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- 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.

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- 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.

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### Salesforce Certified Administrator

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**3 of 65.** Ursu 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.  Adjust the current business hours to accommodate the Eastern Time Zone.
- B.  Create one set of business hours per time zone.
- C.  Allow the reps to set business hours manually.
- D.  Set temporary business hours for each time zone.

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### Salesforce Certified Administrator

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**4 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.  Auto-Response Rules
- C.  Assignment Rules
- D.  Email Alerts

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

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### Salesforce Certified Administrator

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**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

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**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

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### Salesforce Certified Administrator

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**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

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:59**

**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 paused.

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:58**

**10 of 65.** Ursula 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 Unlisted Group
- B.  Chatter Stream
- C.  Chatter Broadcast Group
- D.  Chatter Recommendations

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:55**

- 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.

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**12 of 65.** Ursula 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 for Opportunity is set to Private.

How should the administrator accomplish this?

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

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**13 of 65.** Northern Trail Outfitters wants to use Contact Hierarchy in its org to display Contact association.

What should the administrator take into consideration regarding the Contact Hierarchy?

- A.  Contacts displayed in the Contact Hierarchy are limited to record-level access by user.
- B.  Contact Hierarchy is limited to only display 3,000 contacts at one time.
- C.  Sharing settings are ignored by contacts displayed in the Contact Hierarchy.
- D.  Customizing hierarchy columns changes the Recently Viewed Contacts list view.

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**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.

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:47**

**15 of 65.** 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

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:45**

**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.

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:44**

**17 of 65.** 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.  Assign the Administrator profile to the managers.
- B.  Make the field required for all users.
- C.  Configure a validation rule to meet the criteria.
- D.  Create a formula field to fill in the field for managers.

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:41**

**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

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:39**

**19 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.  Lightning Usage App
- C.  Login History
- D.  User Report

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- 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.

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:37**

**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.

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[Test Aids](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:34****22 of 65.** Which two objects are customizable the Stage Setup Flow?

Choose 2 answers

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

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**23 of 65.** Cloud Kicks wants a report to 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.  Bucket Column
- B.  Group Rows
- C.  Detail Column
- D.  Filter Logic

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:31**

**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.

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[Test Aids](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:30**

**25 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.  Automation Studio
- B.  Workflow
- C.  Flow Builder
- D.  Process Builder

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:27**

**26 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.  Approval Process
- B.  Flow Builder
- C.  Prebuilt Macro
- D.  Formula Field

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:26**

**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.

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:23**

**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

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[Test Aids](#) | [?Support](#) | [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:21**

**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

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**30 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.  Knowledge Management
- B.  Omni-Channel
- C.  Territory Management
- D.  Escalation Rules

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**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.

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[Test Aids](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:16**

**32 of 65.** The administrator at Cloud Kicks deleted a custom field but realized that it is 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.

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

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:11**

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

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:08****35 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.  Each object can have up to five master-detail relationships.
- D.  The master object can be a standard or custom object.
- E.  The owner field on the detail records is the owner of the master record.

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- 36 of 65.** 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 six record types, each with 1 page layout.
- C.  Create one record type with six Page Layouts.
- D.  Create three record types, each with 2 page layouts.

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:04**

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

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:36:03**

**38 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.  Workflow Rule
- B.  Quick Action
- C.  Flow Builder
- D.  Outbound Message

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**39 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.  Validation Rules
- B.  Auto-Response Rules
- C.  Escalation Rules
- D.  Assignment Rules

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[Test Aids](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:35:59**

**40 of 65.** 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.  Account and User
- B.  Contact, Lead, and Person Account
- C.  Case and Opportunity
- D.  Individual, User, and Account

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- 41 of 65.** 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 in on every Invoice record.

How should an administrator ensure this requirement?

- A.  Create a Process Builder to set the field.
- B.  Require the field on the record type.
- C.  Define an approval process for the field.
- D.  Make the field universally required.

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**42 of 65.** 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 2 answers

- A.  Install in a sandbox.
- B.  Test Drive in a production org.
- C.  Check edition compatibility.
- D.  Download into a Trailhead Playground.

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

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## Salesforce Certified Administrator

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**44 of 65.** 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.  Rich text
- B.  Related list
- C.  Record detail
- D.  Related record

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**45 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.  Mark fields required on the page layout.
- B.  Use validation rules.
- C.  Use Flow to mark fields required.
- D.  Enable guided selling.
- E.  Configure Opportunity Path.

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

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## Salesforce Certified Administrator

**Time Remaining : 01:35:47**

- 47 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.  Edit the Related List component in the Lightning App Builder and choose Enhanced List as the related list type.
- B.  Use the page layout editor to include the appropriate columns in the Cases related list.
- C.  Use the page layout editor to change the related list type to Enhanced List.
- D.  Edit the Related List component in the Lightning App Builder and choose Related List as the related list type.

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### Salesforce Certified Administrator

**Time Remaining : 01:35:45**

- 48 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

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:35:44**

**49 of 65.** The VP of sales at DreamHouse Realty has requested a dashboard to visualize enterprise sales across the different teams. The key piece 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.  Donut
- B.  Stacked Bar
- C.  Table
- D.  Gauge

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:35:43**

**50 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.  Create a custom picklist field on Contact.
- B.  Update the picklist value with a validation rule.
- C.  Set the picklist field to be required on the Lead object.
- D.  Map the picklist field on the Lead to the Contact.

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:35:42**

**51 of 65.** 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.  Data Loader
- B.  Mass Delete Records
- C.  Data Import Wizard
- D.  Weekly Data Export

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:35:41**

**52 of 65.** 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.  Require use of Password Manager App
- B.  Password complexity requirements
- C.  Number of days until expiration
- D.  Maximum invalid login attempts
- E.  Prohibited password values

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:35:40**

**53 of 65.** 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.  Perform periodic data jobs to update campaign records.
- B.  Create a roll-up summary field on Opportunity to Campaign.
- C.  Design a standard Campaign report and add the Value Won Opportunities in Campaign field.
- D.  Add a Total Value field on Campaign and use a workflow rule to update the value when an opportunity is won.

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:35:39**

**54 of 65.** 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 message location
- C.  Error condition formula
- D.  Rule active date

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:35:37**

**55 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.  Workflow Rule
- B.  Approval Process
- C.  Validation Rule
- D.  Flow Builder

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[Test Aids](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:35:36**

**56 of 65.** 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 this requirement?

- A.  Dynamic Forms
- B.  Opportunity Processes
- C.  Path Key Fields
- D.  Workflow Rules

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:35:34**

**57 of 65.** The administrator at Ursa Major Solar needs to make sure that unassigned cases from VIP 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.  Case Queues
- B.  Escalation Rules
- C.  Assignment Rules
- D.  Business Hours

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:35:32**

**58 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.  Create different user profiles.
- B.  Define multiple record types.
- C.  Assign Lightning pages as app default.
- D.  Update page layout assignments.

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## Salesforce Certified Administrator

Time Remaining : 01:35:30

**59 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.  Select the "Choose only one value" checkbox on the picklist field.
- B.  Back-up the Shoe Style values in existing records.
- C.  Reactivate the appropriate Shoe Style values after the field type changes.
- D.  Change the field type from a multi-select picklist field to a picklist field.

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

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:35:26**

**61 of 65.** Northern Trail Outfitters has a new flow that automatically sets field values when a new account is created. The flow is launched by a process, but the flow is not working properly.

What should the administrator do to identify the problem?

- A.  Set up email logs and review the send error logs.
- B.  View the setup audit trail and review for errors.
- C.  Review debug logs with the flow logging level.
- D.  Use the native debug feature in the Flow Builder.

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:35:25**

**62 of 65.** A team of support users at Cloud Kicks is helping inside sales reps make follow-up calls to prospects that filled out an interest form online. The team currently does not have access to the Lead object.

How should an administrator provide proper access?

- A.  Create a new profile
- B.  Set up Manual sharing
- C.  Configure permission sets
- D.  Assign a new role

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[Test Aids](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:35:23**

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

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:35:21**

**64 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.  Two page layouts, one record type, two picklists
- B.  Two permission sets, one record type, one picklist
- C.  One record type, two profiles, one picklist
- D.  One page layout, two record types, one picklist

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[Test Aids ▾](#) [?Support](#) [Exit Exam](#)**Salesforce Certified Administrator****Time Remaining : 01:35:18**

**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.  Field Update
- B.  Chatter Post
- C.  Email Alert
- D.  Autolaunched Flow

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## Salesforce Certified Administrator

**Time Taken:** 11 minutes of 105 minutes total

**Result:** Pass

Topic	Percentage Correct
Configuration and Setup	83%
Object Manager and Lightning App Builder	91%
Sales and Marketing Applications	100%
Service and Support Applications	57%
Productivity and Collaboration	66%
Data and Analytics Management	75%
Workflow/Process Automation	100%

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