

# Administrator Practice Test

Score: 12 / 30

Percent: 40%

Time Taken: 18 minutes 36 seconds

2 / 6 (33%) : Salesforce Fundamentals

2 / 4 (50%) : Object Manager & Lightning App Builder

1 / 4 (25%) : Sales and Marketing Applications

1 / 4 (25%) : Service and Support Applications

2 / 2 (100%) : Productivity & Collaboration

3 / 6 (50%) : Data & Analytics Management

1 / 4 (25%) : Workflow/Process Automation

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Question 1 of 30 **You got this incorrect. You chose B.** Objective: Salesforce Fundamentals

What is a benefit of entering Trusted IP Ranges in the Network Access section?

A. AppExchange packages can communicate with an external site.

Incorrect. All apps can communicate with an external site as long as a verification code or security token is used to authenticate.

B. All attempts to log in from outside the network will be denied.

Incorrect. If they are not logging in from a trusted IP, users can use a verification code or security token to authenticate and then log in.

C. Users that log in within the network will not be required to verify their identity.

Correct. Entering Trusted IP Ranges in the Network Access section allows users to bypass verification.

D. Users are unable to log in through the API on networks not marked as trusted.

Incorrect. If they are not logging in from a trusted IP, users are able to log in through the API using a verification code or security token.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 2 of 30 **You got this correct!** Objective: Sales and Marketing Applications

Custom fields in the Lead object can be mapped to which two types of fields?

Choose 2 options.

A. Custom Account

Correct. Custom lead fields allow custom information to convert to custom fields in accounts, contacts, and opportunities.

B. Custom Activity

Incorrect. Custom lead fields allow custom information to convert to custom fields in accounts, contacts, and opportunities.

C. Custom Opportunity

Correct. Custom lead fields allow custom information to convert to custom fields in accounts, contacts, and opportunities.

D. Standard Contact

Incorrect. Custom lead fields allow custom information to convert to custom fields in accounts, contacts, and opportunities.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 3 of 30 **You got this incorrect. You chose D.** Objective: Sales and Marketing Applications

Universal Containers sells through many different reseller networks. Each reseller's deals are tracked on separate opportunities. The sales manager is concerned that the pipeline report is not accurate due to multiple opportunities for the same end customer.

How should the sales process be modified to ensure opportunities are not double-counted in the pipeline?

A. Enable duplicate management to prevent the creation of the duplicate opportunities.

Incorrect. Duplicate rules would not help to omit duplicate opportunities.

B. Change the amount on the duplicate opportunities to zero.

Incorrect. Changing the amount to zero would not help to omit duplicate opportunities.

C. Change the forecast category to Omitted on the duplicate opportunities.

Correct. A forecast category is the category within the sales cycle to which an opportunity is assigned based on its opportunity stage. The standard forecast categories are Pipeline, Best Case, Commit, Omitted, and Closed.

D. Create one opportunity and use the competitors related list to track the different resellers.

Incorrect. Competitors would not help track resellers.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#) and this [Trailhead Badge](#).

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Question 4 of 30 **You got this incorrect. You chose A C D.** Objective: Data & Analytics Management

Ursa Major Solar uses a validation rule to prevent invalid data.

What are three conditions where this rule is used?

Choose 3 options.

A. When records are edited and saved by a user.

Correct. Validation rules are triggered by saving or editing a record.

B. When records are deleted by a user.

Incorrect. Deleting a record would not trigger a validation rule.

C. When records are updated by a workflow rule.

Incorrect. A workflow rule does not trigger a validation rule.

D. When records are submitted using web-to-lead.

Correct. Validation rules are triggered by creating a record.

E. When records are imported.

Correct. Validation rules are triggered by creating a record.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 5 of 30 **You got this incorrect. You chose C.** Objective: Service and Support Applications

In which situation is the Case Contact notified when a support representative adds a new case comment?

A. The System Administrator enables Case Comment Notification to Contacts.

Correct. A contact is notified when a case comment has been modified or added to a case.

B. The Support Representative uses the Send Email Action on the Case Feed.

Incorrect. A contact is notified when a case comment has been modified or added to a case.

C. The System Administrator configures the Case Auto-Response Rules.

Incorrect. A contact is notified when a case comment has been modified or added to a case.

D. The Support Representative posts the comment to the Case Chatter Feed.

Incorrect. A contact is notified when a case comment has been modified or added to a case.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 6 of 30 **You got this incorrect. You chose D.** Objective: Workflow/Process Automation

Universal Containers wants to create a Workflow Rule to send an email alert to members of its Board of Directors, none of whom use Salesforce.

How many of the board members can be added to a single Email Alert?

A. Up to 5 additional email addresses can be added to the Email Alert.

Correct. Salesforce allows up to five additional email addresses for recipients who are not Salesforce users, leads, or contacts.

B. Up to 250 additional email addresses can be added to the Email Alert.

Incorrect. Salesforce allows up to five additional email addresses for recipients who are not Salesforce users, leads, or contacts.

C. It is not possible to add additional email addresses to the Email Alert.

Incorrect. Salesforce allows up to five additional email addresses for recipients who are not Salesforce users, leads, or contacts.

D. Up to 25 additional email addresses can be added to the Email Alert.

Incorrect. Salesforce allows up to five additional email addresses for recipients who are not Salesforce users, leads, or contacts.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 7 of 30 **You got this incorrect. You chose C.** Objective: Salesforce Fundamentals

Ursa Major Solar has a social marketing team set up as a public group. A sales representative would like to engage the social marketing team on one opportunity.

What should the sales representative do to ensure the social marketing team can access the opportunity?

A. Change the opportunity owner to the public group.

Incorrect. Public groups cannot be owners of records.

B. Add the public group to an opportunity queue.

Incorrect. Public groups cannot be part of a queue.

C. Add the public group to the opportunity team.

Incorrect. Public groups are not sharable with opportunity teams.

D. Manually share the record with the public group.

Correct. Manual sharing gives other users access to certain types of records, including accounts, contacts, and leads.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 8 of 30 **You got this correct!** Objective: Workflow/Process Automation

The administrator for the Cloud Kicks has a flow that makes several updates to Contacts when they are being created. If the Contact Status is “New” and the Contact’s email is known, the administrator would also like to send a welcome email.

What should the administrator do to complete this requirement?

A. Create a process builder with email alert to send the email.

Incorrect. When a flow executes a Decision element, it evaluates each decision outcome in order.

B. Create a workflow rule with email alert to send the email.

Incorrect. When a flow executes a Decision element, it evaluates each decision outcome in order.

C. Update the flow with a decision to send the email when needed.

Correct. When a flow executes a Decision element, it evaluates each decision outcome in order.

D. Update the flow with a formula to send the email when needed.

Incorrect. When a flow executes a Decision element, it evaluates each decision outcome in order.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 9 of 30 **You got this correct!** Objective: Object Manager & Lightning App Builder

Universal Containers has a sales team focused on renewals. They will use many of the same Opportunity fields as other teams, but need different Stage values.

What should the System Administrator update to support this requirement?

A. Field-Level Security in the User Profile

Incorrect. Use multiple business processes to display different picklist values according to each user’s profile.

B. Stage field picklist options in Record Types

Incorrect. Use multiple business processes to display different picklist values according to each user’s profile.

C. Stage Selected Values in the Sales Processes

Correct. Use multiple business processes to display different picklist values according to each user’s profile.

D. Page Layouts to include the correct field

Incorrect. Use multiple business processes to display different picklist values according to each user’s profile.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 10 of 30 **You got this correct!** Objective: Service and Support Applications

What two valid assignee options should an administrator use to configure case assignment rules?

Choose 2 options.

A. Public group

Incorrect. A public group consists of a set of users. Public groups cannot own records.

B. User

Correct. User and queue can be assigned to a case.

C. Queue

Correct. User and queue can be assigned to a case.

D. Case team

Incorrect. A case team is a group of people that work together to solve cases. Case teams cannot own records.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 11 of 30 **You got this correct!** Objective: Productivity & Collaboration

Ursa Major Solar has the following environment and requirements:

- Critical, high-priority accounts have an assigned District Manager, Sales Representative, Inside Sales Representative, and Customer Service Representative.
- The Sales Manager wants to prevent these accounts from being inadvertently contacted more than once on the same day.
- The Sales Manager wants to report on various customer interactions.

How should the administrator fulfill these requirements?

A. Post customer interactions in Chatter on the account.

Incorrect. Activities should be used to log key touchpoints on customers so that a report can be pulled.

B. Log a separate task, call, or activity on the account.

Correct. Use activities to log key touchpoints on customers so that a report can be pulled.

C. Enter comments into the notes section on the account.

Incorrect. Activities should be used to log key touchpoints on customers so that a report can be pulled.

D. Log a case on the account.

Incorrect. Case are an inbound touchpoint from the customer, not to the customer.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 12 of 30 **You got this correct!** Objective: Data & Analytics Management

How should a System Administrator configure a report for each sales rep to see their own Open Opportunities?

A. Create a report filtered by "My Opportunities".

Correct. Filter a report by value to define the filter criteria.

B. Create a separate report for each Sales Rep.

Incorrect. Filter a report by value to define the filter criteria.

C. Create a Summary report grouped by Sales Rep.

Incorrect. Filter a report by value to define the filter criteria.

D. Create a report schedule for each Sales Rep.

Incorrect. Filter a report by value to define the filter criteria.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 13 of 30 **You got this correct!** Objective: Productivity & Collaboration

A System Administrator wants to implement a feature for call recording to monitor customer service quality using Salesforce Service Cloud.

Which two statements regarding call recording should be considered when implementing this requirement?

Choose 2 options.

A. Call recording is a feature that will not work with Salesforce Service Cloud.

Incorrect. Use the AppExchange to find solutions for complex processes.

B. Call recording is a feature that a developer might create with Salesforce App Cloud.

Correct. Use a developer to code to create solutions for complex processes.

C. Call recording is a feature of some add-on products from the AppExchange.

Correct. Use the AppExchange to find solutions for complex processes.

D. Call recording is a native feature available with Salesforce by default.

Incorrect. Use the AppExchange for solutions to find complex processes.

Learn more about the topic(s) discussed in this question by reviewing this [Trailhead Badge](#) and this [Reference Document](#)

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Question 14 of 30 **You got this correct!** Objective: Object Manager & Lightning App Builder

Ursa Major Solar has the following process regarding its opportunities:

- There are three different lines of business (Widget A, Widget B, Widget C) that each contain fields specific to that line of business's industry and customers.
- For each line of business, there is a specific set of fields that Sales users should see and a different set of fields that Marketing users should see.

An Administrator needs to configure Page Layouts and Record Types for the Opportunity object so that each team sees what it needs to see, without cluttered layouts containing unnecessary fields.

What should the Administrator do to accomplish this goal?

A. Create six Record Types (Marketing Widget A, Marketing Widget B, Marketing Widget C, Sales Widget A, Sales Widget B, and Sales Widget C) with six total Page Layouts, one for each Record Type.

Incorrect. Record types let you offer different business processes, picklist values, and page layouts to different users. Only three record types are needed to track the different widget types. Six page layouts to provide the proper fields for each group.

B. Create six Record Types (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing Widget C) with one Page Layout.

Incorrect. Record types let you offer different business processes, picklist values, and page layouts to different users. Only three record types are needed to track the different widget types. Six page layouts to provide the proper fields for each group.

C. Create one Record Type with six Page Layouts (Marketing Widget A, Marketing Widget B, Marketing Widget C, Sales Widget A, Sales Widget B, and Sales Widget C).

Incorrect. Record types let you offer different business processes, picklist values, and page layouts to different users. Three record types are needed to track the different widget types. Six page layouts to provide the proper fields for each group.

D. Create three Record Types (Widget A, Widget B, Widget C) with six Page Layouts (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing Widget C).

Correct. Record types let you offer different business processes, picklist values, and page layouts to different users. Three record types to track the different widget types. Six page layouts to provide the proper fields for each group.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 15 of 30 **You got this correct!** Objective: Salesforce Fundamentals

A user at Ursa Major Solar attempts to log in to Salesforce from an IP address that is outside the login IP range on the user's profile but within the organization-wide trusted IP range.

What occurs as a result of this scenario?

A. The user will be able to log in without activating the computer.



Incorrect. Trusted IP Ranges define a list of IP addresses from which users can log in. When you define IP address restrictions for a profile, a login from any other IP address is denied.

B. The user will be able to log in after answering one security question.

Incorrect. Trusted IP Ranges define a list of IP addresses from which users can log in. When you define IP address restrictions for a profile, a login from any other IP address is denied.

C. The user will be able to log in after the computer is activated.

Incorrect. Trusted IP Ranges define a list of IP addresses from which users can log in. When you define IP address restrictions for a profile, a login from any other IP address is denied.

D. The user will be unable to log in at all.

Correct. Trusted IP Ranges define a list of IP addresses from which users can log in. When you define IP address restrictions for a profile, a login from any other IP address is denied.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 16 of 30 **You got this incorrect. You chose C D.** Objective: Salesforce Fundamentals

Ursa Major is onboarding 15 new employees in three weeks. The administrator needs to create user records in Salesforce without activating them.

Which two methods allow the administrator to achieve this goal?

Choose 2 options.

A. Create them with the User Import Wizard and ensure that Active is unchecked.

Incorrect. Users cannot be created with the import wizard.

B. Create a .csv file ensuring that IsActive = False, and use the data loader to insert.

Correct. With a properly formatted csv file, Data Loader can be used to create multiple users. Include the IsActive = false to create the users in an inactive status.

C. Schedule a Time-Dependent Workflow to create users in three weeks.

Incorrect. Workflow cannot create users.

D. Click Add Multiple Users and ensure that Generate New Password and Notify User Immediately are unchecked.

Correct. An Admin can manually create multiple users with the Generate New Password and Notify User Immediately box unchecked.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 17 of 30 **You got this correct!** Objective: Salesforce Fundamentals

An administrator at Ursa Major Solar is using sharing rules to grant record access to users.

Which two types of record access can the administrator grant?

Choose 2 options.

A. Read/Write/Transfer

Incorrect. An admin cannot grant Read/Write/Transfer access with sharing rules.

B. Read Only

Correct. Read Only access is granted with sharing rules

C. Read/Write

Correct. Read/Write access is granted with sharing rules.

D. Read/Write/Delete

Incorrect. An admin cannot grant Read/Write/Delete access with sharing rules.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 18 of 30 **You got this incorrect. You chose B D E.** Objective: Object Manager & Lightning App Builder

The support group at Ursa Major Solar has the following requirements:

- Agents need to capture different information for product support and inquiry cases.
- The lifecycle for inquiry cases should have fewer steps than the lifecycle for product support cases.

Which three features should an administrator use to meet these requirements?

Choose 3 options.

A. Record types

Correct. Record types determine which page layouts and picklist values users have access to, so creating two different record types for product support vs. inquiry will meet these requirements.

B. Field-level security

Incorrect. Field-level security controls access to each field on the field-level, not on the object level.

C. Support processes

Correct. After creating a support process, it is associated with a record type. Based on the record type chosen when creating a record (product support or inquiry in this example), the support process associated is used to determine the "status" field picklist on the case object.

D. Permission sets

Incorrect. Permission sets do not specify page layout assignments, which are tied to record types and ultimately will control the fields and picklist options that a user sees.

E. Page layouts

Correct. Page layouts control the layout and the organization of buttons, fields, links, etc. on object record pages. The admin is able to use page layouts to customize the content of record pages and make them unique for product support vs. inquiry.

Learn more about the topic(s) discussed in this question by reviewing this [Trailhead Badge](#).

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Question 19 of 30 **You got this incorrect. You chose A D.** Objective: Sales and Marketing Applications

Sales representatives at Ursa Major Solar are working on opportunities and need to see how their colleagues have effectively managed other opportunities with comparable products, competing against the same competitors.

Which two features should an administrator use to allow for this?

Choose 2 options.

A. Opportunity Dashboard

Correct. An opportunity dashboard allows for the reporting and comparison of products.

B. Chatter groups

Correct. A chatter group allows for discussion and sharing of the dashboard.

C. Big deal alerts

Incorrect. Big Deal Alerts automatically email your users whenever an opportunity reaches a threshold of amount and probability.

D. Opportunity update reminders

Incorrect. Reminder updates will not allow for comparison or discussion.



Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 20 of 30 **You got this incorrect. You chose D.** Objective: Service and Support Applications

Ursa Major Solar needs to ensure compliance with a platinum service level agreement; therefore, cases that stay in the Tier 2 queue for longer than 4 hours must be re-assigned to the Tier 3 queue.

Which Salesforce feature should be used to fulfill this requirement?

A. Case escalation rule

Correct. Case escalation rules automatically escalate cases when the case meets the criteria defined in the rule entry.

B. Auto response rule

Incorrect. Auto-response rules automatically send email responses to lead or case submissions based on the record's attributes.

C. Case comments

Incorrect. Case comments are used to add notes to a case.

D. Case assignment rule

Incorrect. Assignment rules automate lead generation and support processes.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#) and this [Reference Document](#)

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Question 21 of 30 **You got this incorrect. You chose A B E.** Objective: Service and Support Applications

Ursa Major Solar needs a case to be automatically created.

Which three features can an administrator use to accomplish this goal?

Choose 3 options.

A. Email-to-case

Correct. Setup Web-to-Case or Email-to-Case to automatically capture cases from your website and customer emails.

B. SMS-to-case

Incorrect. Salesforce cannot create cases via text without additional coding or an app from the AppExchange.

C. Web-to-case

Correct. Setup Web-to-Case or Email-to-Case to automatically capture cases from your website and customer emails.

D. Lightning for Outlook

Incorrect. Lightning for Outlook can link emails to Contacts, Leads, Accounts, Opportunities, and Cases.

E. Process Builder

Correct. Configure a process to create records automatically with process builder

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#) and this [Trailhead Badge](#)

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Question 22 of 30 **You got this incorrect. You chose B.** Objective: Data & Analytics Management

What is the maximum number of components that can be added to a single Dashboard?

A. 3

Incorrect. Each dashboard can have up to 20 components.

B. 50

Incorrect. Each dashboard can have up to 20 components.

C. 15

Incorrect. Each dashboard can have up to 20 components.

D. 20

Correct. Each dashboard can have up to 20 components.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 23 of 30 **You got this incorrect. You chose B.** Objective: Workflow/Process Automation

A System Administrator creates a Workflow Rule that assigns a task to a support manager role when a case is escalated. The case owner is complaining about being assigned these tasks.

What should a System Administrator do to correct this issue?

A. Remove the Workflow and use a report instead.

Incorrect. Select an assignee for your task. An assignee can be in the form of a user, role, record owner, record creator, opportunity team role, or account team role, depending on the type of record you chose.

B. Add a field update to the Workflow to also change the owner.

Incorrect. Select an assignee for your task. An assignee can be in the form of a user, role, record owner, record creator, opportunity team role, or account team role, depending on the type of record you chose.

C. Change the Workflow Rule to assign tasks based on profile.

Incorrect. Select an assignee for your task. An assignee can be in the form of a user, role, record owner, record creator, opportunity team role, or account team role, depending on the type of record you chose.

D. Make sure there is only one user in the role.

Correct. Select an assignee for your task. An assignee can be in the form of a user, role, record owner, record creator, opportunity team role, or account team role, depending on the type of record you chose.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 24 of 30 **You got this correct!** Objective: Data & Analytics Management

Users at Ursa Major Solar are trying to create Opportunities.

When populating a custom picklist field, the users receive errors. Additionally, when the users select either of the two values in the picklist, they receive different error messages above the field and are unable to save the Opportunities.

Why is this error likely occurring?

A. The users don't have access to the picklist field.

Incorrect. Contradicting validation rules for the same field will cause users not be able to save the record.

B. The two picklist values are unavailable to the Record Type.

Incorrect. Picklists are not set by record type.

C. The picklist field has contradicting validation rules.

Correct. Contradicting validation rules for the same field will cause users not be able to save the record.

D. The users don't have access to the Large Enterprise Record Type.

Incorrect. In this scenario, access to a record type would not cause a validation rule to fail.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#) and this [Reference Document](#).

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Question 25 of 30 **You got this incorrect. You chose A.** Objective: Object Manager & Lightning App Builder

Ursa Major Solar recently acquired a company whose sales team has a unique sales process, with stages that are different from the current setup of stages in Salesforce.

The Chief Technology Officer (CTO) has decided that the new sales team should **NOT** change their process at all.

What should the administrator do to incorporate the new sales team's process?

A. Create new values for the opportunity stage field and use field-level security to control which teams see which fields.

Incorrect. Record types let you offer different business processes, picklist values, and page layouts to different users.

B. Create a record type and page layout for the new sales team and a custom field for the new stages.

Incorrect. Record types let you offer different business processes, picklist values, and page layouts to different users.

C. Create new values for the opportunity stage field; order them so that the new Sales team's values are at the bottom of the picklist.

Incorrect. Record types let you offer different business processes, picklist values, and page layouts to different users.

D. Create new values for the opportunity stage field; create a new sales process assigned to a custom record type for the new sales team.

Correct. Record types let you offer different business processes, picklist values, and page layouts to different users.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 26 of 30 **You got this incorrect. You chose C D.** Objective: Salesforce Fundamentals

Universal Containers created a new custom object to track Inventory items. The Support Team cannot see the Inventory object's tab.

Which two settings should the System Administrator check to find the cause of the problem?

Choose 2 options.

A. Support Team Profiles

Correct. Object permissions specify the type of access that users have to objects.

B. Inventory object Sharing Settings

Incorrect. Object permissions specify the type of access that users have to objects.

C. Support Team Permission Sets

Correct. Object permissions specify the type of access that users have to objects.

D. Inventory object Page Layouts

Incorrect. Object permissions specify the type of access that users have to objects.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 27 of 30 **You got this incorrect. You chose B C.** Objective: Workflow/Process Automation

Ursa Major Solar placed a time-dependent action in the workflow queue when the record was created.

What are two situations that will cause this action to be removed from the queue?

Choose 2 options.

A. If another record triggers the same workflow rule

Incorrect. Time-dependent actions remain in the workflow queue only as long as the workflow rule criteria are still valid. If a record no longer matches the rule criteria, Salesforce removes the time-dependent actions queued for that record.

B. If a validation rule is triggered for the record

Incorrect. Time-dependent actions remain in the workflow queue only as long as the workflow rule criteria are still valid. If a record no longer matches the rule criteria, Salesforce removes the time-dependent actions queued for that record.

C. If the record no longer matches the rule criteria

Correct. Time-dependent actions remain in the workflow queue only as long as the workflow rule criteria are still valid. If a record no longer matches the rule criteria, Salesforce removes the time-dependent actions queued for that record.

D. If the action is deleted from the workflow queue

Correct. Time-dependent actions remain in the workflow queue only as long as the workflow rule criteria are still valid. If a record no longer matches the rule criteria, Salesforce removes the time-dependent actions queued for that record.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 28 of 30 **You got this incorrect. You chose C.** Objective: Data & Analytics Management

What is a benefit of using a Lookup Filter instead of a Validation Rule?

A. Faster page refresh on the Salesforce Mobile App

Incorrect. To improve user efficiency by limiting the number of available options in a lookup search dialog.

B. Improves user efficiency when selecting a related record

Correct. To improve user efficiency by limiting the number of available options in a lookup search dialog.

C. Adds the ability to edit multiple records from list views

Incorrect. Improve user efficiency by limiting the number of available options in a lookup search dialog.

D. Better error messages when an incorrect record is selected

Incorrect. Lookup filters do not provide error messages.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 29 of 30 **You got this incorrect. You chose B C.** Objective: Sales and Marketing Applications

Which two related lists should be added to the Opportunity page layout to track how Campaigns contribute to the overall pipeline?

Choose 2 options.

A. Campaign Members

Incorrect. Campaign members are contacts or leads associated with campaigns.

B. Open Activities

Incorrect. Open Activities will not help track campaign information.

C. Contact Roles

Correct. Opportunity contact roles specify the part that each contact plays in a deal.

D. Campaign Influence

Correct. The Campaign Influence tool helps attribute a percentage of success to influential campaigns.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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Question 30 of 30 **You got this correct!** Objective: Data & Analytics Management

Ursa Major Solar is looking into backup methods.

Which set of small and large data backup methods are available in native Salesforce?

A. Data Loader Exports, Mass Exports, and Weekly Data Export Service

Incorrect. Mass exports are not available.

B. Report Exports, Dashboard Exports, and Weekly Data Export Service

Incorrect. Dashboards are not available for backup.

C. Mass Export Wizard, Weekly Data Export Service, and Data Loader Exports

Incorrect. Mass exports are not available.

D. Data Loader Exports, Report Exports, and Weekly Data Export Service

Correct. Data can be backed up via Data Loader Exports, Report Exports, and Weekly Data Export Service.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](#).

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