A. The pending Chatter post will be canceled.
B. The pending Chatter post will be sent on the 10th of the month
C. The pending Chatter post will be will be paused.
D. The pending Chatter post will be sent in 30 days.

Correct Answer: A
Section:
Explanation:
A pending Chatter post is a post that has been scheduled to be published at a future date and time. However, if the user who created the pending Chatter post is deactivated before the scheduled date and time, then the pending Chatter post will be canceled and will not be published. This is because deactivated users cannot create or edit posts in Chatter.
Reference: https://help.salesforce.com/s/articleView?id=sf.collab_scheduled_posts.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.collab_deactivated_users.htm&type=5

QUESTION 135
The administrator has created new users for ten new employees at Northern Trail Outfitters.
Why are these users unable to access the account object in the Salesforce or?

A. Users' profile requires a sharing rule for Accounts.
B. Users' profile requires permission to the Account object.
C. Users' roles are low on the role hierarchy.
D. Organization-wide defaults are set to private.

Correct Answer: B
Section:
Explanation:
To access the account object in Salesforce, users need to have permission to the account object on their profile or permission set. Permission to an object determines what users can do with records of that object, such as create, read, edit, delete, view all, or modify all. If users do not have permission to an object, they will not be able to see or access that object in Salesforce.
Reference: https://help.salesforce.com/s/articleView?id=sf.users_profiles_permissions.htm&type=5

QUESTION 136
Cloud Kicks (CK) stores information about specific customers in Contacts and information about shoes and accessories in a custom Merchandise object.
What should the CK administrator use to represent that Contact can be interested in multiple pieces of Merchandies?

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

Correct Answer: D
Section:
Explanation:
A junction object is a type of custom object that allows administrators to create many-to-many relationships between two other objects. A many-to-many relationship means that each record of one object can be related to multiple records of another object, and vice versa. For example, a junction object can represent that a contact can be interested in multiple pieces of merchandise, and a piece of merchandise can be of interest to multiple contacts. A junction object has two master-detail relationships with the two objects it connects.

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

QUESTION 137
Marketing users at Cloud Kicks should be able to view and edit converted leads. The administrator has assigned them permission set with the View and edit Converted Leads permission.
Which two ways can the marketing users now access converted leads for editing?
Choose 2 answers

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

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

QUESTION 138
Universal Containers has a private sharing model for Opportunities and uses Opportunity teams. Criteria-based sharing rules a sales rep at Universal Containers leaves the company and their user record is deactivated. The rep is later rehired in V administrator activates the old user record. The user is added to the same default Opportunity teams but h no longer able records the user worked on before leaving the company.
What is the likely cause?

A. The stage of the Opportunity records was changed to closed lost.
B. Permission sets were removed when the user was deactivated.
C. The record type of the Opportunity records was changed.
D. The records were manual shared with the user.

Correct Answer: D
Section:
Explanation:
The likely cause for why a rehired user is no longer able to access records they worked on before leaving the company is that the records were manually shared with the user. Manual sharing allows granting access to individual records to specific users or groups. However, manual sharing is removed when a record owner changes or when a user's role changes. When a user is deactivated, their role is removed and any manual sharing involving that user is deleted. When a user is reactivated, their role is restored but manual sharing is not. Therefore, the rehired user will not have access to records that were manually shared with them before deactivation. The stage of Opportunity records, permission sets, or record type of Opportunity records are not likely causes for why a rehired user is no longer able to access records they worked on before leaving the company.
Reference: https://help.salesforce.com/s/articleView?id=sf.sharing_manual.htm&type=5

QUESTION 139
Ursa Major Solar wants its sales reps to be aware when they are speaking with high-profile customers.
Which two options should be added to the Lightning record pages to achieve this?
Choose 2 answers

A. Custom Component
B. Highlight Panel

C. Action and Recommendations
D. Component Visibility Filter
E. Rich Text Area

Correct Answer: A, D
Section:
Explanation:
Two options that should be added to Lightning record pages to make sales reps aware when they are speaking with high-profile customers are:
Custom Component, which can display a custom message or icon on the record page based on certain criteria such as account rating or industry. For example, an administrator can create a custom Lightning Web Component that shows a star icon on account record pages if account rating is Hot or Warm.
Component Visibility Filter, which can control when a component is visible on a record page based on field values of that record. For example, an administrator can add a component visibility filter to an existing component such as Path or Highlights Panel that makes it visible only if account rating is Hot or Warm. Highlight Panel, Action and Recommendations, and Rich Text Area are not options that can be used to make sales reps aware when they are speaking with high-profile customers.
Reference: https://developer.salesforce.com/docs/component-library/documentation/en/lwc/lwc.create_components https://help.salesforce.com/s/articleView?id=sf.dynamic_forms_component_visibility.htm&type=5

QUESTION 140
What should an administrator use as an identifier when importing and updating records from a separate system?

A. Rich Text field
B. Record ID
C. Auto-Number field
D. External ID

Correct Answer: D
Section:
Explanation:
To use as an identifier when importing and updating records from a separate system, an administrator should use External ID field type on an object. External ID fields allow storing unique identifiers from external systems and using them for matching records during import or update operations. External ID fields can also be used for upsert operations that insert new records or update existing ones based on external ID values. For example, an administrator can create an External ID field on Account object that stores account numbers from an external ERP system and use it for importing or updating accounts from that system. Rich Text field, Record ID, and Auto-Number field are not suitable for using as identifiers when importing and updating records from a separate system.
Reference: https://help.salesforce.com/s/articleView?id=sf.fields_about_field_types.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.data_loader_upsert.htm&type=5

QUESTION 141
The CTO of AW Computing has defined a new policy for cases to improve customer satisfaction. All cases submitted with a Case Reason of Installation must be acknowledged immediately via email and assigned to the appropriate agents. Any cases that are still in the New status after 4 hours must be escalated to support management.
What case management tools need to be utilized for this requirement?

A. Auto-response rules, Macros, Entitlements
B. Auto-response rules, Queues, Macros
C. Auto-response rules, Queues, Escalation Rules
D. Auto-response rules, Entitlements, Escalation Rules

Correct Answer: C
Section:
Explanation:
To acknowledge cases with a Case Reason of Installation immediately via email and assign them to appropriate agents, and escalate cases that are still in New status after 4 hours to support management, an administrator should use Auto-response rules, Queues, and Escalation Rules for case management. Auto-response rules allow sending automatic email responses to customers based on case criteria. Queues allow grouping cases that share common characteristics and assigning them to a group of users who can access and work on them. Escalation rules allow escalating cases that meet certain criteria to higher-level users or groups and sending email

notifications. Macros and Entitlements are not case management tools that can be used for this requirement.
Reference: https://help.salesforce.com/s/articleView?id=sf.case_autoresponse.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.queues_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5

QUESTION 142
Customer service accesses articles with the Knowledge Lightning component on the Service Cloud Console. Billing department users would like similar functionality on the case record without using the console.
How should the administrator configure this request?

A. Add the knowledge component to the page layout.
B. Add the Knowledge component list to the page layout.
C. Add the Knowledge related list to the page layout.
D. Add the knowledge related list to the record page

Correct Answer: C
Section:
Explanation:
The Knowledge Lightning component is a component that allows users to access articles from the Service Cloud Console app. However, if users want to access articles from a different app that does not use the console, they can use the Knowledge related list instead. The Knowledge related list shows articles related to a record based on data categories and shows article details such as title, summary, rating, and view count. To add the Knowledge related list to a record page, an administrator can use the page layout editor and drag and drop the Knowledge related list to the appropriate section on the page layout.
Reference: https://help.salesforce.com/s/articleView?id=sf.knowledge_lightning_component.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.knowledge_related_list.htm&type=5

QUESTION 143
Northern Trail Outfitters has a new flow that automatically sets the field values when a new account is created. That the flow is launched by a process, But the flow is not working properly.
What should administrator do to identify the problem?

A. Use the native debug feature in the flow builder.
B. Review debug logs with the login level.
C. View the setup audit Trail and review for errors.
D. Setup Email logs and review the send error log.

Correct Answer: A
Section:
Explanation:
Native debug feature is a tool that can be used to identify the problem with the new flow. Native debug feature allows users to test a flow by running it with different input values and inspecting the output values at each element. Users can also see error messages and warnings that indicate where the flow failed or might fail.
Reference: https://help.salesforce.com/s/articleView?id=sf.flow_debug.htm&type=5

QUESTION 144
The sales manager at cloud Kicks approves time off for their employees. They asked the administrator to ensure these requests are seen and responded to by a backup manager while the sales manager is out on vacation.
What should administrator use to fulfill the requirement?

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

Correct Answer: A
Section:

Explanation:
Delegated approver is a feature that should be used to fulfill this requirement. Delegated approver allows users to delegate their approval authority to another user for a specified period of time, such as when they are out on vacation. Users can specify which approval requests they want to delegate and who they want to delegate them to.
Reference: https://help.salesforce.com/s/articleView?id=sf.approvals_delegate.htm&type=5

QUESTION 145
Ursa Major Solar offers amazing experiences for all of it employees. The Employee engagement committee wants to post updates while restricting other employees from posting.
What should the administrator create to meet this request?

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

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

QUESTION 146
A sales rep at Ursa Major Solar has launched a series of networking events. They are hosting one event per month and want to be able to report on campaign ROI by month and series.
How should the administrator set up the Campaign to simplify reporting?

A. Add different record types for the monthly event types.
B. Create individual Campaigns that all have the same name.
C. Configure campaign Member Statuses to record which event members attended.
D. Use Campaign Hierarchy where the monthly events roll up to a parent Campaign

Correct Answer: D
Section:
Explanation:
Campaign hierarchy is a feature that allows administrators to organize campaigns into a parent-child relationship, where the parent campaign represents a larger initiative and the child campaigns represent smaller or more specific activities within that initiative. Using campaign hierarchy can help Ursa Major Solar report on campaign ROI by month and series by creating a parent campaign for the series of networking events and creating individual child campaigns for each monthly event. The parent campaign can show the aggregated metrics and ROI for the entire series, while the child campaigns can show the metrics and ROI for each month. Adding different record types for the monthly event types, creating individual campaigns that all have the same name, or configuring campaign member statuses to record which event members attended are not solutions for reporting on campaign ROI by month and series; they either do not group campaigns into a hierarchy or do not track campaign metrics or ROI.
Reference: https://help.salesforce.com/s/articleView?id=sf.campaigns_hierarchy.htm&type=5

QUESTION 147
Brokers at DreamHouse Realty need to see certain information about one or more cases when referencing the contact record. This record case Name, Case ID, Customer Name, Case Reason, Case Status, and Case Creation Date.
Which two changes in Setup should the administrator make?

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

D. Use the page layout editor to include the appropriate column in the Cases related list.

Correct Answer: B, D
Section:
Explanation:
To see certain information about one or more cases when referencing the contact record, an administrator can use two methods: edit the Related List component in the Lightning App Builder and choose Related List as the related list type; and use the page layout editor to include the appropriate column in the Cases related list. The Related List component is a component that allows users to view and edit records related to a parent record on a record page. The Related List component has two types: Related List and Enhanced List. The Related List type shows records in a table format with columns that match the page layout of the parent record. The Enhanced List type shows records in a compact format with fewer columns and actions. To change the type of the Related List component, an administrator can use the Lightning App Builder and select either Related List or Enhanced List from the properties panel. The page layout editor is a tool that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. To include appropriate columns in a related list, such as case name, case ID, customer name, case reason, case status, and case creation date for cases related to contacts, an administrator can use the page layout editor and drag and drop the desired fields from the palette to the Cases related list on the contact page layout.
Reference: https://help.salesforce.com/s/articleView?id=sf.lex_related_lists_component.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type=5

QUESTION 148
DreamHouse Realty requires that house showings be scheduled within the current year to prevent too many future showings from stacking up.
How can they make sure Showing Date is only populated with a date this years?

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

Correct Answer: D
Section:
Explanation:
A validation rule is a feature that allows administrators to define criteria for data entry or import operations and display an error message when those criteria are not met. For example, a validation rule can ensure that house showings are scheduled within the current year by comparing the showing date field with a formula that returns the current year. If the showing date field contains a date outside of the current year, then the validation rule will prevent users from saving or importing records with an error message.
Reference: https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5

QUESTION 149
The administrator at Cloud Kicks writes an assignment rule to send all cases created via email or the web to the Automated Cases Queue Any manually created cases should be owned by the agent creating them, however, the manually created cases now show the administrator as the owner.
What will the administrator find when troubleshooting this issue?

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

Correct Answer: B
Section:
Explanation:
The Assignment Rule checkbox is a checkbox that appears on manual case creation pages when assignment rules are defined for cases. The Assignment Rule checkbox determines whether or not to apply assignment rules to manually created cases. If the Assignment Rule checkbox is selected by default, then any manually created cases will be assigned according to assignment rules instead of being owned by the agent creating them. To prevent this from happening, an administrator can either deselect the Assignment Rule checkbox when creating cases manually; or change the default setting for this checkbox under setup by selecting or deselecting Use active assignment rules by default.
Reference: https://help.salesforce.com/s/articleView?id=sf.customize_casesupport_assign.htm&type=5