

Salesforce

Exam Questions Salesforce-Advanced-Administrator

Salesforce Certified Advanced Administrator



NEW QUESTION 1

An auto-response rule sends an email using Template when the field Case Source is 'email' and Template when Case Source is blank. A Process Builder updates CaseSource to 'email' when a case is created using Email-to-Case and to 'web' when a case is created using Web-to-Case. Otherwise, Case Source is blank. What will occur when a case is created from an Incoming email?

- A. Case Source updates to 'email' and an email is sent out using Template2.
- B. An email is sent out using Template and then Case Source updates to 'email'.
- C. An email is sent out using Template and then Case Source updates to 'email'.
- D. Case Source updates to 'email' and an email is sent out using Template1.

Answer: C

NEW QUESTION 2

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

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

Answer: A

NEW QUESTION 3

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 4

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

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

Answer: C

NEW QUESTION 5

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

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

Answer: D

NEW QUESTION 6

The administrator at Cloud Kicks (CK) is troubleshooting why users are missing expected email alerts from an automated process. The investigation shows that CK is hitting its daily limit. What should the administrator review to resolve the issue?

- A. Email Logs
- B. HTML Email Status Report
- C. Notification Delivery Settings
- D. Outbound Messages

Answer: A

NEW QUESTION 7

The administrator at Cloud Kicks needs to import a batch of person accounts into Salesforce. What tool should the administrator use?

- A. Data Import Wizard
- B. Quick Create
- C. Bulk API
- D. Mass Update

Answer: A

NEW QUESTION 8

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

What are two ways the administrator can get this Information? Choose 2 answers

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

Answer: BC

NEW QUESTION 9

The salts 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 10

The finance director at Cloud Kicks asks the administrator for an exception report that shows all B2C accounts that are missing the credit card number. The credit card number is a classic encrypted field.

What action should the administrator take to meet this requirement?

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

Answer: C

NEW QUESTION 10

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

Accounts. Anadministrator assigns the same user to a muting permission set that mutes Deletes access on Account.

What level of access will the sales user have on the Account object?

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

Answer: C

NEW QUESTION 12

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 15

The administrator at Cloud Kicks istroubleshooting 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 16

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

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

Answer: C

NEW QUESTION 21

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 23

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 24

Cloud Kicks (CK) is working on adding a Knowledge base to its online customer community. The administrator suggests using Salesforce Knowledge to meet this requirement.

What are three reasons CK should utilize Data Categories when creating articles in Knowledge? Choose 3 answers

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

Answer: BDE

NEW QUESTION 26

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 27

Cloud Kicks has two record-triggered flows on the same object. One flow creates a child record when criteria are met. The second record-triggered flow is based on criteria to check if the child record exists and updates a field. The field on the child record that needs to be updated is still null after the second record trigger. What should the administrator do to resolve this issue?

- A. Make a new record-triggered flow on the child object to update the field on the parent record.
- B. Have the record-triggered flows fire on create or edit to update the field.
- C. Combine the two flows into one with checks to see which part of the flow needs to be run.
- D. flows into schedule flows and have them update the field.

Answer: C

NEW QUESTION 30

users at Northern Trail Outfitters have a lot of fields on their new account records because they track their accounts and competitors on the Account object. For accounts created for customers, they need access to different fields than the accounts used to track competitors. For partner accounts, they need different values

in the Industry field.

What should the administrator use to resolve the issues?

- A. Business Processes
- B. Required Fields
- C. Flow Builder
- D. Record Types

Answer: D

NEW QUESTION 32

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 34

The administrator at Cloud Kicks is evaluating the capabilities of Schema Builder to create custom objects and custom fields. The administrator likes the user interface of the Schema Builder, as opposed to the new object and field wizards, but also notices some limitations.

What needs to be configured from the object manager instead of Schema Builder?

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

Answer: A

NEW QUESTION 38

Cloud Kicks wants to force its users to set a value for a custom called Tier by answering a series of questions. What two functions should the administrator use to ensure that users cannot bypass answering these questions in order to determine their Tier value. Choose 2 answers

- A. Set up a list view for the list of questions.
- B. Make the field Read Only on the page layout.
- C. Set up a restriction rule on the field.
- D. Use a screen flow to ask the question.

Answer: D

NEW QUESTION 39

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 41

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

What automation solution should be used to send the notification?

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

Answer: D

NEW QUESTION 42

Cloud Kicks (CK) wants the forecast numbers to be shown by territory regardless of who owns the record. CK also wants a way to forecast based on role hierarchy. Which three options should an administrator recommend? Choose 3 answers

- A. Have the user select the forecast type listed under the Forecast Type in the Display Settings.
- B. Enable Territory Forecast.
- C. Make a custom field to track the amounts for Territory and Hierarchy Forecast.

- D. Modify the Territory Forecast to match the Hierarchy Forecast model.
- E. Enable Role Hierarchy Forecast.

Answer: ABE

NEW QUESTION 46

Cloud Kicks has a Process Builder which should trigger upon a status change from onapproval 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 SpecificNew Field Value so the Process Builder knows what value to look for.

Answer: B

NEW QUESTION 48

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 54

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

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

Answer: B

NEW QUESTION 59

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

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

Answer: AD

NEW QUESTION 63

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

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

Answer: C

NEW QUESTION 68

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 72

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 74

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

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

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

Answer: D

NEW QUESTION 79

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 81

As part of their yearly audit, the compliance team at Cloud Kicks would like to track when a user's profile has been changed and who changed the data.

What should the administrator review to meet this requirement?

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

Answer: B

NEW QUESTION 85

The administrator at Cloud Kicks made new fields and page layout adjustments based on new requirements from the service team. The changes have been built in a sandbox and are ready to be deployed into production.

What should an administrator do before deploying the change set in production?

- A. Request a new sandbox based on the sandbox where the changes were made.
- B. Make a new sandbox based on production to restore changes from.
- C. Push the change set to another sandbox to restore from.
- D. Create the fields and update the page layouts in production.

Answer: B

NEW QUESTION 88

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

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

Answer: D

NEW QUESTION 93

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 97

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 98

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 99

An administrator at AW Computing is trying to track the login history for a specific user. The AW Computing org has 150,000 users and multi-factor authentication (MFA) is enabled and enforced for all users. In reviewing the Identity Verification History data, the administrator is unable to find any information for the mentioned user. The user used to log in regularly but has been inactive this quarter. Which two reasons explain why the user's data is missing from Identity Verification History? Choose 2 answers

- A. Identity Verification History stores the last year's worth of data.
- B. User belongs to a specific role for which identity verification data is not stored.
- C. Up to 20,000 records of users' identity verification attempts are stored.
- D. The last 6 months worth of data is stored in the Identity Verification History.

Answer: CD

NEW QUESTION 102

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- External Partner

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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 105

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 on 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 107

Cloud Kicks (CK) does business directly with individual consumers (B2C) and large businesses (B2B). Some of CK's B2C customers are employed at its larger customer accounts and should be tracked under both.

Which two options will CK need to use to manage its customers' accounts? Choose 2 answers

- A. Contacts to Multiple Accounts
- B. Leads
- C. Person Accounts
- D. Campaign Members

Answer: AC

NEW QUESTION 108

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

How should an administrator ensure the data is captured properly?

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

Answer: B

NEW QUESTION 111

Cloud Kicks uses a dashboard with multiple components based on Account, Case, and Opportunity reports. The system administrator adds a dashboard filter on Account Owner. When filtering the dashboard by Account Owner, records are now missing from several Opportunity components.

What is the recommended way for the system administrator to resolve this issue?

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

Answer: A

NEW QUESTION 114

An administrator has been tasked with sending an email notification to all project team members when project status is changed to Allocated. Project teams contain users from different departments and different roles.

How should an administrator ensure the proper users will receive the email?

- A. Configure a queue for the project team and have members view the queue's list view.
- B. Use sharing rules to automatically share with the individual users in the project team.
- C. Move the project users to the same role and send the email alert to everyone in the role.
- D. Create public groups for each project team and send the email alert to the project group.

Answer: D

NEW QUESTION 119

The sales VP notices several sales reps generating a contract too early in the sales stage. The help correct this behavior, the sales VP has 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 124

Cloud Kicks needs to automate several updates to lead records and update unrelated records. Select changes should happen every time a record is created or updated, but other changes should only happen when the record is updated.

Which two options should the administrator use to automate these updates? Choose 2 answers

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

Answer: AC

NEW QUESTION 128

An administrator recently implemented multi-factor authentication (MFA) with a standard security level selectee. 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 132

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 137

Sales reps and partner consultants at Cloud Kicks work on the same kinds of shoe deals. The administrator has been asked to ensure that the Profit new on the Opportunity object is available to sales reps and is hidden from partners using Field Level Security.

Which two features should the administrator use to fulfill this request? Choose 2 answers

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

Answer: AD

NEW QUESTION 142

Ursa Major Solar allows accounts to apply for loans to purchase solar panels. 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 custom object?

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

Answer: D

NEW QUESTION 145

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

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

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

Answer: BCE

NEW QUESTION 147

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 148

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 149

Cloud Kicks has updated several profiles and created a new app in the sandbox. After testing, everything is working as expected. Which two options should the administrator use to migrate these changes to production from the sandbox?

Choose 2 answers

- A. Package deployment
- B. Change Data Capture
- C. Outbound Change Set
- D. Inbound Change Set

Answer: AC

NEW QUESTION 150

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 152

Universal Containers has found duplicate contacts in Salesforce. The sales team administrator prevents 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 153

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

What should the administrator configure?

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

Answer: B

NEW QUESTION 154

Dreamhouse Realty recently learned that the major listing service it utilizes can accept messages to a specific endpoint. The realtors want to utilize this to be able to quickly update the listing price on properties after it has been approved.

What automation tool should the administrator configure?

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

Answer: A

NEW QUESTION 159

AW Computing uses a custom Invoice object to track invoices related to accounts. The administrator wants to use roll-up summary fields to view high-level information at a glance on the account record.

Which two considerations should an administrator remember about roll-up summary fields? Choose 2 answers

- A. Roll-up types include COUNT, SUM, and AVG.

- B. Roll-up summary fields are created on the master side of a master-detail relationship.
- C. Roll-up summary fields prevent the conversion of a master-detail relationship to a lookup.
- D. Rollup fields are calculated prior to save.

Answer: BC

NEW QUESTION 164

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 168

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

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

Answer: C

NEW QUESTION 171

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

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

Answer: ACD

NEW QUESTION 174

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

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

Answer: A

NEW QUESTION 179

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

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

Answer: B

NEW QUESTION 184

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

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

Answer: B

NEW QUESTION 187

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

Choose 2 answers

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

Answer: CD

NEW QUESTION 192

Cloud Kicks (CK) has a sneaker maintenance plan that it includes with all orders for its new line of Bluetooth-enabled custom sneakers. The sneaker maintenance plan gives each customer 6 months of phone support in case they have issues with their new sneakers. The administrator at CK is having a hard time keeping up with the work associated with managing the maintenance plan.

What should the administrator do to help manage the plan?

- A. Use Flow to automatically create and assign entitlements.
- B. Create a support process for the maintenance plan.
- C. Ensure milestones are in place for the maintenance plan.
- D. Set up and configure entitlement templates.

Answer: D

NEW QUESTION 193

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 197

AW Computing wants to enable a backup resource to assign permissions while restricting the backup resource's ability to create or modify permission sets.

Which feature should be employed to accomplish this request?

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

Answer: B

NEW QUESTION 200

Users at Ursa Major Solar want to create complex dashboards with supporting charts based on data to come from a variety of sources, some of which live on the Internal company shared drives.

Which product should the administrator recommend to meet the users' needs?

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

Answer: A

NEW QUESTION 205

A previous consultant helped Universal Containers automate many of its business processes. The administrator changed the email address on the consultant's user record and deactivated it. The consultant called to say they continue to get email messages from failed flows and processes.

What steps should the administrator perform to stop the fault messages from going to the consultant?

- A. Create a custom metadata type and associate the LastModifiedBy field
- B. Write a flow that updates the field in any flows or processes equal to the consultant's name.
- C. Request an Email Log from Email Log Files in Setup and filter the request by the consultant's email. Manually update any flows or processes listed on the log.
- D. Set Send Process or Flow Error Email' to Apex Exception Email Recipients' in Automation settings. Add the System Admin's email to the Apex Exception Email page in Setup.
- E. Export Flow Interviews filtered by LastModifiedBy.email using Data Loader
- F. In the .csv file, change LastModifiedBy to the System Admin and upload changes with Data Loader.

Answer: C

NEW QUESTION 209

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 the administrator create? Choose 2 answers

- A. Use a field with Classic Encryption.
- B. Enable ShieldPlatform Encryption.
- C. Configure a Field Encryption Policy
- D. SetRead-Only Field-Level Security in the user Profile

Answer: BC

NEW QUESTION 213

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

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

Answer: B

NEW QUESTION 218

An administrator at Cloud Kicks has been asked to reduce the file size of full data exports in order to have quicker exports. Which three recommendations should the administrator make? Choose 3 answers

- A. Reduce the amount of objects per export.
- B. Request a backup file every 5 days.
- C. Deselect 'Include images, documents, and attachments' in the export.
- D. Unselect the recycle bin in the object export option.
- E. Keep deleted record counts to a minimum.

Answer: ACE

NEW QUESTION 223

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 227

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 230

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 235

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

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

Answer: D

NEW QUESTION 240

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 245

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

Choose 2 answers

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

Answer: AC

NEW QUESTION 250

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

Which step should the administrator take? Activate the flow administrator take?

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

Answer: A

NEW QUESTION 252

Sales reps at AW Computing have asked the Administrator to help them close deals faster on the Salesforce mobile app when they're in the new. They want to be able to quickly close an opportunity and have key fields, like status, pre-populated to Closed Won.

What should an administrator create to achieve this?

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

Answer: A

NEW QUESTION 253

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 254

Management at Urso Major Solar wants to understand how many accounts have opportunities in the overall pipeline.

What should the administrator use to create a report showing all open opportunities and the total number of accounts represented?

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

Answer: B

NEW QUESTION 256

Select power users want the ability to make configuration changes to a specific custom object. What tool should the administrator assign to the power users to enable this?

- A. View Setup and Configuration
- B. Delegated Administration

- C. Sharing Rule
- D. Modify All Data

Answer: B

NEW QUESTION 257

When configuring a change set, which two practices should an administrator adhere to in order to ensure a successful deployment to production? Choose 2 answers

- A. Clone a change set to add forgotten dependent components to an uploaded change set.
- B. Add permissions and access settings to outbound change sets in addition to the dependent component list.
- C. Run deployment validations on the change set in the sandbox prior to uploading to production.
- D. When deploying a new record type, ensure the new record type is the only component in the change set.

Answer: AC

NEW QUESTION 261

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

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

Answer: CDE

NEW QUESTION 263

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 264

AW Computing (AVVC) has customers in multiple countries. AWC would like to set up advanced currency management for its system. Which two considerations should AWC be aware of prior to implementing this change to the existing system? Choose 2 answers

- A. When a currency is added to an organization's List of supported currencies, it cannot be deleted.
- B. Opportunities will only display sales in the customer's localized currency.
- C. Historical trend reports will only use the last dated exchange rate.
- D. Once enabled, advanced currency management cannot be disabled.

Answer: AC

NEW QUESTION 265

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 268

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 271

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 276

The administrator at Cloud Kicks has been asked to delete a large number of quote line items. They receive a CSV file with the record IDs to be deleted. The administrator uses Data Loader to delete them and selects Use Bulk API. When the job runs, every record shows an 'entity is deleted' error in the error file that is created.

What is the reason for the error?

- A. The batch size selected was greater than the 200 record limit.
- B. Deleting with Data Loader can only be done in Batch API mode.
- C. One of the IDs in the batch referenced a record that was in the recycle bin.
- D. This is the standard error message when records are deleted using Bulk API.

Answer: C

NEW QUESTION 277

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 280

An administrator created a new custom object. When trying to upload new records to the custom object using Data Loader, they are unable to see the new custom object in the list of available objects.

What should the administrator do to resolve the issue?

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

Answer: D

NEW QUESTION 284

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 287

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