ADM-201 Dumps

Administration Essentials for New Admins

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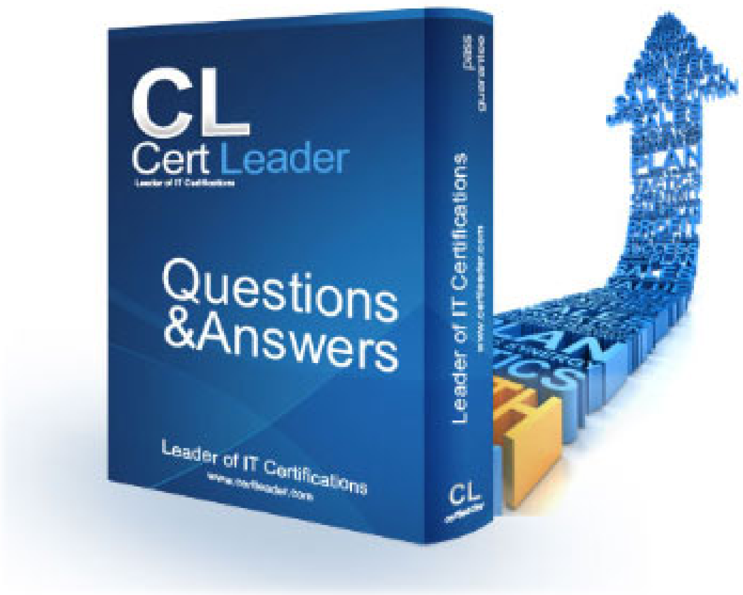

NEW QUESTION 1
Cloud kicks intends to protect with backups by using the data by using the data export Service.
Which two considerations should the administrator remember when Scheduling the export? Choose 2 Answers.

A. Metadata Backups are limited a sandbox refresh intervals.
B. Data Backups are limited to weekly or monthly intervals.
C. Data export service should be run from a sandbox.
D. Metadata backups must berun via a separate process.

Answer: BD

Explanation:
To protect data with backups by using Data Export Service, two considerations that the administrator should remember when scheduling export are:
? Data Backups are limited to weekly or monthly intervalsdepending on edition and license type
? Metadata backups must be run via a separate process such as Metadata API or change sets because Data Export Service only exports data (records) Metadata backups are not limited by sandbox refresh intervals. Data Export Service should be run from production orgs unless testing purposes require otherwise.
References: https://help.salesforce.com/s/articleView?id=sf.data_export.htm&type=5

NEW QUESTION 2
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 newStage picklist value.
B. Create a custom field on Opportunity.
C. Configure Forecasting support.
D. Make the field editable on page layouts

Answer: D

Explanation:
Probability is a standard percentage field on the Opportunity object that indicates how likely an opportunity will close successfully. It is automatically calculated based on the opportunity stage unless you make it editable on page layouts. To allow sales reps to change the probability field value of their opportunities, you need to make the field editable on page layouts. References: https://help.salesforce.com/s/articleView?id=sf.opportunity_fields.htm&type=5https://help.s alesforce.com/s/articleView?id=sf.customize_layoutedit.htm&type=5

NEW QUESTION 3
Ursa Major Solar wants to know which of its marketing efforts are helping the team win Opportunities.
What should an administrator configure toprovide these insights?

A. Campaign Hierarchy.
B. Campaign Influence
C. Map Custom Lead Fields
D. List Email Activities

Answer: B

Explanation:
Campaign influence is a feature that allows users to track how campaigns have influenced opportunities and measure thereturn on investment (ROI) of marketing efforts. Users can see which campaigns have influenced an opportunity on the related list and assign different attribution models to calculate the campaign influence.References:https://help.salesforce.com/s/articleView?id=sf.campaigns_influence. htm&type=5

NEW QUESTION 4
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 whileremoving them from being referenced in theDirect 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 DirectManager Field.
D. Delete the user and leave all records where they referenced in the Direct Manager Field withoutchanges.

Answer: A

Explanation:
Freezing a user is a way to temporarily prevent them from logging in to Salesforce without deactivating their user record. This is useful when you need to perform some cleanup tasks before deactivating a user, such as removing them from being referenced in a hierarchy field like Direct Manager.References:https://help.salesforce.com/s/articleView?id=sf.users_freeze.htm&typ e=5

NEW QUESTION 5
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 manager role above the agent.
C. A user with the System Administrator profile.
D. A user with the Manage Cases Permission

Answer: BC

Explanation:
A user with manager role above the agent can change ownership on multiple cases that are owned by the agent or by users below the agent in the role hierarchy. A user with the System Administrator profile can change ownership on any case, regardless of the owner or role hierarchy. References: https://help.salesforce.com/s/articleView?id=sf.case_change_owner.htm&type=5https://hel p.salesforce.com/s/articleView?id=sf.admin_userperms.htm&type=5

NEW QUESTION 6
Which tool should an administrator use to identify and fix potential session vulnerabilities?

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

Answer: C

Explanation:
Security Health Check is a tool that can be used to identify and fix potential session vulnerabilities. Security Health Check scans the security settings in an org and compares them to a baseline set of standards, such as the Salesforce Baseline Standard or the Salesforce Optimized Standard. Security Health Check provides a health check score and a list of issues and recommendations for improving the security settings.References:https://help.salesforce.com/s/articleView?id=sf.security_health_check. htm&type=5

NEW QUESTION 7
Universal Containers is trying to improve the user experience when searching for the tight status on a case. The companycurrently 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. Create a Screen Flow that shows only the correct values for status and surface the flow in the utilitybar of the console.
C. Review which status choices are needed for each record type and create support processes for eachthat is necessary.
D. Edit the status choices directly on the record type.

Answer: C

Explanation:
Support processes allow you to define different status values for different record types on cases.
References: https://help.salesforce.com/s/articleView?id=sf.customize_support_process.htm&type=5

NEW QUESTION 8
DreamHouse Realty (DHR) wants a templated process with a mortgage calculator that
generated leads for loans. DHR needs to complete the project within 30 days and has maxed out its
budget for the year.
Which AppExchange item should help the administrator to meet the request?

A. Lightning Data
B. Lightning Community
C. Flow Solutions
D. Bolt Solutions

Answer: C

Explanation:
Flow Solutions are pre-built flows ortemplates that can be installed from AppExchange and customized to meet specific business needs. For example, Flow Solutions can provide common use cases such as lead generation, document generation, payment processing, and more. In this case, the administrator can use a Flow Solution that provides a mortgage calculator and generates leads for loans. Flow Solutions are easy to install and configure, and can help save time and budget for projects.References:https://help.salesforce.com/s/articleView?id=sf.flow_solutions.htm&typ e=5

NEW QUESTION 9
Users at Cloud Kicks are reporting different options when uploading a custom picklist on the
Opportunity object based on the kind ofopportunity.
Where Should an administrator update the option in the picklist?

A. Fields and relationships
B. Related lookup filters
C. Record Type
D. Picklist value sets

Answer: C

Explanation:
Record types allow you to update the options in a picklist based on thekind of opportunity.
References: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

NEW QUESTION 10
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: A

Explanation:
Data Export Wizard allows administrators to export data from Salesforce in CSV files. It can be used to export data for backup purposes or to analyze data in external tools. Data Import Wizard is used to import data into Salesforce, not export. Data Loader is a desktop tool that can also export data, but it is more complex and requires installation. Report Builder is used to create reports in Salesforce, not export data.References:https://help.salesforce.com/s/articleView?id=sf.data_export.htm&type=5

NEW QUESTION 10
An administrator at Universal Containers has been asked to prevent users from accessing Salesforce from outside of their network.
What are two considerations for this configuration? Choose 2 answers

A. IP address restrictions are set on the profile or globally for the org.
B. Assign single sign-on to a permission set to allow users to log in when outside the network.
C. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.
D. Restrict U2F Security Keys on the user's profile to enforce login hours.

Answer: AC

Explanation:
Two considerations for preventing users from accessing Salesforce from outside of their network are:
? IP address restrictions are set on the profile or globally for the org, which limit login
access based on IP ranges specified by an administrator
? Restrict U2F Security Keys on the user’s profile to enforce login hours, which require users to use security keys during certain hours of day Assigning single sign-on to a permission set or enforcing Login IP Ranges on Every Request will not prevent users from accessing Salesforce from outside of their network. References:
https://help.salesforce.com/s/articleView?id=sf.security_networkaccess.htm&type= 5
https://help.salesforce.com/s/articleView?id=sf.security_keys_restrict.htm&type=5

NEW QUESTION 15
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 quick action.
B. Create a new approval process.
C. Create a new sales process.
D. Create a new Opportunity product.

Answer: C

Explanation:
A sales process is a set of stagesthat an opportunity goes through as it moves from creation to close. It can be customized by administrators to match different business models or product lines within an org. Creating a new sales process can help Dreamhouse Realty define a different set of stages for its new home concierge offering that is unlike anything the company has offered in the past and follows a different business model. Creating a quick action, a new approval process, or a new opportunity product are not solutions for creating a customized sales process; they are used for different purposes such as creating records, approving records, or adding products to opportunities.References:https://help.salesforce.com/s/articleView?id=sf.customize_salesprocess.htm&type=5

NEW QUESTION 17
The IT manager at universal Containers is doing an audit of the systems security. Mow should the administrator provide a summary of the org's security health?

A. Change the Organization-Wide Default to private to restrict visibility.
B. Turn on Event Monitoring to track user events.
C. Download the last six months of user login data.
D. Run a Health Check to identify vulnerabilities.

Answer: D

Explanation:
To provide a summary of org’s security health, an administrator should run a Health Check that compares org’s settings against baseline settings defined by Salesforce Security Baseline Standard or industry standards such as CIS (Center for Internet Security) Benchmark Standard. Health Check generates an overall health score based on how org’s
settings match with baseline settings for various security categories such as Password Policies, Network Access, Session Settings etc. Health Check also provides recommendations for improving org’s security health score by adjusting settings that do not match with baseline settings. Changing Org-Wide Default to private, turning on Event Monitoring, or downloading user login data will not provide a summary of org’s security health.References:https://help.salesforce.com/s/articleView?id=sf.security_health_check.ht m&type=5

NEW QUESTION 20
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 FieldValue.
What Should an administrator configure to meet this requirement?

A. Use Validation rule to trigger workflow to email to Lead.

B. Configure an auto responserule to email thelead.
C. Add a public group and process builder to email the lead.
D. Create an assignment rule to email the lead

Answer: B

Explanation:
Auto response rules are a way to automatically send email responses to leads or cases based on certain criteria such as lead source, industry, etc. They can be used to send personalized emails whenever a lead fills out a web-to-lead form on a website and send different messages based on the lead industry field value. Using validation rule to trigger workflow to email the lead is not possible because validation rules cannot trigger workflows or send emails; they only prevent records from being saved if theydo not meet certain criteria. Adding a public group and process builder to email the lead is unnecessary because auto response rules can handle this requirement without additional configuration or customization. Creating an assignment rule to email the lead is also unnecessary because assignment rules are used to assign leads or cases to users or queues based on certain criteria, not send emails; although they can have email alerts as part of their actions, they are not as flexible as auto response rules for personalizing email messages.References:https://help.salesforce.com/s/articleView?id=sf.customize_leadsauto response.htm&type=5

NEW QUESTION 25
Sales and Customer Care at Ursa Major Solar need to see different fields on the Case related list from the Account record. Sales users want to see Case created date and status while Customer Care would like to see owner, status, and contact.
What should the administrator use to achieve this?

A. Related Lookup Filters
B. Compact Layout Editor
C. Page Layout editor
D. Search Layout Editor

Answer: C

Explanation:
Pagelayout editor is a tool that allows you to customize the layout and organization of detail and edit pages for a specific object and record type combination. You can also use page layout editor to customize related lists on detail pages by adding or removing fields, changing column order, sorting records, etc. To meet the requirement of showing different fields on the Case related list from the Account record for Sales and Customer Care users, you need to use page layout editor to modify the related list properties for each page layout assigned to those users.References:https://help.salesforce.com/s/articleView?id=sf.customize_layoutrelatedlists.htm&type=5

NEW QUESTION 30
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

Explanation:
Custom object and master detail field are two steps that should be configured to meet this requirement. Custom object can be used to create a new object for shoe design that can store information about different designs and stages. Master detail field can be used to create a relationship between Product and Shoe Design that prevents deletion of Shoe Design records and allows multiple designs for one product. References:
https://help.salesforce.com/s/articleView?id=sf.customize_customobjects.htm&type=5https:
//help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

NEW QUESTION 35
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: AC

Explanation:
Flow builder and approval process are twotools that can be used by Ursa Major Solar to assist users with a guided expense report process to simplify submissions, routing, and authorizations. Flow builder is a tool that allows administrators to create flows, which are guided processes that collect data and perform actions in Salesforce; it can be used to create a screen flow that guides users through the steps of submitting an expense report, such as entering expense details, uploading receipts, etc. Approval process is a tool that allows administrators to create approval processes, which are automated processes that require approval from one or more approvers; it can be used to create an approval process that routes expense reports to the appropriate managers for authorization based on certain criteria, such as amount, type, etc. Validation rule, quick action are not tools for building a guided expense report process; they are used for different purposes such as enforcing data quality or creating records. References:
https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5https://help.salesfor ce.com/s/articleView?id=sf.approvals_considerations.htm&type=5

NEW QUESTION 39
Customer service accesses articles with the Knowledge Lightning 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: C

Explanation:
The Knowledge Lightning component is a component that allows users to access articles from the Service Cloud Console app. However, if users want to access articles from a different app that does not use the console, they can use the Knowledge related list instead. The Knowledge related list shows articles related to a record based on data categories and shows article details such as title, summary, rating, and view count. To add the Knowledge related list to a record page, an administrator can use the pagelayout editor and drag and drop the Knowledge related list to the appropriate section on the page layout. References:
https://help.salesforce.com/s/articleView?id=sf.knowledge_lightning_component.htm&type=
5https://help.salesforce.com/s/articleView?id=sf.knowledge_related_list.htm&type=5

NEW QUESTION 44
The VP of sales at Dreamhouse Realty has requested a dashboard to visualize enterprise sales across the different teams. The key place of data is the total of all sales for the year and the progress to the enterprise sales goal.
What dashboard component will effectively show this number and the proximity to the total goal as a
single value?

A. Table
B. Stacked Bar
C. Donut
D. Gauge

Answer: D

Explanation:
A gauge component shows a single value along with itspercentage of a total value within predefined ranges using colors (red-yellow-green). It is useful for showing key performance indicators (KPIs) such as total sales amount and progress towards sales
goal.References:https://help.salesforce.com/s/articleView?id=sf.dashboards_gauge_comp onent_type.htm&type=5

NEW QUESTION 49
Which three aspects of standard fields should an administrator customize? Choose 3 answers

A. Picklist Values
B. Help Text
C. Field history tracking
D. Decimal Places
E. Field name

Answer: ABD

Explanation:
Picklist values, help text, and decimal places are three aspects of standard fields that an administrator can customize to suit their business needs. Picklist values are the options that users can choose from a picklist field; they can be added, edited, or deleted by administrators. Help text is the text that appears when users hover over a field; it can be customized by administrators to provide additional information or guidance for users. Decimal places are the number of digits that appear after the decimal point in a number or currency field; they can be changed by administrators to adjust the precision of the field values. Field history tracking and field name are not aspects of standard fields that can be customized; they are only available for custom fields. References:
https://help.salesforce.com/s/articleView?id=sf.customize_picklists.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_fields_edit.htm&type=5https://hel
p.salesforce.com/s/articleView?id=sf.customize_fields_number.htm&type=5

NEW QUESTION 53
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. Modify the closed won value associated with the stage.
D. Change the probability associated with the stage.

Answer: D

Explanation:
Expected revenue is calculated as Amount xProbability. If the expected revenue field displays incorrect values, it means that the probability associated with the stage is not accurate. The administrator should change the probability to reflect the actual likelihood of closing the opportunity at that
stage.References:https://help.salesforce.com/s/articleView?id=sf.forecasts3_expected_rev enue.htm&type=5

NEW QUESTION 54
Universal Containers requires that when an Opportunity is closed won, all other open opportunities on the same account must be marked as closed lost.
Which automation solution should an administrator use to implement this request?

A. Quick Action
B. Workflow Rule
C. Flow Builder

D. Outbound Message

Answer: C

Explanation:
Flow Builder allows you tocreate an automated business process that can update records based on certain criteria. You can use a scheduled flow to run once a week and count the number of open cases related to an account.
References: https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled_start.htm&type=5

NEW QUESTION 55
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 R&D folder with Support Managers with Edit Access.
B. Share the Helpdesk folder with Support Agents with View access.
C. Share the Support Reports folder with Support Managers with Edit Access.
D. hare the Support Reports folder with Support Agents with View Access.

Answer: BC

Explanation:
To share report folders with different groups of users with different levels of access, an administrator can use folder sharing settings under setup. Folder sharing settings allow administrators to share report folders with public groups, roles, roles and subordinates, territories, or portal roles with view or edit access. In this case, the administrator can share the Helpdesk folder with Support Agents with view access so they can run Helpdesk reports but not edit them; and share the R&D folder with Support Managers with edit access so they can view and edit R&D reports.References:https://help.salesforce.com/s/articleView?id=sf.reports_builder_folders_ sharing.htm&type=5

NEW QUESTION 59
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. Assignment Rule
B. Validation Rule
C. Field-Level Security
D. Approval Process

Answer: B

Explanation:
Validation rules allow you to prevent users from changing an opportunity close date to a date in the past.
References: https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

NEW QUESTION 61
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. Big Deal Alerts
C. Activity Timeline.
D. Performance chart.

Answer: B

Explanation:
Big Deal Alerts are notifications that are sent to users when an opportunity reaches a certain amount, probability, or stage. They can be configured by administrators
to alert sales reps or managers when they have a high likelihood of winning a big deal. Key Deals are a feature of Einstein Opportunity Scoring that shows the top opportunities based on their score and stage, but they do not send notifications. Activity Timeline is a component of Lightning Experience that shows the past and upcoming activitiesrelated to a record, but it does not notify users of big deals. Performance chart is a type of report chart that shows how well users or teams are performing against their goals, but it does not alert users of big deals.References:https://help.salesforce.com/s/articleView?id=sf.forecasts3_big_deal.htm& type=5

NEW QUESTION 65
Cloud Kicks has a custom object named shoe. The administrator has been asked to ensure that when a relationship is created between Account and shoe to prevent orphaned shoe records. What should the administrator do to complete this requirement?

A. Create an indirect lookup
B. Create an encrypted lookup
C. Create a hierarchical lookup
D. Create a master-detail lookup.

Answer: D

Explanation:
Master-detail lookup is a type of relationship field that can be used to create a relationship between Account and Shoe and prevent orphaned Shoe records.

Master- detail lookup establishes a parent-child relationship between two objects, where the parent record controls certain behaviors of the child record, such as security, ownership, and deletion. If the parent record is deleted, all the child records are deleted as well.References:https://help.salesforce.com/s/articleView?id=sf.relationships_consideration s.htm&type=5

NEW QUESTION 70
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 flow is a screen 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

Explanation:
Before save flows only support four elements: Assignment, Decision, Get Records, and Loop.
References: https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements.htm&type=5

NEW QUESTION 73
Northern Trail Outfitters uses a custom object Invoice to collect customer payment information from an external billing system. The Billing System field needs to be filled on every Invoice record.
How should anadministrator ensure this requirement?

A. Make the field universally required.
B. Create a Process Builder to set the field.
C. Define an approval process for the child.
D. Require the field on the record type.

Answer: A

Explanation:
Making a field universally required is a way to ensure that the field needs to be filled on every record; it prevents users from saving a record without entering a value in that field. It can be used to ensure that the billing system field needs to be filled on every invoice record by making it universally required in the field settings. Creating a process builder to set the field, defining an approval process for the child, or requiring the field on the record type are not ways to ensure that the field needs to be filled on every record; they either do not enforce data entry or only apply to certain scenarios or users.References:https://help.salesforce.com/s/articleView?id=sf.customize_fields.htm&typ e=5

NEW QUESTION 77
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 change the related list type to Enhanced List.
B. Edit the Related List component in the Lightning App Builder and choose Related List as the related list type.
C. Edit the Related List component in the Lightning App Builder and choose Enhanced List as the related list type.
D. Use the page layout editor to include the appropriate column in the Cases related list.

Answer: BD

Explanation:
To see certaininformation about one or more cases when referencing the contact record, an administrator can use two methods: edit the Related List component in the Lightning App Builder and choose Related List as the related list type; and use the page layout editor to include the appropriate column in the Cases related list. The Related List component is a component that allows users to view and edit records related to a parent record on a record page. The Related List component has two types: Related List and EnhancedList. The Related List type shows records in a table format with columns that match the page layout of the parent record. The Enhanced List type shows records in a compact format with fewer columns and actions. To change the type of the Related List component, an administrator can use the Lightning App Builder and select either Related List or Enhanced List from the properties panel. The page layout editor is a tool that allows administrators to control how fields, related lists, buttons, etc., are arrangedon a record detail or edit page for each object. To include appropriate columns in a related list, such as case name, case ID, customer name, case reason, case status, and case creation date for cases related to contacts, an administrator can use the page layout editor and drag and drop the desired fields from the palette to the Cases related list on the contact page layout. References:
https://help.salesforce.com/s/articleView?id=sf.lex_related_lists_component.htm&type=5htt
ps://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type=5

NEW QUESTION 80
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: B

Explanation:
Prebuilt email templates are email templates that have been created and provided by Salesforce for common use cases such as sending welcome messages, confirmation emails, etc. They can be used by Cloud Kicks to have consistency when communicating with customers on cases via email channel with categories to

help search for the proper message. Prebuilt email templates can be accessed from the email action in the case feed or from the email composer in Lightning Experience. They can also be filtered by category to find the most relevant template for each case. Prebuilt quick texts, prebuilt flow templates, and prebuilt auto-responses are not solutions for having consistency when communicating with customers on cases via email channel; they are used for different purposes such as inserting common phrases, creating guided processes, or sending automated replies. References:
https://help.salesforce.com/s/articleView?id=sf.email_templates_prebuilt.htm&type=5https:/
/help.salesforce.com/s/articleView?id=sf.email_templates_use.htm&type=5

NEW QUESTION 83
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. Dashboard Filters
B. Dashboard Subscriptions
C. Dashboard's running users
D. Public Dashboards.

Answer: C

Explanation:
The dashboard's running user determines the data that is displayed on the dashboard. If the running user has access to more data than the intended viewers, the dashboard will show more data than expected. To prevent this, the admin can set the running user to a specific user or a logged-in user, depending on the use case1. Alternatively, the admin can use dynamic dashboards to show data based on each viewer's access level2.

NEW QUESTION 85
An administrator at Universal Containers is reviewing current security settings in the company's
Salesforce org.
What Should the administrator do to prevent unauthorized access to Salesforce?

A. Disable TLS requirements for sessions.
B. Enable multi factor authentication
C. Customize organization wide default
D. Enable caching and autocomplete on login page

Answer: B

Explanation:
Multi factor authentication (MFA) is a security feature that requires users to verify their identity using two or more factors when they log in to Salesforce. It can help prevent unauthorized access to Salesforce by adding an extra layer of protection beyond username and password. Enabling MFA can be done by administrators in the security
settings or by users in their personal settings. Disabling TLS requirements for sessions, customizing organization wide defaults, or enabling caching and autocomplete on login page are not actions that would prevent unauthorized access to Salesforce; in fact, they may reduce security or have no effect on security at all.References:https://help.salesforce.com/s/articleView?id=sf.security_mfa.htm&type=5

NEW QUESTION 86
Northern Trail Outfitters has asked an administrator to ensure that when a contact with a title
of CEO is created, the contact's account record gets updated with the CEO's name. Which feature should an administrator use to implement this request?

A. Quick Action
B. Workflow Rule
C. Process Builder
D. Validation Rule

Answer: C

Explanation:
Process Builder is a tool that can be used to implement this request. Process Builder can create record-triggered flows that execute actions when certain conditions are met. In this case, Process Builder can create a flow that executes when a contact with a title of CEO is created and updates the contact's account record with the CEO's name.References:https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&ty pe=5

NEW QUESTION 87
Northern Trail Outfitters wants to know the average stage duration for all closed Opportunities.
How should an administrator support this request?

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

Answer: C

Explanation:
The Opportunity Stage Duration report is a standard report that shows how long opportunities spend in each stage before they are closed. It can be used to measure the average stage duration for all closed opportunities by grouping and summarizing the data by stage name and duration fields. Using process builder to capture the daily average on each opportunity is not feasible because it would require creating multiple fields and formulas on the opportunity object and updating them every day. Adding formula fields to track stages on each opportunity is also not practical because it would require creating multiple fields and formulas on the opportunity object and maintaining them every time a stage changes. Refreshing weekly reporting snapshots for closed opportunities is not necessary because the report can run on real-time data without snapshots.
References:https://help.salesforce.com/s/articleView?id=sf.reports_opportunity_stage_duration_report.htm&type=5

NEW QUESTION 90
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

Explanation:
A flow can be active or inactive depending on whether you want it to run or not. An inactive flow cannot be run by users or processes until you activate it. If a flow in production is supposed to create new records but it is not doing so, it could be because the flow is inactive and needs to be activated.References:https://help.salesforce.com/s/articleView?id=sf.flow_distribute_activat e.htm&type=5

NEW QUESTION 94
Sales managers would like to know what could beimplemented to surface important values based on the stage of the opportunity.
Which tool should an administrator use to meet this requirement?

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

Answer: C

Explanation:
To surface important values based on stage of opportunity , an administrator
should use Path Key fields feature on Opportunity object . This feature allows adding up to five fields that display key information about each stage along path . Users can edit these fields inline without leaving path . For example , an administrator can add Amount , Close Date , Next Step , Probability , and Stage fields as key fields for Opportunity path . Opportunity Processes , Dynamic Forms , and Workflow Rules are not toolsfor surfacing important values based on stage of opportunity . References : https :// help . salesforce . com / s / articleView ? id = sf . lex_path_setup_key_fields . htm & type = 5

NEW QUESTION 98
The service manager at Ursa Major Solar wants to let customers know that they have received their cases via email and their websites. Medium-priority and high-priority cases should receive different email notifications than low-priority cases. The administrator has created three email templates for this purpose.
How should an administrator configure this requirement?

A. Include three assignment rules that fire when cases are create
B. Add a filter for case priorit
C. Selectthe appropriate email template for each rule.
D. Add three auto-response rule
E. Configure one rule entry criteria for each rule and set a filter for casepriorit
F. Select the appropriate email template for each rule entry.
G. Configure one workflow rule that fires when cases are create
H. Add a filter for case priorit
I. Selectthe appropriate email template for the rule.
J. Create one auto-response rul
K. Configure three rule entry criteria and set a filter for case priority.Select the appropriate email template for each rule entry.

Answer: D

Explanation:
Auto-response rules are used to automatically send email responses to lead or case submissions based on the criteria you define. You can create one auto-response rule per object (lead or case) and configure multiple rule entries with different criteria and actions within that rule. To meet the requirement of sending different email notifications based on case priority, you need to create one auto-response rule for cases and configure three rule entries with filters for low-priority, medium-priority, and high-priority cases respectively. Then you need to select the appropriate email template for each rule entry action. References: https://help.salesforce.com/s/articleView?id=sf.customize_leadsautor.htm&type=5https://he lp.salesforce.com/s/articleView?id=sf.customize_casesautor.htm&type=5

NEW QUESTION 99
Cloud kicks needs to ensure appropriate shipping details are used in orders. Reps should have
a streamlined solutions to update the shipping address on selected orders associated with an account
when the shipping address is changed on the account. How should the administrator deliver this requirement?

A. An autolaunched flow on the order page that updates all open orders shipping addresses wheneverthe account shipping addresses changes.
B. An autolaunched flow on the account page that updates all open orders shipping addresses wheneverthe account shipping addresses changes.
C. A screen flow on the order page that lets the reps choose the updated account shipping address inall open associatedorders
D. A screen flow on the account page that lets the reps choose the updated account shipping address inall open associated orders

Answer: D

Explanation:
To update the shipping address on selected orders associated with an account when the shipping address is changed on the account, the administrator should create a screen flow on the account page that lets the reps choose which orders they want to update with the new address. This will give them more control and flexibility over which orders are affected by the change. An autolaunched flow on either object will not allow reps to select specific orders, and may cause unwanted updates or errors. A screen flowon the order page will not be able to update multiple orders at once.References:https://help.salesforce.com/s/articleView?id=sf.flow_build_screen.htm&ty pe=5

NEW QUESTION 100
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. Web-to-Case
B. Case Escalation
C. Case Queues
D. Email-to-Case

Answer: AD

Explanation:
Web-to-Case and Email-to-Case are two solutions that allow customers to create cases from a web form or an email. Web-to-Case generates HTML code for a web form that you can place on your website. Email-to-Case converts incoming emails into cases.
References: https://help.salesforce.com/s/articleView?id=sf.customizesupport_web_to_case.htm&type= 5
https://help.salesforce.com/s/articleView?id=sf.customizesupport_email_to_case.htm&type
=5

NEW QUESTION 101
At cloud kicks sales reps usediscounts 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 three is a way to automate this timeconsuming task.
What should the administrator use to deliver this requirement?

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

Answer: A

Explanation:
To automate applying discounts on opportunity products when an opportunity is won, the administrator should use Flow Builder, which is a tool that allows creating complex business processes with clicks. The administrator can create an autolaunched flow that runs when an opportunity is updated, checks if its stage is “Closed Won”, and updates its related opportunity products with discounts from a formula or variable. Approval Process, Prebuilt Macro, and Formula Field are not able to update related records based on criteria.References:https://help.salesforce.com/s/articleView?id=sf.flow_build_overview.htm
&type=5

NEW QUESTION 103
Dreamhouse Realty agents are double-booking open house event nights. The evet 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 a workflow role to update the Event Date Field.
B. Create an approval process on the Campaign object.
C. Create a sharing rule so that other agents can view events.
D. Create a campaign for agents to request event dates.

Answer: B

Explanation:
To help agents fill in event details and request dates for open house events without double-booking them, the administrator should create an approval process on the Campaign object, which is used to manage marketing events in Salesforce. The approval process can define entry criteria based on campaign fields such as type or status, specify initial submission actions such as sending email alerts or updating fields, assign approvers who can review and approve event requests, and specify final approval actionssuch as creating tasks or updating fields. Creating a workflow rule, a sharing rule, or a campaign will not help agents request event dates or prevent double-booking. References: https://help.salesforce.com/s/articleView?id=sf.campaigns_overview.htm&type=5https://hel
p.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5

NEW QUESTION 104
Universal Containers has three separate lines of business. Each line has specific fields that must be displayed to users. However, the fields needed by the sales team are different than the fields needed by the service team.
How should the administrator configure this requirement?

A. Create two record types, each with 3 page layouts.
B. Create one record type with six Page Layouts.
C. Create three record types, each with 2 page layouts.
D. Create six record types, each with 1 page layout.

Answer: C

Explanation:
A record type is a feature that allows administrators to offer different business processes, picklist values, page layouts, etc., todifferent users based on their profile or role. A page layout is a feature that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. In this case, since Universal Containers has three separate lines of business with specific fields for each line; and since sales team needs different fields than service team; the administrator should create three record types for each line of business; and create two page layouts for each record type - one for sales team and one for service team. References: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5https://he
lp.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type=5

NEW QUESTION 108
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: ACD

Explanation:
To make it easy for approvers to respond to approval requests, the administrator should configure three settings:
? Update the organization’s chatter setting to allow approvals, which enables approvers to approve or reject requests from chatter feeds or email notifications
? Enable the organization’s Email approval response setting, which allows approvers to reply to approval request emails with keywords such as APPROVE or REJECT
? Add the Items to approve component to the approvers home page, which shows a list of pending approval requests that can be acted upon with one click
Specifying initial submission actions within the approval process will not affect how approvers respond to requests. Creating a flow to automatically approve all records will bypass the approval process altogether. References: https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type =5 https://help.salesforce.com/s/articleView?id=sf.approvals_email.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.approvals_one_click.htm&type=5

NEW QUESTION 109
The administrator at AW Consulting has created a custom picklist field. Business users have requested that it be a text field. The administrator attempts to change the field type but, is unable to because it is referenced by other functionalities.
Which functionality is preventing the field type from being changed?

A. Formula fields
B. Record types
C. Visualforce
D. Javascript

Answer: A

Explanation:
Formula fields are types of fields that calculate a value based on an expression or formula that references other fields or constants. Formula fields prevent administrators from changing their field type once they are created because they may be referenced by other functionalities such as reports, validation rules, workflow rules, etc., that depend on their data type and value. If a formula field is referenced by other functionalities, then changing its field type may cause errors or unexpected results.References:https://help.salesforce.com/s/articleView?id=sf.fields_about_formulas.ht m&type=5

NEW QUESTION 114
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. Validation rules that ensure that users are entering accurate sales stage information.
B. Different page layouts that control the picklist values for the opportunity types.
C. Public groups to limit record types and sales processes for opportunities.
D. Separate record types and Sales processes for the different types of opportunities.

Answer: D

Explanation:
Record types and sales processes allow you to have different page layouts, fields, required fields, and picklist values for different types of opportunities.
References: https://www.salesforceben.com/salesforce-record-types/ https://trailhead.salesforce.com/content/learn/projects/create-an-opportunity-record-type-for-npsp/create-and-manage-stages-and-sales-processes

NEW QUESTION 119
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: A

Explanation:
To debug a screen flow thatcreates contacts, one of the possible causes for a variable missing on the debug screen is that the available for input checkbox was unchecked for that variable. This means that variable cannot be set by external sources such as debug inputs or URL parameters. To fix this issue, check this checkbox for any variable that needs to be set externally. The flow version or field type does not affect variable availability for input. The available for output checkbox only affects whether variables can be passed outof flows or subflows. References:
https://help.salesforce.com/s/articleView?id=sf.flow_ref_variables.htm&type=5https://help.s alesforce.com/s/articleView?id=sf.flow_debugging.htm&type=5

NEW QUESTION 121
An administrator at Dreamhouse Reality needs to Create Customized pages for thesalesforce
mobile app.

Which two types of pages could an administrator build and customize using the Lightning App Builder?
Choose 2 Answers

A. User Page
B. Dashboard page
C. App page
D. Record Page

Answer: AB

Explanation:
App page and record page are two types of pages that an administrator can build and customize using Lightning App Builder for Salesforce mobile app. App pages are pages that display information or tools that don't belong to a specific record; they can be accessed from navigation menus or tabs in Salesforce mobile app. Record pages are pages that display information or actions related to a specific record; they can be accessed by opening any record in Salesforce mobile app. User page and dashboard page are not types of pages that can be built using Lightning App Builder for Salesforce mobile app; they are types of pages that can be built using other tools such as Profile settings or Dashboard Builder.References:https://help.salesforce.com/s/articleView?id=sf.app_builder_mobile_pages.htm&type=5

NEW QUESTION 122
What are three characteristics of a master-detail relationship? Choose 3 answers

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

Answer: ABC

Explanation:
A master-detail relationship is a parent-child relationship in which the master object controls certain behaviors of the detail object. The master object can be a standard or custom object, but not all standard objects support being a master. Roll-up summaries are fields that calculate the sum, count, min, or max of child records. The owner field on the detail records is not available and is automatically set to the owner of the master record. References:
https://www.forcetalks.com/blog/master-detail-relationship-in-salesforce/
https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&t ype=5

NEW QUESTION 124
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 re-added to reports.
B. The field history will remain deleted.
C. The field needs to be restored from the recycle bin.
D. The field needs to be re-added to page Layouts.

Answer: B

Explanation:
When an administrator deletes a custom field, Salesforce moves it to the deleted fields list for 15 days, during which time it can be undeleted or erased permanently. If the administrator undeletes the field within 15 days, most of its properties and data are restored, except for its field history data, which remains deleted and cannot be recovered.References:https://help.salesforce.com/s/articleView?id=sf.custom_field_delete. htm&type=5

NEW QUESTION 128
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

Explanation:
Splits is a feature that should be used to meet this requirement. Splits allows users to assign credit to opportunity team members based on the level of effort contributed by each person toward each deal. Users can create different types of splits, such as revenue or overlay splits, and specify the percentage or amount of credit for each team member.References:https://help.salesforce.com/s/articleView?id=sf.forecasts3_splits_over view.htm&type=5

NEW QUESTION 132
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

Explanation:
The Assignment Rule checkbox is a checkbox that appears on manual case creation pages when assignment rules are defined for cases. The Assignment Rule checkbox determines whether or not to apply assignment rules to manually created cases. If the Assignment Rule checkbox is selected by default, then any manually created cases will be assigned according to assignment rules instead of being owned by the agent creating them. To prevent this from happening, an administrator can either deselect the Assignment Rule checkbox when creating cases manually; or change the default setting for this checkbox under setup by selecting or deselecting Use active assignment rules by default.References:https://help.salesforce.com/s/articleView?id=sf.customize_casesupport_assign.htm&type=5

NEW QUESTION 136
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