

32 of 65. 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. ☒ Escalation Rules
- B. ☐ Auto-Response Rules
- C. ☐ Validation Rules
- D. ☐ Assignment Rules

☐ Mark this item for later review.

31 of 65. 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. ☒ Configure Opportunity Path.
- B. ☐ Enable guided selling.
- C. ☒ Use validation rules.
- D. ☐ Use Flow to mark fields required.
- E. ☒ Mark fields required on the page layout.

☐ Mark this item for later review.

28 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.

26 of 65. An administrator creates a custom text area field on the Account object and adds it to the service team's page layout. The service team manager loves the addition of this field and wants it to appear in the highlights panel so that the service reps can quickly find it when on the Account page.

How should the administrator accomplish this?

- A. ☐ Make the field required and move it to the top of the page.
- B. ☐ From the page layout editor, drag the field to the highlights panel.
- C. ☒ In the Account object manager, create a custom compact layout.
- D. ☐ Create a new page layout and a new section titled highlights panel.

☐ Mark this item for later review.

25 of 65. An administrator at DreamHouse Realty wants an easier way to assign cases based on agent capacity and skill set.

Which feature should the administrator enable to meet this requirement?

- A. ☐ Territory Management
- B. ☒ Omni-Channel
- C. ☐ Escalation Rules
- D. ☐ Knowledge Management

☐ Mark this item for later review.

24 of 65. A user at Northern Trail Outfitters is having trouble logging into Salesforce. The user's login history shows that this person has attempted to log 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 to unlock the user and reset the password.
- B. ☐ Reset the password policies to allow the user to login.
- C. ☒ Reset password on the user's record detail page.
- D. ☒ Use the unlock button on the user's record detail page.

☐ Mark this item for later review.

23 of 65. At Cloud Kicks, sales reps use discounts on the opportunity record to help win sales on particular products. When an opportunity is won, they then have to manually apply the discount to the related opportunity products. The sales manager has asked if there is a way to automate this time-consuming task.

What should the administrator use to deliver this requirement?

- A. ☐ Prebuilt Macro
- B. ☐ Approval Process
- C. ☐ Formula Field
- D. ☒ Flow Builder

☐ Mark this item for later review.

22 of 65. 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 field should an administrator create to accomplish this?

- A. ☒ Cross-object formula field
- B. ☐ Master-detail relationship field
- C. ☐ Standard Account field
- D. ☐ Custom Account field

☐ Mark this item for later review.

20 of 65. The IT manager at Universal Containers is doing an audit of the system's security.

How should the administrator provide a summary of the org's security health?

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

☐ Mark this item for later review.

19 of 65. 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. ☐ Back-up the Shoe Style values in existing records.
- C. ☒ Select the "Choose only one value" checkbox on the picklist field.
- D. ☒ Change the field type from a multi-select picklist field to a picklist field.

☐ Mark this item for later review.

18 of 65. Support agents at Cloud Kicks are spending too much time finding resources to solve customer 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. ☒ Direct users to Global Search to look for similar cases.
- B. ☐ Use an interview flow to capture Case details.
- C. ☐ Create a custom object to capture popular Case resolutions.
- D. ☐ Configure Knowledge with articles and data categories.

☐ Mark this item for later review.

15 of 65. The administrator at Cloud Kicks deleted a custom field but realized that is it part of the lead conversion process.

What should an administrator take into consideration when undeleting the field?

- A. ☐ The field needs to be re-added to reports.
- B. ☐ The field needs to be restored in the search settings.
- C. ☐ The field history will remain deleted.
- D. ☒ The field mapping needs to be re-mapped.

☐ Mark this item for later review.

- 14 of 65.** Ursa Major Solar offers amazing experiences for all of its 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 Recommendations
- B. ☐ Chatter Stream
- C. ☐ Chatter Unlisted Group
- D. ☒ Chatter Broadcast Group

☐ Mark this item for later review.

- 13 of 65.** 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. ☐ Configure the product categories picklist field on the product.
- C. ☐ Create a custom field on the Opportunity and map the two fields.
- D. ☐ Create a workflow to update Opportunity fields based on the lead.

☐ Mark this item for later review.

- 11 of 65.** 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. ☐ Outbound Message
- B. ☐ Workflow Rule
- C. ☒ Flow Builder
- D. ☐ Quick Action

☐ Mark this item for later review.

- 10 of 65.** Cloud Kicks needs 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. ☐ One record type, two profiles, one picklist
- C. ☐ Two permission sets, one record type, one picklist
- D. ☒ Two page layouts, one record type, two picklists

☐ Mark this item for later review.

9 of 65. Cloud Kicks intends to protect data with backups by using the data export service.

Which two considerations should the administrator remember when scheduling the export?

Choose 2 answers

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

☐ Mark this item for later review.

3 of 65. 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 customer's issue.

What should the administrator suggest to meet these requirements?

- A. ☐ Knowledge Articles
- B. ☐ Email Alerts
- C. ☐ Assignment Rules
- D. ☒ Auto-Response Rules

☐ Mark this item for later review.

2 of 65. 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. ☐ Create a new role that prevents Delete permissions from rolling up to the users.
- B. ☐ Edit the profile for the users to remove Delete access from the objects.
- C. ☐ Create a new permission set that has Delete access deselected for the objects.
- D. ☒ Use a muting permission set with a permission set group to mute selected permissions.

☐ Mark this item for later review.

1 of 65. 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 Accounts?

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

☐ Mark this item for later review.

34 of 65. An administrator at Universal Containers needs an automated way to delete records based on field values.

What automated solution should the administrator use?

- A. ☐ Workflow
- B. ☐ Process Builder
- C. ☐ Automation Studio
- D. ☒ Flow Builder

☐ Mark this item for later review.

35 of 65. 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. ☒ Map the picklist field on the Lead to the Contact.
- B. ☒ Create a custom picklist field on Contact.
- C. ☐ Update the picklist value with a validation rule.
- D. ☐ Set the picklist field to be required on the Lead object.

☐ Mark this item for later review.

37 of 65. 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. ☐ Define multiple record types.
- B. ☐ Create different user profiles.
- C. ☐ Assign Lightning pages as app default.
- D. ☒ Update page layout assignments.

☐ Mark this item for later review.

40 of 65. An administrator has assigned a permission set group with the two-factor authentication for User Interface Logins permission 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 get a security token from a trusted network using Reset My Security Token.
- B. ☐ Users need to enter a verification code from email or SMS, whichever has higher priority.
- C. ☒ Users need to download and install an authenticator app on their mobile device.
- D. ☒ Users need to connect an authenticator app to their Salesforce account.

☐ Mark this item for later review.

41 of 65. 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. ☐ Modify compact Case page layout to include the action.
- B. ☒ Add the Salesforce Mobile and Lightning Experience action to the page layout.
- C. ☐ Create a custom Lightning App with the action.
- D. ☐ Include the action in the Salesforce Mobile Navigation menu.

☐ Mark this item for later review.

42 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. ☒ Create a validation rule that ensures Showing Date contains a date within the current year.
- D. ☐ Add Help Text so the user knows to only add a Showing Date within the current year.

☐ Mark this item for later review.

46 of 65. An administrator has been asked to change the data type of an auto number to a text field.

What should the administrator be aware of before changing the field?

- A. ☐ Existing field values will be deleted.
- B. ☐ Existing Auto Number field to Text is prevented.
- C. ☒ Existing field values will remain unchanged.
- D. ☐ Existing field values will be converted.

☐ Mark this item for later review.

49 of 65. 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 user's Two-Factor Authentication for User Interface Logins permission
- C. ☐ The role IP address restrictions
- D. ☒ The user's profile login hours restrictions

☐ Mark this item for later review.

51 of 65. 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. ☐ Validation Rule
- B. ☐ Formula Field
- C. ☒ Flow Builder
- D. ☐ Approval Process

☐ Mark this item for later review.

52 of 65. 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 an auto-response rule and a public group.
- B. ☐ Create a queue and a criteria-based sharing rule.
- C. ☒ Create a user-based sharing rule and an ad-hoc case team.
- D. ☐ Create a predefined case team and an assignment rule.

☐ Mark this item for later review.

57 of 65. 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. ☐ Validation Rule
- D. ☒ Flow Builder

☐ Mark this item for later review.

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

☐ Mark this item for later review.

61 of 65. DreamHouse Realty needs to use consistent picklist values in the Category field on Accounts and Cases, with values respective to record types.

Which two features should the administrator use to fulfill this requirement?

Choose 2 answers

- A. ☒ Custom picklist
- B. ☒ Global picklist
- C. ☐ Dependent picklist
- D. ☐ Multi-select picklist

☐ Mark this item for later review.

62 of 65. What are three characteristics of a master-detail relationship?

Choose 3 answers

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

☐ Mark this item for later review.

65 of 65. 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. ☒ Email Alert
- B. ☒ Field Update
- C. ☐ Autolaunched Flow
- D. ☐ Chatter Post

☐ Mark this item for later review.

64 of 65. Ursa Major Solar is noticing a decrease in deals with a cross-sell opportunity type and want 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 for Opportunity is set to Private.

How should the administrator accomplish this?

- A. ☐ Change the organization-wide default for Opportunity from Private to Public Read/Write to open up access for the subject matter experts.
- B. ☒ Add the subject matter experts to a public group and give them access to the records with a criteria-based sharing rule.
- 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 an owner-based sharing rule.

☐ Mark this item for later review.

- 1 of 65.** A user at Northern Trail Outfitters is having trouble logging into Salesforce. The user's login history shows that this person has attempted to log 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. ☒ Reset password on the user's record detail page.
- B. ☐ Reset the password policies to allow the user to login.
- C. ☐ Log in as the user to unlock the user and reset the password.
- D. ☒ Use the unlock button on the user's record detail page.

☐ Mark this item for later review.

- 2 of 65.** An administrator has assigned a permission set group with the two-factor authentication for User Interface Logins permission 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 get a security token from a trusted network using Reset My Security Token.
- C. ☒ Users need to connect an authenticator app to their Salesforce account.
- D. ☐ Users need to enter a verification code from email or SMS, whichever has higher priority.

☐ Mark this item for later review.

- 6 of 65.** DreamHouse Realty needs to use consistent picklist values in the Category field on Accounts and Cases, with values respective to record types.

Which two features should the administrator use to fulfill this requirement?

Choose 2 answers

- A. ☒ Global picklist
- B. ☐ Dependent picklist
- C. ☒ Custom picklist
- D. ☐ Multi-select picklist

☐ Mark this item for later review.

- 7 of 65.** 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 Lead Scoring
- B. ☐ Einstein Search Personalization
- C. ☒ Einstein Opportunity Scoring
- D. ☐ Einstein Activity Capture

☐ Mark this item for later review.

- 8 of 65.** When users log in to Salesforce via the user interface, which two settings does the system check for authentication?

Choose 2 answers

- A. ☐ The role IP address restrictions
- B. ☒ The user's profile login hours restrictions
- C. ☐ The user's Two-Factor Authentication for API Logins permission
- D. ☒ The user's Two-Factor Authentication for User Interface Logins permission

☐ Mark this item for later review.

- 9 of 65.** 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 10th of the month, an applicant 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 on the 10th of the month.
- B. ☐ The pending Chatter post will be sent in 30 days.
- C. ☒ The pending Chatter post will be canceled.
- D. ☐ The pending Chatter post will be will be paused.

☐ Mark this item for later review.

- 11 of 65.** Support agents at Cloud Kicks are spending too much time finding resources to solve customer 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. ☐ Use an interview flow to capture Case details.
- B. ☒ Direct users to Global Search to look for similar cases.
- C. ☐ Configure Knowledge with articles and data categories.
- D. ☐ Create a custom object to capture popular Case resolutions.

☐ Mark this item for later review.

- 14 of 65.** AW Computing has six sales teams in a region. These teams always consist 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. ☐ Create a queue for each team and assign account ownership to the queue.
- B. ☒ Enable account teams and show the users how to set up a default account team.
- C. ☐ Enable and configure standard opportunity teams with splits.
- D. ☐ Propose the users manually share all their accounts with their teammates.

☐ Mark this item for later review.

- 16 of 65.** Cloud Kicks 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 question that is needed.

How should an administrator complete this?

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

☐ Mark this item for later review.

- 18 of 65.** 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 three items should the administrator configure to provide appropriate access to the report?

Choose 3 answers

- A. ☐ Custom Report Type
- B. ☒ Folder Access
- C. ☒ Role Hierarchy
- D. ☒ Field-Level Security
- E. ☐ Report Subscription

☐ Mark this item for later review.

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

☐ Mark this item for later review.

21 of 65. 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. ☐ Configure the product categories picklist field on the product.
- B. ☐ Map the lead custom field to the product's product category field.
- C. ☐ Create a workflow to update Opportunity fields based on the lead.
- D. ☒ Create a custom field on the Opportunity and map the two fields.

☐ Mark this item for later review.

24 of 65. Cloud Kicks has a customer success agent going on leave and needs to change ownership on multiple cases.

Which two users are able to fulfill this request?

Choose 2 answers

- A. ☐ A user with Read permission on the account.
- B. ☒ A user with the Manage Cases permission.
- C. ☐ A user with a manager role above the agent.
- D. ☒ A user with the System Administrator profile.

☐ Mark this item for later review.

27 of 65. 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 an auto-response rule and a public group.
- B. ☐ Create a predefined case team and an assignment rule.
- C. ☐ Create a queue and a criteria-based sharing rule.
- D. ☒ Create a user-based sharing rule and an ad-hoc case team.

☐ Mark this item for later review.

28 of 65. Cloud Kicks wants to give credit to Opportunity team members based on the level of effort contributed by each person toward each deal.

What feature should the administrator use to meet this requirement?

- A. ☐ List Views
- B. ☐ Queues
- C. ☒ Splits
- D. ☐ Stages

☐ Mark this item for later review.

29 of 65. 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 field should an administrator create to accomplish this?

- A. ☒ Cross-object formula field
- B. ☐ Custom Account field
- C. ☐ Master-detail relationship field
- D. ☐ Standard Account field

☐ Mark this item for later review.

31 of 65. Users 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. ☐ Include more tab components with filters.
- B. ☐ Delete the extra components from the page.
- C. ☐ Remove fields from the record details component.
- D. ☒ Add component visibility filters to the components.

☐ Mark this item for later review.

32 of 65. The administrator at Cloud Kicks deleted a custom field but realized that is it part of the lead conversion process.

What should an administrator take into consideration when undeleting the field?

- A. ☒ The field mapping needs to be re-mapped.
- B. ☐ The field needs to be re-added to reports.
- C. ☐ The field history will remain deleted.
- D. ☐ The field needs to be restored in the search settings.

☐ Mark this item for later review.

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

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

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. Validation Rule
- ☐ B. Require Field
- ☐ C. Workflow Rule
- ☐ D. Lead Conversion

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

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 current 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