



Salesforce

Exam Questions Salesforce-Advanced-Administrator

Salesforce Certified Advanced Administrator

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NEW QUESTION 1

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

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

Answer: A

NEW QUESTION 2

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

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

Answer: AB

NEW QUESTION 3

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

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

Answer: B

NEW QUESTION 4

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

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

Answer: D

NEW QUESTION 5

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

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

Answer: A

NEW QUESTION 6

The administrator at AW Computing has been asked to review whether any users are making configuration changes directly in production. Which item should the administrator review to find these details?

- A. Setup Audit Trail
- B. Field History Tracking
- C. Login History
- D. Organization-Wide Defaults

Answer: A

NEW QUESTION 7

An administrator is given a .csv file of 5,000 leads with External Id and Status fields. They need to match existing and add new records with Data Loader. What action should be taken to populate the Status field on the records and add new records?

- A. Export

- B. Update
- C. Insert
- D. Upsert

Answer: D

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

What action should the administrator take to meet this requirement?

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

Answer: C

NEW QUESTION 10

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 applicant can apply for more than 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 relationship 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

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

What could be the issue?

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

Answer: A

NEW QUESTION 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 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 17

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 19

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. AnAppExchange package
- D. Import Wizard with Add Only

Answer: C

NEW QUESTION 23

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 27

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 32

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 37

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 38

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

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

Answer: C

NEW QUESTION 39

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 44

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

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

Answer: D

NEW QUESTION 46

The administrator at Cloud Kicks needs to set up automation to update three fields on the Shipment custom object. Because of the effect these updates will have on some programmatic customizations, they need to happen in a very specific order. How should the administrator configure the field updates to ensure the proper order?

- A. Create three workflow rules in order, one workflow rule for each field update.
- B. Create a process with one criteria node and three field updates in the correct order.
- C. Create a process with three criteria nodes and stop after each action.
- D. Create a workflow rule with three field updates entered in the correct order.

Answer: C

NEW QUESTION 49

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 54

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 57

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 62

Cloud Kicks users report receiving an "Apex CPU time limit exceeded" error message when attempting to close certain opportunity records. This does not occur on every opportunity record change or for every user.

What is the recommended method for the administrator to identify the cause?

- A. Monitor with Login Forensics.
- B. Enable Debug Logging for users.
- C. Review the Setup Audit Trail.
- D. Set up Apex Exception Email alerts

Answer: B

NEW QUESTION 65

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 66

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 71

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

Where should the administrators 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 74

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 77

The sales manager at Cloud Kicks (CK) wants to make sure the accounts that CK serves are happy. One way they track this is by how many open cases an account has with CK. The sales manager asks CK's administrator to build a report to show Accounts with Open Cases.

What report type would this be?

- A. Bucket Report
- B. Joined Report
- C. Summary Report
- D. Matrix Report

Answer: C

NEW QUESTION 78

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

What should the administrator do before deploying the change set into production?

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

Answer: B

NEW QUESTION 83

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

Which two configurations should the administrator create? Choose 2 answers

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

Answer: AC

NEW QUESTION 84

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 86

The sales manager at Cloud Kicks wants a way to report on information from a form their clients fill out during the sales cycle. Once a form has been submitted, the client is unable to access it. This form may need to be filled out more than once during the sales cycle. There are more than 30 fields on this form, and the sales team needs to be able to see what changed from one submission to the next.

Which two options should an administrator use to solve this scenario? Choose 2 answers

- A. Add forms as attachments.
- B. Make custom fields.
- C. Create a custom object.
- D. Turn on Field Tracking.

Answer: AC

NEW QUESTION 90

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 95

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 98

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 102

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

How should the administrator meet this requirement?

- A. Create a validation rule.
- B. Configure dynamic action.

- C. Create a custom permission.
- D. Modify page layout.

Answer: B

NEW QUESTION 104

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

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

Answer: D

NEW QUESTION 105

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 106

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 111

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 116

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

Choose 2 answers

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

Answer: AC

NEW QUESTION 120

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 121

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 124

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

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

Answer: C

NEW QUESTION 125

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

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

Answer: ACD

NEW QUESTION 128

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

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

Answer: A

NEW QUESTION 130

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

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

Answer: AB

NEW QUESTION 135

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 138

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 140

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 144

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

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

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

Answer: B

NEW QUESTION 148

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 152

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 153

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 156

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 157

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 161

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 165

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

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

Answer: B

NEW QUESTION 169

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 170

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 172

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 177

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 179

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 flows.

Answer: C

NEW QUESTION 183

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 184

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 187

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 192

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

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

Answer: A

NEW QUESTION 193

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 195

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

- A. Check the debug logs found in the Environment section of Setup.

- B. Click Analyze from the Lightning App Builder toolbar.
- C. Review the debug logs from the Developer Console.
- D. Use the Apex debugger while loading a customer record.

Answer: B

NEW QUESTION 199

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 204

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 205

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

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

Answer: D

NEW QUESTION 209

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 213

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 216

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 218

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 219

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 221

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 226

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 229

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 232

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