

## Salesforce Certified Administrator

Time Remaining : 00:21:23

53 of 65. The administrator at Northern Trail Outfitters has been using a spreadsheet to track assigned licenses and permission sets.

What feature can be used to track this in Salesforce?

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

☒ Mark this item for later review.

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Time Remaining : 00:20:45

60 of 65. Customer service accesses articles with the Knowledge Lightning component on the Service Cloud console. Billing department users would like similar functionality on the case record without using the console.

How should the administrator configure this request?

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

☒ Mark this item for later review.

Time Remaining : 00:20:14

40 of 65. Brokers at DreamHouse Realty need to see certain information about one 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 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 Cases related list.

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## Salesforce Certified Administrator

Time Remaining : 00:19:44

32 of 65. 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 year?

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

☒ Mark this item for later review.

## Salesforce Certified Administrator

Time Remaining : 00:23:50

54 of 65. The administrator at Cloud Kicks writes an assignment rule to send all cases created via email or the web to the Automated Cases Queue. Any manually created cases should be owned by the agent creating them; however, the manually created cases now show the administrator as the owner.

What will the administrator find when troubleshooting this issue?

- A. ☐ An escalation rule is changing the case owner on case creation.
- B. ☒ The Assignment Rule checkbox is selected by default.
- C. ☐ Another assignment rule is giving ownership to the administrator.
- D. ☐ The Owner field is missing on the webform and email template.

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19 of 65.

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

**22 of 65.**

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

What will the administrator find when troubleshooting this issue?

- A. ☐ The Owner field is missing on the webform and email template.
- B. ☐ The Assignment Rule checkbox is selected by default.
- C. ☐ An escalation rule is changing the case owner on case creation.
- D. ☐ Another assignment rule is giving ownership to the administrator.

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**24 of 65.**

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

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

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

- 34 of 65.** DreamHouse Realty regularly holds open houses 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 homeowners' 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 processes and record types to display the 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 a House Status field and the other with a Condominium Status field.