

## Salesforce.ADX-201.v2023-03-23.q110

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### NEW QUESTION: 1

An administrator at Ursa Major Solar needs to send information to an external accounting system. What workflow action should the administrator use to accomplish this?

- A. Create Record
- B. Outbound Message
- C. Custom Notification
- D. Assign Task

**Answer:** ([SHOW ANSWER](#))

### NEW QUESTION: 2

An administrator at Cloud Kicks has a flow in production that is supposed to create new records.

However, no new records are being created.

What could the issue be?

- A. The flow URL is deactivated.
- B. The flow trigger is missing.
- C. The flow is read only.
- D. The flow is inactive.

**Answer:** ([SHOW ANSWER](#))

### NEW QUESTION: 3

An administrator has assigned a permission set group with the two-factor authentication for User Interface Logins permissions and the two-factor authentication for API Logins permission to a group of users.

Which two prompts will happen when one of the users attempts to log in to Data Loader?

Choose 2 answers

- A. Users need to enter a verification code from email or SMS, whichever has higher priority.
- B. Users need to download and install an authenticator app on their mobile device.
- C. Users need to get a security token from a trusted network using Reset My Security Token.
- D. Users need to connect an authenticator app to their Salesforce account.

**Answer: B,D (LEAVE A REPLY)**

#### **NEW QUESTION: 4**

The marketing director at Northern Trail Outfitters has requested that the budget field is populated in order for the Lead Status field to be marked as qualified. What tool should the administrator use to fulfill this request?

- A. Workflow Rule
- B. Require Field.
- C. Lead Conversion.
- D. Validation Rule

**Answer: D (LEAVE A REPLY)**

#### **NEW QUESTION: 5**

Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than two hours to an urgent Case queue and alert the support manager.

Which feature should an administrator configure to meet this requirement?

- A. Case Scheduled Report
- B. Case Assignment Rules
- C. Case Escalation Rules
- D. Case Dashboard Refreshes

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 6**

How should an administrator support this request?

- A. Refresh weekly reporting snapshots for Closed Opportunities.
- B. Add Formula Fields to track Stages on each Opportunity.
- C. Run the Opportunity Stage Duration report.
- D. Use process builder to capture the daily average on each opportunity.

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 7**

Sales reps at Ursa Major Solar are having difficulty managing deals. The leadership team has asked administrator to help sales reps prioritize and close more deals.

the administrator configure to help with these issues?

- A. Einstein Opportunity Scoring
- B. Einstein Activity Capture
- C. Einstein Search Personalization Einstein Lead Scoring

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 8**

Support reps at Cloud Kicks (CK) are reporting that when they try to close a case, the Closed option in the Case Status picklist is missing. CK has asked the administrator to find a solution.

Why are the support reps unable to see the Closed option in the specified picklist?

- A. The Case record type is missing Closed as a picklist value.
- B. The Support Process being used omits Closed as a status choice.
- C. The Show Closed Statuses in Case Status Field checkbox is set to the default.
- D. The Close Case page layout must be used to close a case.

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 9**

An administrator has been asked to update a flow that was created as part of a recent update. When the administrator opens the flow for editing, the Flow toolbox offers only four elements: Assignment, Decision, Get Records, and Loop.

What would cause this?

- A. The version of the flow is activated.
- B. The flow is a screen flow.
- C. The flow is a before save flow.
- D. The version of the flow is inactive.

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 10**

The marketing team wants a new picklist value added to the Campaign Member Status field for the upsell promotional campaign.

Which two solutions should the administrator use to modify the picklist field values?

Choose 2 answers

- A. Add the Campaign Member Statuses related list to the Page Layout.
- B. Modify the picklist value on the Campaign Member Statuses related list
- C. Mass modify the Campaign Member Statuses related list.
- D. Edit the picklist values for the Campaign Status in object Manager.

**Answer: A,D (LEAVE A REPLY)**

#### **NEW QUESTION: 11**

The sales manager at Cloud Kicks wants to set up a business process where opportunity discounts over 30% need to be approved by the VP of sales. Any discounts above 10% need to be approved by the user's manager. The administrator has been tasked with creating an approval process.

Which are two considerations the administrator needs to review before setting up this approval process?

Choose 2 answers

- A. Allow the submitter choose the approver manually.
- B. Populate the Manager standard field on the sales users' User Detail page.
- C. Create a custom Discount field on the opportunity to capture the discount amount
- D. Configure two separate approval processes.

**Answer: B,C (LEAVE A REPLY)**

### NEW QUESTION: 12

When a cloud kicks Opportunity closes, the company would like to automatically create a renewal opportunity.

Which two automation tools should an administrator use to accomplish this request?

Choose 2 answers

- A. Approval Process
- B. WorkFlow Rule
- C. Process Builder
- D. Flow Builder

**Answer: D (LEAVE A REPLY)**

### NEW QUESTION: 13

The standard Lead Rating field has picklist values of Hot, Warm, and Cold. A list of new leads was importance without errors even though several records had the value of Unrated in the Rating field.

How were these records added without error?

- A. Field-level security was set to Visible for all profiles.
- B. The Restricted picklist checkbox was unchecked.
- C. The Add to All Record Types checkbox was selected.
- D. A global picklist value set was used to populate the picklist.

**Answer: B (LEAVE A REPLY)**

### NEW QUESTION: 14

Northern Trail outfitters has hired interns to enter Leads into Salesforce and has requested a way to identify these new records from existing Leads.

What approach should an administrator take to meet this requirement?

- A. Set up Web-to-Lead form the interns use.
- B. Update the active Leas Assignment Rules.

C. Define a record type and assign it to the interns.

D. Create a separate Lead Lightning App.

**Answer: C (LEAVE A REPLY)**

#### **NEW QUESTION: 15**

Ursa Major Solar wants its sales reps to be aware when they are speaking with high-profile customers.

Which two options should be added to the Lightning record pages to achieve this?

Choose 2 answers

A. Action and Recommendations

B. Custom Component

C. Rich Text Area

D. Component Visibility Filter

E. Highlight Panel

**Answer: A,B (LEAVE A REPLY)**

#### **NEW QUESTION: 16**

Northern Trail Outfitters wants to initiate expense reports from Salesforce to the external HR system. This process needs to be reviewed by managers and directors.

Which two tools should an administrator configure?

Choose 2 answers

A. Approval Process

B. Quick Action

C. Outbound Message

D. Email Alert Action

**Answer: A,C (LEAVE A REPLY)**

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#### **NEW QUESTION: 17**

Which three aspects of standard fields should an administrator customize?

Choose 3 answers

A. Picklist Values

B. Field history tracking

- C. Field name
- D. Help Text
- E. Decimal Places

**Answer: A,B,D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 18**

What data loss considerations should an administrator keep in mind when changing a custom field type from Text to Picklist?

Choose 2 answers

- A. Any list view based on the custom field is deleted.
- B. Auto updates will be made to Visualforce references to prevent data loss.
- C. There will be no data loss with use of a global value set.
- D. Assignment and escalation rules may be affected.

**Answer: A ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 19**

Dreamhouse Reality just announced its new home concierge offering. This product is unlike anything the company has offered in the past and follows a different business model.

What Should the administrator Configure to meet this requirement?

- A. Create a new sales process.
- B. Create a new Opportunity product.
- C. Create a quick action.
- D. Create a new approval process.

**Answer: A ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 20**

The administrator at Ursa Major Solar has Created a new record type for customer warranty cases which two assignments should the administrator use to display the new record type to users?

Choose 2 answers

- A. Role Assignment
- B. App Manager Assignment.
- C. Profile Assignment
- D. Page layout Assignment.

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 21**

Cloud Kicks has asked the administrator to test a new screen flow that create contacts. What are two key components of testing the flow?

Choose 2 answers

- A. Run the flow using it to create contacts.
- B. Set Up a flow interview to test the flow.
- C. Test the flow in a sandbox.
- D. Use Debug to test the flow in Flow Builder.

**Answer: A,C ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 22**

A Sales user is trying to manage Campaign Members for an upcoming networking event. The user can view the Campaign, but add new Campaign Members or update Member statuses.

How can an administrator troubleshoot this problem?

- A. Provide the user access to both Leads and Contacts to edit all Members.
- B. Create a permission set to allow the user to edit Campaign Members.
- C. Make sure the Marketing User Checkbox is checked on the user record page.
- D. Run a Campaign report and update any Member information via Data Loader.

**Answer: C ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 23**

Cloud Kicks needs to change the owner of a case when it has been open for more than 7 days.

How should the administrator complete this requirement?

- A. Validation Rule
- B. Escalation Rule
- C. Auto - Response Rules
- D. Assignment Rule

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 24**

AW Computing has six sales teams in a region. These teams always consists of the same account manager, engineer, and assistant.

What should the administrator configure to make it easier for teams to collaborate with the same customer?

- A. Enable account teams and show the users how to set up a default account team.
- B. Enable and configure standard opportunity teams with splits.
- C. Propose the users manually share all their accounts with their teammates.
- D. Create a queue for each team and assign account ownership to the queue.

**Answer: A ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 25**

At cloud kicks sales reps use discounts on the opportunity record to help win sales on products. When an opportunity is won, they then have to manually apply the discount up

the related opportunity products. The sales manager has asked if there is a way to automate this time consuming task.

What should the administrator use to deliver this requirement?

- A. Prebuild Macro.
- B. Formula field
- C. Approval Process
- D. Flow Builder

**Answer: D (LEAVE A REPLY)**

#### **NEW QUESTION: 26**

What should an administrator use as an identifier when importing and updating records from a separate financial system?

- A. Rich text field
- B. External ID
- C. Auto-Number field?
- D. Record ID

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 27**

Sales reps miss key fields when filling out an opportunity record through the process. Reps need to move forward Win unable to enter previous stage.

Which three options should the administrator use to address this need?

Choose Three answers

- A. Configure Opportunity Path.
- B. Use Flow to mark fields required.
- C. Mark fields required on the page layout.
- D. Use Validation Rules.
- E. Enable guided selling.

**Answer: A,B,D (LEAVE A REPLY)**

#### **NEW QUESTION: 28**

Northern Trail Outfitters has hired interns to enter Leads Into Salesforce and has requested a way to identify these new records from existing Leads.

What approach should an administrator take to meet this requirement?

- A. Set up Web-to-Lead for the interns' use.
- B. Define a record type and assign it to the interns.
- C. Update the active Lead Assignment Rules.
- D. Create a separate Lead Lightning App.

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 29**

The administrator at Cloud Kicks has a Custom picklist field on Lead, Which is missing on the Contact when leads are converted.

Which two items should the administrator do to make sure these values are populated?

Choose 2 answers

- A. Set the picklist field to be required on the Lead Object.
- B. Update the picklist value with a validation rule.
- C. Map the picklist field on the Lead to the Contact.
- D. Create a custom picklist field on Contact.

**Answer: C,D (LEAVE A REPLY)**

### NEW QUESTION: 30

A sales rep has left the company and an administrator has been asked to re-assign all their accounts and opportunities to a new sales rep and keep the teams as is.

Which tool should an administrator use to accomplish this?

- A. Data Import Wizard
- B. Mass Transfer Tool
- C. Dataloader.io
- D. Data Loader

**Answer: B (LEAVE A REPLY)**

### NEW QUESTION: 31

The administrator at Cloud kicks deleted a custom field but realized there is a business unit that still uses the field.

What should an administrator take into consideration when undeleting the field?

- A. The field needs to be restored from the recycle bin.
- B. The field needs to be re-added to reports.
- C. The field needs to be re-added to page Layouts.
- D. The field history will remain deleted.

**Answer: B (LEAVE A REPLY)**

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### NEW QUESTION: 32

The Administrator at Universal Container wants to add branding to salesforce.

Which two considerations should the administrator keep in mind?

Choose 2 Answers

- A. Chatter external users see the built-in Lightning theme only.
- B. Up to 150 custom themes can be created, modified, or cloned from the built-in themes.
- C. Themes apply to salesforce classic and to the salesforce mobile app.
- D. Only one theme can be active at a time, and a theme applies to the entire org.

**Answer:** [\(SHOW ANSWER\)](#)

#### **NEW QUESTION: 33**

What will happen to the Chatter post in this situation?

- A. The pending Chatter post will be will be paused.
- B. The pending Chatter post will be canceled.
- C. The pending Chatter post will be sent on the 10th of the month
- D. The pending Chatter post will be sent in 30 days.

**Answer:** [D \(LEAVE A REPLY\)](#)

#### **NEW QUESTION: 34**

Cloud Kicks (CK) has new administrator who is asked to put together a memo detailing salesforce uses to budget for upcoming license purchases.

Where Should the administrator go to find out what type of licenses CK Has purchased and how many are available.

- A. User Licenses Related List in Company information.
- B. Search for licenses types in setup.
- C. User Management settings in setup.
- D. Usage based entitlement related list in company information.

**Answer:** [A \(LEAVE A REPLY\)](#)

#### **NEW QUESTION: 35**

Cloud Kicks wants to try out an app from the AppExchange to ensure that the app meets its needs.

Which two options should the administrator suggest?

Choose two answers

- A. Download into a Trailhead Playground.
- B. Install in a sandbox.
- C. Test Drive in a production org.
- D. Check edition compatibility.

**Answer:** [A,B \(LEAVE A REPLY\)](#)

#### **NEW QUESTION: 36**

A user at Universal Containers left the company. The administrator needs to create new user for their replacement, but they have assigned all available users licenses.

What should the administrator do to free up users licenses for the new users?

- A. Freeze former employees user record.
- B. Change the formers users record to the new user.
- C. Deactivate the former employees user record.
- D. Delete former employees user record.

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 37**

Sales users at Universal Containers are reporting that it is taking a long time to edit opportunity records. Normally, the only field they are editing is the Stage field. Which two options should the administrator recommend to help simplify the process?

Choose 2 answers

- A. Use a Kanban list view for Opportunity.
- B. Create a simplified Opportunity page layout.
- C. Add a path for stage to the opportunity record page.
- D. Configure an auto launched flow for Opportunity editing.

**Answer: A,D (LEAVE A REPLY)**

#### **NEW QUESTION: 38**

Universal Containers is trying to improve the user experience when searching for the tight status on a case. The company currently has one support process that is used for all record types on cases. The support process has 10 status values. Service reps say they never need more than five depending on what kind of case they are working on. How should the administrator improve on the current implementation?

- A. Reduce the number of case status values to five.
- B. Review which status choices are needed for each record type and create support processes for each that is necessary.
- C. Edit the status choices directly on the record type.
- D. Create a Screen Flow that shows only the correct values for status and surface the flow in the utility bar of the console.

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 39**

The Sales director at Cloud Kicks wants to be able to predict upcoming revenue in the next several fiscal quarters so they can set goals and benchmark how reps are performing. Which two features should the administrator configure?

Choose 2 answers

- A. Forecasting
- B. Opportunity Stages
- C. Sales Quotes
- D. Opportunity List View

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 40**

The marketing team at Ursa Major Solar wants to send a personalized email whenever a lead fills out the web-to-Lead form on their website. They want to send different Message based on the Lead Industry Field Value.

What Should an administrator configure to meet this requirement?

- A. Use Validation rule to trigger workflow to email to Lead.
- B. Configure an auto response rule to email the lead.
- C. Add a public group and process builder to email the lead.
- D. Create an assignment rule to email the lead

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 41**

An administrator supporting a global team of salesforce users has been asked to configure company settings.

Choose 2 options

- A. Login Hours
- B. Default Language
- C. Password Policy
- D. Currency Locale

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 42**

The administrator at cloud kicks has been ask to change the company's Shoe style field to prevent users from selecting more than one style on a record.

Which two steps should an administrator do to accomplish this?

Choose 2 answers

- A. Reactivate the appropriate Shoe Style values after the field type changes.
- B. Select the "Choose only one value "checkbox on the pick list field.
- C. Back-up the Shoe Style values in existing records.
- D. Change the field type from a multi-select picklist field to a picklist field.

**Answer: B,D ([LEAVE A REPLY](#))**

**NEW QUESTION: 43**

An administration needs to store the ID of record type of later use in a flow.

Which kind of variable should the administrator use?

- A. Record variable
- B. Boolean variable
- C. Text variable
- D. ID variable

**Answer: A ([LEAVE A REPLY](#))**

**NEW QUESTION: 44**

The administrator at DreamHouse Realty added an email quick action to the Case page layout and is unable to see the action on the case feed.

Which feature must be enabled to ensure the quick action will be displayed as expected?

- A. Email-to-Case
- B. Email Alerts
- C. Email Templates
- D. Email Notifications

**Answer: A ([LEAVE A REPLY](#))**

**NEW QUESTION: 45**

Ursa Major Solar offers amazing experiences for all of its employees. The Employee engagement committee wants to post updates while restricting other employees from posting.

What should the administrator create to meet this request?

- A. Chatter Broadcast Group
- B. Chatter Unlisted Group
- C. Chatter Stream.
- D. Chatter Recommendations.

**Answer: ([SHOW ANSWER](#))**

**NEW QUESTION: 46**

The administrator has been asked to automate a simple field update on the account. When a support agent changes the status of the account to 'Audited', they would like the system to automatically update the Audited date field on the account with today's date.

Which tool should the administrator use to complete this automation?

- A. Validation Rule
- B. Formula Field
- C. Approval process
- D. Flow Builder

**Answer: ([SHOW ANSWER](#))**

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**NEW QUESTION: 47**

An Administrator wants to trigger a follow-up task for the opportunity owner when they close an opportunity as won and another task after 60 days to check in with the customer. which two automation tools should the administrator use?

Choose 2 answers

- A. process builder
- B. workflow Rule
- C. Outbound Message
- D. Field Update

**Answer: A,D (LEAVE A REPLY)**

**NEW QUESTION: 48**

Sales managers would like to know what could be implemented to surface important values based on the stage of the opportunity.

Which tool should an administrator use to meet this requirement?

- A. Workflow Rules
- B. Dynamic Forms
- C. Path Key fields
- D. Opportunity Processes

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 49**

The VP of Sales at Cloud Kicks is receiving an error message that prevents them from saving an Opportunity. The administrator attempted the same edit without receiving an error.

How can the administrator validate the error the user is receiving?

- A. Review the sharing model
- B. Log in as the user
- C. Edit the page layout.
- D. View the setup audit trail.

**Answer: B (LEAVE A REPLY)**

**NEW QUESTION: 50**

Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than 2 hours to an urgent Case queue and alert the support manager. which feature should an administrator configure to meet this requirement?

- A. Case Assignment Rules.

- B. Case Scheduled Reports.
- C. Case Dashboard Refreshes.
- D. Case Escalation Rules.

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 51**

Sales Users at Cloud Kicks are requesting that the data in the industry field on the Account object displays on the Opportunity page layout.

Which type of the field should an administrator create to accomplish this?

- A. Cross Object Formula Field
- B. Custom Account Field
- C. Standard Account Field.
- D. Master detail relationship Field

**Answer:** A ([LEAVE A REPLY](#))

**NEW QUESTION: 52**

Dream house realty needs to use consistent picklist values in the category field on accounts and cases, with values respective to record types.

Choose 2 options

- A. Global picklist
- B. Dependent picklist
- C. Multi-select picklist
- D. Custom picklist

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 53**

Which three items are available in the mobile navigation menu?

Choose 3 answers

- A. Lightning App Pages
- B. Utility Bar
- C. Dashboards
- D. Chatter
- E. Lightning Home Page

**Answer:** B,C,D ([LEAVE A REPLY](#))

**NEW QUESTION: 54**

An administrator gets a rush request from Human Resources to remove a user's access to Salesforce Immediately. The user is part of a hierarchy field called Direct Manager.

What should the administrator do to fulfil the request?

- A. Change the user's profile to read-only while removing them from being referenced in the Direct Manager Field.

- B.** Delete the user and leave all records where they referenced in the Direct Manager Field without changes.
- C.** Deactivate the user and delete any records where they are referenced in the Direct Manager field.
- D.** Freeze the user to prevent them from logging in while removing them from being referenced in the Direct Manager field.

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 55**

Ursa Solar Major is evaluating Salesforce for its service team and would like to know what objects were available out of the box.

Which three of the standard objects are available to an administrator considering a support use case?

Choose 3 answers

- A.** Account
- B.** Case
- C.** Ticket
- D.** Contract
- E.** Request

**Answer:** ([SHOW ANSWER](#))

#### **NEW QUESTION: 56**

Clod Kicks has a screen flow with two questions on the same screen, but only one is necessary at a time. The administrator has been asked to show only the questions that is needed.

How should an administrator complete this?

- A.** Use a decision element and a new screen to show the proper question
- B.** Use branching in the flow screen to show the proper scenario
- C.** Use a conditional visibility to hide the unnecessary question
- D.** Use a new version of the flow for each scenario.

**Answer:** **C** ([LEAVE A REPLY](#))

#### **NEW QUESTION: 57**

User at Cloud Kicks want to see information more useful for their role on the Case page.

How should an administrator make the pages more dynamic and easier to use?

- A.** Include more tab components with filters.
- B.** Remove fields from the record details component.
- C.** Delete the extra component from the page.
- D.** Add Component visibility filters to the Components.

**Answer:** **D** ([LEAVE A REPLY](#))

**NEW QUESTION: 58**

Ursa Major Solar wants to automatically notify a manager about any cases awaiting a response from an agent for more than 2 hours after case creation.

Which feature should an administrator use to fulfill this requirement?

- A. Omni-Channel Supervisor
- B. Formula Field
- C. Assignment Rule
- D. Case Escalation Rule

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 59**

What should an administrator use as an identifier when importing and updating records from a separate system?

- A. Record ID
- B. Auto-Number field
- C. External ID
- D. Rich Text field

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 60**

Which two capabilities are considerations when marking a field as required in Object Manager?

Choose 2 answers

- A. The field is not required to save records via the API on that object.
- B. The field is added to every page layout on that object.
- C. The field is universally required to save a record on that object.
- D. The field is optional when saving records via web-to-lead and web-to-case

**Answer: B,C (LEAVE A REPLY)**

**NEW QUESTION: 61**

The administrator at universal containers has a screen flow that helps users create new leads.

When lead source is "Search Engine", the administrator needs to require the user to choose a specific a search engine from a picklist. If lead source is not "Search Engine", this picklist should be hidden.

How should the administrator complete this requirement?

- A. Configure a picklist for specific search engine, and use a validation rule to conditionally show only when lead source is "Search Engine"
- B. Assign a decision element to direct the user to a second screen to hold specific search engine only when a lead source is "Search Engine".

C. Use an assignment element, one for when lead source is "Search Engine" and one for everything else.

D. Create a picklist for specific search engine, and set conditional visibility so that is only shown when lead source is "Search Engine".

**Answer: (SHOW ANSWER)**

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**NEW QUESTION: 62**

Support agent at Cloud Kicks are spending too much time finding resources to solve cases.

The agents need a more efficient way to find documentation and similar cases from the Case page layout.

How should an administrator meet this requirement?

- A. Create a custom object to capture popular case resolutions.
- B. Configure Knowledge with articles and data categories.
- C. Direct users to Global Search to look for similar cases.
- D. Use an interview flow to capture Case details.

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 63**

Which two actions should an administrator perform with Case escalation rules?

Choose 2 answers

- A. Change the Case Priority.
- B. Re-assign the Case.
- C. Re-open the Case.
- D. Send email notifications.

**Answer: C,D (LEAVE A REPLY)**

**NEW QUESTION: 64**

An administrator wants to create a form in Salesforce for users to fill out when they lose a client.

Which automation tool supports creating a wizard to accomplish this goal?

- A. Process Builder

- B. Flow Builder
- C. Outbound Message
- D. Approval Process

**Answer: B ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 65**

At Universal Containers, there is a custom field on the Lead named Product Category. Management wants this information to be part of the Opportunity upon lead conversion. What action should the administrator take to satisfy the request?

- A. Create a custom field on the Opportunity and map the two fields.
- B. Create a workflow to update Opportunity fields based on the lead.
- C. Configure the product categories picklist field on the product.
- D. Map the lead custom field to the product's product category field.

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 66**

Cloud Kicks executives have noticed the opportunity Expected revenue Field displays incorrect values.

How Should the administrator correct this?

- A. Update the expected revenue associated with the stage.
- B. Adjust the forecast category associated with the stage.
- C. Change the probability associated with the stage.
- D. Modify the closed won value associated with the stage.

**Answer: C ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 67**

DreamHouse Realty requires that house showings be scheduled within the current year to prevent too many future showings from stacking up.

How can they make sure Showing Date is only populated with a date this years?

- A. Create a validation rule that ensures Showing Date contains a date within the current year.
- B. Create a report that shows any Showing Dates not scheduled in the current year to the updated.
- C. Add Help Text so the user knows to only add a Showing Date within the current year.
- D. Sync the users' Showing Calendar to Salesforce and filter it to only look at this year.

**Answer: A ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 68**

An analytics user at Cloud Kicks needs Read, Create, and Edit access for objects and Should be restricted from deleting any records.

What should the administrator do to meet this requirement?

- A. Assign the standard System Administrator profile to the analytical user.
- B. Give the user View all access and assign them to the highest role in the role hierarchy.
- C. Create and assign a custom profile with Delete access removed for each object.
- D. Create and assign a permission set that includes Read, Create, and Edit access

**Answer: C ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 69**

Cloud Kicks wants a reports to categorize accounts into small, medium, and large based on the dollar value found in the Contract Value Field.

What feature should an administrator use to meet this request?

- A. Bucket Column
- B. Group Rows
- C. Detail Column
- D. Filter Logic

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 70**

What are three characteristics of a master-detail relationship?

Choose 3 answers

- A. Permissions for the detail record are set independently of the master.
- B. The owner field on the detail records is the owner of the master record.
- C. Roll-up summaries are supported in master-detail relationships.
- D. Each object can have up to five master-detail relationships.
- E. The master object can be a standard or custom object.

**Answer: B,C,E ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 71**

The administrator at Northern Trail Outfitters has been using a spreadsheet to track assigned licenses and permission sets.

What feature can be used to track this in Salesforce?

- A. Permission Set Groups
- B. Lightning Usage App
- C. User Report
- D. Login History

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 72**

Executives at Cloud Kicks have reported that their dashboards are showing inaccurate data. The administrator has discovered been changing the source reports.

Which two actions should the administrator take to preserve the integrity of the source reports?

Choose 2 answers

- A. Create a new report folder with viewer access.
- B. Move the dashboard reports to the view-only folder.
- C. Change the dashboard to be a dynamic dashboard
- D. Move the dashboard to the user's private folder.

**Answer: A,B ([LEAVE A REPLY](#))**

### **NEW QUESTION: 73**

The administrator for Cloud Kicks has created a screen flow to help service reps ask the same set of questions when customers call in with issues. This screen should be visible from cases.

How should the screen flow be distributed?

- A. Lightning page
- B. Home page
- C. Page Layout
- D. Component Filter

**Answer: A ([LEAVE A REPLY](#))**

### **NEW QUESTION: 74**

Dreamhouse Realty agents are double-booking open house event nights. The event manager wants to event submission process to help agents fill in event details and request dates.

How should an administrator accomplish the request?

- A. Create an approval process on the Campaign object.
- B. Create a workflow rule to update the Event Date Field.
- C. Create a campaign for agents to request event dates.
- D. Create a sharing rule so that other agents can view events.

**Answer: C ([LEAVE A REPLY](#))**

### **NEW QUESTION: 75**

Ursa Major Solar has a path on Case. The Company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from preventing the case back to a previous status.

Which Feature Should an administrator use to fulfill this request?

- A. Dependent Picklists.
- B. Validation rules.
- C. Predefined field Values.
- D. Global Value Picklists

**Answer: ([SHOW ANSWER](#))**

### **NEW QUESTION: 76**

The administrator for Cloud Kicks needs to give access to a new custom object with custom fields to more than one user.

Which two options should an administrator use to meet this requirement?

Choose 2 answers

- A. Assign permission set group to Users
- B. Edit organization-wide defaults
- C. Create a Permission Set
- D. Add to manual sharing list

**Answer: A,D (LEAVE A REPLY)**

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#### **NEW QUESTION: 77**

Ursa Major Solar has service level agreements (SLA) that are routed to support queues. Cases that meet the 24 hour SLA need to be automatically re-assigned to the next tier queue.

Which feature should be used to fulfill this requirement?

- A. Case assignment rule
- B. Einstein Case Routing
- C. Case escalation rule
- D. Auto-response rule

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 78**

An administrator is planning to use Data Loader to mass import new records to a custom object from a new API.

What will the administrator need to do to use the Data Loader?

- A. Use the Data Import Tool to mass import custom object records.
- B. Append their security token at the end of their password to login.
- C. Reset their password and their security token.
- D. Add a permission set that allows them to import data.

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 79**

The administrator has created new users for ten new employees at Northern Trail Outfitters.

Why are these users unable to access the account object in the Salesforce or?

- A. Users' profile requires permission to the Account object.
- B. Users' profile requires a sharing rule for Accounts.
- C. Organization-wide defaults are set to private.
- D. Users' roles are low on the role hierarchy.

**Answer:** [\(SHOW ANSWER\)](#)

#### **NEW QUESTION: 80**

Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on pacific time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support.

How should an administrator solve for this issue?

- A. Create one set of business hours per time zone.
- B. Allow the reps to set business hours manually.
- C. Set temporary business hours for each time zone.
- D. Adjust the currant business hours to accommodate the Eastern Time Zone.

**Answer:** [A \(LEAVE A REPLY\)](#)

#### **NEW QUESTION: 81**

Cloud Kicks wants users to only be able to choose Opportunity stage closed won if the Lead source has been selected.

How should the administrator accomplish this goal?

- A. Make Lead Source a dependent picklist to the Opportunity stage field.
- B. Configure a validation rule requiring Lead Source when the stage is set to closed won.
- C. Modify the Opportunity stage a dependent picklist to the Lead source field.
- D. Change the Opportunity stage field to read only on the page layout.

**Answer:** [B \(LEAVE A REPLY\)](#)

#### **NEW QUESTION: 82**

Which item is available in a Lightning App where visibility is limited to the Salesforce Mobile App?

- A. Today
- B. Favorites
- C. Home Page.
- D. Utility Bar.

**Answer:** [D \(LEAVE A REPLY\)](#)

#### **NEW QUESTION: 83**

Clod Kicks has the organization wide defaults for Opportunity set to private.

which two features should the administrator use to open up access to Opportunity records for sales users working on collaborative deals?

Choose 2 answers

- A. Sharing rules
- B. Role hierarchy
- C. Profiles
- D. Sharing set

**Answer: A,B (LEAVE A REPLY)**

#### **NEW QUESTION: 84**

When a Sales rep clicks a button on an opportunity, a simple discount calculator screen should be launched.

Which automation tool should an administrator use to build this discount calculator screen?

- A. Workflow Rule
- B. Process Builder
- C. Platform Event
- D. Flow Builder

**Answer: D (LEAVE A REPLY)**

#### **NEW QUESTION: 85**

Brokers at DreamHouse Realty need to see certain information about one or more cases when referencing the contact record. This record case Name, Case ID, Customer Name, Case Reason, Case Status, and Case Creation Date.

Which two changes in Setup should the administrator make?

- A. Use the page layout editor to include the appropriate column in the Cases related list.
- B. Use the page layout editor to change the related list type to Enhanced List.
- C. Edit the Related List component in the Lightning App Builder and choose Related List as the related list type.
- D. Edit the Related List component in the Lightning App Builder and choose Enhanced List as the related list type.

**Answer: A,B (LEAVE A REPLY)**

#### **NEW QUESTION: 86**

The events manager at dream house realty has a hot lead from a successful open house that needs to become a contact with an associated opportunity.

How should this be accomplished from the campaign keeping the associated campaign member history?

- A. Delete the lead and create a new contact and opportunity.
- B. Add a contact from a campaign member detail page.
- C. Clone the lead and convert the cloned record to a contact.
- D. Convert the lead from the campaign member detail page.

**Answer: D ([LEAVE A REPLY](#))**

**NEW QUESTION: 87**

An administrator at AW Computing has been asked to help the Support team with report folders. They want a folder called Support Reports and two folders underneath called Helpdesk and R&D. The Support organization uses public groups for Support Agents, R&D, and Managers. Support agents should be able to run Helpdesk reports, but should not be able to view R&D reports. Support managers should be able to view and edit all reports.

Which two ways should these folders be shared?

Choose 2 answers

- A. Share the Support Reports folder with Support Agents with View Access.
- B. Share the Helpdesk folder with Support Agents with View access.
- C. Share the R&D folder with Support Managers with Edit Access.
- D. Share the Support Reports folder with Support Managers with Edit Access.

**Answer: B,D ([LEAVE A REPLY](#))**

**NEW QUESTION: 88**

Northern Trail Outfitters is using one profile for all of its marketing users, providing read-only access to the Campaign object. A few marketing users now require comprehensive edit access on Campaigns.

How should an administrator fulfill this request?

- A. Permission sets
- B. Organization-wide defaults
- C. Marketing user checkbox
- D. Field-level security

**Answer: C ([LEAVE A REPLY](#))**

**NEW QUESTION: 89**

Universal Containers (UC) has a queue that is used for managing tasks that need to be worked by the UC customer support team. The same team will now be working some of UC's Cases.

Which two options should the administrator use to help the support team?

Choose 2 answers

- A. Add Case to the existing queue as available object.
- B. Use assignment rules to set the queue as the owner of the case.
- C. Create a new queue and add Cases as an available object.
- D. Configure a flow to assign the cases to the queue.

**Answer: B,D ([LEAVE A REPLY](#))**

**NEW QUESTION: 90**

Ursa Major Solar has a path on Case. The company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from reverting the Case back to a previous status.

Which feature should an administrator use to fulfill this request?

- A. Predefined Field Values
- B. Validation Rules
- C. Dependent Picklists
- D. Global Value Picklists

**Answer: B (LEAVE A REPLY)**

#### **NEW QUESTION: 91**

Dreamhouse realty wants to offer a form on its experience cloud site where inspectors will submit findings from a property inspection.

Which feature should an administrator place on the page to fulfill this requirement?

- A. Autolaunched Flow
- B. Screen Flow
- C. Record Detail
- D. Related List

**Answer: (SHOW ANSWER)**

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#### **NEW QUESTION: 92**

DreamHouse realty has an approval process. A manager attempts to approve the record but receives an error.

What should an administrator review to troubleshoot this request?

- A. Check if the user in the next approver is inactive or missing
- B. Review the page layout to ensure, the fields updated in the process are visible
- C. Update the field level security to view on fields that are updated in the process.
- D. Add a delegated approver for the next approver in the process.

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 93**

The Support team at Ursa Major Solar prefers using split list views on the case homepage. Occasionally, the team views shipments from another support application.

What should the administrator configure to allow the team to use the split list view?

- A. Filter by a single shipment record type in the list view.
- B. Split views are only available on standard objects.
- C. Include the Shipments tab on the app's navigation bar.
- D. Add the Manage List Views permission for support users.

**Answer: B ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 94**

Northern Trail Outfitters (NTO) has deployed my domain. The Chief Marketing Officer wants to make sure that all of the Salesforce users log in using the branded login URL. There needs to be a grace period for the user's bookmarks to be updated.

How should the administrator configure the policies in my domain settings?

- A. Set the redirect policy to Redirect with a warning to the same page within the domain.
- B. Set the login policy to require login from <https://nto.my.salesforce.com>
- C. Set the Redirect policy to Do Not redirect.
- D. Set the login policy to prevent login from <https://login.salesforce.com>

**Answer: ([SHOW ANSWER](#))**

#### **NEW QUESTION: 95**

The Administrator at Cloud Kicks need to automatically route support cases, regardless of how they are created, to a queue based on case priority.

What tool should the administrator use?

- A. Web-to-case
- B. Assignment Rules
- C. Auto-Response Rules
- D. Email-to-Case

**Answer: B ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 96**

The administrator at Ursa Major Solar imported records into an object by mistake.

Which two tools should be used to undo this import?

Choose 2 answers

- A. Data Import Wizard
- B. Data Loader
- C. Weekly Data Export
- D. Mass Delete Records

**Answer: B,D ([LEAVE A REPLY](#))**

#### **NEW QUESTION: 97**

Northern Trail Outfitters has two different sales processes: one for business opportunities with four stages and one for partner opportunities with eight stages. Both processes will vary in page layouts and picklist value options.

What should an administrator configure to meet these requirements?

- A. Separate record types and Sales processes for the different types of opportunities.
- B. Validation rules that ensure that users are entering accurate sales stage information.
- C. Different page layouts that control the picklist values for the opportunity types.
- D. Public groups to limit record types and sales processes for opportunities.

**Answer: A (LEAVE A REPLY)**

#### **NEW QUESTION: 98**

Which tool should an administrator use to identify and fix potential session vulnerabilities?

- A. Security Health Check
- B. Setup Audit Trail
- C. Field History Tracking
- D. Organization-Wide Defaults

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 99**

DreamHouse Realty regularly processes customer requests for warranty work and would like to offer customers a self-serve option to generate cases.

Which two solutions should an administrator use to meet this request?

Choose 2 answers

- A. Case Queues
- B. Case Escalation
- C. Web-to-Case
- D. Email-to-Case

**Answer: C,D (LEAVE A REPLY)**

#### **NEW QUESTION: 100**

The administrator at Cloud Kicks created a new field for tracking returns on their new cloud shoe. A user has submitted a case to the administrator indicating that the new field is unavailable.

Which two steps should an administrator do to troubleshoot this issue?

Choose 2 answers

- A. Ensure that the page layout for the user's profile has been updated.
- B. Review the field level security of the field for the user profile
- C. Update the organization wide default for the object.
- D. Run the setup audit trail for the organization.

**Answer: A,B (LEAVE A REPLY)**

**NEW QUESTION: 101**

Sales reps at Cloud Kicks want to be notified when they have a high likelihood of winning an opportunity over \$1,000,000.

Which feature meets this requirement?

- A. Key Deals
- B. Activity Timeline.
- C. Performance chart.
- D. Big Deal Alerts

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 102**

AW Computing has added a new custom text field called Market Segment on the Lead object. When a Lead is converted, the new field is not getting copied to the Account record. What should the administrator do to ensure the Market Segment field from a Lead is copied to the converted Account record in routine?

- A. Write a record-triggered flow to copy the custom field from Lead to Account.
- B. Ensure the Market Segment field on the Lead is mapped to right field on Account.
- C. Ensure Account has a field that has the exact same name as the new Lead field.
- D. Write a Validation Rule to ensure the Account has a value in that field.

**Answer:** ([SHOW ANSWER](#))

**NEW QUESTION: 103**

Northern Trail Outfitters has the Case Object set to private. The support manager raised a concern the reps have a boarder view of data than expected and can see all cases on their groups dashboards.

What could be Causing reps to have inappropriate access to data on dashboards?

- A. Dynamic Dashboards
- B. Public Dashboards.
- C. Dashboard Filters
- D. Dashboard Subscriptions

**Answer:** A ([LEAVE A REPLY](#))

**NEW QUESTION: 104**

Marketing users at Cloud Kicks should be able to view and edit converted leads. The administrator has assigned them permission set with the View and edit Converted Leads permission.

Which two ways can the marketing users now access converted leads for editing?

Choose 2 answers

- A. Use the Data Import Wizard,
- B. Search the Recent Records component on the homepage.
- C. Utilize a list view where lead status equals Qualified.

D. Find them in the global search result.

**Answer: C (LEAVE A REPLY)**

**NEW QUESTION: 105**

Northern Trail Outfitters wants to calculate how much revenue has been generated for each of its marketing campaigns.

How should an administrator deliver this information?

- A. Perform periodic data job to update campaign records.
- B. Add a Total Value Field on campaign and use a workflow rule to update the value when an opportunity is won.
- C. Create a roll-up summary field on Opportunity to Campaign.
- D. Design a standard Campaign report and add the value Won Opportunities in Campaign field.

**Answer: D (LEAVE A REPLY)**

**NEW QUESTION: 106**

Cloud kicks want to give credit to Opportunity team members based on the level of effort contributed by each person toward each deal.

What feature should the administrator use to meet this requirement?

- A. Queues
- B. List Views
- C. Splits
- D. Stages

**Answer: C (LEAVE A REPLY)**

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**NEW QUESTION: 107**

Northern Trail Outfitters has requested that when the Referral Date field is updated on the custom object Referral Source, the parent object Referral also needs to be updated.

Which automation solution should an administrator use to meet this request?

- A. Approval Process
- B. Process Builder
- C. Lightning Web Component

D. Workflow Field Update

Answer: B ([LEAVE A REPLY](#))

**NEW QUESTION: 108**

The VP of sales at Universal Containers wants to prevent members of the sales team from changing an opportunity to a date in the past.

What should an administrator configure to meet this requirement?

- A. Validation Rule
- B. Field-Level Security
- C. Assignment Rule
- D. Approval Process

Answer: A ([LEAVE A REPLY](#))

**NEW QUESTION: 109**

Cloud Kicks has a Customer success agent going on leave and needs to change ownership on multiple cases.

Which two users are able to fulfill this request?

Choose 2 answers

- A. A user with Read Permission on account.
- B. A user with the Manage Cases Permission
- C. A user with the System Administrator profile.
- D. A user with manager role above the agent.

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 110**

Universal Containers requires a different Lightning page to be displayed when Accounts are viewed in the Sales Console and in the Service Console.

How should an administrator meet this requirement?

- A. Create different user profiles.
- B. Define multiple record types.
- C. Assign Lightning pages as app default.
- D. Update page layout assignments.

Answer: C ([LEAVE A REPLY](#))

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