

Salesforce

Exam Questions Salesforce-Advanced-Administrator

Salesforce Certified Advanced Administrator



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

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 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

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

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

Answer: C

NEW QUESTION 5

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 6

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

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

Answer: A

NEW QUESTION 7

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 8

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 9

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 10

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 10

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 13

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 18

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

How should the administrator configure this requirement?

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

D. Utilize territory management to add the operations team to the East territory.

Answer: D

NEW QUESTION 21

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

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

Choose 2 answers

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

Answer: AB

NEW QUESTION 23

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

- B2B customer
- B2C Customer
- External Partner

There are two record types for leads:

- B2B Lead
- B2CLead

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

What should the administrator do to correct this issue?

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

Answer: B

NEW QUESTION 24

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

- when cue running user has the Market no profile, all data should be visible.
- When the running user has the Support profile, only the Support preference fields should be visible.
- Both Marketing and Support users should be able to report onall data. How should the administrator deliver this solution?

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

Answer: B

NEW QUESTION 26

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 31

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

Whetshould en administrator do before deploying the change set in production?

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

Answer: B

NEW QUESTION 35

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 36

A user at Cloud Kicks has informed the administrator that they are unable to log in to Salesforce via multi-factor authentication.
Which two area should the administrator review to understand potential root causes? Choose 2 answers

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

Answer: AB

NEW QUESTION 37

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

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

Answer: A

NEW QUESTION 42

When an Account has more than five open opportunities over US\$10,000, the salesrep should have an option on the Account page to start the escalation process to allocate additional resources.
Which two configurations should the administrator create? Choose 2 answers

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

Answer: AC

NEW QUESTION 46

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- 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 48

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

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

Answer: C

NEW QUESTION 50

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

vanes 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 fitters
- D. PREVGROUPVAL function

Answer: C

NEW QUESTION 52

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

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

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

Answer: C

NEW QUESTION 55

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 58

Anadministrator is planning he 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 62

Sales reps endpartner 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 fulfil this request? Choose 2 answers

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

Answer: AD

NEW QUESTION 67

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

What kind of field should the administrator create in the customobject?

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

Answer: D

NEW QUESTION 72

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 request
- E. Change the forecast category to omitted for all except the most likely to be purchased.
- F. Use the products related list to associate the different configurations with the opportunity
- G. Update the Amount field with the most likely purchase price.

Answer: A

NEW QUESTION 76

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

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

Answer: A

NEW QUESTION 78

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 81

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 84

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 86

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 88

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 89

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

What should the administrator do to help manage the plan?

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

Answer: D

NEW QUESTION 91

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 92

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 95

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 99

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 104

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 109

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 o product schedule completely, remove It from the standard price book.

Answer: B

NEW QUESTION 111

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 115

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 shouldbe used to complete this request?

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

Answer: D

NEW QUESTION 117

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 retirements?

- 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 co the asset upon purchase.
- D. Create a flow to attach an entitlement to the asset upon purchase.

Answer: A

NEW QUESTION 120

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

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

Answer: AC

NEW QUESTION 124

A sales rep at Ursa Major Solar wasassigned 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 127

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 onthe parent.

Answer: B

NEW QUESTION 130

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 132

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 the 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 134

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 137

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