1. 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.

B. Field Update

D. Email Alert

2. 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?

C. Direct users to Global Search to look for similar cases.

3. 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?

A. Click Reset Password on the user’s record detail page.

C. Click unlock on the user’s record detail page.

4. 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?

D. Configure a validation rule to meet the criteria.

5. A Sales user is trying to manage Campaign Members for an upcoming networking event. The user can view the Campaign, but CAN’T add new Campaign Members or update Member statuses. How can an administrator troubleshoot this problem?

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

6. The administrator at AW Computing wants to send off client welcome tasks and a welcome email to the primary contact automatically when an Opportunity is closed won. What automation tool best accomplishes this?

D. Process Builder

7. Northern Trail Outfitters has a new flow that automatically sets the field values when a new account is created. That the flow is launched by a process, But the flow is not working properly. What should the administrator do to identify the problem?

A. Use the native debug feature in the flow builder.

9. When users log in to Salesforce via the user interface, which two settings does the system check for authentication? Choose 2 answers

C. The user’s profile login hours restrictions

D. The user’s Two-Factor Authentication for User Interface Logins permission

10. 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 the field should an administrator create to accomplish this?

C. Cross Object Formula Field

11. Ursa major solar provides a 1- year warranty on all of the panels it installs. installation details, along with the warranty information, a.. captured on a custom object called installation. The installation record is created by the installer from the mobile app. Customers som.. receive a longer warranty as a way of increasing customer satisfaction when an installation gets delayed or has issues. How should the administrator configure Salesforce to capture the expiration date of warranty?

B. Create a formula field to display 1 year from the warranty purchased

12. 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?

D. Run a health check to identify vulnerabilities.

13. Cloud kicks is introducing a new shoe model and wants to advertise on TV, radio, print and social media under the banner of a new brand called New Runners. In addition, total statistics for this marketing effort need to be aggregated and visible.

D. Master-detail relationship

14. AW Computing has added a new custom text field called market segment on the lead object. When a lead is converted the new field is not getting copied to the account record. What should the administrator do to ensure the market segment field from a lead is coupled to the converted account record in routine?

D. Write a record-triggered flow to copy the custom field from Lead to Account.

15. 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?

C. Contact, Lead, and Person Account

16. An Administrator at DreamHouse Realty wants an easier way to assign an agent capacity and skill set. Which feature should the administrator enable to meet this requirement?

B. Omni-Channel

19. 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?

B. Bucket Column

21. 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

C. Map the picklist field on the Lead to the Contact

27. 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. One page layout, two record types, one picklist

28. 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?

C. Flow builder

29. Northern Trail Outfitters wants to encourage employees to choose secure and appropriate passwords for the Salesforce accounts. Which three password policies should an administrator configure? Choose 3 answers

A. Number of days until expiration

B. Password complexity requirements

E. Maximum invalid login attempts

31. Cloud kicks intends to protect with backups by using the data by using the data export Service. Which two considerations should the administrator remember when Scheduling the export? Choose 2 Answers.

A. Metadata Backups are limited to sandbox refresh intervals.

B. Data Backups are limited to weekly or monthly intervals.

32. 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. Add Component visibility filters to the Components.

33. 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?

C. Lightning page

34. An administrator has assigned a permission set group with the two factor authentication for User Interface Logins permissions 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.

C. Users need to connect an authenticator app to their Salesforce account.

35. 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 from the fields needed by the service team. How should the administrator configure this requirement?

B. Create three record types, each with 2 page layouts.

37. A team of support users at Cloud Kicks is helping inside sales reps make follow up calls to prospects that filled an interest form online. The team currently does not have access to the Lead object. How should an administrator provide proper access?

A. Configure permission sets

38. Sales manager 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?

C. Path Key Fields

41. 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?

C. Flow Builder

42. 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?

C. Flow Builder

43. Support reps at cloud kicks (CK) are reporting that when they try to close a case, the Closed option in the Case Status picklist is missing. CK has asked the administrator to find a solution. Why are the support reps unable to see the Closed option in the specified picklist?

A. The Case record type is missing Closed as a picklist value.

44. Northern trail Outfitter wants to use contract hierarchy in its or to display contact association. What should the administrator take into consideration regarding the contact hierarchy?

A. Contacts displays in the contact hierarchy are limited to record-level access by User.

45. Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on Pacific Time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support. How should an administrator solve this issue?

C. Create one set of business hours per time zone.

46. 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. Update page layout assignments.

48. 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

B. Mass Delete Records

C. Data Loader

49. 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 canceled.

50. 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?

D. Design a standard Campaign report and add the Value Won Opportunities in the Campaign field.

51. 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

B. Download into a Trailhead Playground.

D. Check edition compatibility.

52. Sales raps at Ursa 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 do and close more deals?

D. Einstein Opportunity Scoring

54. 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?

B. Enable account teams and show the users how to set up a default account team.

56. Which two objects are customizable in the Stage Setup Flow? Choose 2 answers.

B. Opportunities

D. Leads

58. 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?

C. Use a muting permission set with a permission set group to mute selected permissions.

59. Ursa Major Solar is noticing a decrease in deals with a cross-sell opportunity type and wants to share all crosssell opportunities with a team of subject matter experts in their organization. The company has different roles, and the organization 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 criteria-based sharing rule.

60. 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

B. Related Record

D. Rich text

61. The VP of sales at Dream House 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?

D. Gauge

62. 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?

C. Splits

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 3 items should the administrator configure to provide appropriate access to the report? Choose 3 answers

A. Custom report type.

D. Field level security

E. Role hierarchy

**SET -2**

1. Ursa Major Solar wants to assist users with a guided expense report process to simplify submissions, routing, and authorizations. Which two tools should an administrator use to build this solution? Choose 2 answers

C. Approval Process

D. Flow Builder

2. The administrator at universal containers has a screen flow that helps users create new leads. When lead source is “Search Engine”, the administrator needs to require the user to choose a specific a search engine from a picklist. If lead source is not “Search Engine”, this picklist should be hidden. How should the administrator complete this requirement?

C. Assign a decision element to direct the user to a second screen to hold specific search engine only when a lead source is “Search Engine”.

4. The administrator has created new users for ten new employees at Northern Trail Outfitters. Why are these users unable to accsess the account object in Salesforce org ?

B. Users’ profile requires permission to the Account object.

5. Cloud kicks (CK) stores information about specific customer in Contacts and information about shoes and accessories in a custom Merchandise object. What should the CK administrator use represent that Contacts can be interested in multiple pieces of Merchandise?

D. Junction Object

6. Universal Containers is trying to improve the user experience when searching for the tight status on a case. The company currently has one support process that is used for all record types on cases. The support process has 10 status values. Service reps say they never need more than five depending on what kind of case they are working on. How should the administrator improve on the current implementation?

A. Review which status choices are needed for each record type and create support processes for each that is necessary.

9. Universal Containers has two sales teams, Sales team A and Sales team B. Each team has their own role in the role hierarchy. Both roles are subordinates of the same Manager role. How Should the administrator share records owned by sales team A with Sales team B?

A. Hierarchical sharing B. Use Manual sharing C. Criteria based sharing D. Owner based sharing

10. An administrator at Cloud Kicks has a flow in production that is supposed to create new records. However, no new records are being created. What could the issue be?

B. The flow is inactive.

11. The administrator at Universal Containers has created two objects: Containers\_\_c and Purchase\_\_c . Management has requested that all container records display on purchase records in Salesforce. Which type of relationship between Containers\_\_ and Purchase\_\_c should satisfy the requirement?

D. Lookup field

12. An administrator at DreamHouse Realty needs to create customized pages for the Salesforce mobile app. Which two types of pages could an administrator build and customize using the Lightning App Builder?

A. App page

D. Record page

13. The service manager at Ursa Major Solar wants to let customers know that they have received their cases via email and their websites. Medium-priority and high-priority cases should receive different email notifications than low priority cases. The administrator has created three email templates for this purpose. How should an administrator configure this requirement?

B. Create one auto-response rule. Configure three rule entry criteria and set a filter for case priority. Select the appropriate email template for each rule entry.

17. Which two solutions could an administrator find on the AppExchange to enhance their organization? Choose 2 answers

A. Communities

C. Components

20. When a sales rep clicks a button on an opportunity, a simple discount calculator screen should be launched. Which automation tool should an administrator use to build this discount calculator screen?

A. Flow Builder

21. Sales reps at Northern Trail Outfitters have asked for a way to change the Probability field value of their Opportunities. What should an administrator suggest to meet this request?

A. Make the field editable on page layouts

22. The administrator at Ursa Major Solar has been asked to change the Work Item and Project custom object relationship from a master-detail to a lookup. Which scenario could prevent the administrator from fulfilling this requirement?

A. Roll-up summary fields exist on the master object

23. The Marketing team at Cloud Kicks uses campaigns to generate product interest. They want custom picklist values for the campaign members status field for each camping they run. Currently, they ask the administrator to add or delete picklist values, but this is very time-consuming. Which two user permissions should allow the Marketing team to customize the campaign member status picklist values themselves? Choose 2 answers

B. Marketing user feature license

D. Edit permission for campaigns

24. Cloud Kicks wants its reports to show a Fiscal Year that starts on February 1 and has 12 months. How should the administrator address this requirement?

D. Set the Fiscal Year to Standard and the starting month as February.

25. Universal Container wants to prevent its service team from accessing deal records. While service users are unable to access deal list views, they are able to find the deal records via a search. What options should the administrator adjust to fully restrict access?

C. Page layouts and field- level security

26. 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?

B. Flow Builder

27. An administrator at Universal Containers has been asked to prevent users from accessing Salesforce from outside of their 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. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.

28. The marketing director at Northern Trail Outfitters has requested that the budget field is populated in order for the Lead Status field to be marked as qualified. What tool should the administrator use to fulfill this request?

D. Validation Rule

29. Users have noticed that when they click on a report in a dashboard to view the report details, the values in the report are different from the values displayed on the dashboard. What are the two reasons this is likely to occur? Choose 2 answers

A. The dashboard needs to be refreshed.

B. The running dashboard user and viewer have different permissions.

30. What are three Setting an administrator should configure to make it easy for approvers to respond to approval requests? Choose 3 Answers.

A. Update the organizations chatter setting to allow approvals.

C. Enable the organizations Email approval response setting.

E. Add the Items to approve component to the approvers home page.

31. The Human resources department at Northern Trail outfitters wants employees to provide feedback about the manager using a custom object in Salesforce. It is important that managers are unable to see the feedback records from their staff. How should an administrator configure the custom object to meet this requirement?

A. Uncheck grant access using Hierarchies.

32. Cloud Kicks is working on a better way to track its product shipments utilizing Salesforce. Which field type should an administrator use to capture coordinates?

D. Geolocation

33. 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?

C. Create a predefined case team and an assignment rule.

34. A user at Cloud Kicks is having issues logging in to Salesforce. The user asks the administrator to reset their password. Which two options should the administrator consider when resetting the user’s password? Choose 2 answers

B. Resetting a locked-out user’s password automatically unlocks the user’s account.

C. After resetting a password, the user may be required to activate their device to successfully login to Salesforce.

36. The Client services and customer support teams share the same profile but have different permission sets. The Custom Object Retention related list needs to be restricted to the client services team on the Lightning record page layout. What should the administrator use to fulfil this request?

D. Component Visibility

37. The standard Lead Rating field picklist values of Hot, Warm, and Cold. A list of new lead was imported without errors even though several records has the value of Unrated in the rating field. How were these records added without errors?

A. The Restricted picklist checkbox was unchecked

38. 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 on every invoice record. How should an administrator ensure this requirement?

D. Make the field universally required.

39. Cloud Kicks wants to track shoe designs by products. Shoe designs should be unable to be deleted, and there can be multiple designs for one product across various stages. Which two steps should be administrator configure to meet this requirement? Choose two answers

A. Create a custom object for shoe designs.

C. Add a custom master-detail field for shoe designs on the Product object.

40. 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 be help solve the customer’s issue. What should the administrator suggest to meet these requirements?

D. Auto-Response Rules

41. Universal Containers wants to provide reseller partners with discounted prices on the products they purchase. How should an administrator configure this requirement?

D. Create a separate PriceBook for reseller partners.

42. Cloud Kicks has a custom object called Shipments. The company wants to see all the shipment items from an Account page. When an account 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.

43. The administrator at cloud kicks has been ask 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

B. Select the “Choose only one value “checkbox on the pick list field.

D. Change the field type from a multi-select picklist field to a picklist field

44. Northern Trail Outfitters has two different sales processes: one for business opportunities with four stages and one for partner opportunities with eight stages. Both processes will vary in page layouts and picklist value options. What should an administrator configure to meet these requirements?

D. Separate record types and Sales processes for the different types of opportunities.

45. Executives at Cloud Kicks have reported that their dashboards are showing inaccurate data. The administrator has discovered been changing the source reports. Which two actions should the administrator take to preserve the integrity of the source reports? Choose 2

A. Create a new report folder with viewer access.

D. Change the dashboard to be a dynamic dashboard

46. What are three characteristics of a master-detail relationship? Choose 3 answers

A. The master object can be a standard or custom object..

D. Roll-up summaries are supported in master-detail relationships.

E. The owner field on the detail records is the owner of the master record

47. AW Computing (AWC) occasionally works with independent contractors, who the company stores as Contacts in Salesforce. Contractors often change agencies, and AWC wants to maintain the historical accuracy of the record. What should AWC use to track Contacts?

D. Enable Contacts to multiple Accounts.

48. The administrator at Clout Kicks updated the custom object Event to include a lookup field to the primary contact for the event. When running an event report, they want to reference fields from the associated contact record. What should the administrator to pull contact fields into the custom report?

A. Edit the custom Event report type and add fields related via lookup.

49. 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?

B. Case escalation rule

50. Cloud Kicks wants users to only be able to choose Opportunity stage closed won if the Lead source has been selected. How should the administrator accomplish this goal?

B. Configure a validation rule requiring Lead Source when the stage is set to closed won.

51. What should an administrator use as an identifier when importing and updating records from a separate financial system?

B. External ID

52. An administrator at Cloud Kicks needs to export a file of closed won opportunities from the last 90 days. The file should include the Opportunity Name, ID, Close Date, and Amount. How should the administrator export this file?

D. Data Loader

53. Sales users at Universal Containers are reporting that it is taking a long time to edit opportunity records. Normally, the only field they are editing is the Stage field. Which two options should the administrator recommend to help simplify the process? Choose 2 answers

A. Configure an auto launched flow for Opportunity editing.

D. Use a Kanban list view for Opportunity.

54. 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?

B. Define a record type and assign it to the interns.

55. The VP of Sales at Cloud Kicks is receiving an error message that prevents them from saving an Opportunity. The administrator attempted the same edit without receiving an error. How can the administrator validate the error the user is receiving?

D. Log in as the user

56. Users at Cloud Kicks want to be able to create a task that will repeat every two weeks. What should an administrator do to meet the requirement?

B. Enable Creation of Recurring Tasks.

57. Ursa Major Solar classifies its accounts as Silver, Gold or Platinum Level When a new case is created for a silver or gold partner, it should go to the Regular Support Queue. When an account is Platinum Level, it should automatically go to the Priority Support Queue. What should the administrator use to achieve this?

A. Assignment Rules

58. The Sales director at Cloud Kicks wants to be able to predict upcoming revenue in the next several fiscal quarters so they can set goals and benchmark how reps are performing. Which two features should the administrator configure? Choose 2 answers

B. Forecasting

D. Sales Quotes

59. An administrator at Cloud Kicks is building a flow that needs to search for records that meet certain conditions and store values from those records in variable for use later in the flow. What flow element should the administrator add?

A. Get Records

61. Northern Trail Outfitters has asked an administrator to ensure that when a contact with a tale of CEO is created, the contact’s account record gets updated with the CEO’s name. Which feature should an administrator use to implement this request?

B. Process Builder

62. 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

63. The events manager at DreamHouse Realty has a hot lead from a successful open house that needs to become a Contact with an associated Opportunity. How should this be accomplished from the Campaign keeping the associated Campaign Member History?

D. Convert the lead from the Campaign Member Detail Page

64. An administrator supporting a global team of Salesforce users has been asked to configure company settings. Which two options should the administrator configure? Choose 2 answers

C. Currency Locate

D. Default Language

65. When a Cloud Kicks opportunity closes, the company would like to automatically create a renewal Opportunity. Which two automation tools should an administrator use to accomplish this request? Choose 2 answers.

A. Process Builder

B. Flow Builder

**SET -3**

1. 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

B. Custom picklist

D. Global picklist

2. Universal Container’s administrator has been asked to create a many-to-many relationship between two existing custom. Which two steps should the administrator take when enabling the many-to-many relationship? Choose 2 answers

A. Create two master-detail relationships on the new object.

D. Create a junction with a custom object.

?3. Cloud Kicks has two different support teams with different case stages and data points they need to capture for resolution. How can an administrator configure this?

D. Create two support processes with different stages and page layouts to capture the necessary information.

4. Ursa Major Solar uses Opportunity to track sales of solar energy products. The company has two separate sales teams that energy markets. The services team also wants to use Opportunity to track installation. All three teams will need to use different stages. How should the administrator configure this requirement?

B. Create one sales process. Create three record types and three page layouts.

5. An administrator creates a custom text area field on the Account object and adds it to the service team’s page layout. The manager loves the addition of this field and wants it to appear in the highlights panel so that the service reps can quickly find Account page. How should the administrator accomplish this?

A. In the Account object manager, create a custom compact layout.

6. 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 condition formula

C. Error message location

7. Users at Cloud Kicks are reporting different options when updating a custom picklist on the Opportunity object based on opportunity. Where should an administrator update the option in the picklist?

D. Record type

8. 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 normally be found under this tab?

D. Tab settings

10. 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.

C. Share the helpdesk folder with support agents with view access.

11. The administrator at Ursa Major Solar has created a custom report type and built a report for sales operation team. However, none of the user are able to access the report. Which two options could cause this issue? Choose 2 Answers

B. The report is saved in a private folder

C. The user's profile is missing view access.

12. 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?

B. User licenses related list in company information.

13. Cloud Kicks executives have noticed the opportunity Expected revenue Field displays incorrect values. How Should the administrator correct this?

C. Change the probability associated with the stage.

14. 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?

C. Add the Salesforce mobile and lightning experience action to the page layout.

15. The Marketing users at Cloud Kicks should be able to view and edit converted leads. The administrator has assigned them a View and Edit Converted Lead permission. Which two ways can the marketing users now access converted Leads for editing? Choose 2 Answers

A. Utilize a list view where Lead status equals Qualified.

B. Find them in the global search results.

16. Dream House 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.

17. An administrator has been asked to change the data type of an auto number to text field. What should the administrator be aware of before changing the field?

D. Existing field values will remain unchanged.

18. Sales reps miss key fields when filling out an opportunity record through the sales process. Reps need to move forward unable to enter previous stage. Which three options should the administrator use to address this need? Choose 3 Answers

B. Use validation rules.

C. Configure opportunity path.

D. Mark fields required on the page layout.

19. Which two actions should an administrator perform with Case escalation rules? Choose 2 answers.

C. Re-assign the case.

D. Send email notifications

20. 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? (inaccurate)

C. Dynamic dashboards

21. 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 questions that is needed. How should an administrator complete this?

B. Use a conditional visibility to hide the unnecessary question

22. The administrator at AW Consulting has created a custom picklist field. Business users have requested that it be a text field. The administrator attempts to change the field type but, is unable to because it is referenced by other functionalities. Which functionality is preventing the field type from being changed?

B. JavaScript

23. 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. Page layout editor

24. 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?

C. Create and assign a custom profile with delete access removed for each object.

25. Northern Trail Outfitters wants to know the average stage duration for all closed opportunities. How should an administrator support this request?

A. C. Run the opportunity stage duration report.

27. 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 rile. The Salesforce 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.

28. Which tool should an administrator use to identify and fix potential session vulnerabilities?

C. Security health check

29. 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. Reset their password and their security token.

30. 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. Create a custom field on the opportunity and map the two fields.

31. 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

C. Configure a flow to assign the cases to the queue.

D. Use assignment rules to set the queue as the owner of the case

32. The administrator at Ursa Major Solar need to make sure the 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. Assignment rules.

33. 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:

B. Role hierarchy

C. Sharing rules

34. 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?

D. Data import wizard

35. 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. Add the opportunity contact role related list to the opportunity page layout.

D. Customize opportunity contact role.

37. The administrator at Aw Computing wants Account Details, related list and chatter feeds to each appear on separate tabs when reviewing an account. Which type of page should the administrator create?

B. Lightning page tab.

38. 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 in a custom hierarchy field.

B. The user is assigned in workflow email alert.

39. 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. Contract

B. Case

C. Account

41. 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 issues?

A. Use a fault connector and display a screen with text explaining what went wrong and how to correct it.

42. 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?

C. Escalation rule

43. 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

D. Screen flow

44. Dreamhouse Realty (DHR) wants a templated process with a mortgage calculator that generated 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 to meet the request?

D. Flow solutions

45. Northern Trail Outfitters has requested that when the Referral Date field is updated on the custom object Referral Source, the parent object Referral also needs to be updated. Which automation solution should an administrator use to meet this request?

B. Process builder

46. Aw Computing needs to capture a loss reason in rich text field when an opportunity is Closed lost. How should an administrator configure this requirement?

C. Create a validation rule to display an error if stage is closed lost and loss reason is blank.

47. Ursa Major Solar offers amazing experiences for all of it 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 broadcast group

48. 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?

C. Create a list view on the opportunity object and recommend users switch the view to kanban to edit by drag and drop.

49. 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?

C. Flow builder

50. What are two considerations an administrator should keep in mind when working with Salesforce objects? Choose 2 answers

C. Standard objects are included with salesforce.

D. Custom and standard objects have standard fields

51. DreamHouse Realty (DR) develops town center projects all over the country and would like to use Salesforce to track this development. DR needs to track the full properties and the buildings on each property. How should the administrator relate the two objects to each other?

B. Create a master-detail relationship from the building to property.

52. 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 equals operator and {!$globalconstant.true} as the value.

53. 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?

B. Configure an auto response rule to email the lead.

54. Universal container has a contact Lightning record Page with a component that shows LinkedIn data. The sales team would like to only show this component to sales users when they are on their mobile phones. Which two solutions should the administrator use to fulfill this requirement? Choose 2 Answers.

C. Filter the component visibility with form factor = phone.

D. Filter the component visibility with user > profile > name = sales user.

55. The administrator at cloud kicks has been told that users are unable to add repeating tasks in salesforce. Which two solutions the administrator use to ensure users are able to do this? Choose 2 Answers

B. Enable creation of recurring tasks in activity settings

D. Add create recurring series of tasks field on page layouts

56.a. 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?

B. Review the login history for the user

56.b. 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?

B. Review the security token.

57. Northern Trail Outfitters wants to initiate expense reports from Salesforce to the external HR system, this process needs to be managers and directors. Which two tools should an administrator configure? Choose 2 answers

C. Outbound Message

D. Approval Process

58. 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 should be prohibited from reverting the Case back to a previous status. Which feature should an administrator use to fulfill this request?

D. Validation Rules

59. What data loss considerations should an administrator keep in mind when changing a custom field type from Text to Picklist? Choose 2 answers

A. Auto updates will be made to Visualforce references to prevent data loss.

D. Assignment and escalation rules may be affected.

60. 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 the System Administrator profile.

D. A user with the Manage Cases permission

61. An administrator at Universal Containers needs an automated way to delete records based on field values. What automated solution should the administrator use?

D. Flow Builder

62. An administrator at Universal Containers needs a simple way to trigger an alert to the director of sales when opportunities of $500,000. What should the administrator configure to meet this requirement?

A. Set up Big Deal Alerts for the amount

63. A sales rep has left the company and an administrator has been asked to re-assign all their accounts and opportunities to a new sale and keep the teams as is. Which tool should an administrator use to accomplish this?

A. Mass Transfer Tool

64. 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?

D. Workflow rule

65. An administrator has reviewed an upcoming critical update. How should the administrator proceed with activation of the critical update?

B. Activate the critical update in a sandbox.