

# Salesforce.CRT-211.v2023-03-14.q101

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## NEW QUESTION: 1

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. Debug Logs
- C. Apex Triggers
- D. Paused now Interviews

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

## NEW QUESTION: 2

AW Computing wants to create a process to assign accounts to different salespeople based on the annual revenue.... of the company. The administrator has decided to create a flow.

Which two considerations should the administrator make sure to remember when creating the flow? Choose 2 answers

- A. Use a Get Record component instead of hard coding record IDs.
- B. Update record elements should be placed outside the flow loop.
- C. Update Record elements should be placed inside the flow loop.
- D. The running user of a flow is the user that last saved the flow.

**Answer: (SHOW ANSWER)**

## NEW QUESTION: 3

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

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

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

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.** Remove the approval process.
- B.** Implement CPQ.
- C.** Enable Subscriptions.
- D.** Create a separate price book.

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

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

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

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

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

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

What should the administrator review to solve this issue?

- A.** Allow Override Forecasts
- B.** Enable owner adjustment

- C. Allow Forecasting
- D. Enable manager adjustments

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

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

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

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

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

Users at AW Computing use a custom object to manage order\*. All profiles share a single page layout. Customer Service and Sales users express frustration overseeing actions that do not always apply to their situation on the page layout.

What should an administrator recommend?

- A. Make two separate Lightning record pages and assign them to the applicable profiles.
- B. Use Dynamic Actions and conditional visibility to show the appropriate actions to the applicable users.
- C. Create separate record types for the Customer Service and Sales users' records.
- D. Configure two separate permission sets and assign the appropriate permissions to each user.

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

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

Cloud Kicks has Service and Sales Manager roles that need to be able to see all Accounts. Currently, they each have their own custom profile. The organization-wide defaults are set to Private and a sharing rule shares 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 see all Accounts?

- A. Move the Service and Sales Managers higher in the role hierarchy.
- B. Set the organization-wide default 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. Configure a custom profile for each manager that gives them view All on Accounts.

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

**NEW QUESTION: 10**

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

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

**NEW QUESTION: 11**

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

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

**NEW QUESTION: 12**

Sales managers at Ursa Major Solar have asked for some additional automation around opportunity reminders. If the opportunity is in the Proposal stage a week before the close date, they want an email sent to the opportunity owner and manager. If the Budget Approved custom field is checked, the managers want to be notified immediately.

How should these requirements be met without using code?

- A. Create a schedule-triggered flow. Configure the trigger to flow weekly.
- B. Create a record-triggered flow with scheduled paths. Configure the trigger to flow before the record is saved.
- C. Create a record-triggered flow with scheduled paths. Configure the trigger to flow after the record is saved.
- D. Create a schedule-triggered flow for the Opportunity object. Configure the trigger to flow daily.

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

**NEW QUESTION: 13**

The administrator at Ursa Major Solar has set up IT policies for all user passwords to be a minimum length of 3 characters and have an expiration period of 90 days. The security team recently decided that administrators of any system should have a 15-character minimum password with a 30-day expiration period.

Where should the administrator make this change?

- A. Session Settings on the User record
- B. Password Policies on the System Administrator profile .
- C. Organization-wide password policies
- D. Password complexity requirements on the permission set

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 14**

A user at Universal Containers wants to load records into a custom object named Location from a .csv file. While using Data Loader, they cannot find the Location object.

What are two reasons this is happening?

Choose 2 answers

- A. The label of Location may have been changed.
- B. Data Loader should only be used with standard objects.
- C. Location has a master-detail field to Account.
- D. The user's profile needs create access to Location.

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

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

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 a Summary report with Bucket Columns.
- B. Use PREVGROUPVAL() in Report Builder.
- C. Use a Cross Filter with WITHOUT logic.
- D. Use Role Hierarchy filter to restrict related records.

**Answer: (SHOW ANSWER)**

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

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

Choose 2 answers

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

D. Activation Button

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

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

Cloud Kicks has a 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 a running user has the Market 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 on all data.

How should the administrator deliver this solution?

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

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

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

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

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

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

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. Setup record types and page layouts.
- B. Create article types.
- C. Enable the Case Feed.
- D. Define data categories and visibility.

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

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

At Cloud Kicks, the Sales team uses a specific dashboard to see how they are doing daily. The team has asked the administrator for an easier way to see this dashboard.

What should the administrator recommend?

- A. Update the Sales team's app with a new dashboard.
- B. Email the dashboard to the Sales Team every morning.
- C. Create a custom app with a dashboard.
- D. Add the dashboard to the Sales team's home page.

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

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

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 Types
- B. Record Detail Component
- C. Custom Lightning Component
- D. Page Layout

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

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

users at Northern Trail Outfitters have a lot of fields on their new account records because they track their accounts and competitors on the Account object. For accounts created for customers, they need access to different fields than the accounts used to track competitors. For partner accounts, they need different values in the Industry field.

What should the administrator use to resolve the issues?

- A. Business Processes
- B. Record Types
- C. Required Fields
- D. Flow Builder

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

**NEW QUESTION: 23**

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 (LEAVE A REPLY)**

**NEW QUESTION: 24**

When should an administrator apply a permission set to a user or group of users versus configuring the user's profile with the necessary access?

- A. When an organization's sharing model is too broad and they need to restrict access beyond what their sharing model and existing profiles provide.
- B. When a user is part of a team with an assigned profile that covers the majority of their needs but requires more access than the rest of their team.
- C. When a user is part of a team with an assigned profile that covers the majority of their needs but requires just a little less access than the rest of their team.
- D. When an organization has opted out of using the standard profiles and created custom profiles.

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

**NEW QUESTION: 25**

Cloud Kicks has a Process Builder which should trigger upon a status change from on approval process. The Process Builder triggers if the status is updated manually, but not as a result of the approval process update.

What could the administrator do to troubleshoot the issue?

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

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

**NEW QUESTION: 26**

An administrator at Cloud Kicks has been tasked by the compliance team to flag where sensitive information is stored in Salesforce.

What feature should the administrator use to fulfill this requirement?

- A. Schema Builder
- B. Classic Encryption
- C. Field-Level Security
- D. Data Classification

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 27**

Select power users want the ability to make configuration changes to a specific custom object.

What tool should the administrator assign to the power users to enable this?

- A. Sharing Rule
- B. Delegated Administration
- C. View Setup and Configuration
- D. Modify All Data

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

**NEW QUESTION: 28**

Ursa Major Solar allows accounts to apply for loans to purchase solar panels. 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 custom object?

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 29**

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

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

**NEW QUESTION: 30**

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

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

**NEW QUESTION: 31**

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

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

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**NEW QUESTION: 32**

Cloud Kicks (CK) wants the forecast numbers to be shown by territory regardless of who owns the record. CK also wants a way to forecast based on role hierarchy.

Which three options should an administrator recommend?

Choose 3 answers

- A. Modify the Territory Forecast to match the Hierarchy Forecast model.

**B.** Have the user select the forecast type listed under the Forecast Type in the Display Settings.

**C.** Enable Role Hierarchy Forecast.

**D.** Make a custom field to track the amounts for Territory and Hierarchy Forecast.

**E.** Enable Territory Forecast.

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

### **NEW QUESTION: 33**

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

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

**A.** Knowledge Component

**B.** Macros

**C.** Omni-Channel

**D.** Escalation Rules

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

### **NEW QUESTION: 34**

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.** Remove the session timeout settings.

**B.** Select force logout on session timeout.

**C.** Deselect disable session timeout warning popup.

**D.** Enable Remember me until logout.

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

### **NEW QUESTION: 35**

AW Computing has implemented the Contacts to Multiple Accounts functionality. Users should be able to distinguish between contacts and related contacts.

What should the administrator do to configure the account page layout?

**A.** Display the related accounts related list on the page layout.

**B.** Display the related contacts related list and add the direct field.

**C.** Display both the contacts and the related contacts related lists.

**D.** Display the contacts related list and add the related field.

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

### **NEW QUESTION: 36**

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

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

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

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

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

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

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

An administrator has been tasked with sending an email notification to all project team members when project status is changed to Allocated. Project teams contain users from different departments and different roles.

How should an administrator ensure the proper users will receive the email?

- A. Create public groups for each project team and send the email alert to the project group.
- B. Use sharing rules to automatically share with the individual users in the project team.
- C. Configure a queue for the project team and have members view the queue's list view.
- D. Move the project users to the same role and send the email alert to everyone in the role.

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

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

The administrator at Cloud Kicks built a flow in a sandbox. After testing and validating the flow, the administrator plant to promote the flow to the production environment with a change set.

Which three considerations should the administrator be aware of when moving flows with a change sat? Choose 3 answers

- A. Flows deployed are inactive and need to be manually activated.
- B. Flow allows only one version of the flow when deployed with a change sat.
- C. All flow dependencies are automatically added to the change set.
- D. Flows ere automatically activated upon deployment.

E. Deploying or redeploying a flow with change sets creates a version of the flow in the destination org.

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

#### **NEW QUESTION: 40**

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

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

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

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

#### **NEW QUESTION: 41**

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. Role Hierarchy
- D. Queues

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

#### **NEW QUESTION: 42**

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. Consolidate automation tools.
- D. Add an invocable process.

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

#### **NEW QUESTION: 43**

At Ursa Major Solar, several different planetary teams handle leads depending on which planet the lead is coming from. While most of the teams only 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. Validation Rules
- B. Workflow Rules
- C. Assignment Rules
- D. Matching Rules

**Answer: (SHOW ANSWER)**

#### **NEW QUESTION: 44**

Which two tools should an administrator use to required data to be entered in a field and improve data quality on a record in Salesforce?

Choose 2 answers

- A. validation Rules
- B. Page Layouts
- C. Dashboards
- D. Workflow Rules

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

#### **NEW QUESTION: 45**

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. Process Builder
- B. Workflow Action
- C. flow
- D. Heroku

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

#### **NEW QUESTION: 46**

AW Computing has a 4-hour SLA in its support guarantee. The company recently received feed that customers are reporting long wait times before an agent responds to a new case after it has been submitted.

How should an administrator ensure cases are properly prioritized?

- A. Workflow Rules
- B. Escalation Rules
- C. Auto-Response Rules
- D. Assignment Rules

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

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**NEW QUESTION: 47**

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

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

**NEW QUESTION: 48**

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

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

**NEW QUESTION: 49**

A user at Cloud Kicks has informed the administrator that they are unable to log in to Salesforce via multi-factor authentication.

Which two areas should the administrator review to understand potential root causes?

Choose 2 answers

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

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

#### **NEW QUESTION: 50**

Cloud Kicks maintains Inventory in a legacy application. Management wants the information to also be available to view and report on in Salesforce.

Which action should the administrator take to achieve this goal?

- A. Upload an Excel spreadsheet with the data into the Files tab.
- B. Import the data into a custom object when needed; delete after it is used.
- C. Create an external object that maps to the inventory application.
- D. Build a Lightning component and use SFDX to connect to the inventory app.

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

#### **NEW QUESTION: 51**

The administrator at Cloud Kicks is evaluating the capabilities of Schema Builder to create custom objects and custom fields. The administrator likes the user interface of the Schema Builder, as opposed to the new object and field wizards, but also notices some limitations.

What needs to be configured from the object manager instead of Schema Builder?

- A. Make available for Customer Portal.
- B. Add custom fields to the page layout.
- C. Allow Reports and Activities
- D. Enable field history tracking

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

#### **NEW QUESTION: 52**

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 53**

What are three options available to the administrator to help with this issue? Choose 3 answers

- A. Remove some of the fields displayed.
- B. Deactivate unnecessary validation rules.
- C. Move some page components behind a tab.
- D. Convert all Process builders to flows.
- E. Reduce the number of related lists displayed.

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

**NEW QUESTION: 54**

Cloud Kicks is a large company with many divisions. Some divisions have a higher turnover, so each division wants to be able to create and manage users only within their division.

What should the administrator do to set this up?

- A. Customize and assign profiles for the division teams.
- B. Assign a flat territory role hierarchy for the divisions.
- C. Create a permission set group for the division leaders.
- D. Set up delegated administrators for the division leaders.

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

**NEW QUESTION: 55**

What should the administrator consider before enabling Person Accounts?

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

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

**NEW QUESTION: 56**

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

**Answer: (SHOW ANSWER)**

**NEW QUESTION: 57**

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

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

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

**NEW QUESTION: 58**

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 an administrator create? Choose 2 answers

- A. Configure a Field Encryption Policy
- B. Set Read-Only Field-Level Security in the user Profile
- C. Use a field with Classic Encryption.
- D. Enable Shield Platform Encryption.

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

**NEW QUESTION: 59**

Universal Containers has a Private sharing model for Accounts and Opportunities. A new team is being created from within the sales team that will be assigned all renewal opportunities. These users will need to see all closed won opportunities while keeping the account private.

How should the administrator meet this requirement?

- A. Create a permission set with View All enabled on Accounts and assign it to the new users.
- B. Create a new profile for the renewals team with View All permission enabled on Accounts and Opportunities.
- C. Update the organization-wide default on Opportunities to Public Read Only and add them to the opportunities team.
- D. Create a public group for the renewals team and create a criteria based sharing rule on Opportunities.

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

**NEW QUESTION: 60**

Cloud Kicks has organization-wide sharing defaults on the opportunity set to private. However, members of the finance team need to see closed won opportunities. The Drama

team members all have roles under the finance director, while the sales team members have roles under the sales manager.

Which two options should the administrator use to meet these criteria?

Choose 2 answers

- A. Select all opportunities owned by the sales manager role.
- B. Share with roles and subordinates of the finance director role.
- C. Create a sharing rule where the won field = true.
- D. Make an owner-based sharing rule where the won field = true.

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

### NEW QUESTION: 61

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 validation rule to prevent the rep from closing the opportunity until a renewal is associated.
- C. Create a dynamic Lightning page with rich text to remind the rep to create a renewal opportunity when the opportunity is closed won.
- D. Configure a flow that will create the renewal based on the closed-won date and opportunity line items.

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

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### NEW QUESTION: 62

An administrator has found a free app on the AppExchange and would like to install it. Which three items should the administrator take to consideration before installed he managed package?

Choose 3 answers

- A. Managed apps do not undergo a formal security review by Salesforce.
- B. Apps may require certain Salesforce editions or features to be enabled.

- C. Custom objects and custom fields used by the app count against the org's limits.
- D. Apps may require external, third-party web services to function properly.
- E. Apps must be installed in production before the app can be installed in a sandbox.

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

#### **NEW QUESTION: 63**

The administrator at AW Computing implements multi-factor authentication using the Salesforce Authenticator app downloaded on company-provided iPhones. A sales rep breaks their phone and needs to update an opportunity record.

How should the administrator grant access for the sales rep?

- A. Generate a temporary identity verification code for the rep.
- B. Delegate multi-factor identification to the sales rep.
- C. Add the sales rep's IP address to the trusted IP ranges.
- D. Instruct the sales rep to log in from the company's VPN.

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

#### **NEW QUESTION: 64**

A user started to work remotely. They are having an Issue logging in.

What could be the issue?

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

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

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

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

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

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

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

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

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

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

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

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

Users at AW Computing are receiving a duplicate message when they enter contacts with common first and last names. Management wants to improve the user experience but also keep the data Integrity of contacts.

What should an administrator implement for this issue?

- A. Add a secondary matching rule to the duplicate rule to match on the associated customer.
- B. Update the matching method on the rule from fuzzy to exact for First Name and Last Name.
- C. Include the Email field to the existing matching rule for a more exact match.
- D. Change the duplicate rule to report Instead of alert so the message is avoided.

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

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

Cloud Kicks uses a dashboard with multiple components based on Account, Case, and Opportunity reports. The system administrator adds a dashboard filter on Account Owner. When filtering the dashboard by Account Owner, records are now missing from several Opportunity components.

What is the recommended way for the system administrator to resolve this issue?

- A. Create a joined Accounts and Opportunities report for the components.
- B. Add a cross-filter to the Opportunity source reports.
- C. Use a custom report type for Accounts with or without Opportunities.
- D. On the Opportunity components, change the equivalent field.

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

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

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

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

### **NEW QUESTION: 70**

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

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

### **NEW QUESTION: 71**

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

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

### **NEW QUESTION: 72**

Cloud Kicks has an export of Order and Order Item data from an enterprise resource planning (ERP) system. The data must be imported into the Salesforce Order and Order Product objects, while maintaining the relationships in the data.

What are two ways the administrator should load the data?

Choose 2 answers

- A.** Use an Upsert operation to load data.
- B.** Map an External ID data value to the object.
- C.** Replace the Salesforce record ID with the External ID.

D. Use an Insert operation to load data.

**Answer: (SHOW ANSWER)**

### NEW QUESTION: 73

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. Click Analyze from the Lightning App Builder toolbar.
- B. Check the debug logs found in the Environment section of Setup.
- C. Review the debug logs from the Developer Console.
- D. Use the Apex debugger while loading a customer record.

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

### NEW QUESTION: 74

Person accounts were recently activated at Cloud Kicks.

There are three record types for accounts:

- \* B2B customer
- \* B2C Customer
- \* External Partner

There are two record types for leads:

- \* B2B Lead
- \* B2C Lead

The test team finds that when the Convert button is clicked on a B2C Lead record, only the B2B Customer and External Partner account record types are available choices on the Conversion Layout.

What should the administrator do to correct this issue?

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

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

### NEW QUESTION: 75

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. Uncheck 'Delete this record also' to turn off cascading deletes.
- B. Select the 'Allow Reparenting' checkbox on the Master-detail field.
- C. Change the field type to a Lookup Relationship.
- D. Delete the Roll-up Summary field on the parent.

Answer: ([SHOW ANSWER](#))

#### NEW QUESTION: 76

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. Build automation and validation rules using screen flows.
- B. Refresh the full copy sandbox daily.
- C. Test changes in a shared sandbox.
- D. Review the setup audit trail prior to changes.

Answer: ([SHOW ANSWER](#))

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#### NEW QUESTION: 77

Cloud Kicks has two record-triggered flows on the same object. One flow creates a child record when criteria are met. The second record-triggered flow is based on criteria to check if the child record exists and updates a field. The field on the child record that needs to be updated is still null after the second record trigger.

What should the administrator do to resolve this issue?

- A. Have the record-triggered flows fire on create or edit to update the field.
- B. Combine the two flows into one with checks to see which part of the flow needs to be run.
- C. Make a new record-triggered flow on the child object to update the field on the parent record.
- D. flows into schedule flows and have them update the field.

Answer: ([SHOW ANSWER](#))

**NEW QUESTION: 78**

Cloud Kicks has a very large knowledge base in Salesforce, Service reps are having a hard time finding the most relevant articles because there are too many search results. What should the administrator do to help service reps quickly narrow down the number of articles?

- A. Update Knowledge to auto-search the case's subject.
- B. Delete and remove old Knowledge articles.
- C. Activate and configure Einstein Search.
- D. Implement and configure Data Categories.

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

**NEW QUESTION: 79**

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/Write sharing setting
- B. Master-detail relationship with Read-Only sharing setting.
- C. Master-detail relationship with Read/Write sharing setting
- D. Lookup relationship with Read-Only sharing setting.

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

**NEW QUESTION: 80**

Northern Trail Outfitters has many users set up as system administrators to perform Salesforce Administration.

Which two functions would a delegated administrator be able to perform in order to help the existing Salesforce Administrator?

Choose 2 answers

- A. Set up users and password management.
- B. Configure updates to sharing rules.
- C. Manage custom objects and customize nearly every aspect.
- D. Make updates to permission set configurations.

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

**NEW QUESTION: 81**

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. Activities
- B. Record Detail
- C. Highlights Panel

D. Related Lists

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

**NEW QUESTION: 82**

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

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

**NEW QUESTION: 83**

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. Deployment the flow, with the Metadata API instead of Change Sets
- 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. Activate the flow manually after deployment.

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

**NEW QUESTION: 84**

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. Field History
- B. Dev Console
- C. Setup Audit Trail
- D. Salesforce Optimizer

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

**NEW QUESTION: 85**

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. Developer Pro
- B. Developer
- C. Full
- D. Partial

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

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

The Cloud Kicks security team has seen an increase in unattended device attacks, where hackers can view sensitive information when users leave devices unlocked in public settings. The security team wants to ensure Salesforce data cannot be viewed after 10 minutes of inactivity.

What is the recommended security setting to configure?

- A. Require a high assurance session.
- B. Enforce login IP ranges on every request.
- C. Force logout on session timeout.
- D. Lock sessions to the domain in which they were first used.

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

#### **NEW QUESTION: 87**

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

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

#### **NEW QUESTION: 88**

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

Which two ways should the administrator configure this requirement?

Choose 2 answers

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

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

**NEW QUESTION: 89**

Dreamhouse Realty recently learned that the major listing service it utilizes can accept messages to a specific endpoint. The realtors want to utilize this to be able to quickly update the listing price on properties after it has been approved.

What automation tool should the administrator configure?

- A. Process Builder
- B. Flow
- C. Platform Event
- D. Email Alert

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

**NEW QUESTION: 90**

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. Filter Logic
- B. Joined Report
- C. Cross-Filter
- D. Summary Report

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

**NEW QUESTION: 91**

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. Data Categories provide a way to secure access to the Knowledge base content.
- B. Up to five Data Category groups can be created for segmentation.
- C. Data Categories help organize the Knowledge base content displayed.
- D. Every article is required to have a Data Category for sorting.

E. A Knowledge article can be tagged to more than one Data Category.

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

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

Sales reps at AW Computing have asked the Administrator to help them close deals faster on the Salesforce mobile app when they're in the new. They want to be able to quickly close an opportunity and have key fields, like status, pre populated to Closed Won.

What should an administrator create to achieve this?

- A. Global Quick Action
- B. Lightning Component
- C. Object-specific Quick Action
- D. Enhanced Related Lists

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

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

The sales department has asked to limit access to the Amount field on the Opportunity to only those users. In the sales department and on the executive team, Northern Trail Outfitters uses six custom profiles including Sales User, Marketing user, call Center user, Executive User, Sales Manager user, and a call Center Manager user. Field level access is removed from three of the profiles in the sandbox.

What action should an administrator take to make sure this change is in production?

- A. Create a sandbox template and push it to production to reflect the update.
- B. Process a change set with the profiles that should no longer have access to the field.
- C. Deploy a change set from the sandbox to production including the Amount field with all the custom profiles.
- D. Manually restrict access to this field for each profile via Setup just like the sandbox.

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

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

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. Opportunities will only display sales in the customer's localized currency.
- B. Historical trend reports will only use the last dated exchange rate.
- C. Once enabled, advanced currency management cannot be disabled.
- D. When a currency is added to an organization's List of supported currencies, it cannot be deleted.

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

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

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. Debug log
- D. Field history tracking

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

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

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

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

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

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 an administrator do before deploying the change set in production?

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

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

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

Cloud Kicks (CK) completed a project in a sandbox environment and wants to migrate the changes to production. CK split the deployment into two distinct change sets. Change set 1 has new custom objects and fields. Change set 2 has updated profiles and automation. What should the administrator consider before deploying the change sets?

- A. Change set 2 needs to be deployed first.
- B. Both change sets must be deployed simultaneously.
- C. The Field-Level Security will not be deployed with the profiles in change set 2.
- D. Automations need to be deployed in the same change set in order to be activated.

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

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

The salts team at Universal Containers has asked the administrator to build functionality to automatically update the account checkbox field 'Opportunity Created' to checked when at least one related opportunity has been created.

What feature should the administrator use to build this functionality?

- A. Record-triggered flow
- B. Assignment rule
- C. Workflow rule
- D. Screen flow

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

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

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

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

#### **NEW QUESTION: 101**

Ursa Major Solar's administrator has configured multiple record-triggered flows to run before or after the record is saved on the Account object.

What should the administrator consider when a record-triggered flow executes first?

- A. The flow with the shortest execution time will execute first.
- B. Assign the highest priority to the record-triggered flow which should execute first.
- C. The order in which those flows are executed is not guaranteed.
- D. The flow with the longest execution time will execute first.

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

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