

# Salesforce

## Exam Questions Salesforce-Advanced-Administrator

Salesforce Certified Advanced Administrator



#### NEW QUESTION 1

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

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

**Answer:** A

#### NEW QUESTION 2

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

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

**Answer:** AB

#### NEW QUESTION 3

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

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

**Answer:** B

#### NEW QUESTION 4

At Cloud Kicks, users are able to run reports. However, when users try to export a report, they are taken to a login screen and prompted for additional verification. What is causing this issue?

- A. Users need to update their browser to the latest version.
- B. The users are logged into an insecure network.
- C. The users' profile is missing the Export Reports permission.
- D. Exporting is configured to require a high assurance session.

**Answer:** D

#### NEW QUESTION 5

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

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

**Answer:** B

#### NEW QUESTION 6

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

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

**Answer:** A

#### NEW QUESTION 7

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

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

**Answer:** B

#### NEW QUESTION 8

The sales team at Universal Containers has asked the administrator to build functionality to automatically update the account checkbox field 'Opportunity Created' to checked when at least one related opportunity has been created.  
What feature should the administrator use to build this functionality?

- A. Screen flow
- B. Workflow rule
- C. Record-triggered flow
- D. Assignment rule

**Answer:** C

#### NEW QUESTION 9

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

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

**Answer:** C

#### NEW QUESTION 10

An administrator is receiving cases that users are getting logged out of Salesforce without notice. What should the administrator do to address this issue?

- A. Deselect disable session timeout warning popup.
- B. Select force logout on session timeout.
- C. Remove the session timeout settings.
- D. Enable Remember me until logout.

**Answer:** A

#### NEW QUESTION 10

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

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

**Answer:** A

#### NEW QUESTION 11

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

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

**Answer:** B

#### NEW QUESTION 14

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

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

**Answer:** C

#### NEW QUESTION 19

An administrator at Cloud Kicks has been tasked by the compliance team to flag where sensitive information is stored in Salesforce. What feature should the administrator use to fulfill this requirement?

- A. Data Classification
- B. Schema Builder
- C. Classic Encryption
- D. Field-Level Security

**Answer:** A

#### NEW QUESTION 20

The sales agents at DreamHouse Realty have a profile that allows them to import records for a custom object called House. The agents only need to make imports occasionally and typically Import around 100 new records at a time. What tool should the agents use to upload records?

- A. Bulk API
- B. Apex
- C. Data Import Wizard
- D. Data Loader

**Answer:** C

#### NEW QUESTION 21

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

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

**Answer:** B

#### NEW QUESTION 26

Cloud Kicks (CK) has a field called Shoe Type Preference. CK's product team wants to see a report that groups specific picklist values together into the one of two lists. What functionality should the administrator use to fulfill the team's request?

- A. PREVGROUPVALUE
- B. Summary Formula
- C. Bucket field
- D. Matrix Report

**Answer:** C

#### NEW QUESTION 30

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

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

**Answer:** D

#### NEW QUESTION 34

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

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

**Answer:** B

#### NEW QUESTION 36

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

- A. Assign a permission set that has View All on Leads.

- B. Add an app with the Leads tab to the user's profile.
- C. Assign the contractor a public group with Lead access.
- D. Create a profile with Read Only for all Leads.

**Answer:** A

#### NEW QUESTION 37

Ursa Major Solar has a global customer base. Recent issues with customs have greatly delayed shipping to Canadian customers. While the Country field is already on the page layout, the sales team wants Canadian customers highlighted as a potential challenge for fulfillment until the shipping issue is resolved. How should the administrator solve this issue?

- A. Modify the page layouts to move the Country field into its own section.
- B. Add a rich text component to the Lightning page
- C. Use conditional visibility to only show the component if the account is Canadian.
- D. Create an in-app guidance prompt for Canadian records.
- E. Create a new record type and page layout for Canadian customers, ensuring their pages look different.

**Answer:** C

#### NEW QUESTION 39

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

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

**Answer:** B

#### NEW QUESTION 42

Ursa Major Solar uses the custom object Product Development to track Ideas R&D is working on. A former administrator added the custom object Potential Name with a lookup to Product Development to allow R&D to track names under consideration for those product. The R&D manager recently ran a record and noticed several potential names where the relationship to the Product Development record was missing. The current administrator needs to change this relationship to masterdetail to ensure a potential name only exists when there is product development.

Which two options are available for altering the existing Potential Name records for the deployment of this change to be successful?  
Choose 2 answers

- A. Move any Potential Name records with blank lookup fields to the recycle bin.
- B. Assign any Potential Name records with blank lookup fields to an existing record from Product Development.
- C. Remove any existing data in the lookup field in Potential Name records
- D. Remove the lookup field from the page layout so the data is maintained without changes.

**Answer:** AB

#### NEW QUESTION 45

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

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

**Answer:** B

#### NEW QUESTION 46

Sales reps at AW Computing have been reporting that contact phone numbers sometimes revert back to an old value after being updated. What should the administrator do to resolve this issue?

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

**Answer:** D

#### NEW QUESTION 49

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

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

**Answer:** A

**NEW QUESTION 53**

The sales team at Cloud Kicks is noticing that sales reps are misusing the new Screen Flow tool for data entry, since they are viewed the initial screen after clicking finish.

What should the administrator do to fix this?

- A. Use a lightning action to redirect the user
- B. Create a new flow to redirect the user when the other flow finishes.
- C. Add a trigger to redirect the user to a new page.
- D. Update the flow with a local redirect action.

**Answer:** D

**NEW QUESTION 57**

Cloud Kicks needs to create 10 separate environments for various projects. A developer sandbox has been created with the necessary configuration and data. The administrator needs to create 10 new environments with the same metadata and data for each user.

What should the administrator do to meet the requirements?

- A. Use refresh sandbox without Auto Activate.
- B. Use the existing sandbox as a sandbox template.
- C. Use clone a sandbox option from the existing sandbox.
- D. Use a scratch org definition to copy sandbox.

**Answer:** B

**NEW QUESTION 60**

DreamHouse Realty (DR) wants to ensure that its data is protected. There have been several recent attempts to phish employees.

What should DR do to help ensure that the user that is logged in is the right user when the running user is trying to view reports and dashboards?

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

**Answer:** D

**NEW QUESTION 65**

Cloud Kicks maintains Inventory in a legacy application. Management wants the information to also be available to view and report on in Salesforce.

Which action should the administrator take to achieve this goal?

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

**Answer:** D

**NEW QUESTION 70**

Person accounts were recently activated at Cloud Kicks. There are three record types for accounts:

- B2B customer
- B2C Customer
- External Partner

There are two record types for leads:

- B2B Lead
- B2CLead

The test team finds that when the Convert button is clicked on a B2C Lead record, only the B2BCustomer and External Partner account record types are available choices on the Conversion Layout.

What should the administrator do to correct this issue?

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

**Answer:** B

**NEW QUESTION 71**

Which two tools should an administrator use to required data to be entered in a field and improve data quality on a record in Salesforce?

Choose 2 answers

- A. validation Rules
- B. Dashboards
- C. Workflow Rules
- D. Page Layouts

**Answer:** AD



#### NEW QUESTION 74

The Cloud Kicks online Lead Intake form was recently updated to allow for new choices on some older picklist fields. The leads are all being created properly in Salesforce, but reps are getting errors as they try to work the leads.

What tool should the administrator use to evaluate what is causing the errors?

- A. Login History
- B. Debug Log
- C. Setup Audit Log
- D. Record History

**Answer: B**

#### NEW QUESTION 77

A custom object called Item has a many-to-many relationship with the Account and Quota objects. At Cloud Kicks, account owners are changed frequently while ownership of Quota records remains unchanged. When an account owner is updated, the new account owner can only see Item records if they are also the owner of the Quota record.

What step should the administrator take to give access to all Item records?

Change the data format of the Quota relationship field from master-detail to lookup.

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

**Answer: A**

#### NEW QUESTION 78

Cloud Kicks has a custom object called Membership Details that records information about customers' preferences for their memberships. Depending, on the membership level, different data needs to be displayed.

- when a running user has the Market profile, all data should be visible.
- When the running user has the Support profile, only the Support preference fields should be visible.
- Both Marketing and Support users should be able to report on all data. How should the administrator deliver this solution?

- A. Create two record types and two page layouts.
- B. Set up Dynamic forms to conditionally show data.
- C. Make a permission set with a Muting permission.
- D. Use Field-Level Security to control data access.

**Answer: B**

#### NEW QUESTION 82

Cloud Kicks users need to link multiple Case records to multiple Outcome records stored in a custom object. Any user that can view the Case record must be able to create a link. The administrator creates a Case Outcome custom object.

What is the recommended option to use when adding a field to Case Outcome?

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

**Answer: D**

#### NEW QUESTION 85

When should an administrator apply a permission set to a user or group of users versus configuring the user's profile with the necessary access?

- A. When a user is part of a team with an assigned profile that covers the majority of their needs but requires just a little less access than the rest of their team.
- B. When a user is part of a team with an assigned profile that covers the majority of their needs but requires more access than the rest of their team.
- C. When an organization's sharing model is too broad and they need to restrict access beyond what their sharing model and existing profiles provide.
- D. When an organization has opted out of using the standard profiles and created custom profiles.

**Answer: B**

#### NEW QUESTION 86

An administrator is asked to create a report to calculate the year-over—year change in the dollar amount of a company's opportunities.

What reporting tool should be used to complete this request?

- A. A row-level formula to compare amounts grouped by year.
- B. A joined report with two report blocks for each year
- C. A custom summary formula with PARENTGROUPVAL function
- D. A custom summary formula with the PREVGROUPVAL function.

**Answer: D**

#### NEW QUESTION 90

An administrator at Universal Containers has been asked by the compliance team to understand and track various sensitivity levels for its data in Salesforce. The administrator has enabled Data Classification and configured appropriate sensitivity levels. The compliance team would like a report showing field-level sensitivity

and classification.

What should the administrator recommend?

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

**Answer:** D

#### NEW QUESTION 91

DreamHouse Realty wants better insights into potential revenue in the next quarter and is considering using Collaborative Forecasts.

What should the administrator consider when setting up Collaborative Forecasts?

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

**Answer:** B

#### NEW QUESTION 92

A new administrator at Cloud Kicks has reported that they are unable to use outbound change sets as requested.

What permission should be reviewed to determine if it is missing from the administrator user or profile?

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

**Answer:** C

#### NEW QUESTION 94

At Ursa Major Solar, there is an account owner by a user with the role of Galaxy manager. Two users with the same profile are both assigned to the sub-role, Galaxy Subordinate. However, only one can access the account.

What is the reason only one user can see the account record?

- A. Workflow Rule
- B. Manual Sharing
- C. Queues
- D. Role Hierarchy

**Answer:** B

#### NEW QUESTION 95

An administrator wants to determine if brute-force password attacks are being used against the org. A brute-force attack is when multiple password combinations are attempted in a short time period.

Where should the administrator look for more information?

- A. Login Forensics
- B. Connected Apps OAuth Usage
- C. Event Manager
- D. User Field History Tracking

**Answer:** A

#### NEW QUESTION 100

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

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

**Answer:** B

#### NEW QUESTION 105

Ursa Major Solar (UMS) wants to improve its customers' ability to search for knowledge articles. UMS has already created categories for articles.

Which two additional changes should be made to improve search capabilities? Choose 2 answers

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

**Answer:** BD



#### NEW QUESTION 109

What should an administrator do to keep secure fields protected in email templates'?

- A. Implement GDPR.
- B. Set up an approval process for email alerts.
- C. Remove the fields from the email.
- D. Use classic encrypted fields.

**Answer:** D

#### NEW QUESTION 114

The administrator at Cloud Kicks built a flow in a sandbox. After testing and validating the flow, the administrator plans to promote the flow to the production environment with a change set.

Which three considerations should the administrator be aware of when moving flows with a change set? Choose 3 answers

- A. Flows deployed are inactive and need to be manually activated.
- B. Flow allows only one version of the flow when deployed with a change set.
- C. Deploying or redeploying a flow with change sets creates a version of the flow in the destination org.
- D. All flow dependencies are automatically added to the change set.
- E. Flows are automatically activated upon deployment.

**Answer:** ABC

#### NEW QUESTION 117

When an Account has more than five open opportunities over US\$10,000, the salesrep should have an option on the Account page to start the escalation process to allocate additional resources.

Which two configurations should the administrator create? Choose 2 answers

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

**Answer:** AC

#### NEW QUESTION 118

Person accounts were recently activated at Cloud Kicks. There are three record types for accounts:

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- External Partner

There are two record types for leads:

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- B2C Lead

The test team finds that when the Convert button is clicked on a B2C Lead record, only the B2B Customer and External Partner account record types are available choices on the Conversion Layout.

What should the administrator do to correct this issue?

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

**Answer:** B

#### NEW QUESTION 123

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

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

**Answer:** C

#### NEW QUESTION 125

Cloud Kicks has Service and Sales Manager roles that need to be able to see all Accounts. Currently, they each have their own custom profile. The organization-wide defaults are set to Private and a sharing rule shares access to Accounts to the sales and service teams based on criteria.

What should the administrator do to allow the service and sales Manager to see all Accounts?

- A. Configure a custom profile for each manager that gives them view All on Accounts.
- B. Set the organization-wide default for Accounts to Public Read Only.
- C. Create a permission set with view All to Accounts and assign it to the Service and Sales Managers.
- D. Move the Service and Sales Managers higher in the role hierarchy.

**Answer:** C

#### NEW QUESTION 129

DreamHouse Realty currently deals only with single-family homes but is expanding its business to include condos in large cities. There are some features and amenities that only apply to condos, such as the amount of a deposit and concierge services.

How should an administrator configure the Opportunity object to ensure that only relevant fields are displayed on the record?

How should an administrator configure the Opportunity object to ensure that only relevant fields are displayed on the record?

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

**Answer: B**

#### NEW QUESTION 131

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

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

**Answer: D**

#### NEW QUESTION 132

Cloud Kicks has a very large knowledge base in Salesforce. Service reps are having a hard time finding the most relevant articles because there are too many search results.

What should the administrator do to help service reps quickly narrow down the number of articles?

- A. Implement and configure Data Categories.
- B. Delete and remove old Knowledge articles.
- C. Update Knowledge to auto-search the case's subject.
- D. Activate and configure Einstein Search.

**Answer: A**

#### NEW QUESTION 135

A user at Ursa Major Solar is experiencing a flow error while trying to process a record to the next status. The users with the same access can process records without any errors.

What should the administrator do to troubleshoot the issue?

- A. Use the flow debug option and set the selection to Run as another user.
- B. Grant the user more data access by moving them higher in the role hierarchy.
- C. Change the flow to run as System Context Without Sharing - Access All Data.
- D. Grant the user the Modify All permission to ensure they have full system access.

**Answer: B**

#### NEW QUESTION 140

The sales VP notices several sales reps generating a contract too early in the sales stage. The help correct this behavior, they have requested the Create Contract button only be available when the opportunity reaches the negotiation stage.

How should the administrator meet this requirement?

- A. Create a validation rule.
- B. Configure dynamic action.
- C. Create a custom permission.
- D. Modify page layout.

**Answer: B**

#### NEW QUESTION 144

An administrator recently implemented multi-factor authentication (MFA) with a standard security level selected. They are receiving cases that users are unable to log in.

What should the administrator do to troubleshoot?

- A. Check the session security level required at login on the user profile.
- B. Change MF-A to High Assurance.
- C. Reset the user passwords and ask them to try again.
- D. Temporarily disable MFA.

**Answer: A**

#### NEW QUESTION 145

A user at Cloud Kicks has informed the administrator that they are unable to log in to Salesforce via multi-factor authentication.

Which two areas should the administrator review to understand potential root causes? Choose 2 answers

- A. Identity Verification History
- B. Login History
- C. Debug Logs
- D. Setup Audit Trail

**Answer:** AB

**NEW QUESTION 149**

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

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

**Answer:** C

**NEW QUESTION 154**

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

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

**Answer:** D

**NEW QUESTION 158**

Ursa Major Solar allows accounts to apply for loans to purchase solar panrts. Financial information will be stored in a custom object. Only finance team members should see the related financial information about the account. What kind of field should the administrator create in the customobject?

- A. Lookup Relationship
- B. External Relationship
- C. Hierarchical Relationship
- D. Master-Detail Reiatric

**Answer:** D

**NEW QUESTION 160**

Cloud Kicks has just released a new ProcessBuilder on the Account in production. The end users keep getting error messages that prevent them from completing their updates to the Account.

Which three things should the administrator do to resolve this issue? Choose 3 answers

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

**Answer:** BCE

**NEW QUESTION 164**

Users at AW Computing use a custom object to manage order\*. All profiles share a single page layout. Customer Service and Sales users express frustration overseeing actions that-do not always apply to their situation on thepage layout. What should an administrator recommend?

- A. Use Dynamic Actions and conditional visibility to show the appropriate actions to the applicable users.
- B. Create separate record types for the Customer Service and Sales users' records.
- C. Configuretwo separate permission sets and assign the appropriate permissions to each user.
- D. Make two separate Lightning record pages and assign them to the applicable profiles.

**Answer:** A

**NEW QUESTION 165**

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

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

**Answer:** B

#### NEW QUESTION 170

The administrator at AW Computing has received an email for a system error indicating that their organization has reached its hourly limit processing workflow time triggers.

Which two processes should the administrator review? Choose 2 answers

- A. Time-Based Workflows
- B. Paused now Interviews
- C. Apex Triggers
- D. Debug Logs

**Answer:** AD

#### NEW QUESTION 175

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

What relationship should be used to relate the Audit object to the Account object?

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

**Answer:** A

#### NEW QUESTION 179

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

Which action should the administrator take to meet this requirement?

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

**Answer:** A

#### NEW QUESTION 180

An administrator has a request to create a Next Steps field for users to document what they need to do next on a lead. The field should allow users to format the text and be mapped to an opportunity when converted.

What type of field will satisfy these requirements?

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

**Answer:** C

#### NEW QUESTION 185

Administrator has been tasked with creating a new custom field on the Account object called Government Der. The compliance department has determined that this field contains sensitive information and needs to be encrypted using Classic Encryption.

How will this impact users when reading, editing, or reporting on Accounts?

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

**Answer:** A

#### NEW QUESTION 188

Universal Containers has found duplicate contacts in Salesforce. The sales team administrator prevent duplicate records from being created.

Which two ways should the administrator customize duplicate management? Choose 2 answers

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

**Answer:** BC

#### NEW QUESTION 192

Ursa Major Solar's administrator has configured multiple record-triggered flows to run before or after the record is saved on the Account object.

What should the administrator consider when a record-triggered flow executes first?

- A. Assign the highest priority to the record-triggered flow which should execute first.

- B. The flow with the longest execution time will execute first.
- C. The flow with the shortest execution time will execute first.
- D. The order in which those flows are executed is not guaranteed.

**Answer:** A

#### NEW QUESTION 195

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

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

**Answer:** A

#### NEW QUESTION 199

Which two ways can an administrator review the page performance for a Lightning record page? Choose 2 answers

- A. Lightning Usage App
- B. Analyze Button
- C. Activation Button
- D. Pages Menu

**Answer:** AB

#### NEW QUESTION 203

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

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

**Answer:** ABE

#### NEW QUESTION 206

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

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

**Answer:** AD

#### NEW QUESTION 208

DreamHouse Realty manages its accounts and contacts in Salesforce using a B2C account model. The business has requested that third-party loan advisors be tracked in Salesforce along with the customers they work with.

How should the administrator track third-party financial advisors and the customers they work with?

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

**Answer:** B

#### NEW QUESTION 209

A developer is getting errors for Production deployment. The test deployment in the Full sandbox, which included a local test run, was successful. The Full sandbox was last refreshed 2 weeks ago.

Where should the administrator check to see what was recently changed?

- A. Salesforce Optimizer
- B. Dev Console
- C. Field History
- D. Setup Audit Trail

**Answer:** D

#### NEW QUESTION 211



Cloud Kicks needs to track government-issued identification numbers for its customers. The security team requires that the identification number cannot be changed by users and must be masked when displayed, except the last two digits.

Which two recommended configurators should an administrator create? Choose 2 answers

- A. Use a field with Classic Encryption.
- B. Enable Shield Platform Encryption.
- C. Configure a Field Encryption Policy
- D. Set Read-Only Field-Level Security in the user Profile

**Answer:** BC

#### NEW QUESTION 215

Northern Trail Outfitters (NTO) has a private sharing model for records containing a customer's credit information. These records should be visible to a sales rep's manager but hidden from their colleagues.

How should an administrator adjust NTO's sharing model to ensure the correct amount of confidentiality?

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

**Answer:** D

#### NEW QUESTION 217

An administrator needs a business process automated, but only for certain users and profiles. The administrator will need to frequently update which users and profiles will use the process. After evaluating the declarative options, it was determined that this functionality must be done via an Apex trigger.

What software requirement should the administrator request so that process execution can be declaratively controlled?

- A. Use Process Automation Setting in Setup to the appropriate users or profiles.
- B. Use a System permission that is assigned to the user or profile.
- C. Use Apex Class Access to assign the Apex code to the user or profile.
- D. Use a custom permission set that is assigned to the user.

**Answer:** D

#### NEW QUESTION 220

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

Choose 2 answers

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

**Answer:** BD

#### NEW QUESTION 224

AW Computing has a 4-hour SLA in its support guarantee. The company recently received feedback that customers are reporting long wait times before an agent responds to a new case after it has been submitted.

How should an administrator ensure cases are properly prioritized?

- A. Auto-Response Rules
- B. Escalation Rules
- C. Assignment Rules
- D. Workflow Rules

**Answer:** C

#### NEW QUESTION 228

Universal Containers wants to assign a task due date on one of two fields: Estimated Shipping Date or Client Need By Date, which is further in the future.

Which two combined automation tools should the administrator use to create the task record and assign based on date criteria?

Choose 2 answers

- A. Create a formula to capture the MAX date.
- B. Make a Process Builder to create the task.
- C. Design an approval process to capture the furthest date.
- D. Configure a workflow to create the task.

**Answer:** AD

#### NEW QUESTION 233

The administrator at Ursa Major Solar has set up IT policies for all user passwords to be a minimum length of 3 characters and have an expiration period of 90 days. The security team recently decided that administrators of any system should have a 15-character minimum password with a 30-day expiration period.

Where should the administrator make this change?

- A. Organization-wide password policies

- B. Password complexity requirements on the permission set
- C. Password Policies on the System Administrator profile .
- D. Session Settings on the User record

**Answer:** C

**NEW QUESTION 238**

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

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

**Answer:** D

**NEW QUESTION 243**

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

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

**Answer:** A

**NEW QUESTION 246**

Cloud Kicks is a large company with many divisions. Some divisions have a higher turnover, so each division wants to be able to create and manage users only within their division. What should the administrator do to set this up?

- A. Set up delegated administrators for the division leaders.
- B. Assign a flat territory role hierarchy for the divisions.
- C. Create a permission set group for the division leaders.
- D. Customize and assign profiles for the division teams.

**Answer:** A

**NEW QUESTION 248**

Cloud Kicks (CK) completed a project in a sandbox environment and wants to migrate the changes to production. CK split the deployment into two distinct change sets. Change set 1 has new custom objects and fields. Change set 2 has updated profiles and automation. What should the administrator consider before deploying the change sets?

- A. The Field-Level Security will not be deployed with the profiles in change set 2.
- B. Change set 2 needs to be deployed first.
- C. Automations need to be deployed in the same change set in order to be activated.
- D. Both change sets must be deployed simultaneously.

**Answer:** A

**NEW QUESTION 252**

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

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

**Answer:** ABE

**NEW QUESTION 256**

Ursa Major Solar customer records have a lot of fields and Lightning components to give users a variety of information and available functions. Recently, users have noted that their pages take a long time to load and it's starting to negatively impact their experience. What should the administrator do to help diagnose where improvements can be made?

- A. Check the debug logs found in the Environment section of Setup.
- B. Click Analyze from the Lightning App Builder toolbar.
- C. Review the debug logs from the Developer Console.
- D. Use the Apex debugger while loading a customer record.

**Answer:** B

**NEW QUESTION 260**

At Ursa Major Solar, several different planetary teams handle leads depending on which planet the lead is coming from. While most of the team only need a few fields filled out to work the lead, the Jupiter team requires additional information to be filled out, such as which moon the lead is coming from. The administrator needs to automate which team is allocated the lead record based on the planet and ensure that every team has all of the information they need. Which two features will satisfy these requirements? Choose 2 answers

- A. Assignment Rules
- B. Validation Rules
- C. Matching Rules
- D. Workflow Rules

**Answer:** AC

**NEW QUESTION 262**

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

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

**Answer:** D

**NEW QUESTION 264**

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

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

**Answer:** B

**NEW QUESTION 268**

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

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

**Answer:** D

**NEW QUESTION 271**

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

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

**Answer:** A

**NEW QUESTION 275**

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

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

**Answer:** C

**NEW QUESTION 277**

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

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

**Answer:** C

**NEW QUESTION 281**

At Cloud Kicks, the Sales team uses a specific dashboard to see how they are doing daily. The team has asked the administrator for an easier way to see this dashboard.

What should the administrator recommend?

- A. Add the dashboard to the Sales team's home page.
- B. Create a custom app with a dashboard.
- C. Email the dashboard to the Sales Team every morning.
- D. Update the Sales team's app with a new dashboard.

**Answer:** A

**NEW QUESTION 285**

Ursa Major Solar wants to add a chat component to its corporate website, where its service agents can respond directly from Salesforce.

What are two considerations the administrator should understand before adding Chat to the Service Console? Choose 2 answers

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

**Answer:** BD

**NEW QUESTION 286**

AW Computing has implemented the Contacts to Multiple Accounts functionality. Users should be able to distinguish between contacts and related contacts.

What should the administrator do to configure the account page layout?

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

**Answer:** B

**NEW QUESTION 291**

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

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

**Answer:** D

**NEW QUESTION 296**

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

What could be the cause or the changes to routing?

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

**Answer:** B

**NEW QUESTION 298**

The AW Computing administrator team does significant amounts of work around process automation and ensuring data integrity. When an administrator created a new validation rule in production, the development team complained that their deployment to production failed.

What should be implemented to prevent this conflict from happening?

- A. Review the setup audit trail prior to changes.
- B. Refresh the full copy sandbox daily.
- C. Test changes in a shared sandbox.
- D. Build automation and validation rules using screen flow

**Answer:** C

**NEW QUESTION 302**

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