1. Northern Trail Outfitters wants to track ROI(return on investment) for contacts that are key stakeholders for opportunities. The VP of Sales requested that this information be accessible on the opportunity and available for reporting.
Which two options should the administrator configure to meet these requirements?

A. Add the Opportunity Contact Role related list to the Opportunity page layout.

B. Customize Campaign Member Role.

C. Add the Campaign Member related list to the Opportunity page layout.

D. Customize Campaign Role.

E. Customize Opportunity Contact Role.

Answer: A and E

- **Opportunities are deals in progress.Opportunity records track details about deals, including which accounts they're for, who the players are, and the amount of potential sales.**

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

A . Setup Audit Trail

B . Field History Tracking

C . Organization-Wide Defaults

D . Security Health Check

Answer: D

3. DreamHouse Reality needs to use consistent picklist value on a category filed on accounts and cases, with value respective to record types. Which two features should the administrator use to fulfill this requirement?

Choose 2 Answers

A. Dependent Picklist -one value is dependent on another field value
B. Global Picklist - only admin can give values or modify those values. user can’t do that
C. Multi-Select Picklist - multiple values can be provided
D. Custom Picklist - only 1 value can be given

Answer: B and D

https://trailhead.salesforce.com/es-MX/content/learn/modules/picklist_admin/picklist_admin_manage

4. Sales reps miss key fields when filling out an opportunity record through the sales process. Reps need to move forward in stages but are unable to enter a previous stage. Which three options should the administrator use to address this need? Choose 3 answers

A . Use validation rules.

B . Configure Opportunity Path.

C . Enable guided selling.

D . Mark fields required on the page layout

E . Use Flow to mark fields required.

Answers: A, B, D

https://trailhead.salesforce.com/content/learn/modules/sales_admin_optimize_salesforce_for_selling/sales_admin_optimize_for_selling_unit_1

- Page Layout in Salesforce allows us to customize the design and organization of detail and edit pages of records in Salesforce. Page layouts can be used to control the appearance of fields, related lists, and custom links on standard and custom object's detail and edit page.

5. An administrator at Universal Containers needs a simple way to trigger an alert to the director of sales when opportunities reach an amount of $500,000.

What should the administrator configure to meet this requirement?

A. Key Deals component on the homepage

B. Opportunity warnings in Kanban View

C. Set up Big Deal Alerts for the amount.

D. Enable Opportunity Update Reminders.

Answer:C

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

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

A. Set the login policy to require login from https://nto.my.salesforce.com

B. Set the Redirect policy to Do Not redirect.

C. Set the redirect policy to Redirect with a warning to the same page within the domain.

D. Set the login policy to prevent login from https://login.salesforce.com

Answer: A

> My domain is like your empire in the Salesforce universe. It's a Salesforce Identity feature that lets you create a subdomain (empire) in the Salesforce domain (universe) to customize your Salesforce org.
>
> How is that? With My Domain, your users get a nifty, personalized way to access Salesforce. Instead of using a meaningless URL containing your Salesforce instance, like https://na30.salesforce.com, your login URL can be something like https://somethingReallyCool.my.salesforce.com where:
>
> - somethingReallyCool equals your My Domain name: your personal subdomain within the Salesforce domain. Normally, it is the name of your company or any other element that enhances your brand.
> - my.salesforce.com is the Salesforce domain suffix (the domain for short). Except for a few special cases, all My Domain login URLs belong to this same domain.

https://trailhead.salesforce.com/es-MX/content/learn/modules/identity_login/identity_login_my_domain

- The My Domain redirect policy determines what users see when they access a bookmark or link that contains your Salesforce instance.

7. An administrator at Dreamhouse realty needs to create customized pages for the salesforce mobile app. Which two types of pages could an administrator build and customize using the lighting app builder? Choose 2 answers.

A . Record page

B . App page-

C . userpage

D . Dashboard page

Answer: A and B

- In lightning app builder,app page,home page and record pages can be customized and in classic ui, we can customize all pages such as object page,record page,create forms, etc.,

https://trailhead.salesforce.com/es-MX/content/learn/modules/lightning_app_builder/lightning_app_builder_intro

https://help.salesforce.com/s/articleView?id=sf.lightning_page_types.htm&type=5

Lightning Page Types

You can create different types of Lightning pages with the Lightning App Builder. Let's look at these three types.

App Page
Use an app page to create a home page for a third-party app that you can add directly to the Salesforce and Lightning Experience mobile app navigation menus. Your users then have an application home page where they can quickly access the most important elements and objects.

Home Page
Create home pages with features relevant to specific types of users, and assign custom pages to different applications or combinations of application and user profile. Custom home pages are only supported in Lightning Experience.

Registration
page With a registration page, you can create a customized version of an object's registration page to tailor it to the needs of users. Custom record pages are supported in Lightning Experience and the Salesforce mobile app.

8. 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–is a chart to display one portion of the data(x and y)
C. Donut–is a chart to show complete amount of data
D. Gauge—A gauge is **used to see how far you are from reaching a goal**. It displays a single value, such as closed deals.(shows single value).

Answer: D

9. A user at Cloud Kicks Is having Issues logging in to Salesforce. The user asks the administrator to reset their password.

Which two options should the administrator consider when resetting the user's password? Choose 2 answers

A . Resetting the password will change the user's password policy.

B . Single sign-on users can reset their own passwords using the forgot password link,

C . After resetting a password, the user may be required to activate their device to successfully log In to Salesforce.

D . Resetting a locked-out user's password automatically unlocks the user's account.

Answer: C and D

https://help.salesforce.com/s/articleView?id=sf.resetting_and_expiring_passwords.htm&type=5

10. The administrator at Cloud Kicks has created an approval process for time off requests.

Which two automated actions are available to be added as part of the approval process?

Choose 2 answers

A. Field Update - Changes the value of a selected field. You can specify a value or create a formula for the new value.

B. Auto launched Flow

C. Chatter Post

D. Email Alert

Answer: A and D

Approval process support 4 automated actions

Filed update,email alert,outbound message,task

https://help.salesforce.com/s/articleView?id=sf.approvals_automated_actions.htm&type=5

11. Cloud Kicks needs to change the owner of a case when it has been open for more than 7 days. How should the administrator complete this requirement?

A. Validation Rules

B. Escalation Rules—automatically escalate(pd)

C. Auto-Response Rules–responding cx about case details via emails.

D. Assignment Rules–we are assigning the cases(like overwrite)

Answer: B

Maria checks out a few of the main case automation tools. She notices *automatically* is the key word.

Queues	Automatically prioritize your support team's workload by creating lists from which specific agents can jump in to solve certain types of cases.
Assignment Rules	Automatically assign incoming cases to specific agents so that the right people work on the right cases.
Escalation Rules	Automatically escalate cases to the right people when the cases aren't solved by a certain time.
Auto-Response Rules	Automatically send personalized email responses to customers based on each case's details.

https://trailhead.salesforce.com/content/learn/modules/service_lex/service_lex_case_manage

12. The Human resources department at Northern Trail outfitters wants employees to provide

feedback about the manager using a custom object in Salesforce. It is important that managers are unable to see the feedback records from their staff.

How should an administrator configure the custom object to meet this requirement?

A. Uncheck grant access using Hierarchies.

B. Define a criteria-based sharing rules.

C.Set the default external access to private.

D. Configure an owner-based sharing rules.

Answer: B

https://trailhead.salesforce.com/es-MX/content/learn/modules/data_security/data_security_roles

https://trailhead.salesforce.com/es-MX/content/learn/modules/data_security/data_security_records

https://help.salesforce.com/s/articleView?id=sf.security_sharing_rule_types.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.security_sharing_rules_criteria.htm&type=5

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

What should the administrator do to meet this requirement?

A. Create and assign a custom profile with delete access removed for each object.

B. Assign the standard System Administrator profile to the analytical user.

C. Create and assign a permission set that includes Read, Create, and Edit access

D. Give the user View all access and assign them to the highest role in the role hierarchy.

Answer : A

https://trailhead.salesforce.com/es-MX/content/learn/modules/data_security/data_security_objects

- There are two major types of user profiles in Salesforce – standard profiles and custom profiles. While a standard profile is a profile already provided by Salesforce, a custom profile **can be created by the users based on their specific requirements**.

- **A profile is a group/collection of settings and permissions that define what a user can do in salesforce. A profile controls "Object permissions, Field permissions, User permissions, Tab settings, App settings, Apex class access, Visualforce page access, Page layouts, Record Types, Login hours & Login IP ranges.**

14. 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 created. Add a filter for case priority. Select the appropriate email template for each rule.
B. Add three auto-response rules. Configure one rule entry criteria for each rule and set a filter for case priority. Select the appropriate email template for each rule entry.
C. Configure one workflow rule that fires when cases are created. Add a filter for case priority. Select the appropriate email template for the rule.
D. Create one auto-response rule. Configure three rule entry criteria and set a filter for case priority. Select the appropriate email template for each rule entry.

Answer: D

https://trailhead.salesforce.com/content/learn/modules/service_lex/service_lex_case_manage

https://help.salesforce.com/s/articleView?id=sf.creating_auto-response_rules.htm&type=5

15. 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 a manager role above the agent.

B. A user with the Manage Cases permission.

C. A user with the System Administrator profile.

D. A user with Read permission on the account.

Answer: B and C

https://help.salesforce.com/s/articleView?id=sf.cases_assign.htm&type=5

16.Which setting on a profile makes a tab not accessible on the All Tabs page or visible in any app, but still allows a user Multiple Books to view records that would normally be found under this tab? "

A. App Permissions

B. Object Permissions

C. Tab Settings

D. Org-wide Defaults

Answer: C

https://help.salesforce.com/s/articleView?id=sf.permissions_tab_settings_ref.htm&type=5

17. 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–create cases and records,update,log calls,sharing files
B. Workflow Rule
C. Process Builder–instead of doing task in manual way we can do it using pb in automatic way
D. Validation Rule

Answer: C

https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5

https://trailhead.salesforce.com/content/learn/projects/quickstart-process-builder

- Workflow rules indicate specific criteria to be met in order to trigger automated actions. For instance, based on a record change (like the "Date" field) on an Opportunity, an auto-notification email alert can be sent to a User. or

- Workflow in Salesforce is basically a container or business logic engine which automates certain actions based on particular criteria. If the criteria are met, the actions get executed. When they are not met, records will get saved but no action will get executed.
- Process Builder - Many of the tasks you assign, the emails you send, and other record updates are vital parts of your standard processes. Instead of doing this repetitive work manually, you can configure flows or processes to do it automatically. We strongly recommend using Flow Builder, but Process Builder can also help you automate your business processes and give you a graphical representation as you build it.

18. When users log In to Salesforce via the user interface, which two settings does the system check for authentication? Choose 2 answers

A . The user’s TWo-Factor Authentication for API Logins permission

B . The role IP address restrictions

C . The users TWo-Factor Authentication for User Interface Logins permission

D . The user’s profile login hours restrictions

Answer: A and D

https://developer.salesforce.com/docs/atlas.en-us.210.0.securityImplGuide.meta/securityImplGuide/admin_loginrestrict.htm

https://advancedcommunities.com/multi-factor-authentication-in-salesforce/

https://www.c-sharpcorner.com/article/setup-two-factor-authentication/

19. Cloud Kicks wants a report Co categorize accounts into small, medium, and large based on the dollar value found In the Contract Value field.

What feature should an administrator use to meet this request?

A. Filter Logic

B. Detail Column

C. Group Rows

D. Bucket Column-Quickly categorize report records without creating a formula or a custom field by bucketing them

Answer: D

https://help.salesforce.com/s/articleView?id=sf.reports_bucketing_overview.htm&type=5

20. DreamHouse Realty wants to offer a form on its Experience Cloud site where inspectors will submit findings from a property inspection.

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

A. Screen Flow

B. Record Detail

C. Autolaunched Flow

D. Related List

Answer: A

Screen flows provide a way to guide users through a business process; they provide instructions or call scripts, prompt users to complete certain fields, and then perform actions behind the scenes such as Record Create or Record Update.

21. Sales Users at Cloud Kicks are requesting that the data in the industry field on the Account object displays on the Opportunity page layout. Which type of the field should an administrator create to accomplish this?

A. Custom Account Field.
B. Standard Account Field.
C. Cross Object Formula Field.-A Cross-object formula is a formula that spans two related objects and references merge fields on those objects.
D. Master detail relationship Field.

Answer: C

https://help.salesforce.com/s/articleView?id=sf.customize_cross_object.htm&type=5

22. Once an opportunity reaches the negotiation stage at Cloud Kicks, the Amount field becomes required for sales users. Sales managers need to be able to move opportunities into this stage without knowing the amount.

How should the administrator require this field during the negotiation stage for sales users but allow their managers to make changes?

A. Create a formula field to fill in the field for managers.

B. Make the field required for all users.

C. Assign the Administrator profile to the managers.

D. Configure a validation rule to meet the criteria.

Answer: D

https://help.salesforce.com/s/articleView?id=sf.fields_defining_field_validation_rules.htm&type=5

https://trailhead.salesforce.com/es-MX/content/learn/modules/point_click_business_logic/validation_rules

Formula fields are custom fields that automatically provide results based on records and related records.

Validation rules verify that the data a user enters in a record meets the standards you specify before the user can save the record. A validation rule can contain a formula or expression that evaluates the data in one or more fields and returns a value of “True” or “False”. Validation rules also include an error message to display to the user when the rule returns a value of “True” due to an invalid value.

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

A. Workflow Rule–sends mails if the criteria met OR NO

B. Task Assignment

C. Flow Builder

D. Process Builder—-it will not send outbound message

Answer: A

Outbound Messages — Send a secure, configurable API message (in XML format) to a designated listener.

Flows can provide screens to guide users through your business process. Flows aren't tied to any one object, but they're record-centric. They can look up, create, update, and delete records for multiple objects. You build flows using Flow Builder, which is a point-and-click tool.

https://help.salesforce.com/s/articleView?id=sf.workflow_managing_outbound_messages.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.flow_vs_workflow.htm&type=5

https://salesforcecodex.com/question/difference-between-workflow-and-process-builder-in-salesforce-development/#:~:text=Workflow%20enables%20to%20set%20up,the%20exception%20of%20outbound%20messages).

https://help.salesforce.com/s/articleView?id=sf.flow_vs_workflow.htm&type=5

24. Users have noticed that when they click on a report In a dashboard to view the report details, the values In the report are different from the values displayed on the dashboard.

What are the two reasons this is likely to occur?

Choose 2 answers

A. The running dashboard user and viewer have different permissions.

B. The dashboard needs to be refreshed.

C. The report needs to be refreshed.

D. The current user does not have access to the report folder.

Answer: A and B

https://help.salesforce.com/s/articleView?id=000386112&type=1

https://trailhead.salesforce.com/es-MX/content/learn/modules/reports_dashboards/reports_dashboards_overview

25. An administrator at dream house realty wants an easier way to assign cases based on the agent capacity and skill set.

Which feature should administrator enable to meet this requirement?

A. Escalation rules

B. Omni channel

C. Territory management

D. Knowledge management

Answer:B

https://trailhead.salesforce.com/es-MX/content/learn/modules/omni-channel-lex/understand-sbr

https://help.salesforce.com/s/articleView?id=sf.omnichannel_skills_based_routing_how_it_works.htm&type=5

26. Northern Trail Outfitters wants to know the average stage duration for all closed opportunities.

How should an administrator support this request?

A. Refresh weekly reporting snapshots for Closed Opportunities.

B. Run the Opportunity Stage Duration report.

C. Use Process Builder to capture the daily average on each Opportunity.

D. Add formula fields to track Stages on each Opportunity.

Answer:B

https://help.salesforce.com/s/articleView?id=sf.reports_oppforesales_tips.htm&type=5

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

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

Answer: C

https://trailhead.salesforce.com/es-MX/content/learn/projects/create-a-process-for-managing-support-cases/create-support-processes

28. DreamHouse Realty (DHR) wants a templated process with a mortgage calculator that generates leads(A salesperson who is interested in your products or company) 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. Flow Solutions

B. Lightning Data- Lightning Data supercharges your sales and marketing efforts with pre-integrated, approved and scalable data solutions.

C. Bolt Solutions -used to built Bolt Checkout to improve the shopping experience for customers, but also to fix some of the biggest challenges ecommerce businesses face when it comes to checkout and payments.

D. Lightning Community - knowledge sharing platform where people can communicate with other people to solve their problems regarding Lightening platform.

Answer:A

There are 5 type of appexchange solutions

- **Apps, components, Bolt solutions, Lightning data and Flow solutions**
- **Lightning community templates let you create branded spaces where your employees, customers, and partners can connect.**
- **Flow solutions automatically do things, such as update data, send emails, and interact with external systems, on behalf of the user.**
- **Lightning Data Service is a centralized data caching framework which is used to load, save, create and delete a record without server-side apex code. It supports the sharing rules and field-level security as well.**

https://trailhead.salesforce.com/es-MX/content/learn/modules/appexchange-solutions/discover-appexchange-solutions

29. Cloud Kicks has the organization-wide defaults for Opportunity set to private. Which two features should the administrator use to open up access to Opportunity records for sales users working on collaborative deals?

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

Answer: B and D

Sharing sets use profiles to give record access to a group of users, unlike sharing rules, which use roles and public groups.

A role hierarchy works together with sharing settings to determine the levels of access users have to your Salesforce data. Users can access the data of all the users directly below them in the hierarchy.

https://trailhead.salesforce.com/es-MX/content/learn/modules/data_security/data_security_sharing_rules

30. The Sales manager at DreamHouse Realty wants the sales users to have a quick way to view and edit the Opportunities in their pipeline expected to close in the next 90 days.

What should an administrator do to accomplish this request?

A. Create a custom report and schedule the sales users to receive it each day as a reminder to update their opportunities.

B. Enable Sales Console and show users how to open a tab for each opportunity in the pipeline that meets the requirements.
C. Create a list view on the Opportunity object and recommend users switch the view to Kanban to edit by drag and drop.
D. Make a new Sales dashboard and add a component that shows all opportunities that meet the criteria.

Answer: C(doubt)

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

Which three of the standard objects are available to an administrator considering a support use case? Choose 3 answers

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

Answer: A, B, E

Salesforce out of the box means the declarative features provided by the Salesforce, where we can develop applications just by using button clicks and without any code e.g. workflow/approval process,reports and dashboards .

- **Standard Objects: Standard objects are the kind of objects that are provided by salesforce.com such as users, contracts, reports, dashboards, etc.**
- **Custom Objects: Custom objects are those objects that are created by users.**

https://help.salesforce.com/s/articleView?id=sf.networks_napili_supported_objects.htm&type=5

32. The administrator for AW Computing is working with a user who is having trouble logging in to Salesforce.

What should the administrator do to identify why the user is unable to log in?

A. Review the login history.

B. Review the security token.

C. Review the password policies.

D. Review the password history.

Answer: B

When you access Salesforce from an IP address that's outside your company's trusted IP range using a desktop client or the API, you need a security token to log in. A security token is a case-sensitive alphanumeric code that you append to your password or enter in a separate field in a client application.

https://help.salesforce.com/s/articleView?id=sf.user_security_token.htm&type=5

33. Universal Container wants to prevent its service team from accessing deal records. While service users are unable to access deal list views, they are able to find the deal records via a search. What options should the administrator adjust to fully restrict access?

A. Record setting and search index
B. Permissions and tab visibility
C. App permissions and search terms
D. Page layouts and field- level security

Answer:D

Page layouts control the layout and organization of buttons, fields, s-controls, Visualforce, custom links, and related lists on object record pages. They also help determine which fields are visible, read only, and required. Use page layouts to customize the content of record pages for your users.

https://help.salesforce.com/s/articleView?id=sf.customize_layout.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.admin_fls.htm&type=5

34. 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?

A. Metadata Backups are limited a sandbox refresh intervals.----every 29 days

B. Data Backups are limited to weekly or monthly intervals.

C. Data export service should be run from a sandbox.--does not support sandbox

D. Metadata backups must be run via a separate process.

Answer:A and B

https://help.salesforce.com/s/articleView?id=sf.admin_exportdata.htm&type=5

35. An administrator is planning to use Data Loader to mass import new records to a custom object from a new API. What will the administrator need to do to use the Data Loader?

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

36. An administrator wants to create a form in Salesforce for users to fill out when they lose a client. Which automation tool supports creating a wizard to accomplish this goal?

A. Process Builder
B. Approval Process
C. Outbound Message
D. Flow Builder
Answer: D

Flow solutions automatically do things, such as update data, send emails, and interact with external systems, on behalf of the user.

Process Builders comparatively have lesser options of usage than Flow and are less powerful in terms of number of actions taken. Flow is a more powerful tool in terms of the number of actions taken.

https://help.salesforce.com/s/articleView?id=sf.process_which_tool.htm&type=5

37. 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

38. Northern Trail Outfitters has hired interns to enter Leads Into Salesforce and has requested a way to identify these new records from existing Leads. What approach should an administrator take to meet this requirement?

A. Create a separate Lead Lightning App.

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

C. Set up Web-to-Lead for the interns' use.

D. Update the active Lead Assignment Rules.

Answer: B

Web-to-lead: The process of using a website form to capture visitor information and store that information as a new lead in Salesforce. Salesforce lets you easily create web-to-lead forms that capture information about visitors to your website.

39. An administrator gets a 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 fulfill the request?

A. Freeze the user to prevent them from logging in while removing them from being referenced in the Direct Manager field. —-immediately

B. Deactivate the user and delete any records where they are referenced in the Direct Manager field.

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

D. Delete the user and leave all records where they referenced in the Direct Manager Field without changes.

40. An administrator has been asked to change the data type of an auto number to text field. What should the administrator be aware of before changing the field?

A. Existing field values will remain unchanged.
B. Existing field values will be Converted.
C. Existing field values will be deleted.
D. Existing auto number field to Text is prevented.
Answer: A
Number type can store any integer/float value, depending on decimal precision specified. Whereas Auto Number will have values calculated by system. (Auto Incremented Values).

If you convert an auto-number field into a text field, the data in that field remains unchanged. Also, you can safely convert a text custom field into an auto-number field without losing your data. Converting an auto-number field into any other data type results in data loss.

https://help.salesforce.com/s/articleView?id=sf.notes_on_changing_custom_field_types.htm&type=5

41. The administrator has been asked to automate a simple field update on the account. When a support agent changes the status of the account to 'Audited', they would like the system to automatically update the Audited date field on the account with today's date. Which tool should the administrator use to complete this automation?

A. Approval process
B. Formula Field
C. Flow Builder—automation work it will do on behalf of user
D. Validation Rule
Answer: C

https://help.salesforce.com/s/articleView?id=sf.flow.htm&type=5

42. Ursa Major Solar offers amazing experiences for all of it employees. The Employee engagement committee wants to post updates while restricting other employees from posting. What should the administrator create to meet this request?

A. Chatter Stream.--everyone can post

B. Chatter Broadcast Group —only owners can post others can comment on post

C. Chatter Recommendations.

D. Chatter Unlisted Group

Answer: B

https://help.salesforce.com/s/articleView?id=sf.collab_groups_broadcast_about.htm&type=5

Chatter provides recommendations to help you identify the people, groups, files, and records that closely relate to your job and interests.

Broadcast groups are a special type of public, private, or unlisted group where only group owners and managers can post to the group. Group members can read posts and comment on them.

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

A. Edit the page layout.

B. View the setup audit trail.

C. Log in as the user

D. Review the sharing model

Sharing Model **deals with the security and sharing settings of data amongst users or a group of users in the organization**.

Answer: C

https://help.salesforce.com/s/articleView?id=sf.logging_in_as_another_user.htm&type=5

44. Cloud Kicks wants to update a screen flow so that if the checkbox field High Value Customer is set to true, the first screen is skipped and the user is directed to the second screen. How should the administrator configure the decision element?

A. Use the equals operator and {!$GlobalConstant.True} as the value.

B. Use the equals operator and "High Value Customer" as the value.

C. Use the contains operator and {!$GlobalConstant.False} as the value.

D. Use the contains operator and "High Value Customer" as the value

Answer: A

45. The support manager at Cloud Kicks wants to respond to customers as quickly as possible. They have requested that the response include the top five troubleshooting tips that could help solve the the customer’s issue. What should the administrator suggest to meet these requirements?

A. Auto-Response Rules

B. Email Alerts

C. Knowledge Articles

D. Assignment Rules

Answer:A

https://trailhead.salesforce.com/es-MX/content/learn/modules/service_lex/service_lex_case_manage
https://help.salesforce.com/s/articleView?id=sf.creating_auto-response_rules.htm&type=5

46. The administrator at cloud kicks has been asked to change the company's Shoe style field to prevent users from selecting more than one style on a record. Which two steps should an administrator do to accomplish this? Choose 2 answers

A. Reactivate the appropriate Shoe Style values after the field type changes.

B. Select the "Choose only one value "checkbox on the pick list field.

C. Back-up the Shoe Style values in existing records.

D. Change the field type from a multi-select picklist field to a picklist field.

Answer: B and D

47. Cloud Kicks wants to give credit to Opportunity team members based on the level of effort contributed by each person towards each deal.
What feature should the administrator use to meet this requirement?

A. List view
B. Stages
C. Splits
D. Queues

Answer:C

If your Salesforce admin has enabled opportunity splits, you can split credit for an opportunity among members of an opportunity team. Share revenue from opportunities and give team members credit for helping to close deals.

https://trailhead.salesforce.com/content/learn/modules/leads_opportunities_lightning_experience/sell-as-a-team-and-split-the-credit

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

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

Answer: A

https://help.salesforce.com/s/articleView?id=sf.tasks_enable_recurring_tasks_cex.htm&type=5

49. Ursa Major Solar uses Opportunity to track sales of solar energy products. The company has two separate sales teams that focus on different energy markets. The Services team also wants to use Opportunity to track installation. All three teams will need to use different fields and stages. How Should the administrator configure this requirement?

A. Create three sales processes. Create three record types and one page layout.
B. Create one sales process. Create three record types and three page layouts.
C. Create three sales processes. Create three record types and three page layouts.
D. Create one sales process. Create one record type and three page layouts.

Answer: C

A sales process is a set of important steps that your sales team can follow to complete a sales cycle.

https://trailhead.salesforce.com/es-MX/content/learn/modules/lex_customization/lex_customization_custom_objects

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

How should the administrator accomplish this goal?

A. Make Lead Source a dependent picklist to the Opportunity stage field.

B. Configure a validation rule requiring Lead Source when the stage is set to closed won.

C. Change the Opportunity stage field to read only on the page layout.

D. Modify the Opportunity stage a dependent picklist to the Lead source field.

Answer:B

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

A. Create a custom Lightning App with the action.

B. Modify compact Case page layout to include the action.

C. Include the action in the Salesforce Mobile Navigation menu.

D. Add the Salesforce Mobile and Lightning Experience action to the page layout.

Answer:D

52. The administrator at Cloud Kicks has a Custom picklist field on Lead, Which is missing on the Contact when leads are converted. Which two items should the administrator do to make sure these values are populated? Choose 2 answers

A. Create a custom picklist field on Contact.

B. Update the picklist value with a validation rule.

C. Map the picklist field on the Lead to the Contact.

D. Set the picklist field to be required on the Lead Object.

Answer: A and C

Picklist Field Type. Picklist fields contain a list of one or more items from which a user chooses a single item.

In Setup, click the Object Manager tab, and then select the object to contain the picklist field. Click Fields & Relationships. Click New. Select Picklist, and then click Next.

53. The administrator at Ursa Major Solar imported records into an object by mistake. Which two tools should be used to undo this import? Choose 2 answers

A. Weekly Data Export

B. Mass Delete Records

C. Data Loader

D. Data Import Wizard

Answer:B and C

MASS DELETE RECORD

1. **You can delete up to 250 items at one time.**
2. **When you delete a record, any associated records that display on that record's related lists are also deleted.**
3. **Only reports in public report folders can be mass-deleted.**

DATA LOADER

Data Loader is a client application for the bulk import or export of data. Use it to insert, update, delete, or export Salesforce records. When importing data, Data Loader reads, extracts, and loads data from comma-separated values (CSV) files or from a database connection. When exporting data, it outputs CSV files.

DATA IMPORT WIZARD

The Data Import Wizard makes it easy to import data for many standard Salesforce objects, including accounts, contacts, leads, solutions, campaign members, and person accounts. You can also import data for custom objects. You can import up to 50,000 records at a time.

54. The events manager at dream house realty has a hot lead from a successful open house that needs to become a contact with an associated opportunity. How should this be accomplished from the campaign keeping the associated campaign member history?

A. Delete the lead and create a new contact and opportunity.

B. Clone the lead and convert the cloned record to a contact.

C. Convert the lead from the campaign member detail page. -becoz from campaign we need to convert lead to contact with associated cmh.

D. Add a contact from a campaign member detail page.

Answer:C

55. An administrator at Northern Trail Outfitters is creating a validation rule. Which two functions should the administrator use when creating a validation rule? Choose 2 answers

A. Formula return type
B. Error condition formula
C. Error message location
D. Rule active date

Answer: B,C

56. Ursa Major Solar has service level agreements (SLA) that are routed to support queues. Cases that meet the 24 hour SLA need to be automatically re-assigned to the next tier queue. Which feature should be used to fulfill this requirement?
A. Einstein Case Routing
B. Auto-response rule
C. Case assignment rule
D. Case escalation rule

Answer: D

57. 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 -automation tool

D. Outbound Message

Answer:C

58. A sales rep at Ursa Major Solar has launched a series of networking events. They are hosting one event per month and want to be able to report on campaign ROI by month and series. How should the administrator set up the Campaign to simplify reporting?

A. Add different record types for the monthly event types.

B. Create individual Campaigns that all have the same name.

C. Configure campaign Member Statuses to record which event members attended.

D. Use Campaign Hierarchy where the monthly events roll up to a parent Campaign.

Answer: C

Your company's campaigns typically target existing customers (contacts) and prospective customers (leads). You can associate contacts and leads with campaigns as campaign members.

A Salesforce Campaign is a group of Leads and Contacts exposed to specific marketing communication(s). It stores essential performance metrics and means salespeople can quickly see the customers and prospects that received marketing activity.

59. Universal Containers administrator has been asked to create a many-to-many relationship between two existing custom objects. Which two steps should the administrator take when enabling the many-to-many relationship? Choose 2 answers

A. Create a junction with a custom object.

B. Create two master detail relationships on the new object.

C. Create two lookup relationships on the new object.

D. Create URL fields on a custom object

Answer: A and B

https://help.salesforce.com/s/articleView?id=sf.relationships_manytomany.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.relationships_manytomany.htm&type=5

Lookup relationship is one-one or one-many, which defines relationship between two objects.

Master detail relationship is one-many and many -many ,here one object is master and another object is detail and defined one object(child and detail) with another object(parent and detail)

60. Universal Containers has enabled Data Protection and Privacy for its org. Which page layouts will have the Individual field available for tracking data privacy information?

A. Case and Opportunity

B. Account and User

C. Contact, Lead, and Person Account

D. Individual, User, and Account

Answer: B

61. An Administrator supporting global team of salesforce users has been asked to configure the company settings. Which two options should the administrator configure? Choose 2 Answers

A. Login Hours

B. Password Policy

C. Default Language

D. Currency Locale

Answer:C and D

62. Cloud Kicks need to be able to show different picklist values for sales and marketing users. Which two options will meet this requirement? Choose 2 answers

A. One page layout, two record types, one picklist

B. Two page layouts, one record type, two picklists

C. Two permission sets, one record type, one picklist

D. One record type, two profiles, one picklist

Answer:A and B

63. An administrator needs to create a one-to-many relationship between two objects with limited access to child records. What type of field should the administrator use?

A. Roll-up summary

B. Master-detail field

C. Cross Object formula

D. Lookup field

Answer: B

A Cross-object formula is a formula that spans two related objects and references merge fields on those objects.

A roll-up summary field calculates values from related records, such as those in a related list.

64. Universal container has a contact Lightning record Page with a component that shows LinkedIn data. The sales team would like to only show this component to sales users when they are on their mobile phones. Choose 2 Answers.

A. Filter the component visibility with User > Profile > name = sales User.

B. Filter the component visibility with Form Factor = phone

C. Filter the component visibility with view = Mobile/Tablet.

D. Filter the component visibility with User > Role > Name = Sales User.

Answer: A and B

65.An administrator at Universal Container needs an automated way to delete records based on field values. What automated solution should the administrator use?

A. Workflow
B. Process Builder
C. Flow Builder
D. Automation Studio
Answer: C
—---
66. Universal Containers wants to prevent its service team from accessing deal records. While service user to access the deal list views, they are able to find the deal records via search .

What option should the administrator adjust to fully restrict access?

A. Permission and tab visibility
B. Record settings and search index
C. Page layouts and field level security
D. App permissions and search terms

Answer:c(doubt)

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

A. Check the attempted logins by running the steps audit trail.
B. Reset the security token for the profile
C. Review the login history for the user
D. Pull the password history to ensure the password policy was followed

Answer: B

Audit Trail allows security admin users to view Marketing Cloud access and activity records.

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

How should an administrator deliver this information?

A. Design a standard Campaign report and add the value Won Opportunities in Campaign field.

B. Perform periodic data job to update campaign records.

C. Create a roll-up summary field on Opportunity to Campaign.

D. Add a Total Value Field on campaign and use a workflow rule to update the value when an opportunity is won.

Answer: A

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

A. Auto-Number field

B. External ID

C. Rich text field

D. Record ID

Answer:B

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

Choose 2 answers

A. The user is part of a territory hierarchy.

B. The User is in a Custom hierarchy field.

C. The User is assigned in workflow email alert.

D. The User is the highest role in the role hierarchy

Answer: B and C

Role hierarchy–user have one role and an account is hold by single user

Territory hierarchy–user can have multiple territory and an account belongs to multiple territory

https://help.salesforce.com/s/articleView?id=sf.users_deactivate_considerations.htm&type=5

71. Cloud kicks wants to track shoe designs by products. Shoe designs should be unable to be deleted, and there can be multiple designs 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:A and C

72. AW Computing would like to improve its Case Lightning record page by including:

- **A filtered component to display a message in bold font when a case is saved as a critical record type.**
- **A quick way to update the account status from the case layout.**

Which two components should an administrator use to satisfy these requests?

Choose 2 Answers

A. Related List

B. Related Record

C. Record details

D. Rich text

Answer:B and D

- **Related Records is a feature that lists records which meet the specified conditions, in the Record Details screen. You can display records from other app or the same app.**
- **The Related Lists are records that are associated to the parent record. For example, an Account has Contacts, Deals, Notes, Open Activities and more associated to it. These associated records are the Related Lists.**
- **rich text fields provide additional functions, such as the ability to view and edit the source HTML, support for more HTML styles, and smart links between articles. Some features have rich text editors across Salesforce Classic, Lightning Experience, and the Salesforce mobile app.**

https://trailhead.salesforce.com/es-MX/content/learn/modules/lightning_app_builder/lightning_app_builder_recordpage

Editing Rich Text Area Fields in Records

Use rich text area fields to improve the appearance of text, including adding images and hyperlinks.

REQUIRED EDITIONS AND USER PERMISSIONS

You can perform the following operations with the rich text editor's WYSIWYG interface.

- Format text as bold, italicized, underlined, or strikethrough
- Create bullet and numbered lists
- Change paragraph indentation
- Insert a hyperlink
- Insert an image (copying inline images from external sources and pasting them into the editor isn't supported)
- Remove formatting

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

Which two tools should an administrator configure? Choose 2 answers

A. Quick Action

B. Outbound Message

C. Approval Process

D. Email Alert Action

Answer: B and C

https://developer.salesforce.com/docs/atlas.en-us.salesforce_useful_approval_processes.meta/salesforce_useful_approval_processes/approvals_useful_approval_processes_expense.htm

An outbound message sends information to a designated endpoint, like an external service.

https://help.salesforce.com/s/articleView?id=sf.workflow_managing_outbound_messages.htm&type=5

https://developer.salesforce.com/docs/atlas.en-us.api.meta/api/sforce_api_om_outboundmessaging_understanding.htm

74. The administrator at Aw Computing wants Account Details, related list and chatter feeds to each appear on separate tabs when reviewing an account. Which type of page should the administrator create?

A. Lightning app page.

B. Lightning page Tab.--can create app page,home page,record page

C. Lightning record page.

D. Lightning page Component.

Answer: B

https://help.salesforce.com/s/articleView?id=sf.lightning_page_components.htm&type=5

75. Ursa Major Solar has a path on Case. The Company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from preventing the case back to a previous status. Which Feature Should an administrator use to fulfill this request?

A. Validation rules.

B. Global Value Picklists

C. Predefined field Values.

D. Dependent Picklists.

Answer: A

- **When you create actions, use predefined field values to set a value for a field.**
- **Predefined values can help ensure consistency and make it faster and easier for users to create records.**

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

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

Answer: A

77. The administrator for Cloud Kicks needs to give access to a new custom object with custom fields to more than one user. Which two options should an administrator use to meet this requirement? Choose 2 answers
A. Add to manual sharing list
B. Assign permission set group to Users
C. Create a Permission Set
D. Edit organization-wide defaults

Answer:A and C

- A permission set is a collection of settings and permissions that give users access to various tools and functions. Permission sets extend users' functional access without changing their profiles.
- Organizational Wide Defaults are used to restrict access. You grant access through other means like(sharing rules, Role Hierarchy, Sales Teams and Account teams, manual sharing, Apex Sharing). In simple words Organization Wide Defaults(OWD) specify the default level of access users have to each other's records.

78. Sales reps at Northern Trail Outfitters have asked for a way to change the Probability field value of their Opportunities. What should an administrator suggest to meet this request?
A. Define a new Stage picklist value.
B. Create a custom field on Opportunity.
C. Configure Forecasting support.
D. Make the field editable on page layouts.
Answer: D

79. Northern Trail Outfitters wants to encourage employees to choose secure and appropriate passwords for their Salesforce accounts. Which three password policies should an administrator configure? Choose 3 answers

A. Maximum invalid login attempts
B. Prohibited password values
C. Require use of Password Manager App
D. Password complexity requirements
E. Number of days until expiration

Answer:A,D and E

https://help.salesforce.com/s/articleView?id=sf.admin_password.htm&type=5
https://developer.salesforce.com/docs/atlas.en-us.188.0.securityImplGuide.meta/securityImplGuide/admin_password.htm

80. An administrator installed a managed package that contains a permission set group. The permission set group that was installed includes Delete access on several objects, and the administrator needs to prevent users in the permission set group from being able to delete records. What should the administrator do to control Delete access?

A. Use a muting permission set with a permission set group to mute selected permissions.
B. Create a new permission set that has Delete access deselected for the objects.
C. Create a new role that prevents Delete permissions from rolling up to the users.
D. Edit the profile for the users to remove Delete access from the objects.

Answer:A

https://help.salesforce.com/s/articleView?id=sf.perm_set_groups_managed_pkg.htm&type=5
https://trailhead.salesforce.com/es-MX/content/learn/modules/permission-set-groups/mute-permissions-in-permission-set-groups

81. A team of support users at Cloud Kicks is helping inside sales reps make follow-up calls to prospects that filled out an interest from online. The team currently does not access to the lead object. How should an administrator provide proper access?

A. Create a new profile
B. Configure permission sets.
C. Assign a new role.
D. Set Up Manual Sharing

Answer: B

82. Cloud Cicks has a screen flow with two questions on the same screen, but only one is necessary at a time the administrator has been asked to show only the questions needed. How should an administrator complete this?

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

Answer:A

Conditional visibility- It only visualizes the page that is required.

https://trailhead.salesforce.com/trailblazer-community/feed/0D54S00000C5uI0SAJ

83. The administrator at AW Computing wants to send off client welcome tasks and a welcome email to the primary contact automatically when an Opportunity is Closed won. What automation tool best accomplishes this?

A. Validation Rule
B. Outbound Message
C. Approval Process
D. Process Builder

Answer: D

84. Users at Cloud Kicks are reporting different options when uploading a custom picklist on the Opportunity object based on the kind of opportunity. 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

https://trailhead.salesforce.com/content/learn/modules/picklist_admin/picklist_admin_manage

85. Cloud Kicks (CK) is partnering with a used shoe store and second-hand bicycle emporium. CK has an automated business process it wants to run once a week to count the number of open cases related to an account. How should the administrator recommend automating this business process?

A. Create a workflow rule with an outbound message.

B. Set up a scheduled process in Process Builder.

C. Configure a scheduled flow in flow Builder.

D. Use a process to update the account when it is edited.

Answer: C

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

A. Page Layout

B. Component Filter

C. Lightning page

D. Home page

Answer: C

A Lightning page is a custom layout that lets you design pages for use in the Salesforce mobile app or Lightning Experience. Lightning pages occupy a middle ground between page layouts and Visualforce pages. Like a page layout, Lightning pages allow you to add custom items to a page.

87. Sales users at Universal Containers are reporting that it is taking a long time to edit opportunity records. Normally, the only field they are editing is the Stage field. Which two options should the administrator recommend to help simplify the process? Choose 2 answers

A. Add a path for stage to the opportunity record page.

B. Use a Kanban list view for Opportunity.

C. Configure an auto launched flow for Opportunity editing.

D. Create a simplified Opportunity page layout.

Answer: B and C.

KanBan List Views separate your records into cards and columns, allowing you to easily drag and drop records across columns.

Screen Flow-Requires user interaction, because it includes screens, local actions, steps, choices, or dynamic choices. Screen flows don't support Pause

elements. Autolaunched Flow-Doesn't require user interaction. This flow type doesn't support screens, local actions, choices, or choice sets.

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

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

Answer:B

89.Cloud Kicks has a custom object called Shipments. The Company wants to see all the shipment items from an Account page. When an Account is deleted, the shipments should remain. What type of relationship should the administrator make between Shipments and Account?

A. Shipments should have a lookup to Account.
B. Accounts should have a lookup to Shipments.
C. Shipments should have a master-detail to Accounts.
D. Accounts should have a master-detail to Shipments.

Answer: A

https://trailhead.salesforce.com/content/learn/modules/data_modeling/object_relationships#:~:text=A%20lookup%20relationship%20essentially%20links,can%20have%20many%20related%20contacts.

Lookup Relationships

In our Account to Contact example above, the relationship between the two objects is a **lookup relationship**. A lookup relationship essentially links two objects together so that you can "look up" one object from the related items on another object.

Lookup relationships can be one-to-one or one-to-many. The Account to Contact relationship is one-to-many because a single account can have many related contacts. For our DreamHouse scenario, you could create a one-to-one relationship between the Property object and a Home Seller object.

90. 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

A compact layout displays a record's key fields at a glance in the Salesforce mobile app, Lightning Experience, and in the Outlook and Gmail integrations.

https://trailhead.salesforce.com/content/learn/modules/lex_customization/lex_customization_page_layouts

91. An administrator at Northern Trail Outfitters is unable to add a new user in salesforce. What could cause this issue?

A. The Username is not a corporate email address

B. The username is less than 80 characters.

C. The Username is a fake email address.

D. The Username is already in use.

Answer:D

https://trailhead.salesforce.com/content/learn/modules/lex_implementation_user_setup_mgmt/lex_implementation_user_setup_mgmt_adding_users

92. 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. Users can change their password to avoid login IP restrictions.

C. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.

D. Single sign-on will allow users to log in from anywhere.

Answer:A and C

93. 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: A,B and D

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

A. Assignment Rules.

B. Business Hours.

C. Case Queues

D. Escalation Rules

Answer: A

95. Users at Dreamhouse Reality are only allowed to see opportunities they own. Leadership wants an enterprise- wide dashboard of all open opportunities in the pipeline so that users can see how the company is performing at any point in time. How should an administrator create the dashboard without changing any sharing setting?

A. Update the dashboard to folder settings to manager for the sales reps role.

B. Add a filter to the dashboard to filter the opportunities by owner role.

C. Build individual dashboards for profiles that need to see the enterprise results.

D. Create a dashboard with the running User set as someone who can see all Opportunities

Answer:C

96. A sales rep has left the company and an administrator has been asked to re-assign all their accounts and opportunities to a new sales rep and keep the teams as is. Which tool should an administrator use to accomplish this?

A. Data Loader

B. Mass Transfer Tool

C. Data Import Wizard

D. Dataloader.io

Answer: B

https://help.salesforce.com/s/articleView?id=sf.admin_transfer.htm&type=5

Mass Transfer Records

Use the Mass Transfer tool to transfer multiple accounts, leads, service contracts, and custom objects from one user to another.

97. Sales reps at ursa Major Solar are having difficulty Managing deals.The leadership team has asked the administrator to help sales reps prioritize and close more deals.
What should the administrator configure to help with these issues?

A. Einstein Activity Capture

B. Einstein Search Personalization

C. Einstein Lead Scoring

D. Einstein Opportunity Scoring

Answer: D

Einstein Activity Capture configurations define how data flows between Salesforce and the connected accounts.

Einstein Search personalization provides search results based on what's most relevant to you. Each time you search in your Salesforce org, personalization learns more about your preferences, which improves your search results.

Einstein Lead Scoring adds a Lead Score field to leads. The Lead Score lets sales reps prioritize their work by ranking leads according to their similarities to prior converted leads. Leads with higher scores have more in common with leads that have converted in the past.

Einstein Opportunity Scoring is available to users with or without a Sales Cloud Einstein license. Opportunity scores tell you the likelihood that an opportunity will be won. For each opportunity score, Einstein shows the factors that have contributed the most to the score, both positively and negatively.

https://help.salesforce.com/s/articleView?id=sf.einstein_sales_opportunity_scoring.htm&type=5

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

A. Create a custom Lightning App with the action.

B. Modify compact Case page layout to include the action.

C. Include the action in the Salesforce Mobile Navigation menu.

D. Add the Salesforce Mobile and Lightning Experience action to the page layout.

Answer:D

https://help.salesforce.com/s/articleView?id=sf.case_interaction_add_actions_to_page_layout_lex.htm&type=5

99.Universal Containers wants to increase the security of their org by requiring stricter user passwords.

Which two of the following should an administrator configure? Choose 2 answers

A . Prevent common words

B . Password different than username

C . Minimum password length

D . Password complexity requirement

Answer:C and D

Set Password Policies

Improve your Salesforce org's security with password protection. You can set password history, length, and complexity requirements. You can also specify what to do when a user forgets the password.

https://help.salesforce.com/s/articleView?id=sf.admin_password.htm&type=5

100. Cloud Kicks is working on a better way to track its product shipments utilizing Salesforce. Which field type should an administrator use to capture coordinates?

A. Geolocation

B. Geofence

C. Custom address

D. External lookup

Answer: A

The geolocation custom field allows you to identify locations by their latitude and longitude and to calculate distances between locations.

A geofence location is a circular boundary that surrounds a geographical point. Contacts can receive a message when their mobile device enters or exits the geofence. In Marketing Cloud MobilePush, specify the geofence location by address or by dragging a pin onto the map.

https://help.salesforce.com/s/articleView?id=sf.custom_field_geolocate_overview.htm&type=5

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

A. Lead Conversion.

B. Require Field.

C. Workflow Rule

D. Validation Rule

Answer:D

102. The administrator at Ursa Major Solar has created a custom report type and built a report for sales operation team. However, none of the user are able to access the report. Which two options could cause this issue? Choose 2 Answers

A. The custom report type is in development.

B. The user’s profile is missing view access.

C. The org has reached its limit of custom report types.

D. The report is saved in a private folder.

Answer:B and D

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

A. Dashboard Filters

B. Dashboard Subscriptions

C. Dynamic Dashboards

D. Public Dashboards

Answer:C

https://help.salesforce.com/s/articleView?id=sf.dashboards_dynamic_overview.htm&type=5

104. Support agent at Cloud Kicks are spending too much time finding resources to solve cases. The agents need a more efficient way to find documentation and similar cases from the Case page layout. How should an administrator meet this requirement?

A. Create a custom object to capture popular case resolutions.

B. Use an interview flow to capture Case details.

C. Direct users to Global Search to look for similar cases.

D. Configure Knowledge with articles and data categories.

Answer:C

105. What are two considerations an administrator should keep in mind when working with Salesforce objects? Choose 2 answers

A. Custom and standard objects have standard fields.

B. Standard objects are included with Salesforce.

C. A new standard object can be created.

D. Only standard objects support master-detail relationships

Answer:A and B

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

A. Enable creation of Recurring Tasks in Activity Settings

B. Disable shares Activities.

C. Add create Recurring series of Tasks field on Page Layouts

D. Turn on Task Notifications service

Answer:A and C

107. The marketing team at Ursa Major Solar wants to send a personalized email whenever a lead fills out the web-to-Lead form on their website. They want to send different Message based on the Lead Industry Field Value. What Should an administrator configure to meet this requirement?

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

B. Configure an auto response rule to email the lead.

C. Add a public group and process builder to email the lead.

D. Create an assignment rule to email the lead.

Answer: B

108. Aw Computing needs to capture a loss reason in rich text field when an opportunity is Closed lost. How should an administrator configure this requirement?

A. Select the requirement checkbox next to the loss reason field on the page layout.

B. Create a validation rule to display an error if stage is Closed lost and Loss Reason is blank.

C. Check the required checkbox on the Loss Reason field in Object Manger.

D. Configure a workflow rule to display an error if Loss Reason is blank.

Answer:B

109. The administrator at Ursa Major Solar has been asked to change the work Item and Project Custom Object Relationship from a master detail to a Lookup. Which Scenario Could prevent the administrator from fulfilling this requirement?

A. A junction object is required to support the lookup.

B. The lookup field in all the records contains a value.

C. The Look-Up field is required for Saving Records.

D. Roll-Up summary fields exist on the master object.

Answer: D

In Salesforce, you can create Many-to-Many relationships by establishing two Master-Detail relationships on the same object. The object on which these two Master-Detail relationships are created is known as the Junction Object.

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

A. Communities

B. Consultants

C. Components

D. Customers

Answer: B and C(Need to check)

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

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

Answer:A

112. 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 PageLayouts.
C. Create three record types, each with 2 page layouts.
D. Create six record types, each with 1 page layout.

Answer:C

113. Cloud Kicks wants its reports to show a Fiscal Year that starts on February 1 and has 12 Months.

How should an administrator address this requirement?

A. Set the Fiscal Year to Custom and the duration to 4 quarters.

B. Set the Fiscal Year to Standard and the duration to 12 months.

C. A Set the Fiscal Year to Custom and the starting month as February.

D. Set the Fiscal Year to Standard and the starting month as February.

Answer:D

Salesforce allows two types: – Standard Fiscal Years are periods that follow the Gregorian calendar but can start on the first day of any. the month of the year. (A Gregorian Year is a calendar based on a 12 Month Structure and is used throughout. much of the world.)

https://help.salesforce.com/s/articleView?id=sf.admin_about_cfy.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.setting_the_fiscal_year.htm&type=5

114. An administrator Creates a custom text area field on the Account object and adds it to the service team's page layout. The services team manager loves the addition of this field and wants it to appear in the highlights panel so that the services reps can quickly find it when on the Account Page. How should the administrator accomplish this?

A. Create a new page layout and a new section titled highlights panel.

B. In the Account object manager, create a custom compact layout.

C. From the page layout editor, drag the field to the highlights panel.

D. Make the field required and move it to the top of the page.

Answer: B

https://help.salesforce.com/s/articleView?id=sf.compact_layout_overview.htm&type=5

https://trailhead.salesforce.com/es-MX/content/learn/modules/lex_customization/lex_customization_compact_layouts

115. The administrator at Universal Containers wants to add branding to Salesforce.

Which two considerations should the administrator keep in mind?

Choose 2 answers

A. Themes apply to Salesforce Classic and to the Salesforce mobile app.

B. Chatter external users see the built-in Lightning blue theme only.

C. Only one theme can be active at a time, and a theme applies to the entire org.

D. Up to 150 custom themes can be created, modified, or cloned from the built-in themes.

Answer: C and D

116. When a Sales rep clicks a button on an opportunity, a simple discount calculator screen should be launched. Which automation tool should an administrator use to build this discount calculator screen?

A. Flow Builder

B. Workflow Rule

C. Platform Event

D. Process Builder .

Answer:A

Use platform events to connect business processes in Salesforce and external apps through the exchange of real-time event data. Platform events are secure and scalable messages that contain data. Publishers publish event messages that subscribers receive in real time.

117. 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 withEdit 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:B and C

118. When a cloud kicks Opportunity closes, the company would like to automatically create a renewal opportunity. Which two automation tools should an administrator use to accomplish this request? Choose 2 answers

A. Approval Process

B. Flow Builder

C. WorkFlow Rule

D. Process Builder

Answer:B and D

119. Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on pacific time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support. How should an administrator solve for this issue?

A. Set temporary business hours for each time zone.

B. Adjust the currant business hours to accommodate the Eastern Time Zone.

C. Create one set of business hours per time zone.

D. Allow the reps to set business hours manually.

Answer:C

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

related opportunity products. The sales manager has asked if three is a way to automate this time consuming task. What should the administrator use to deliver this requirement?

A. Flow Builder

B. Approval Process

C. Prebuild Macro.

D. Formula field

Answer:A

Boost Agent Productivity with Prebuilt Macros: – New prebuilt Macros let agents control cases and send mass emails to customers with a streamlined interaction. Display Survey Pages Based on Your Data: – Now you can use your data in Salesforce org to determine which survey page participants view next.

121. An administrator at Cloud Kicks is building a flow that needs to search for records that meet certain conditions and store values from those records in variable for use later in the flow. What flow element should the administrator add?

A. Assignment

B. Get Records

C. Create Records

D. Update Records

Answer:B

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

Choose 2 answers

A. Re-open the Case.

B. Send email notifications.

C. Change the Case Priority.

D. Re-assign the Case.

Answer:B and D

123. Executives at Cloud Kicks have reported that their dashboards are showing inaccurate data. The administrator has discovered that user have been changing the source reports. Which two actions should the administrator take to preserve the integrity of the source reports? Choose 2 answers

A. Create a new report folder with viewer access.

B. Move the dashboard to the user's private folder.

C. Move the dashboard reports to the view-only folder.

D. Change the dashboard to be a dynamic dashboard.

Answer:A and C

124. The administrator at Universal Containers has created two objects:Containers__c and Purchase__c. Management has requested that all container records display on purchase records in Salesforce.

Which type of relationship between Containers__c and Purchase__c should satisfy the requirement?

A. Roll-Up Summary field
B. Formula field
C. Master-detail field
D. Lookup field

Answer:B

125. Cloud Kicks (ck) stores information about specific customer in Contacts and information about shoes and accessories in a Custom Merchandise object.

What should the ck administrator use to represent that Contacts can be interested in multiple places of Merchandise ?

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

Answer:C

126.the marketing team at cloud kicks uses campaigns to generate product interest. They want a custom pick list value for the campaign member status field foreach they run correctly they ask *administrator* to add or delete pick list value but this is very time consuming. Which two user permissions should allow the marketing team to *customize* the *campaign* member status picklist value themselves?

A. Crate and edit for campaign Member
B. Marketing user feature license
C. Customize Application permission
D. Edit permission for campaigns

Answer: B and D

127. ursa major solar classifies its accounts as silver gold or platinum level. When a new case is created for a silver or gold partner, it should go to the Regular support Queue. When an account is platinum level, it should automatically go to the Priority support queue. what should administrator use to achieve this?

A. Assignment Rules
B. Escalation Rules
C. Case Rules
D. Workflow Rules.

Answer:A

128. Ursa Major Solar provides a 1-year warranty on all of the panels it installs. Installation details, along with the warranty information, are captured on a custom object called Installation. The installation record is created by the installer from the mobile app. Customers soon receive a longer warranty as a way of increasing customer satisfaction when an installation gets delayed or has issues.

How should the administrator configure Salesforce to capture the expiration date of the warranty?

A. Use a formula as the default value of the warranty Expiration Date field.
B. Create a formula field to display 1 year from the warranty purchased.
C. Add a validation rule to ensure the Expiration Date field is populated.
D. Include the warranty Expiration Date field on the mobile page layout.

Answer:B

129. support reps at cloud kicks(ck) are reporting that when they try to close a case the closed option in the Case status picklist is missing. CK has asked the administrator to find a solution.

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

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

Answer:D

130. Cloud kicks is introducing a new shoe model and wants to advertise on TV, radio,Print,and social under the banner of a new shoe campaign called New Runners. In addition, total statistics for this marketing effort need to be aggregated and visible.

Which feature should the administrator implement this functionality?

A. Junction object
B. Parent campaign field
C. Master-detail relationship
D. Lookup relationship

Answer: C

131. aw computing has added a new custom text field called market segment on the lead object. When the lead is converted, the new field is not getting copied to the account record.

what should the administrator do to ensure the market segment field from a lead is copied to the converted account record in routine?

A. Write a validation rule to ensure the account has a value in that field.
B. Ensure the Marketing Segment field on the lead is mapped to the right field on account.
C. Write record triggered flow to copy the custom field from lead to account
D. Ensure account has a field that has the exact same name as the new lead field.

Answer:C

133. A Sales user is trying to manage Campaign members for an upcoming networking event. The user can view the campaign, but is unable to add new campaign Member or update member Statuses.

How can an administrator troubleshoot this problem?

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

Answer:A

134. The standard lead rating field has picklist values of hot warm and cold, A list of new leads was imported without errors even though several records had the value of unrated in the rated field.

How were these records added without error?

A. The Restricted picklist checkbox was unchecked.
B. Field-level security was set to Visible for all profiles.
C. A global picklist value set was used to populate the picklist.
D. The add to all record types checkbox was selected.

Answer:A

135. 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:D

136. what data loss considerations should an administrator keep in mind when changing a custom field custom field type from Text to picklist?

Chose 2 answers.

A. There will be no data loss with use of a global value set.

B. Assignment and escalation rules may be affected.

C. Auto update will be made to Visualforce references to prevent data loss.

D. Any list view based on the custom field is deleted.

Answer:B and C

https://help.salesforce.com/s/articleView?id=sf.fields_converting_field_to_picklist.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.notes_on_changing_custom_field_types.htm&language=en_US&r=https%3A%2F%2Fwww.google.com%2F&type=5

137. marketing users at cloud kicks should be able to view and edit converted leads. The administrator as assigned them a permission set with the view and converted lead permission . Which two ways can the marketing users now access converted leads for editing?Choose 2 answers.

A. Find them in the global search result
B. Search the recent records component on the homepage.
C. Utilize a list view where lead status equals Qualified.
D. Use the data import Wizard.

Answer:A and C

https://help.salesforce.com/s/articleView?id=sf.leads_view_edit_converted.htm&type=5

138. Cloud Kicks has two different support teams with different case stages and data points they need to capture for resolution. How Can the Administrator Configure this ?

A. Set up one support process with two case stages from both teams so that everyone can use the same page layout.
B. Make the data points collected required fields for their respective team to ensure they are filled in upon case Closure.
C. Create two support processes with different stages and page layouts to capture the necessary information.
D. Add the users to the support processes into two different queues to access the correct case types.

Answer:C

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

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

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

Answer: D

140. Universal Containers created a new job posting on the first of the month. It triggered a process scheduled action that will send a Chatter post to the department VP in 30 days if the position is still open and the status is NOT equal to Interviewing. On the 10 of the month, an application interviews, and the job posting status is updated to Interviewing.
What will happen to the Chatter post in this situation?

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

Answer: A

141. Universal Containers has a private sharing model for Opportunities and uses Opportunity Teams. Criteria-based sharing rules are not used. A sales rep at Universal Containers leaves the company and their user record is deactivated. The rep is later rehired in the same role. The Salesforce administrator activates the old user record. The user is added to the same default Opportunity Teams, but is no longer able to see the same records the user worked on before leaving the company.

What is the likely cause?

A. The records were manually shared with the user.

B. The Stage of the Opportunity records was changed to Closed Lost.

C. Permission sets were removed when the user was deactivated.

D. The Record Type of the Opportunity records was changed.

Answer:A

142. The administrator has created new users for 10 new employees at Universal Containers. Why are these users unable to access the account object in the Salesforce org"?

A. Organization-wide defaults are set to private.

B. Users' profile requires a sharing rule for accounts.

C. Users' profile requires permission to the account object.

D. Users' roles are low on the Role hierarchy.

Answer: C

143. At Universal Containers, there is a custom field on the Lead named Product Category. Management wants this information to be part of the Opportunity upon lead conversion.

What action should the administrator take to satisfy the request?

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

Answer:A

144. The IT manager at universal containers is doing an audit of the system security. How should the administrator provide a summary of the Org's security health?

A. Change the organization -wide default to the org’s Security health.
B. Download the last six months of users login data.
C. Turn on the event monitoring to track users event.
D. Run the health check to identify vulnerabilities

Answer: D

https://trailhead.salesforce.com/es-MX/content/learn/modules/security_basics/security_basics_healthcheck

https://help.salesforce.com/s/articleView?id=sf.security_health_check.htm&type=5

145. Universal Containers wants to provide reseller partners with discounted prices on the products they purchase.

How should an administrator configure this requirement? Calculator

A . Create a separate PriceBook for reseller partners.

B . Use a different Opportunity record type.

C . Create separate reseller partner products.

D . Add a Partner_Discount__c field to the Opportunity.

Answer: A

146. A user at Northern trail outfitters is having trouble logging into salesforce. The user's login history shows that this person has a login in multiple times and has been locked out of the organization.

Which two ways should the administrator help the user log into Salesforce?

Choose 2 answers

A. Log in as the user and enter a new password.

B. Click unlock on the user's record detail page.

C. Send an email to the user containing the user's password.

D. Click Reset Password on the user's record detail page.

Answer:B and D

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

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

Choose 2 answers

A. Custom Component
B. Highlights Panel
C. Action and Recommendation
D. Component Visibility Filter
E. Rich text area.

Answer: A and C

https://developer.salesforce.com/docs/atlas.en-us.pages.meta/pages/pages_comp_cust_def.htm

https://help.salesforce.com/s/articleView?id=sf.case_interaction_editing_highlight_panel.htm&type=5

148. Cloud kicks(ck) needs a new sales application. The administrator thinks there is an application page on the AppExchange and wants to begin testing it in a sandbox to see if it addresses CK's needs.

What are two considerations when installing a managed package in a sandbox?

Choose 2 answer

A. Any metadata changes to the package have to be replicated in production.
B. The installation link has to be modified to test.salesforce.com
C. Install for Admins Only will be the only install option available
D. The package will be removed any time the sandbox is refreshed.

Answer:B and D

149. An administrator is building a Lightning app and sees a message that a My domain must be set up first.

What should the administrator take into consideration when enabling My Domain?

A. Single sign-on must be disabled prior to implementing My domain.
B. A deployed My Domain is irreversible and remaining unavailable.
C. The URL instance for a My Domain stays the same for every release.
D. The login for all internal and external users changes to the My Domain login.

Answer:B

https://help.salesforce.com/s/articleView?id=domain_name_considerations.htm&language=en_US&type=5

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

A. Create a validation rule that displays an error if Account revenue is below 0 or greater than 100 billion.

B. Build a scheduled report displaying Account with Account revenue that is negative or greater than 100 billion.

C. Make the Account Revenue field required on the page layout.

D. Enable the Account Revenue limits in setup, with 0 as minimum and 100 billion as maximum.

Answer: A

151. The CTO of AW computing has defined a new policy for cases to improve customer satisfaction. All cases submitted with a case reason of installation must be acknowledged immediately via email and assigned to the appropriate agents. Any cases that are still in the new status after 4 hours must be escalated to support management.

What case management tools need to be utilized for this requirement?

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

Answer:C

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

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

Answer:A.

153. An administrator at northern trail outfitters has been using a spreadsheet to track assigned licenses and permission sets.

what feature can be used to track this in salesforce?

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

Answer: B

154. customer service accesses articles with the knowledge lightning component on the service cloud console. Billing department use would like similar functionality on the case record without using the console.

How should the administrator configure this request?

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

Answer:D

155. Brokers at dream home realty need to see certain information about 1 or more cases when referencing the contact record. This includes: Case name, Case Id, Customer name, Case Reason , Case status, and Case Creation Date, Which two changes in the setup should the administrator make? Choose 2 answers

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 columns in the Case related list.

Answer: A and D

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

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

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

Answer:D

157. The administrator at cloud kicks writes an assignment rule to send all cases created via email or the web to the Automation Cases Queue. Any manually created cases should be owned by the agent creating them; however, 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 missing owner field is missing on the webform and email template.

Answer: B

158. cloud kicks(ck) captures whether an opportunity should be reviewed by someone in product engineering with a checkbox field called Needs Review. Ck also has a picklist field on the opportunity for product type. When a sales rep saves an opportunity, they need to select the product type or check the needs Review box. What should an administrator use to accomplish this?

A. Before Save flow
B. Validation rule
C. Workflow rule
D. Required fields

Answer: B

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

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

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

Answer: C

160. dreamhouse realty regularly held open house for the selling of both houses and condominiums. For condominium open houses, there are a few extra steps that need to be taken. Agents need to be able to submit requests and receive approvals from the home owners association. How can the administrator ensure these extra steps only appear when creating open house records for condominiums?

A. Create one page layout. Use record types to ensure the proper status picklist values display.
B. Create two page layouts. Use business process and record types to display and appropriate picklist values.
C. Create one page layout. Use business processes to ensure the proper status picklist values display.
D. Create two page layouts, one with the house status field and the other with a Condominium status field.

Answer:B.

161. Northern Trail Outfitters has a new flow that automatically sets the field values when a new account is created. That the flow is launched by a process, But the flow is not working properly. What should the administrator do to identify the problem?

A. Use the native debug feature in the flow builder.

B. Review debug logs with the login level.

C. View the setup audit Trail and review for errors.

D. Setup Email logs and review the send error log.

Answer:A

162. What are three characteristics of a master-detail relationship? Choose 3 answers

A. The master 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: A,D and E

163. The business development team at Cloud Kicks thinks the account creation process has too many fields to fill out and the page feels cluttered. They have requested the administrator to simplify the process. Which automation tool should an administrator use?

A. Approval process

B. Workflow rule

C. Flow builder

D. Validation rule

Answer:C

164. User at Cloud Kicks want to see information more useful for their role on the Case page. How should an administrator make the pages more dynamic and easier to use?

A. Add Component visibility filters to the Components.

B. Remove fields from the record details component.

C. Delete the extra component from the page.

D. Include more tab components with filters.

Answer:A.

165. An administrator has assigned a permission set group with the two-factor authentication for User Interface Logins permissions and the two-factor authentication for API Logins permission to a group of users. Which two prompts will happen when one of the users attempts to log in to Data Loader? Choose 2 answers

A. Users need to download and install an authenticator app on their mobile device.

B. Users need to enter a verification code from email or SMS, whichever has higher priority.

C. Users need to connect an authenticator app to their Salesforce account.

D. Users need to get a security token from a trusted network using Reset My Security Token.

Answer:A and C

166. Sales managers would like to know what could be implemented to surface important values based on the stage of the opportunity. Which tool should an administrator use to meet the requirement?

A. Dynamic forms

B. Path key fields

C. Opportunity processes

D. Workflow rules

Answer:B

167. Northern trail Outfitter wants to use contract hierarchy in its or to display contact association. What should the administrator take into consideration regarding the contact hierarchy?

A. Contacts displays in the contact hierarchy are limited to record-level access by User.

B. Contact Hierarchy is limited to only 3,000 contacts at one time.

C. Customizing hierarchy columns changes the recently viewed Contacts list view.

D. Sharing setting are ignored by contacts displayed in the Contact Hierarchy

Answer:A

168. Universal Containers requires a different Lightning page to be displayed when Accounts are viewed in the Sales Console and in the Service Console. How should an administrator meet this requirement?

A. Update page layout assignments.

B. Define multiple record types.

C. Assign Lightning pages as app default.

D. Create different user profiles.

Answer:A

169. AW Computing has six sales teams in a region. These teams always consists of the same account manager, engineer, and assistant. What should the administrator configure to make it easier for teams to collaborate with the same customer?

A. Enable and configure standard opportunity teams with splits.

B. Enable account teams and show the users how to set up a default account team.

C. Create a queue for each team and assign account ownership to the queue.

D. Propose the users manually share all their accounts with their teammates.

Answer:B

170. Which two objects are customizable in the Stage Setup Flow?

Choose 2 answers

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

Answer: A and C

171. 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 an administrator 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:B

172. Cloud kicks has the organization-wide sharing default set to private on the shoe object. The sales manager should be able to view a report containing shoe records for all of the sales reps on their team. Which 3 items should the administrator configure to provide appropriate access to the report? Choose 3 answers

A. Custom report type.

B. Folder access

C. Report subscription

D. Field level security

E. Role hierarchy

Answer:A,D and E

173. The administrator at universal containers has a screen flow that helps users create new leads. When lead source is “Search Engine”, the administrator needs to require the user to choose a specific a search engine from a picklist. If the lead source is not “Search Engine”, this picklist should be hidden. How should the administrator complete this requirement?

A. Assign a decision element to direct the user to a second screen to hold specific search engine only when a lead source is “Search Engine”.

B. Use an assignment element, one for when lead source is “Search Engine” and one for everything else.

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

D. Configure a picklist for specific search engine, and use a validation rule to conditionally show only when lead source is “Search Engine”

Answer: A

174. ursa major solar wants to assist users with a guided expense report process to simplify submissions, routing and authorization.

Which two tools should an administrator use to build this solution. Choose 2 answer

A. Validation rule
B. Quick Action
C. Approval process
D. Flow builder

Answer:C and D

175. Cloud Kicks (CK) stores information about specific customers in Contacts and information about shoes and accessories in a custom Merchandise object.

What should the CK administrator use to represent that Contact can be interested in multiple pieces of Merchandise?

A.Hierarchy column

B.Lookup filter

C.Formula field

D.Junction object

Answer: C

176. Universal Containers has two sales teams, Sales team A and Sales team B. Each team has their own role in the role hierarchy. Both roles are subordinates of the same Manager role. How Should the administrator share records owned by sales team A with Sales team B?

A. Hierarchical sharing

B. Use Manual sharing

C. Criteria based sharing

D. Owner based sharing

Answer:D

177. The Client services and customer support teams share the same profile but have different permission sets. The Custom Object Retention related list needs to be restricted to the client services team on the Lightning record page layout. What should the administrator use to fulfill this request?

A. Sharing settings

B. Page Layout Assignment

C. Component Visibility

D. Record Type Assignment

Answer: C

178. 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

179. AW Computing (AWC) occasionally works with independent contractors, who the company stores as Contacts in Salesforce. Contractors often change agencies, and AWC wants to maintain the historical accuracy of the record. What should AWC use to track Contacts?

A. Use a partner community to track the Contacts.

B. Create a new Contact record for each agency.

C. Create a Junction object to track many-to-many relationship.

D. Enable Contacts to multiple Accounts.

Answer:D

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

A. Configure formula fields on event to populate contact information

B. Edit the custom Event report type and add fields related via lookup.

C. Create a new report type with event as the primary object and Contact as a related object.

D. Use a dashboard with filters to show Event and Contact data as requested.

Answer:C

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

A. Data Export Wizard.

B. Data Import Wizard.

C. Data Export Wizard.

D. Data Loader.

Answer: D

182. The Sales director at Cloud Kicks wants to be able to predict upcoming revenue in the next several fiscal quarters so they can set goals and benchmark how reps are performing. Which two features should the administrator configure? Choose 2 answers

A. Sales Quotes

B. Opportunity List View

C. Forecasting

D. Opportunity Stages

Answer: A and C

183. The Call center manager in Ursa Major Solar wants to provide agents with a case dashboard that can be drilled down by case origin, status and owner. What should an Administrator add to the dashboard to fulfill the request?

A. Dashboard Filter

B. Bucket column

C. Dashboard component

D. Combination Chart

Answer: A

184. Cloud Kicks users are seeing error messages when they use one of their screen flows. The error messages are confusing but could be resolved if the users entered more information on the account before starting the flow. How should the administrator address this issues?

A. Remove validation rules so that the users are able to process without complete records.

B. Create a permission set to allow users to bypass the error.

C. use a fault connector and display a screen with text explaining what went wrong and how to correct it.

D. Uncheck the end user Flow Errors box in setup.

Answer:C

185. DreamHouse reality has an approval process. A manager attempts to approve the record but receives an error. What should an administrator review to troubleshoot this request?

A. Add a delegated approver for the next approver in the process.

B. Update the field level security to view on fields that are updated in the process.

C. Check if the user in the next approver is inactive or missing

D. Review the page layout to ensure, the fields updated in the process are visible.

Answer:C

186. 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:C

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

A. Dataloader.io

B. Data Loader

C. Manual Import

D. Data Import Wizard

Answer:D

188. Cloud Kicks wants to try out an app from the AppExchange to ensure that the app meets its needs. Which two options should the administrator suggest? Choose two answers

A. Test Drive in a production org.

B. Download into a Trailhead Playground.

C. Install in a sandbox.

D. Check edition compatibility.

Answer:B and C

189. Cloud Kicks has asked the administrator to test a new screen flow that create contacts. What are two key components of testing the flow? Choose 2 answers

A. Set Up a flow interview to test the flow.

B. Run the flow using it to create contacts.

C. Use Debug to test the flow in Flow Builder.

D. Test the flow in a sandbox.

Answer: C and A

190. Northern Trail Outfitters has requested that when the Referral Date field is updated on the custom object Referral Source, the parent object Referral also needs to be updated. Which automation solution should an administrator use to meet this request?

A. Lightning Web Component

B. Approval Process

C. Workflow Field Update

D. Process Builder

Answer: D

191. An administrator has reviewed an upcoming critical update. How should the administrator proceed with activation of the critical update?

A. Activate the critical update in a sandbox.

B. Allow the critical update to auto-activate.

C. Activate the critical update in production.

D. Allow the critical update to auto-activate in a sandbox

Answer:A

192. 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

193. Cloud Kicks (CK) has new administrator who is asked to put together a memo detailing salesforce uses to budget for upcoming license purchases. Where Should the administrator go to find out what type of licenses CK Has purchased and how many are available.

A. Search for licenses types in setup.

B. User Licenses Related List in Company information.

C. User Management settings in setup.

D. Usage based entitlement related list in company information.

Answer:B

194. Universal Containers (UC) has a queue that is used for managing tasks that need to be worked by the UC customer support team. The same team will now be working some of UC's Cases. Which two options should the administrator use to help the support team?

Choose 2 answers

A. Configure a flow to assign the cases to the queue.

B. Use assignment rules to set the queue as the owner of the case.

C. Add Cass to the existing queue as available object.

D. Create a new queue and add Cases as an available object.

Answer:A and B