

1 of 65. The administrator for AW Computing is working with a user who is having trouble logging in to Salesforce.

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

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

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2 of 65. The administrator at AW Computing wants Account details, related lists, and Chatter feeds to each appear on separate tabs when viewing an Account.

Which type of page should the administrator create?

- A. ☐ Lightning app page
- B. ☐ Lightning record page
- C. ☐ Lightning page tab
- D. ☒ Lightning page component

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< Back

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3 of 65. Ursa Major Solar uses Opportunity to track sales of solar energy products. The company has two separate sales teams that focus on different energy markets. The services team also wants to use Opportunity to track installation. All three teams will need to use different fields and stages.

How should the administrator configure this requirement?

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

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< Back

Next >

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4 of 65. An administrator at AW Computing has been asked to help the Support team with report folders. They want a folder called Support Reports and two folders underneath called Helpdesk and R&D. The Support organization uses public groups for Support Agents, R&D, and Managers. Support agents should be able to run Helpdesk reports, but should not be able to view R&D reports. Support managers should be able to view and edit all reports.

Which two ways should these folders be shared?

Choose 2 answers

- A. ☐ Share the Support Reports folder with Support Managers with Edit Access.
- B. ☒ Share the Support Reports folder with Support Agents with View Access.
- C. ☒ Share the Helpdesk folder with Support Agents with View access.
- D. ☐ Share the R&D folder with Support Managers with Edit Access.

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< Back

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5 of 65. DreamHouse Realty (DHR) wants a templated process with a mortgage calculator that generates leads for loans. DHR needs to complete the project within 30 days and has maxed out its budget for the year.

Which AppExchange item should help the administrator meet the request?

- A. ☐ Lightning Community
- B. ☒ Flow Solutions
- C. ☐ Bolt Solutions
- D. ☐ Lightning Data

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< Back

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6 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. ☐ Process Builder
- C. ☐ Workflow
- D. ☒ Flow Builder

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< Back

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7 of 65. Universal Container's administrator has been asked to create a many-to-many relationship between two existing custom objects.

Which two steps should the administrator take when enabling the many-to-many relationship?

Choose 2 answers

- A. ☐ Create URL fields on a custom object.
- B. ☒ Create a junction with a custom object.
- C. ☐ Create two lookup relationships on the new object.
- D. ☒ Create two master-detail relationships on the new object.

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< Back

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8 of 65. An administrator is planning to use Data Loader to mass import new records to a custom object from a new API.

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

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

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< Back

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9 of 65. 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. ☒ Validation Rules
- C. ☐ Dependent Picklists
- D. ☐ Global Value Picklists

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< Back

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10 of 65. What are two considerations an administrator should keep in mind when working with Salesforce objects?

Choose 2 answers

- A. ☒ Custom and standard objects have standard fields.
- B. ☐ A new standard object can be created.
- C. ☐ Only standard objects support master-detail relationships.
- D. ☒ Standard objects are included with Salesforce.

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< Back

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11 of 65. Northern Trail Outfitters has the Case object set to private. The support manager raised a concern that reps have a broader view of data than expected and can see all cases on their group's dashboards.

What could be causing reps to have inappropriate access to data on dashboards?

- A. ☐ Dashboard's running user
- B. ☐ Dashboard Filters
- C. ☐ Dashboard Subscriptions
- D. ☒ Public Dashboards

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< Back

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12 of 65. Which two actions should an administrator perform with Case escalation rules?

Choose 2 answers

- A. ☐ Re-open the Case.
- B. ☒ Send email notifications.
- C. ☐ Change the Case Priority.
- D. ☒ Re-assign the Case.

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< Back

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13 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. ☐ Create a new page layout and a new section titled highlights panel.
- C. ☒ In the Account object manager, create a custom compact layout.
- D. ☐ From the page layout editor, drag the field to the highlights panel.

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< Back

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14 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 branching in the flow screen to show the proper scenario.
- C. ☒ Use a decision element and a new screen to show the proper question.
- D. ☐ Use conditional visibility to hide the unnecessary question.

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< Back

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15 of 65. Which setting on a profile makes a tab hidden in the All App Launcher or visible in any app, but still allows a user to view records that would normally be found under this tab?

- A. ☒ Tab Settings
- B. ☐ App Permissions
- C. ☐ Object Permissions
- D. ☐ Org-wide Defaults

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< Back

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

What will the administrator find when troubleshooting this issue?

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

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< Back

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**17 of 65.** DreamHouse Realty has an approval process. A manager attempts to approve the record but receives an error.

What should the administrator review to troubleshoot this request?

- A. ☒ Check if the user in the next approver is inactive or missing.
- B. ☐ Add a delegated approver for the next approver in the process.
- C. ☐ Update the field-level security to view on fields that are updated in the process.
- D. ☐ Review the page layout to ensure the fields updated in the process are visible.

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< Back

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**18 of 65.** An administrator at Ursa Major Solar just learned about the AppExchange and how helpful it can be to the company's business.

Which two actions can be accomplished via the AppExchange?

Choose 2 answers

- A. ☒ Download standard Lightning components.
- B. ☐ Install industry-specific solution templates.
- C. ☐ Find certified developers and consultants.
- D. ☒ Download the Dataloader data tool.

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< Back

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19 of 65. The administrator at Cloud Kicks has been told that users are unable to add repeating tasks in Salesforce.

Which two solutions should the administrator use to ensure users are able to do this?

Choose 2 answers

- A. ☒ Add Create Recurring Series of Tasks field on page layouts
- B. ☒ Enable Creation of Recurring Tasks in Activity Settings
- C. ☐ Disable Shared Activities
- D. ☐ Turn on Task Notifications Service

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20 of 65. DreamHouse Realty regularly holds open houses for the selling of both houses and condominiums. For condominium open houses, there are a few extra steps that need to be taken. Agents need to be able to submit requests and receive approvals from the homeowners' association.

How can the administrator ensure these extra steps only appear when creating open house records for condominiums?

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

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21 of 65. Cloud Kicks (CK) has a new administrator who is asked to put together a memo detailing Salesforce usage to budget for upcoming license purchases.

Where should the administrator go to find out what type of licenses CK has purchased and how many are available?

- A. ☐ User management settings in setup
- B. ☐ Search for licenses types in setup
- C. ☒ User licenses related list in company information
- D. ☐ Usage-based entitlements related list in company information

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22 of 65. A sales rep has a list of 300 accounts with contacts that they want to load at one time.

Which tool should the administrator utilize to import the records to Salesforce?

- A. ☐ Manual Import
- B. ☐ Data Import Wizard
- C. ☒ Data Loader
- D. ☐ Dataloader.io

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< Back

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23 of 65. Users at Cloud Kicks are reporting different options when updating a custom picklist on the Opportunity object based on the kind of opportunity.

Where should an administrator update the option in the picklist?

- A. ☐ Picklist value sets
- B. ☐ Fields and relationships
- C. ☒ Record type
- D. ☐ Related lookup filters

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< Back

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

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< Back

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**25 of 65.** The call center manager at Ursa Major Solar wants to provide agents with a case dashboard that can be drilled down by case origin, status, and owner.

What should an administrator add to the dashboard to fulfill the request?

- A. ☒ Dashboard Filter
- B. ☐ Bucket Column
- C. ☐ Combination Chart
- D. ☐ Dashboard Component

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< Back

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**26 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.

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< Back

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**27 of 65.** Cloud Kicks' executives have noticed the Opportunity Expected Revenue field displays incorrect values.

How should the administrator correct this?

- A. ☐ Adjust the forecast category associated with the stage.
- B. ☐ Update the expected revenue associated with the stage.
- C. ☐ Modify the closed won value associated with the stage.
- D. ☒ Change the probability associated with the stage.

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< Back

Next >

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28 of 65. An administrator wants to create a form in Salesforce for users to fill out when they lose a client.

Which automation tool supports creating a wizard to accomplish this goal?

- A. ☐ Approval Process
- B. ☒ Flow Builder
- C. ☐ Outbound Message
- D. ☐ Process Builder

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29 of 65. Universal Containers (UC) has a queue that is used for managing tasks that need to be worked by the UC customer support team. The same team will now be working some of UC's Cases.

Which two options should the administrator use to help the support team?

Choose 2 answers

- A. ☐ Create a new queue and add Cases as an available object.
- B. ☐ Add Cases to the existing queue as available object.
- C. ☒ Use assignment rules to set the queue as the owner of the case.
- D. ☒ Configure a flow to assign the cases to the queue.

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30 of 65. An administrator at Universal Containers needs a simple way to trigger an alert to the director of sales when opportunities reach an amount of \$500,000.

What should the administrator configure to meet this requirement?

- A. ☐ Key Deals component on the homepage
- B. ☐ Opportunity warnings in Kanban View
- C. ☒ Set up Big Deal Alerts for the amount.
- D. ☐ Enable Opportunity Update Reminders.

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31 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. ☒ Error message location
- B. ☒ Error condition formula
- C. ☐ Rule active date
- D. ☐ Formula return type

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< Back

Next >

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32 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. ☐ Multi-select picklist
- D. ☒ Custom picklist

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< Back

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33 of 65. Universal Containers has a private sharing model for Opportunities and uses Opportunity teams. Criteria-based sharing rules are not used. A sales rep at Universal Containers leaves the company and their user record is deactivated. The rep is later rehired in the same role. The administrator activates the old user record. The user is added to the same default Opportunity teams but is no longer able to see the same records the user worked on before leaving the company.

What is the likely cause?

- A. ☒ The records were manually shared with the user.
- B. ☐ Permission sets were removed when the user was deactivated.
- C. ☐ The record type of the Opportunity records was changed.
- D. ☐ The stage of the Opportunity records was changed to closed lost.

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< Back

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**34 of 65.** 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 messages based on the Lead Industry field value.

What should an administrator configure to meet this requirement?

- A. ☐ Use a validation rule to trigger workflow to email the lead.
- B. ☒ Configure an auto-response rule to email the lead.
- C. ☐ Add a public group and Process Builder to email the lead.
- D. ☐ Create an assignment rule to email the lead.

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< Back

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**35 of 65.** An analytics user at Cloud Kicks needs Read, Create, and Edit access for objects and should be restricted from deleting any records.

What should the administrator do to meet this requirement?

- A. ☐ Assign the standard System Administrator profile to the analytics user.
- B. ☐ Create and assign a permission set that includes Read, Create, and Edit access.
- C. ☒ Create and assign a custom profile with Delete access removed for each object.
- D. ☐ Give the user View All access and assign them to the highest role in the role hierarchy.

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< Back

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**36 of 65.** Cloud Kicks wants to update a screen flow so that if the checkbox field High Value Customer is set to true, the first screen is skipped and the user is directed to the second screen.

How should the administrator configure the decision element?

- A. ☐ Use the contains operator and `{!$GlobalConstant.False}` as the value.
- B. ☐ Use the equals operator and "High Value Customer" as the value.
- C. ☒ Use the equals operator and `{!$GlobalConstant.True}` as the value.
- D. ☐ Use the contains operator and "High Value Customer" as the value.

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< Back

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37 of 65. Ursa Solar Major is evaluating Salesforce for its service team and would like to know what objects were available out of the box.

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

Choose 3 answers

- A. ☒ Case
- B. ☐ Ticket
- C. ☒ Contract
- D. ☐ Request
- E. ☒ Account

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< Back

Next >

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38 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. ☐ Assignment Rules
- D. ☐ Validation Rules

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< Back

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39 of 65. Cloud Kicks users are seeing error messages when they use one of their screen flows. The error messages are confusing but could be resolved if the users entered more information on the account before starting the flow.

How should the administrator address this issue?

- A. ☐ Remove validation rules so that the users are able to proceed without complete records.
- B. ☐ Uncheck the End User Flow Errors box in Setup.
- C. ☐ Create a permission set to allow users to bypass the error.
- D. ☒ Use a fault connector and display a screen with text explaining what went wrong and how to correct it.

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< Back

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40 of 65. The sales team at Ursa Major Solar has asked the administrator to automate an outbound message.

What should the administrator utilize to satisfy the request?

- A. ☒ Recorded-triggered flow
- B. ☐ Case Auto-Response Rule
- C. ☐ Task Assignment
- D. ☐ Process Builder

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< Back

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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. ☐ Include the action in the Salesforce Mobile Navigation menu.
- D. ☐ Create a custom Lightning App with the action.

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< Back

Next >

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42 of 65. DreamHouse Realty wants to offer a form on its Experience Cloud site where inspectors will submit findings from a property inspection.

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

- A. ☐ Autolaunched Flow
- B. ☒ Screen Flow
- C. ☐ Related List
- D. ☐ Record Detail

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< Back

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**43 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. ☐ Escalation Rules
- B. ☒ Assignment Rules
- C. ☐ Business Hours
- D. ☐ Case Queues

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< Back

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**44 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

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< Back

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**45 of 65.** Cloud Kicks (CK) captures whether an opportunity should be reviewed by someone in product engineering with a checkbox field called Needs Review. CK also has a picklist field on the opportunity for Product Type. When a sales rep saves an opportunity, they need to select the Product Type or check the Needs Review box.

What should an administrator use to accomplish this?

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

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< Back

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**46 of 65.** The Sales manager at DreamHouse Realty wants the sales users to have a quick way to view and edit the Opportunities in their pipeline expected to close in the next 90 days.

What should an administrator do to accomplish this request?

- A. ☐ Create a list view on the Opportunity object and recommend users switch the view to Kanban to edit by drag and drop.
- B. ☐ Create a custom report and schedule the sales users to receive it each day as a reminder to update their opportunities.
- C. ☒ Enable Sales Console and show users how to open a tab for each opportunity in the pipeline that meets the requirements.
- D. ☐ Make a new Sales dashboard and add a component that shows all opportunities that meet the criteria.

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< Back

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**47 of 65.** The administrator at Ursa Major Solar has created a custom report type and built a report for the sales operations team. However, none of the users are able to access the report.

Which two options could cause this issue?

Choose 2 answers

- A. ☒ The user's profile is missing View access.
- B. ☐ The report is saved in a private folder.
- C. ☒ The custom report type is in development.
- D. ☐ The org has reached its limit for custom report types.

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< Back

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n" key to capture the screen.

**48 of 65.** 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. ☐ Case assignment rule
- B. ☐ Einstein Case Routing
- C. ☐ Auto-response rule
- D. ☒ Case escalation rule

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< Back

Next >

Review All

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49 of 65. Which tool should an administrator use to identify and fix potential session vulnerabilities?

- A. ☐ Setup Audit Trail
- B. ☒ Security Health Check
- C. ☐ Organization-Wide Defaults
- D. ☐ Field History Tracking

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< Back

Next >

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50 of 65. Universal Containers has a Contact Lightning record page with a component that shows LinkedIn data. The sales team would like to only show this component to those users who have the Sales User profile when they are on their mobile phones.

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

Choose 2 answers

- A. ☒ Filter the component visibility with Form Factor = Phone.
- B. ☐ Filter the component visibility with View = Mobile/Tablet.
- C. ☐ Filter the component visibility with User > Profile > Name = Sales User.
- D. ☒ Filter the component visibility with User > Role > Name = Sales User.

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< Back

Next >

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

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< Back

Next >

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Press the "Print Screen" key to capture the page.

**52 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 Unlisted Group
- B. ☐ Chatter Stream
- C. ☐ Chatter Recommendations
- D. ☒ Chatter Broadcast Group

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< Back

Next >

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

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< Back

Next >

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**54 of 65.** An administrator has reviewed an upcoming critical update.

How should the administrator proceed with activation of the critical update?

- A. ☐ Allow the critical update to auto-activate in a sandbox.
- B. ☒ Activate the critical update in a sandbox.
- C. ☐ Activate the critical update in production.
- D. ☐ Allow the critical update to auto-activate.

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< Back

Next >

Review All

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

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< Back Next > Review All Submit Exam

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Press the "Print Screen" key to capture a screenshot of this page.

56 of 65. Northern Trail Outfitters wants to initiate expense reports from Salesforce to the external HR system. This process needs to be reviewed by managers and directors.

Which two tools should an administrator configure?

Choose 2 answers

- A. ☐ Quick Action
- B. ☒ Approval Process
- C. ☒ Outbound Message
- D. ☐ Email Alert Action

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< Back Next > Review All Submit Exam

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57 of 65. Northern Trail Outfitters wants to know the average stage duration for all closed opportunities.

How should an administrator support this request?

- A. ☐ Refresh weekly reporting snapshots for Closed Opportunities.
- B. ☐ Use Process Builder to capture the daily average on each Opportunity.
- C. ☐ Add formula fields to track Stages on each Opportunity.
- D. ☒ Run the Opportunity Stage Duration report.

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< Back Next > Review All Submit Exam

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58 of 65. Cloud Kicks has the organization-wide defaults for Opportunity set to Private.

Which two features should the administrator use to open up access to opportunity records for sales users working on collaborative deals?

Choose 2 answers

A. ☐ Sharing set

B. ☐ Profiles

C. ☒ Role hierarchy

D. ☒ Sharing rules

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< Back

Next >

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59 of 65. Sales and Customer Care at Ursa Major Solar need to see different fields on the Case related list from the Account record. Sales users want to see Case created date and status while Customer Care would like to see owner, status, and contact.

What should the administrator use to achieve this?

A. ☐ Compact Layout Editor

B. ☒ Page Layout Editor

C. ☐ Search Layout Editor

D. ☐ Related Lookup Filters

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< Back

Next >

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60 of 65. Northern Trail Outfitters wants to track ROI for contacts that are key stakeholders for opportunities. The VP of sales requested that this information be accessible on the opportunity and available for reporting.

Which two options should the administrator configure to meet these requirements?

Choose 2 answers

A. ☐ Customize Campaign Role.

B. ☒ Add the Opportunity Contact Role related list to the Opportunity page layout.

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

D. ☐ Customize Campaign Member Role.

E. ☒ Customize Opportunity Contact Role.

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< Back

Next >

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**61 of 65.** A sales rep has left the company and an administrator has been asked to re-assign all their accounts and opportunities to a new sales rep and keep the teams as is.

Which tool should an administrator use to accomplish this?

- A. ☐ Data Loader
- B. ☐ Dataloader.io
- C. ☒ Mass Transfer Tool
- D. ☐ Data Import Wizard

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< Back

Next >

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**62 of 65.** AW Computing needs to capture a loss reason in a rich text field when an opportunity is closed lost.

How should an administrator configure this requirement?

- A. ☐ Select the required checkbox next to the Loss Reason field on the page layout.
- B. ☐ Configure a workflow rule to display an error if Loss Reason is blank.
- C. ☐ Check the required checkbox on the Loss Reason field in Object Manager.
- D. ☒ Create a validation rule to display an error if stage is closed lost and Loss Reason is blank.

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< Back

Next >

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Press the "Print Screen" key to capture a screenshot of this page.

**63 of 65.** The Support team at Urso Major Solar prefers using split list views on the case homepage. Occasionally, the team views shipments from another support application.

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

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

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< Back

Next >

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**64 of 65.** When a Cloud Kicks opportunity closes, the company would like to automatically create a renewal opportunity.

What automation option should an administrator use to accomplish this request?

- A. ☐ Opportunity sharing rule
- B. ☐ Approval process
- C. ☐ Validation rule
- D. ☒ Flow Builder

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< Back

Next >

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**65 of 65.** An administrator at Cloud Kicks wants to deactivate a user who has left the company.

What are two reasons that would prevent a user from being deactivated?

Choose 2 answers

- A. ☒ The user is the sole recipient of a workflow email alert.
- B. ☐ The user is the highest role in the role hierarchy.
- C. ☐ The user is part of a territory hierarchy.
- D. ☒ The user is in a custom hierarchy field.

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< Back

Next >

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Your assessment responses are listed below. Asterisks(\*) next to the item number indicate you have marked that item for review. Click on the item number to return to the desired item. When you are ready to submit your assessment, click the 'Submit Exam' button below to submit your responses and end the assessment.

### Assessment Summary

Number of Items Answered: 5  
Number of Items Unanswered: 0  
Number of Items Marked for Review: 0

### Answers

- |        |        |        |        |
|--------|--------|--------|--------|
| 1. A   | 21. B  | 31. BA | 41. A  |
| 5. A   | 61. B  | 71. B  | 81. A  |
| 9. B   | 101. D | 111. A | 121. A |
| 13. C  | 14. A  | 151. B | 16. C  |
| 17. A  | 18. D  | 19. AB | 20. A  |
| 21. D  | 22. A  | 23. C  | 24. B  |
| 25. A  | 26. A  | 27. D  | 28. B  |
| 29. D  | 30. A  | 31. BA | 32. D  |
| 33. A  | 34. A  | 35. C  | 36. A  |
| 37. BA | 38. A  | 39. A  | 40. A  |
| 41. A  | 42. A  | 43. A  | 44. D  |
| 45. B  | 46. A  | 47. C  | 48. A  |
| 49. B  | 50. A  | 51. C  | 52. A  |
| 53. A  | 54. A  | 55. A  | 56. A  |
| 57. D  | 58. D  | 59. A  | 60. A  |
| 61. C  | 62. A  | 63. D  | 64. A  |
| 65. A  |        |        |        |

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Exam: Salesforce Certified Administrator  
Date Completed: 06 August 2023  
Time Taken: 1 minutes of 105 minutes total  
Result: Pass

Back

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

Congratulations! You have successfully completed the certification exam to become a Salesforce Certified Administrator. Welcome to the Salesforce worldwide community of Certified Professionals!