

Exam Questions Salesforce-Advanced-Administrator

Salesforce Certified Advanced Administrator

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NEW QUESTION 1

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

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

Answer: BC

NEW QUESTION 2

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 3

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

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

Answer: B

NEW QUESTION 4

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 5

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 6

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 dynamic action buttons?

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

Answer: B

NEW QUESTION 7

The Cloud Kicks administrator wants to open up opportunity sharing to directors who oversee regional managers so they can access records to assist regional managers.

What sharing mechanism should be used?

- A. organization wide Defaults
- B. Role Hierarchy

- C. Manual Sharing
- D. Sharing Settings

Answer: B

NEW QUESTION 8

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 9

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 10

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 10

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 14

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 17

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 21

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 22

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 27

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 32

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

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

Answer: B

NEW QUESTION 36

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 41

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 45

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

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

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

Answer: A

NEW QUESTION 46

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 49

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

What reporting tool should be used to complete this request?

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

Answer: D

NEW QUESTION 51

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

Where the administrators should are using the Log in As a User feature.

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

Answer: A

NEW QUESTION 52

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 55

The distributors at CloudKicks are eligible for support based on a specific service contract-How should the administrator show this in Salesforce?

- A. Use entitlement management.
- B. Add a service contract to the record.
- C. Turn on Service Cloud.
- D. Build a new custom object.

Answer: A

NEW QUESTION 57

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

What should the administrator do to track accurate sales data on opportunities?

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

Answer: C

NEW QUESTION 62

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

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

Answer: C

NEW QUESTION 66

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

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

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

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

Answer: B

NEW QUESTION 70

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 75

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 77

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 evaluates to true" workflow rule with the ISCHANGED function to make changes when the record is updated.

Answer: AC

NEW QUESTION 80

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 85

An administrator is planning the release process for the year. The team will be using change sets to process deployment to production.

Which three best practices should be considered?

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

Answer: ADE

NEW QUESTION 90

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 95

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 97

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 98

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

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

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

Answer: A

NEW QUESTION 103

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

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

Answer: C

NEW QUESTION 108

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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 113

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 117

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 119

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

What is likely causing the record type discrepancy?

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

Answer: B

NEW QUESTION 121

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 124

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 125

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 Shield Platform Encryption.
- C. Configure a Field Encryption Policy
- D. Set Read-Only Field-Level Security in the user Profile

Answer: BC

NEW QUESTION 130

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

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

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

Answer: D

NEW QUESTION 134

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 137

AW Computing has several service plans it offers with its laptops. Management wants the sales team to focus on bringing in new business and to have the creation of the renewal opportunity for the service plans happen automatically.

What approach should the administrator take to automate the renewal process?

- A. Configure a time-based workflow to send an email reminder to the sales rep when the service plan expires.
- B. Create a dynamic Lightning page with rich text to remind the rep to create a renewal opportunity when the opportunity is closed won.
- C. Create a validation rule to prevent the rep from closing the opportunity until a renewal is associated.
- D. Configure a flow that will create the renewal based on the closed-won date and opportunity line items.

Answer: D

NEW QUESTION 140

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 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 141

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 146

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 148

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

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

Answer: C

NEW QUESTION 153

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 157

Soles 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 RelatedLists

Answer: A

NEW QUESTION 161

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 165

AW Computing (AWVC) 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 169

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 170

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 175

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 177

Cloud kicks has received feedback that customers are frustrated with the amount of time it takes to reach a support agent by area of expertise according to product information after a new case has been submitted.

Which feature should administrator configure in order to improve the case management process?

- A. Omni-Channel
- B. Escalation Rules
- C. Macros
- D. Knowledge Component

Answer: A

NEW QUESTION 179

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

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

Answer: B

NEW QUESTION 180

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. 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 183

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

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

Answer: D

NEW QUESTION 185

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