



**Salesforce**

**Exam Questions Salesforce-Administrator**

Salesforce Certified Administrator

#### NEW QUESTION 1

A new Sales Rep at Ursa Major has a qualified lead that is ready for conversation. When using the Lead Conversion process, which two records can be Created? Choose 2 answers

- A. Account
- B. Campaign
- C. Case
- D. Contact

**Answer:** AD

#### NEW QUESTION 2

Ursa Major Solar wants to assist users with a guided expense report process to simplify submissions, routing, and authorizations. Which two tools should an administrator use to build this solution? Choose 2 answers

- A. Validation Rule
- B. Flow Builder
- C. Approval Process
- D. Quick Action

**Answer:** BC

#### NEW QUESTION 3

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

**Answer:** B

#### NEW QUESTION 4

The administrator at cloud kicks is trying to debug a screen flow that create contacts. One of the variables in the flow is missing on the debug screen. What could cause this issue?

- A. The available for input checkbox was unchecked.
- B. The flow is an inactive version
- C. The field type is unsupported by debugging.
- D. The available for output checkbox was unchecked.

**Answer:** C

#### NEW QUESTION 5

Universal Containers has a private sharing model for Opportunities and uses Opportunity teams. Criteria-based sharing rules a sales rep at Universal Containers leaves the company and their user record is deactivated. The rep is later rehired in V administrator activates the old user record. The user is added to the same default Opportunity teams but h no longer able records the user worked on before leaving the company. What isthe likely cause?

- A. The stage of the Opportunity records was changed to closed lost.
- B. Permission sets were removed when the user was deactivated.
- C. The record type of the Opportunity records was changed.
- D. The records were manual shared with the user.

**Answer:** D

#### NEW QUESTION 6

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

**Answer:** D

#### NEW QUESTION 7

An administrator at Cloud Kicks wants to deactivate a User who has left the company. What are two reasons that would prevent a user from being deactivated? Choose 2 answers

- A. The use is part of a territory hierarchy.
- B. The User is in a Custom hierarchy field.

- C. The User is assigned in workflow email alert.
- D. The User is the highest role in the role hierarchy

**Answer:** AC

#### NEW QUESTION 8

An administrator at Cloud Kicks needs to export a file of closed won opportunities from the last 90 days. The file should include the Opportunity Name, ID, Close Date, and Amount.  
How should the administrator export this file?

- A. Data Export Wizard.
- B. Data Import Wizard.
- C. Data Export Wizard.
- D. Data Loader.

**Answer:** D

#### NEW QUESTION 9

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

**Answer:** D

#### NEW QUESTION 10

Universal Containers wants to provide reseller partners with discounted prices on the products they purchase. How should an administrator configure this requirement?

- A. Add a Partner\_Discount\_c field to the Opportunity
- B. Build separate reseller partner products.
- C. Use a different Opportunity record type.
- D. Create a separate PriceBook for reseller partners.

**Answer:** D

#### NEW QUESTION 10

Cloud kicks wants to track shoe designs by products. Shoe designs should be unable to be deleted, and there can be multiple design for one product across various stages.

Which two steps should the administration configure to meet this requirement? Choose 2 answers

- A. Create a Custom Object for shoe design.
- B. Configure a Custom Lookup Field for shoe design on the product object.
- C. Add a custom master detail field for shoe design on the Product Object.
- D. Use the Standard Object for designs.

**Answer:** AC

#### NEW QUESTION 11

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

**Answer:** A

#### NEW QUESTION 12

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

**Answer:** AB

#### NEW QUESTION 15

Which two objects are customizable the Stage Setup Flow? Choose 2 answers

- A. Leads
- B. Campaigns
- C. Opportunities
- D. Campaign Members

**Answer:** AC

#### NEW QUESTION 18

The administrator at Ursa Major Solar has created a custom report type and built a report for sales operation team. However, none of the user are able to access the report.

Which two options could cause this issue? Choose 2 Answers

- A. The custom report type is in development.
- B. The user's profile is missing view access.
- C. The org has reached its limit of custom report types.
- D. The report is saved in a private folder

**Answer:** BD

#### NEW QUESTION 22

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 fulfil this request?

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

**Answer:** C

#### NEW QUESTION 25

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

**Answer:** C

#### NEW QUESTION 27

The sales manager at cloud Kicks approves time off for their employees. They asked the administrator to ensure these requests are seen and responded to by a backup manager while the sales manager is out on vacation.

What should administrator use to fulfill the requirement?

- A. Delegated approver
- B. Two step Approval process
- C. Approval history related list
- D. Delegated Administrator

**Answer:** A

#### NEW QUESTION 29

The administrator at Cloud Kicks created a new field for tracking returns on their new cloud shoe. A user has submitted case to the administrator indication 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. Run the setup audit trail for the organization.
- C. Update the organization wide default for the object.
- D. Review the field level security of the field for the user profile

**Answer:** AD

#### NEW QUESTION 34

The administrator at Cloud Kicks writes an assignment rule to send all cases created via email or the web to the Automated Cases Queue. Any manually created cases should be owned by the agent creating them, however, the manually created cases now show the administrator as the owner.

What will the administrator find when troubleshooting this issue?

- A. An escalation rule is changing the case owner on case creation
- B. The Assignment Rule checkbox is selected by default.
- C. Another assignment rule is giving ownership to the administrator

D. The Owner field is missing on the webform and email template.

**Answer:** B

#### NEW QUESTION 37

The sales team at Ursa Major Solar has asked the administrator to automate an outbound message. What should the administrator utilize to satisfy the request?

- A. Process builder
- B. Task assignment
- C. Workflow rule
- D. Flow builder

**Answer:** D

#### NEW QUESTION 38

Customer service accesses articles with the KnowledgeLightning component on the Service Cloud Console. Billing department users would like similar functionality on the case record without using the console. How should the administrator configure this request?

- A. Add the knowledge component to the page layout.
- B. Add the Knowledge component list to the page layout.
- C. Add the Knowledge related list to the page layout.
- D. Add the knowledge related list to the record page

**Answer:** D

#### NEW QUESTION 40

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

**Answer:** B

#### NEW QUESTION 42

The administrator at Clod Kicks updated the custom object Event to include a lookup field to the primary contact for the event. When running an event report, They want to reference fields from the associated contact record. What should the administrator do to pull contact fields into the Custom report?

- A. Configure formula fields on event to populate contact information
- B. Edit the custom Event report type and add fields related via lookup.
- C. Create a new report type with event as the primary object and Contact as a related object.
- D. Use a dashboard with filters to show Event and Contact data as requested.

**Answer:** B

#### NEW QUESTION 47

What data loss considerations should an administrator keep in mind when changing a custom field type from Text to Picklist? Choose 2 answers

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

**Answer:** D

#### NEW QUESTION 52

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

**Answer:** B

#### NEW QUESTION 53

The Marketing team at Cloud Kicks uses campaigns to generate product interest. They want custom picklist values for the campaign member Status field for each campaign they run, currently, they ask the administrator to add or delete values, but this is very time consuming.

Which two user permission should allow the Marketing team to customize the campaign member status picklist values themselves?  
Choose 2 answers

- A. Create and Edit for Campaign Member
- B. Marketing user feature license
- C. Customize Application permission
- D. Edit permission for campaigns

**Answer:** BD

#### NEW QUESTION 57

An administrator created a record trigger flow to update contacts.  
How should the administrator reference the values of the active record the flow is running on?

- A. Use the {!Contact.Id} global variable.
- B. Use the {!Account.Id} record variable.
- C. Use the \$Record global variable.
- D. Use the Get Records element to find the Id.

**Answer:** C

#### NEW QUESTION 62

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

**Answer:** AC

#### NEW QUESTION 67

The Cloud Kicks sales manager wants to boost productivity by providing insights at the start of each day.  
Which three sales-specific standard Lightning components should administrator add to the homepage to meet this requirement?  
Choose 3 Answers.

- A. Activities
- B. Path
- C. Assistant
- D. Key Deals
- E. Performance chart.

**Answer:** B

#### NEW QUESTION 71

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

**Answer:** C

#### NEW QUESTION 74

Northern Trail Outfitters want emails received from customers to generate cases automatically. How should the administrator ensure that the emails are sent to the correct queue?

- A. Utilize a flow to identify the correct queue and assign the case.
- B. Use a custom email services to set the owner of the case upon creation.
- C. Create an Escalation Rules to send cases to the correct queue.
- D. Configure Email-to-Case so emails are delivered to the correct queue

**Answer:** D

#### NEW QUESTION 78

Cloud Kickshas 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 manager role above the agent.
- C. A user with the System Administrator profile.
- D. A user with the Manage Cases Permission



**Answer:** CD

#### NEW QUESTION 83

The administrator at Ursa Major Solar need to make sure the unassigned cases from VP customers get transferred to the appropriate servicerepresentative within 5 hours. VIP Customers have access to support 24 hours a day.  
How should this be configured?

- A. Assignment Rules.
- B. Business Hours.
- C. Case Queues
- D. Escalation Rules

**Answer:** A

#### NEW QUESTION 87

Cloud Kicks want to have consistency when communication with customers on cases. The company has requested messages to be sent in an email channel with categories to help search for the proper message.  
Which Solution Should be administrator suggest to meet this requirement?

- A. Prebuilt Quick Texts
- B. Prebuilt Email Templates.
- C. Prebuilt Flow Templates.
- D. Prebuilt Auto-Responses.

**Answer:** D

#### NEW QUESTION 90

The administrator for AW Computing is working with a user who is having trouble logging in to salesforce.  
What should the administrator do to identify why the user is unable to login?

- A. Review the Security token.
- B. Review the password history.
- C. Review the Password policies.
- D. Review the Login history

**Answer:** A

#### NEW QUESTION 91

Universal Containers introduced a new product and wants to track all associated cases that get logged. They are looking for an automated solution that would give the product's two lead engineers read/write access to all new cases that reference the new product.  
What should an administrator do to satisfy this requirement?

- A. Create a queue and a criteria-based sharing rule.
- B. Create a predefined case team and an assignment rule.
- C. Create a user-based sharing rule and an ad-hoc case team.
- D. Create an auto-response rule and a public group.

**Answer:** B

#### NEW QUESTION 94

The CTO of AW Computing has defined a new policy for cases to improve customer satisfaction. All cases submitted with a Case Reason of Installation must be acknowledged immediately via email and assigned to the appropriate agents. Any cases that are still in the New status after 4 hours must be escalated to support management.  
What case management tools need to be utilized for this requirement?

- A. Auto-response rules, Macros, Entitlements
- B. Auto-response rules, Queues, Macros
- C. Auto-response rules, Queues, Escalation Rules
- D. Auto-response rules, Entitlements, Escalation Rules

**Answer:** B

#### NEW QUESTION 98

Ursa Major Solar is noticing a decrease in deals with a cross-sell opportunity type and wants to share all cross-sell opportunities with a team of subject matter experts in their organisation. The company has different roles, and the organisation wide default opportunity is set to private.  
How should the administrator accomplish this?

- A. Add the subject matter experts to a public group and give them access to records with a criteria based sharing rule.
- B. Change the organisation-wide default for opportunity from private to public Read/Write to open up access for subject matter experts.
- C. Enable territory management, assign the subject matter experts to the same territory, and give them access to the records with manual sharing.
- D. Create a new role for the subject matter experts and give them access to the records with the owner-based sharing rule

**Answer:** A

#### NEW QUESTION 99

Universal Containers (UC) would like to count the number of open cases associated with each account and update the account with this value every Friday evening. UC has several hundred open cases at any given time.  
What should the administrator use to complete this request?

- A. Use a record trigger flow.
- B. Use a scheduled process builder.
- C. Use a Roll-Up summary.
- D. Use a scheduled flow

**Answer:** D

#### NEW QUESTION 100

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

**Answer:** BC

#### NEW QUESTION 103

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

**Answer:** BD

#### NEW QUESTION 107

An administrator hasbeen 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 flow is ascreen flow.
- B. The version of the flow is inactive.
- C. The flow is a before save flow.
- D. The version of the flow is activated.

**Answer:** C

#### NEW QUESTION 111

Northern Trail Outfitters has a custom quick action on Account that creates a new Case. How should an administrator make the quickaction available on the Salesforce mobile app?

- A. Create a custom Lightning App with the action.
- B. Modify compact Case page layout to include the action.
- C. Include the action in the Salesforce Mobile Navigation menu.
- D. Add the Salesforce Mobile and Lightning Experience action to the page layout.

**Answer:** D

#### NEW QUESTION 112

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. Use an interview flow to capture Casedetails.
- C. Direct users to Global Search to look for similar cases.
- D. Configure Knowledge with articles and data categories.

**Answer:** C

#### NEW QUESTION 117

Ursa Major Solar wants to automatically notify amanager 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. Assignment Rule
- B. Case Escalation Rule
- C. Omni-Channel Supervisor
- D. FormulaField



**Answer:** B

**NEW QUESTION 119**

A sales rep has a list of 300 accounts with contacts that they want to load at one time. Which tool should the administrator utilize to import the records to salesforce?

- A. Dataloader.io
- B. Data Loader
- C. Manual Import
- D. DataImport Wizard

**Answer:** D

**NEW QUESTION 122**

What are three Setting an administrator should configure to make it easy for approvers to respond to approval requests? Choose 3 Answers.

- A. Update the organizations chatter setting to allow approvals.
- B. Enable the organizations Email approval response setting.
- C. Specify initial submission actions within the approval process.
- D. Add the Items to approve component to the approvers home page.
- E. Create a flow to automatically approve all records.

**Answer:** ABD

**NEW QUESTION 125**

An Administrator wants to trigger a follow-up task for the opportunity owner when they close an opportunity as won and another task after 60days to check in with the customer.

which two automation tools should the administrator use? Choose 2 answers

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

**Answer:** AC

**NEW QUESTION 130**

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

**Answer:** AC

**NEW QUESTION 135**

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

**Answer:** BC

**NEW QUESTION 136**

Which two solutions could an administrator find on the AppExchange to enhance their organization? Choose 2 answers

- A. Communities
- B. Consultants
- C. Components
- D. Customers

**Answer:** AC

**NEW QUESTION 137**

The administrator at cloud kicks has been told that users are unable to add repeating tasks in salesforce. Which two solutions the administrator use to ensure users are able to do this? Choose 2Answers

- A. Enable creation of Recurring Tasks in Activity Settings

- B. Disable shares Activities.
- C. Add create Recurring series of Tasks field on Page Layouts
- D. Turn on Task Notifications service.

**Answer:** AC

#### NEW QUESTION 142

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

**Answer:** C

#### NEW QUESTION 144

An administrator is on a tight deadline to create dashboards for the sales and marketing teams at AW Computing. What should the administrator do to meet the deadline without increasing the budget?

- A. Train someone on the sales and marketing teams to build dashboards.
- B. Check the AppExchange for prebuilt Solution that can be easily customized.
- C. Hire a Consultant to build the custom dashboards.
- D. Build the dashboards manually to meet the deadline.

**Answer:** B

#### NEW QUESTION 149

Users at Cloud Kicks want to be able to create a task that will repeat every two weeks. What should an administrator do to meet the requirement?

- A. Enable Creation of Recurring Tasks.
- B. Flow to create recurring tasks.
- C. Workflow rule to create recurring tasks.
- D. Turn on Recurring Activities.

**Answer:** A

#### NEW QUESTION 150

Cloud Kicks (CK) stores information about specific customers in Contacts and information about shoes and accessories in a custom Merchandise object. What should the CK administrator use to represent that Contact can be interested in multiple pieces of Merchandies?

- A. Hierarchy column
- B. Lookup filter
- C. Formula field
- D. Junction object

**Answer:** C

#### NEW QUESTION 151

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

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

**Answer:** B

#### NEW QUESTION 156

Which setting on a profile makes a tab hidden in the All App Launcher or viable in any app, but still allows a user to view records that would normally be found under this tab?

- A. Object Permissions
- B. App Permissions
- C. Profile-wide Defaults
- D. Tab Settings

**Answer:** D

#### NEW QUESTION 157

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. Find them in the global search result.
- B. Search the Recent Records component on the homepage.
- C. Utilize a list view where lead status equals Qualified.
- D. Use the Data Import Wizard,

**Answer:** C

#### NEW QUESTION 161

Aw computing wants to prevent user from updating the Account Annual Revenue field to be a negative value or an amount more than \$100 billion. How should an administrator accomplish this request?

- A. Create a validation rule that displays an error if Account revenue is below 0 or greater than 100 billion.
- B. Build a scheduled report displaying Account with Account revenue that is negative or greater than 100 billion.
- C. Make the Account Revenue field required on the page layout.
- D. Enable the Account Revenue limits in setup, with 0 as minimum and 100 billion as maximum

**Answer:** A

#### NEW QUESTION 164

Cloud Kicks generates leads for its different product categories (shoes, apparel, and accessories) through many different sources. While some lead sources are used for all three categories, other lead sources are specific to a single category. The VP of marketing requests that only the proper lead sources be displayed based on the product category chosen. How should the administrator configure Salesforce to meet this requirement?

- A. Create a page layout for each category and filter the Lead Source field based on category.
- B. Create a dependency between the Product Category field and Lead Source field.
- C. Create business processes and record types for each of the three product categories.
- D. Create a single business process, then create record types for each product category.

**Answer:** A

#### NEW QUESTION 166

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. Include the Shipments tab on the app's navigation bar.
- C. Split views are only available on standard objects.
- D. Add the Manage ListViews permission for support users.

**Answer:** C

#### NEW QUESTION 170

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

**Answer:** D

#### NEW QUESTION 173

Sales reps at Northern Trail Outfitters have asked for a way to change the Probability field value of their Opportunities. What should an administrator suggest to meet this request?

- A. Define a new Stage picklist value.
- B. Create a custom field on Opportunity.
- C. Configure Forecasting support.
- D. Make the field editable on page layouts

**Answer:** D

#### NEW QUESTION 176

Cloud Kicks has created a screen flow for their sales team to use when they add new leads. The screen flow collect name, email and shoe preference. which two things should the administrator do to display the screen flow? Choose 2 answers

- A. Create a tab and add the screen flow to the page.
- B. use a flow element and add the screen flow to the record page.
- C. Add the flow in the utility bar of the console
- D. install an app from the AppExchange

**Answer:** AB

**NEW QUESTION 181**

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

**Answer: B**

**NEW QUESTION 183**

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

**Answer: C**

**NEW QUESTION 188**

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. Clone the lead and convert the cloned record to a contact.
- C. Convert the lead from the campaign member detail page.
- D. Add acontact from a campaign member detail page.

**Answer: C**

**NEW QUESTION 190**

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