

Exam Questions Salesforce-Advanced-Administrator

Salesforce Certified Advanced Administrator

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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

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 3

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 4

The Cloud Kicks online LeadIntake 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 5

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 6

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 7

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 8

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 9

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 10

Northern Trail Outfitters (NTO) wants to start using Salesforce for its HR recruiting process. NTO needs to ensure that every application is linked to both a job posting and an applicants can apply for more one job posting, and each job posting can have more than one application.

How should an administrator configure the objects?

- A. Make Job Application as a junction object with a master-detail relationship to Applications and a lookup relationship to Job Posting.
- B. Create Application as a junction object with a master- detail relations to Job Postings and a lookup relationship to Job Applications.
- C. Add applicants as a junction object with master-detail relationship to both Posting and Job Applications.
- D. Configure Job Application as a Junction object with master-detail relationship to both Application and Job Postings.

Answer: D

NEW QUESTION 10

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 14

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 Accountsarm 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'srecord 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 16

On the Planet custom object, Ursa Major Solar's sales director wants only certain action buttons to appear depending on if a given planet is defined as gaseous.

Which Lightning component should the administrator define dynamicaction buttons?

- A. Record Detail
- B. Highlights Panel
- C. Activities
- D. Related Lists

Answer: B

NEW QUESTION 17

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

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

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

Answer: A

NEW QUESTION 22

At CloudKicks, the distributor account information is sensitive information. The administrator needs to make sure this information is unavailable to testers in the full sandbox.
What should the administrator recommend?

- A. Refresh the sandbox.
- B. Assign the users a new permission set.
- C. Use the data masking tool.
- D. Delete the sensitive information.

Answer: C

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

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 32

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 36

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 37

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 38

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 43

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 46

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 51

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 55

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 60

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 62

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 65

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 69

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 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
- 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 75

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 80

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 84

AW Computing has been advertising a new keyboard that was released at the beginning of the month. The sales team has an additional incentive to add the keyboards to every sale. The administrator already added the product to Salesforce but the reps are unable to select the product on the opportunity.

Which two options should an administrator check to ensure the product is available? Choose 2 answers

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

Answer: AC

NEW QUESTION 86

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 Read-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 89

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 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 Field 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 94

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 95

An administrator would like to know if any other administrators or delegated administrators are using the Log In As a User feature.

Where the administrators should be using the Log In As a User feature.

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

D. Login History

Answer: A

NEW QUESTION 98

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 103

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 105

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 107

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 112

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

The VP of sales at AW Computing utilizes a Lead report grouped by Country and Lead Source to show where the leads are coming from. The number of leads varies greatly for each Country.

What should the administrator configure on the report to show the Lead Source effectiveness for each country?

- A. The 'Show Unique Count'
- B. PARENTGROUPVAL Function
- C. Bucket filters
- D. PREVGROUPVAL function

Answer: C

NEW QUESTION 119

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 124

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 127

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 131

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... 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 132

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 MFA to High Assurance.
- C. Reset the user passwords and ask them to try again.
- D. Temporarily disable MFA.

Answer: A

NEW QUESTION 134

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 136

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 138

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 141

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 143

Cloud Kicks wants its sales reps to always use the same full zip code format with a hyphen where applicable. What should the administrator implement to help ensure consistent formatting?

- A. Edit the standard field length to five characters.
- B. Add a quick create function for the sales reps to use.
- C. Create a REGEX function to use in a validation rule on the field.
- D. Add a help text instructing the sales rep on how to enter this field.

Answer: C

NEW QUESTION 144

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

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

Answer: A

NEW QUESTION 148

The administrator at AW Computing has received an email for a system error indicating that their organization has reached is hourly limit processing workflow time triggers.
Whichtwo 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 152

AW Computing has a newrequirement 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 usedto relate the Audit object to the Account object?

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

Answer: A

NEW QUESTION 155

The Service team at Cloud Kicks needs a way to show the current status from the Account on the Case. This value should be on the page and is used in validation rules.

What should the administrator recommend to solve this?

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

Answer: A

NEW QUESTION 158

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

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

Answer: D

NEW QUESTION 160

Sales teams at Cloud Kicks ask each visiting customer to fill out a form that capturing their contact information and some basic footwear preferences. This information is saved to a spreadsheet and used by the sales team to alert their contacts when new shows are added to the inventory that matches their preferences. The sales team wants to be able to track this in Salesforce and see the information when viewing the contact Record.

Which two ways should the administrator configure this requirement? Choose 2 answers

- A. Data Loader
- B. Lookup Field
- C. Lightning Object Creator
- D. Schema Builder

Answer: BC

NEW QUESTION 165

Dreamhouse Realty recently learned that the major listing service it utilizes can accept messages to a specific endpoint. Therealtors 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 169

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 171

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 derive 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 172

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 177

AW Computing has a 4-hour SLA in its support guarantee. The company recently received feed 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 178

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 183

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

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

Answer: A

NEW QUESTION 186

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

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

Answer: D

NEW QUESTION 191

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 192

DreamHouse Realty manages its accounts and contacts in Salesforce using a B2B 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 195

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 197

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 199

DreamHouse Realty wants to notify an assigned agent when an appointment is booked on a custom object for one of their listed homes along with the total number of appointments booked so far. The administrator has configured a Roll-up Summary for the number of appointments as well as a flow to detect the creation of a new appointment and send the information to the agent.

What consideration about process automation should the administrator be aware of to ensure the right information is delivered?

- A. Only standard objects can be used with Roll-up Summary fields.
- B. Rows can only be triggered from the records created on standard objects.
- C. Roll-up Summary calculations will prevent a flow from being triggered.
- D. Roll-up Summary calculations run after processes and workflows.

Answer: D

NEW QUESTION 200

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 201

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 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 210

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

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

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

Answer: D

NEW QUESTION 214

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 215

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 219

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 220

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 225

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 227

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 228

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 232

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

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- B. Open the Login Access Policies in Setup which shows how many users are using MFA.
- C. Create a new view in Identity Verification History, specifying Method.
- D. The order of flow execution is unpredictable

Answer: D

NEW QUESTION 235

When should an administrator consider when using Person Accounts?

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

Answer: C

NEW QUESTION 240

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

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

Answer: B

NEW QUESTION 241

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

Ursa Major Solar (UMS) receives hundred of cases every week from both consumers and retail partners. UMS wants to ensure it's meeting all service-level agreements to maintain high levels of customer satisfaction.

What should the administrator do to help meet this goal?

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

Answer: A

NEW QUESTION 248

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 252

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

How should an administrator meet these requirements?

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

Answer: A

NEW QUESTION 255

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 259

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 262

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 263

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 266

A sales rep at Ursa Major Solar was assigned to a role under their manager and is the record owner of several opportunities; however, the sales rep is missing from the manager's forecast.

What should the administrator review to solve this issue?

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

Answer: B

NEW QUESTION 269

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 270

The security department at AW Computing wants to prevent users from exporting more data than they need. Included in this request is limiting records containing sensitive information, such as bank accounts and Personal Identifiable Information (PII).

Which feature should an administrator recommend to help limit what data is exported?

- A. Salesforce Platform Encryption
- B. Export Data Settings
- C. Salesforce Shield
- D. Muted Permission Sets

Answer: C

NEW QUESTION 274

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 277

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 279

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 284

What should the administrator consider before enabling Person Accounts?

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

Answer: A

NEW QUESTION 288

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- 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 293

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 294

AW Computing is conducting an audit and wants to understand how many objects have been shared as public externally. Which tool should the administrator use to quickly obtain this details?

- A. Security Health Check
- B. Setup Audit Trail
- C. Session Security Settings
- D. Object Manager

Answer: C

NEW QUESTION 298

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 302

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 306

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

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

Answer: A

NEW QUESTION 308

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 313

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

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

Answer: D

NEW QUESTION 314

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 315

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 320

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