NO.1 A Sales user is trying to manage Campaign Members for an upcoming networking event. The user can view the Campaign, but add new Campaign Members orupdate Member statuses.
How can an administrator troubleshoot this problem?

A. Create a permission set to allow the user to edit Campaign Members.

B. Provide the user access to both Leads and Contacts to edit all Members.

C. Make sure the Marketing UserCheckbox is checked on the user record page.

D. Run a Campaign report and update any Member information via Data Loader.

Answer: C

Explanation
To allow a user to add new Campaign Members or update Member statuses, the administrator should make sure that Marketing UserCheckbox is checked on the user record page. This checkbox enables users to create, edit, and delete campaigns, configure advanced campaign setup, import leads, manage campaign members, and update campaign history via mass update. The checkbox also requires users to have Read and Edit permissions on campaigns and leads/contacts. Creating a permission set, providing access to both Leads and Contacts, or running a Campaign report will not enable users to manage Campaign Members.
References:https://help.salesforce.com/s/articleView?id=sf.campaigns_enable.htm&type=5

NO.2 Cloud Kicks has decided to delete a custom field.
What will happen to the data in the field when itis deleted?

A. The data in the field is stored for 20 days.

B. The data is permanently deleted.

C. The data associated with the field is required.

D. The data is restorable from the recycle bin.

Answer: A

Explanation
When you delete a custom field, the data in that field is stored for 20 days before it is permanently deleted.
During this time, you can restore the field and its data from the Recycle Bin or use Data Loader to export the data.
References:https://help.salesforce.com/s/articleView?id=sf.customize_del_field.htm&type=5

NO.3 The administrator are Cloud Kicks created a new field for tracking returns on their new cloud shoe. A user has submitted case to the administrator indication that the new field is unavailable.
Which two steps should an administrator do to troubleshoot this issue?
Choose 2 answers

A. Ensure that the page layout for the user's profile has been updated.

B. Run the setup audit trail for the organization.

C. Update the organization wide default for theobject.

D. Review the field level security of the field for the user profile

Answer: A D

Explanation
Page layout and field level security are two factors that determine whether a user can see a new field on a record. To troubleshoot this issue, the administrator should ensure that the page layout for the

user's profile has been updated to include the new field and that the field level security of the field for the user profile allows read or edit access. References:
https://help.salesforce.com/s/articleView?id=sf.customize_layoutoverview.htm&type=5https://help.salesforce.co

NO.4 Cloud Kicks has a team of product owners that need a space to share feedback and ideas with just the product team.
How should the administrator leverage Salesforce to help the team collaborate?
A. UseQuick Actions to log communication.
B. Configure a Chatter Public Group.
C. Create a Chatter Private Group.
D. Add Activity History to document tasks.
Answer: C
Explanation
A Chatter private group is a type of Chatter group that allows members to share feedback andideas with each other in a secure and exclusive space; only members can see and post in a private group. It can be used by Ursa Major Solar to create a space for product owners to collaborate with just the product team by creating a Chatter private group and adding product owners as members. Using quick actions to log communication, configuring a Chatter public group, or adding activity history to document tasks are not solutions for creating a space for product owners to collaborate with just the product team; they either do not provide privacy or do not support collaboration.
References:https://help.salesforce.com/s/articleView?id=sf.collab_groups_overview.htm&type=5

NO.5 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 reverting the Case back to a previous status.
Which feature should an administrator use to fulfill this request?
A. Predefined Field Values
B. Global Value Picklists
C. Dependent Picklists
D. Validation Rules
Answer: D
Explanation
To require users to follow the status values as they are on the path and prevent them from reverting back toprevious status values, the administrator should use validation rules that check if the status field value is changed from one value to another value that is not allowed by business logic. For example, if status values are New > In Progress > Closed, thena validation rule can check if status is changed from Closed to In Progress or New, and show an error message if true. Predefined Field Values, Global Value Picklists, and Dependent Picklists are not able to enforce status progression or prevent status reversion.
References:https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5

NO.6 An administrator at Universal Containers has been asked to prevent users from accessing Salesforce from outside oftheir network.
What are two considerations for this configuration?

Choose 2 answers

A. IP address restrictions are set on the profile or globally for the org.

B. Assign single sign-on to a permission set to allow users to log in when outside the network.

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

D. Restrict U2F Security Keys on the user's profile to enforce login hours.

Answer: A D

Explanation

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

NO.7 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

Explanation

An external ID is a custom field that has the external ID attribute enabled, which means it can beused as an identifier when importing and updating records from an external system. It allows administrators to match records based on a unique ID value from another system instead of using Salesforce record IDs, which may not be available or consistent across systems. An auto-number field is a custom field that automatically assigns a unique numeric value to each record, but it cannot be used as an identifier when importing and updating records from an external system because it is generated by Salesforceand may not match with the external system's IDs. A rich text field is a custom field that allows users to enter formatted text, images, and links, but it cannot be used as an identifier when importing and updating records from an external system because it is not unique or consistent across systems. A record ID is an internal ID assigned by Salesforce to each record, but it cannot be used as an identifier when importing and updating records from an external system because it may not be available or consistent across systems.
References:https://help.salesforce.com/s/articleView?id=sf.custom_field_attributes.htm&type=5

NO.8 Cloud kicks needs to ensure appropriate shipping details are used in orders. Reps should have a streamlined solutions to update the shipping address on selected orders associated with an account when the shipping address is changed on the account.

How should the administrator deliver this requirement?

A. An autolaunched flow on the order page that updates all open orders shipping addresses whenever the account shipping addresses changes.

B. An autolaunched flow on the account page that updates all open orders shipping addresses whenever the account shipping addresses changes.

C. A screen flow on the order page that lets the reps choose the updated account shipping address in all open associated orders

D. A screen flow on the account page that lets the reps choose the updated account shipping address in all open associated orders

Answer: D

Explanation

To update the shipping address on selected orders associated with an account when the shipping address is changed on the account, the administrator should create a screen flow on the account page that lets the reps choose which orders they want to update with the new address. This will give them more control and flexibility over which orders are affected by the change. An autolaunched flow on either object will not allow reps to select specific orders, and may cause unwanted updates or errors. A screen flow on the order page will not be able toupdate multiple orders at once.

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

NO.9 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: C

Explanation

Roll-up summary fields allow you to calculate the sum of a field from child records related to a parent record.

References:

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

NO.10 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 theadministrator 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

Answer: A B D

Explanation

To provide appropriate access to a report that contains shoe records for all of the sales reps on their team, the administrator should configure three items:

A custom report type that includes the shoe object and its fields

A folder access that grants access to the sales manager and their team members to view and run

reports in that folder A field level security that allows the sales manager and their team members to see all the fields on the shoe object Report subscription, while useful for scheduling and delivering reports, does not affect access to the report itself. References:
https://help.salesforce.com/s/articleView?id=sf.reports_builder_create_report_type.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.reports_manage_folders.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_fls.htm&type=5

NO.11 Users at Cloud Kicks are reporting different options when uploading acustom 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
Explanation
Record typesallow you to update the options in a picklist based on the kind of opportunity.
References: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

NO.12 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 C
Explanation
A Trailhead Playground is a free, online learning environment that allows you to try out Salesforce features and apps. You can use a TrailheadPlayground to test out an app from the AppExchange before you install it in your production org.
A sandbox is a copy of your production org that you can use to test changes and new features. You can install an app from the AppExchange in a sandbox to see how it works in your environment.
Testing an app in a production org is not recommended, as it could affect your live data. Checking edition compatibility is important, but it is not a way to try out an app.

NO.13 Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than two hours to an urgent Case queue and alert the support manager.
Which feature should an administrator configure to meet this requirement?
A. Case Escalation Rules
B. Case Dashboard Refreshes
C. Case Scheduled Report
D. Case Assignment Rules

Answer: A
Explanation
Case escalation rules are a featurethat can be used to meet this requirement. Case escalation rules can automatically escalate cases that meet certain criteria, such as being open for more than a specified time or having a certain priority. Escalation rules can assign cases to a different owner or queue and send email notifications to the support manager or other recipients.
References:https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5

NO.14 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
Explanation
To identify new leads entered by interns from existing leads, the administrator should define a record type and assign it to the interns. This will allow them to select a different record type when creating leads, and distinguish them from other leads based on record type. Creating a separate Lead Lightning App or updating the active Lead Assignment Rules will not affect lead identification. Setting up Web-to-Lead formwill not work if the interns are entering leads manually in Salesforce.
References:https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

NO.15 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 C
Explanation
To make sure the custom picklist field values are populated on contact when leads are converted, you need to create a custom picklist field on contact and map it to the corresponding field on lead.
References:https://help.salesforce.com/s/articleView?id=sf.convert_lead_mapping.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_fields.htm&type=5

NO.16 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. Accountand User
C. Contact, Lead, and Person Account
D. Individual, User, and Account

Answer: C
Explanation
Contact, lead, and person account are three objects that will have the individual field available for tracking data privacy information when data protection and privacy is enabled for an org. The individual object is an object that stores data privacy preferences and requests for customers who are subject to privacy regulations such as GDPR; it can be linked to contact, lead, or person account records using the individual field. Case and opportunity, account and user, or individual, user, and account are not combinations of objects that will have the individual field available for tracking data privacy information; they either do not store customer data or do not supportindividual object relationships.
References:https://help.salesforce.com/s/articleView?id=sf.individual_object.htm&type=5

NO.17 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
Explanation
To re-assign cases that meet the 24 hour SLA to the next tier queue, the administrator should use a case escalation rule that defines the criteria for escalating cases, such as age or priority, and the actions to perform when those criteria are met, such as changing owner or sending email alerts. Case escalation rules can help ensure that cases are handled in a timely manner and escalated to appropriate users or queues. Einstein Case Routing, Auto-response rule, and Case assignment rule are not able to re-assign cases based on SLA or age.
References:https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5

NO.18 Cloud Kicks generates 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 sources 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 business processes and record types for each of the three product categories.
D. Create a single business process, then create record types for each product category.
Answer: B
Explanation
To display only theproper lead sources based on the product category chosen, an administrator should create a dependency between the Product Category field and Lead Source field on Lead object. A dependency is a relationship between two picklist fields that restricts the values available in one picklist based on the value selected in another picklist. For example, an administrator can create a dependency that shows only Online Store and Social Media as lead sources if Product Category is

Shoes, but shows only Trade Show and Magazine as lead sources if Product Category is Apparel. Creating a page layout for each category, creating business processes and record types for each category, or creating a single business process with record types for each category will not display only the proper lead sources based on the product category chosen.
References:https://help.salesforce.com/s/articleView?id=sf.customize_dependent.htm&type=5

NO.19 An administrator at Cloud Kicks wantsto 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 use is part of a territory hierarchy.

B. The User is in a Custom hierarchy field.

C. The User is assigned inworkflow email alert.

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

Answer: A C

Explanation
Two reasons that would prevent a user from being deactivated are that the user is part of a territory hierarchy or that the user is assigned in workflow email alert. Aterritory hierarchy is a structure that defines how territories are related to each other in Salesforce; if a user is part of a territory hierarchy, they cannot be deactivated until they are removed from all territories. A workflow email alert is an action that sends an email to one or more recipients when a workflow rule is triggered; if a user is assigned in workflow email alert, they cannot be deactivated until they are removed from all email alerts. The user being in a custom hierarchy field or being the highest role in role hierarchy are not reasons that would prevent deactivation; they may affect data visibility or record ownership after deactivation, but they do not block deactivation itself.
References:https://help.salesforce.com/s/articleView?id=sf.users_deactivate_considerations.htm&type=5

NO.20 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 E

Explanation
Maximum invalid login attempts, password complexity requirements, and number of days until expiration are three password policies that an administrator can configure to encourage employees to choose secure and appropriate passwords for their Salesforce accounts. Maximum invalid login attempts determines how many times a user can enter an incorrect passwordbefore being locked out of Salesforce. Password complexity requirements determine how complex a user's password must be based on criteria such as length, case sensitivity, alphanumeric characters, etc. Number of days until expiration determines how often users must change their passwords.

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

NO.21 The administrator at cloud kicks is trying to debug a screen flow that create contacts. One of the variables in the flow is missing on the debug screen.
What couldcause this issue?

A. The available for input checkbox was unchecked.

B. The flow is an inactive version

C. The field type is unsupported by debugging.

D. The available for output checkbox was unchecked.

Answer: A

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

NO.22 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 organisation. The company has different roles, and the organisation 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 criteriabased sharing rule.

B. Change the organisation-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

Explanation
A criteria-based sharing rule is a tool that allows administrators to share records with certain users based on field values rather than ownership. For example, a criteria-based sharing rule can share all opportunities with a cross-sell opportunity type with a specific group of users. A public group is a collection of individual users, roles, roles and subordinates, or other groups that can be used to simplify sharing settings and other processes.
In this case, the administrator can add the subject matter experts to a public group and give them access to records with a criteria-based sharingrule that matches the cross-sell opportunity type.
References:
https://help.salesforce.com/s/articleView?id=sf.sharing_criteria_rules.htm&type=5https://help.salesforce.com/s/a

NO.23 Which three aspects of standard fields should an administrator customize?
Choose 3 answers
A. Picklist Values
B. Help Text
C. Field history tracking
D. Decimal Places
E. Field name
Answer: A B D
Explanation
Picklist values, help text, and decimal places are three aspects of standard fields thatan administrator can customize to suit their business needs. Picklist values are the options that users can choose from a picklist field; they can be added, edited, or deleted by administrators. Help text is the text that appears when users hover over a field; it can be customized by administrators to provide additional information or guidance for users. Decimal places are the number of digits that appear after the decimal point in a number or currency field; they can be changed by administrators to adjustthe precision of the field values. Field history tracking and field name are not aspects of standard fields that can be customized; they are only available for custom fields. References:
https://help.salesforce.com/s/articleView?id=sf.customize_picklists.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_fields_edit.htm&type=5https://help.salesforce.com/s/a

NO.24 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 ReadPermission on account.
B. A user with manager role above the agent.
C. A user with the System Administrator profile.
D. A user with the Manage Cases Permission
Answer: B C
Explanation
A user with manager role above the agent can change ownership on multiple cases thatare owned by the agent or by users below the agent in the role hierarchy. A user with the System Administrator profile can change ownership on any case, regardless of the owner or role hierarchy. References:
https://help.salesforce.com/s/articleView?id=sf.case_change_owner.htm&type=5https://help.salesforce.com/s/art

NO.25 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 responserule to email thelead.
C. Add a public group and process builder to email thelead.

D. Create an assignment rule to email the lead

Answer: B

Explanation

Auto response rules are a way to automatically send email responses to leads or cases based on certain criteria such as lead source, industry, etc. They can be used to send personalized emailswhenever a lead fills out a web-to-lead form on a website and send different messages based on the lead industry field value. Using validation rule to trigger workflow to email the lead is not possible because validation rules cannot trigger workflows or send emails; they only prevent records from being saved if they do not meet certain criteria.

Adding a public group and process builder to email the lead is unnecessary because auto response rules can handle this requirement without additional configurationor customization. Creating an assignment rule to email the lead is also unnecessary because assignment rules are used to assign leads or cases to users or queues based on certain criteria, not send emails; although they can have email alerts as part of their actions, they are not as flexible as auto response rules for personalizing email messages.

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