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NEW QUESTION: 1
A user at Universal Containers left the company. The administrator needs to create new user for their replacement, but they have assigned all available users licenses.
What should the administrator do to free up users licenses for the new users?
A. Deactivate the former employees user record.
B. Delete former employees user record.
C. Freeze former employees user record.
D. Change the formers users record to the new user.
Answer: (SHOW ANSWER)
Explanation
To free up user licenses for new users, the administrator should deactivate the former employees user record.
This will prevent them from logging in and using Salesforce resources, but preserve their historical activities and data. Deleting or freezing user records will not release user licenses.
References:
https://help.salesforce.com/s/articleView?id=sf.admin_usermgmt_licensing.htm&type=5

NEW QUESTION: 2
Clod 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. Role hierarchy
C. Profiles
D. Sharing rules
Answer: (SHOW ANSWER)

Explanation
Role hierarchy and sharing rules are two features that should be used to open up access to Opportunity records for sales users working on collaborative deals. Role hierarchy can be used to grant access to records owned by or shared with users who are below them in the hierarchy. Sharing rules can be used to extend sharing access to users in public groups, roles, or territories based on certain criteria, such as record owner or field value.
References: https://help.salesforce.com/s/articleView?id=sf.admin_sharing.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.security_sharing_rules.htm&type=5

NEW QUESTION: 3
The administrator for AW Computing is working with a user who is having trouble togging 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. Pull the password history to ensure the password policy was followed.
D. Reset the security token for the profile.
Answer: (SHOW ANSWER)
Explanation
To identify why a user is unable to log in to Salesforce, the administrator should review the login history for the user. The login history shows the date and time of each login attempt, the source IP address, the browser and platform used, the login type (such as username and password or single sign-on), and the status (such as success or failure). The login history can help troubleshoot common login issues such as incorrect username or password, invalid security token, IP restrictions, or login hours violations. Checking the attempted logins by running the setup audit trail, pulling the password history, or resetting the security token for the profile will not help identify why a user is unable to log in. References:
https://help.salesforce.com/s/articleView?id=sf.monitoring_login_history.htm&type=5

NEW QUESTION: 4
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 son 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 the warranty?
A. Use a formula as the default value of the warranty Expiration Date field.
B. Create a formula field to display I year from the warranty purchased.
C. Add a validation rule to ensure the Expiration Date field is populated.
D. Include the warranty Expiration Date field on the mobile page layout.
Answer: (SHOW ANSWER)

Explanation
To capture the expiration date of warranty based on installation date and warranty length (1 year by default), the administrator should use a formula as the default value of Warranty Expiration Date field on Installation object. The formula can calculate one year from installation date using DATE function or DATEVALUE function. For example, DATE(YEAR(Installation_Date__c) + 1 , MONTH(Installation_Date__c) , DAY(Installation_Date__c)) will return one year from installation date. Creating a formula field, adding a validation rule, or including Warranty Expiration Date field on mobile page layout will not capture expiration date based on installation date and warranty length. References:
https://help.salesforce.com/s/articleView?id=sf.formula_using_date_datetime.htm&type=5

NEW QUESTION: 5
Ursa Major Solar has service level agreements (SLA) that are routed to support queues. Cases that meet the 24 hour SLA need to be automatically re-assigned to the next tier queue.
Which feature should be used to fulfill this requirement?
A. Einstein Case Routing
B. Auto-response rule
C. Case assignment rule
D. Case escalation rule
Answer: (SHOW ANSWER)
Explanation
To re-assign cases that meet the 24 hour SLA to the next tier queue, the administrator should use a case escalation rule that defines the criteria for escalating cases, such as age or priority, and the actions to perform when those criteria are met, such as changing owner or sending email alerts. Case escalation rules can help ensure that cases are handled in a timely manner and escalated to appropriate users or queues. Einstein Case Routing, Auto-response rule, and Case assignment rule are not able to re-assign cases based on SLA or age.
References: https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5

NEW QUESTION: 6
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.
Choose 2 Answers.
A. Filter the component visibility with User > Profile > name = sales User.
B. Filter the component visibility with Form Factor = phone
C. Filter the component visibility with view = Mobile/Tablet.
D. Filter the component visibility with User > Role > Name = Sales User.
Answer: (SHOW ANSWER)
Explanation

To show a component that shows LinkedIn data only to sales users when they are on their mobile phones, the administrator should filter the component visibility with two conditions:
User > Profile > name = sales User, which checks if the user's profile name is "sales User" Form Factor = phone, which checks if the user's device is a phone Filtering with view or role will not achieve the desired result. References:
https://help.salesforce.com/s/articleView?id=sf.app_builder_page_visibility_rules.htm&type=5

NEW QUESTION: 7
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 answers
A. Create a new report folder with viewer access.
B. Move the dashboard to the user's private folder.
C. Move the dashboard reports to the view-only folder.
D. Change the dashboard to be a dynamic dashboard
Answer: (SHOW ANSWER)
Explanation
Report folders are used to organize and secure reports in Salesforce. You can set different levels of access for different users or groups on each report folder. To preserve the integrity of the source reports for dashboards, you can create a new report folder with viewer access only and move the dashboard reports to that folder. This way, users can view the reports but not edit them.
References:
https://help.salesforce.com/s/articleView?id=sf.reports_folders.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.reports_dashboard_folder_access.htm&type=5

NEW QUESTION: 8
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.
Answer: (SHOW ANSWER)
Explanation
The Assignment Rule checkbox is a checkbox that appears on manual case creation pages when assignment rules are defined for cases. The Assignment Rule checkbox determines whether or not to apply assignment rules to manually created cases. If the Assignment Rule checkbox is

selected by default, then any manually created cases will be assigned according to assignment rules instead of being owned by the agent creating them. To prevent this from happening, an administrator can either deselect the Assignment Rule checkbox when creating cases manually; or change the default setting for this checkbox under setup by selecting or deselecting Use active assignment rules by default. References:
https://help.salesforce.com/s/articleView?id=sf.customize_casesupport_assign.htm&type=5

NEW QUESTION: 9
Universal Container wants to increase the security of their org by requiring stricker user passwords.
Which two of the following should an administrator configure?
Choose 2 answers
A. Password different then username
B. Minimum password length.
C. Password complexity requirement.
D. Prevent common words
Answer: (SHOW ANSWER)

NEW QUESTION: 10
The sales manager at cloud Kicks approves time off for their employees. They asked the administrator to ensure these requests are seen and responded to by a backup manager while the sales manager is out on vacation.
What should administrator use to fulfill the requirement?

A. Delegated approver
B. Two step Approval process
C. Approval history related list
D. Delegated Administrator
Answer: (SHOW ANSWER)
Explanation
Delegated approver is a feature that should be used to fulfill this requirement. Delegated approver allows users to delegate their approval authority to another user for a specified period of time, such as when they are out on vacation. Users can specify which approval requests they want to delegate and who they want to delegate them to. References:
https://help.salesforce.com/s/articleView?id=sf.approvals_delegate.htm&type=5

NEW QUESTION: 11
Universal Containers has a private sharing model for Opportunities and uses Opportunity teams. Criteria-based sharing rules a sales rep at Universal Containers leaves the company and their user record is deactivated. The rep is later rehired in V administrator activates the old user record. The user is added to the same default Opportunity teams but h no longer able records the user worked on before leaving the company.

What is the likely cause?

A. The stage of the Opportunity records was changed to closed lost.

B. Permission sets were removed when the user was deactivated.

C. The record type of the Opportunity records was changed.

D. The records were manual shared with the user.

Answer: (SHOW ANSWER)

Explanation

The likely cause for why a rehired user is no longer able to access records they worked on before leaving the company is that the records were manually shared with the user. Manual sharing allows granting access to individual records to specific users or groups. However, manual sharing is removed when a record owner changes or when a user's role changes. When a user is deactivated, their role is removed and any manual sharing involving that user is deleted. When a user is reactivated, their role is restored but manual sharing is not. Therefore, the rehired user will not have access to records that were manually shared with them before deactivation. The stage of Opportunity records, permission sets, or record type of Opportunity records are not likely causes for why a rehired user is no longer able to access records they worked on before leaving the company. References: https://help.salesforce.com/s/articleView?id=sf.sharing_manual.htm&type=5

NEW QUESTION: 12

Marketing users at Cloud Kicks should be able to view and edit converted leads. The administrator has assigned them permission set with the View and edit Converted Leads permission.

Which two ways can the marketing users now access converted leads for editing?

Choose 2 answers

A. Find them in the global search result.

B. Search the Recent Records component on the homepage.

C. Utilize a list view where lead status equals Qualified.

D. Use the Data Import Wizard,

Answer: (SHOW ANSWER)

Explanation

Two ways that marketing users can now access converted leads for editing are:

Find them in the global search result, by entering the lead name or other keywords in the global search box and selecting Leads from the drop-down menu. Converted leads will appear in the search result with a check mark icon next to them.

Utilize a list view where lead status equals Qualified, by creating or modifying a list view on the Leads tab and adding a filter for Lead Status equals Qualified. Converted leads will have Qualified as their lead status and will be visible in the list view. Searching the Recent Records component on the homepage or using Data Import Wizard will not allow users to access converted leads for editing.

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

NEW QUESTION: 13
What should an administrator use as an identifier when importing and updating records from a separate system?
A. Rich Text field
B. Record ID
C. Auto-Number field
D. External ID
Answer: (SHOW ANSWER)
Explanation
To use as an identifier when importing and updating records from a separate system, an administrator should use External ID field type on an object. External ID fields allow storing unique identifiers from external systems and using them for matching records during import or update operations. External ID fields can also be used for upsert operations that insert new records or update existing ones based on external ID values. For example, an administrator can create an External ID field on Account object that stores account numbers from an external ERP system and use it for importing or updating accounts from that system. Rich Text field, Record ID, and Auto-Number field are not suitable for using as identifiers when importing and updating records from a separate system. References:
https://help.salesforce.com/s/articleView?id=sf.fields_about_field_types.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.data_loader_upsert.htm&type=5

NEW QUESTION: 14
The administrator at Cloud Kicks has a Custom picklist field on Lead, Which is missing on the Contact when leads are converted.
Which two items should the administrator do to make sure these values are populated?
Choose 2 answers
A. Create a custom picklist field on Contact.
B. Update the picklist value with a validation rule.
C. Map the picklist field on the Lead to the Contact.
D. Set the picklist field to be required on the Lead Object.
Answer: (SHOW ANSWER)
Explanation
To make sure the custom picklist field values are populated on contact when leads are converted, you need to create a custom picklist field on contact and map it to the corresponding field on lead.
References: https://help.salesforce.com/s/articleView?id=sf.convert_lead_mapping.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_fields.htm&type=5

NEW QUESTION: 15
Which setting on a profile makes a tab hidden in the All App Launcher or viable in arty app, but still allows a user to view records that would normally be found under this tab?

A. Object Permissions
B. App Permissions
C. Pig wide Defaults
D. Tab Settings
Answer: (SHOW ANSWER)
Explanation
To make a tab hidden in the All App Launcher or visible in any app, but still allow a user to view records that would normally be found under this tab, the administrator should use Tab Settings on a profile. Tab Settings control the visibility and default behavior of tabs for each app in an org. The administrator can set a tab to Hidden, which means it will not appear in any app or in the All App Launcher, but users can still access records via other means such as search or reports. Object Permissions, App Permissions, and Org-Wide Defaults are not related to tab visibility.
References:
https://help.salesforce.com/s/articleView?id=sf.customize_tabs.htm&type=5

NEW QUESTION: 16
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 and administrator configure?
Choose 2 answers
A. Quick Action
B. Outbound Message
C. Approval Process
D. Email Alert Action
Answer: (SHOW ANSWER)
Explanation
Quick actions allow you to initiate expense reports from Salesforce to an external HR system. Approval processes allow you to review the expense reports by managers and directors.
References: https://help.salesforce.com/s/articleView?
id=sf.approvals_considerations.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.quick_actions_overview.htm&type=5

NEW QUESTION: 17

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. Define a new Stage picklist value.

B. Create a custom field on Opportunity.

C. Configure Forecasting support.

D. Make the field editable on page layouts

Answer: (SHOW ANSWER)

Explanation

Probability is a standard percentage field on the Opportunity object that indicates how likely an opportunity will close successfully. It is automatically calculated based on the opportunity stage unless you make it editable on page layouts. To allow sales reps to change the probability field value of their opportunities, you need to make the field editable on page layouts. References:

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

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

NEW QUESTION: 18

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. Auto - Response Rules

B. Validation Rule

C. Escalation Rule

D. Assignment Rule

Answer: (SHOW ANSWER)

Explanation

An escalation rule is a tool that allows administrators to automatically escalate cases based on certain criteria and time triggers. For example, an escalation rule can change the owner of a case, send an email notification, or update a field value when a case has been open for more than 7 days. An escalation rule consists of multiple rule entries that define the criteria and actions for each escalation scenario. References:

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

NEW QUESTION: 19

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 piclist?

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

B. The Close Case page layout must be used to close a case.

C. The Show Closed Statuses m Case Status Field checkbox is set to the default.

D. The Support Process being used omits Closed as a status choice.

Answer: (SHOW ANSWER)
Explanation
A support process is a feature that allows administrators to define and enforce the stages that a case or work order must go through based on its record type. A support process determines which values are available for the status field for each record type. If a support process omits a certain value for the status field, such as Closed, then users will not be able to see or select that value when working with cases or work orders of that record type. References:
https://help.salesforce.com/s/articleView?id=sf.customize_supporthome.htm&type=5

NEW QUESTION: 20
A. Einstein Activity Capture
B. Einstein Opportunity Scoring
C. Einstein Search Personalization Einstein Lead Scoring
Answer: (SHOW ANSWER)
Explanation
To help sales reps prioritize and close more deals, the administrator should use Einstein Opportunity Scoring, which is a feature that assigns each opportunity a score from 1 to 99 based on how likely it is to be won. The score is calculated using historical data and machine learning models, and can help reps focus on the most promising opportunities and take actions to improve their chances of winning. Einstein Activity Capture, Einstein Search Personalization, and Einstein Lead Scoring are not related to opportunity management.
References: https://help.salesforce.com/s/articleView?id=sf.einstein_sales_oppty_scoring.htm&type=5

NEW QUESTION: 21
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 three sales processes. Create three record types and one page layout.
B. Create one sales process. Create three record types and three page layouts.
C. Create three sales processes. Create three record types and three page layouts.
D. Create one sales process. Create one record type and three page layouts.
Answer: (SHOW ANSWER)
Explanation
A sales process is a set of stages that an opportunity goes through as it moves from creation to close. A record type is a way to offer different business processes, picklist values, and page layouts to different users based on their profiles. A page layout controls the layout and organization of detail and edit pages for a specific object and record type combination. To meet the requirement of having different fields and stages for each team, you need to create three

sales processes for each market segment, three record types for each sales process, and three page layouts for each record type. References:
https://help.salesforce.com/s/articleView?id=sf.customize_salesprocess.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_layout.htm&type=5

NEW QUESTION: 22

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 connect an authenticator app to their Salesforce account.
B. Users need to get a security token from a trusted network using Reset My Security Token.
C. Users need to download and install an authenticator app on their mobile device.
D. Users need to enter a verification code from email or SMS, whichever has higher priority.

Answer: (SHOW ANSWER)

Explanation
Two-factor authentication requires users to verify their identity with two pieces of information when they log in to Salesforce. One piece is their username and password, and the other is a verification code from an authenticator app or email or SMS.
References: https://help.salesforce.com/s/articleView?id=sf.identity_2fa_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.identity_2fa_login_flow.htm&type=5

NEW QUESTION: 23

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

Answer: (SHOW ANSWER)

Explanation
Muting permission sets allow you to remove permissions that are granted by a permission set group.
References: https://help.salesforce.com/s/articleView?id=sf.perm_sets_muting.htm&type=5

NEW QUESTION: 24

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. Related List
B. Autolaunched Flow
C. Record Detail
D. Screen Flow
Answer: (SHOW ANSWER)
Explanation
Screen flow allows you to create a form that collects user input and performs actions based on that input. You can use screen components to display questions and instructions, and use flow logic to update records or send notifications.
References: https://trailhead.salesforce.com/content/learn/modules/screen-flows/get-started-with-screen-flows
https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5

NEW QUESTION: 25
The CTO of AW Computing has defined a new policy for cases to improve customer satisfaction. All cases submitted with a Case Reason of Installation must be acknowledged immediately via email and assigned to the appropriate agents. Any cases that are still in the New status after 4 hours must be escalated to support management.
What case management tools need to be utilized for this requirement?
A. Auto-response rules, Macros, Entitlements
B. Auto-response rules, Queues, Macros
C. Auto-response rules, Queues, Escalation Rules
D. Auto-response rules, Entitlements, Escalation Rules
Answer: (SHOW ANSWER)
Explanation
To advertise on TV, radio, print, and social under one banner called New Runners and aggregate total statistics for this marketing effort, an administrator should use Parent campaign field on Campaign object. This field allows creating hierarchical relationships between campaigns by specifying one campaign as parent of another campaign. Parent campaigns roll up statistics from child campaigns such as number of leads generated, amount of revenue won etc. For example, an administrator can create four child campaigns for TV, radio, print and social ads respectively and link them to one parent campaign called New Runners using Parent campaign field. Junction object, lookup relationship, and master-detail relationship are not features related to Campaign object or hierarchy. References:
https://help.salesforce.com/s/articleView?id=sf.campaigns_parent.htm&type=5

NEW QUESTION: 26

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. Approval process

B. Formula Field

C. Flow Builder

D. Validation Rule

Answer: (SHOW ANSWER)

Explanation

A formula field is a type of field that calculates a value based on an expression or formula that references other fields or constants. For example, a formula field can display today's date by using the TODAY() function. In this case, the administrator can create a formula field on the account object that updates the audited date field with today's date when the status of the account is changed to 'Audited'. References:
https://help.salesforce.com/s/articleView?id=sf.fields_about_formulas.htm&type=5

NEW QUESTION: 27

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. Auto launched Flow

D. Email Alert

Answer: (SHOW ANSWER)

Explanation

Field update and email alert are two types of automated actions that can be added as part of the approval process. Field update allows you to change the value of a field on a record when it is submitted, approved, rejected, or recalled. Email alert allows you to send an email to one or more recipients when a record is submitted, approved, rejected, or recalled.
References: https://help.salesforce.com/s/articleView?
id=sf.approvals_automated_actions.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.approvals_creating_approval_actions.htm&type=5

NEW QUESTION: 28

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

A. Sales Quotes

B. Opportunity List View
C. Forecasting
D. Opportunity Stages
Answer: (SHOW ANSWER)
Explanation
Forecasting is a feature that allows you to predict and plan the sales cycle from pipeline to closed sales, and manage sales expectations throughout your organization. Opportunity stages are the steps that an opportunity goes through as it moves from creation to close, and they determine the probability and forecast category of the opportunity. References:
https://help.salesforce.com/s/articleView?id=sf.forecasting3_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_opptystages.htm&type=5

NEW QUESTION: 29
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 the administrator configure to meet this requirement?
Choose 2 answers
A. Add a custom master-detail field for shoe designs on the Product object,
B. Create a custom object for shoe designs.
C. Use the standard object for designs.
D. Configure a custom lookup field for shoe designs on the Product object.
Answer: (SHOW ANSWER)
Explanation
To track shoe designs by products, prevent them from being deleted, and allow multiple designs for one product across various stages, the administrator should create a custom object for shoe designs and configure a custom lookup field for shoe designs on the Product object. This will create a one-to-many relationship between products and shoe designs, and allow users to link multiple shoe designs to one product record. To prevent shoe designs from being deleted, the administrator can use validation rules or permissions. Adding a custom master-detail field for shoe designs on the Product object will create a many-to-one relationship, which is not desired. Using the standard object for designs or configuring a validation rule will not meet the requirement. References:
https://help.salesforce.com/s/articleView?
id=sf.customize_object_relationships_overview.htm&type=5

NEW QUESTION: 30
A. Ensure the Market Segment field on the Lead is mapped to right field on Account.
B. Ensure Account has a field that has the exact same name as the new Lead field.
C. Write a Validation Rule to ensure the Account has a value in that field.
D. Write a record-triggered flow to copy the custom field from Lead to Account.
Answer: (SHOW ANSWER)

Explanation
To ensure Market Segment field from Lead is copied to converted Account record in routine manner without manual intervention , an administrator should ensure Market Segment field on Lead is mapped to right field on Account using Lead Field Mapping tool under Lead Settings. This tool allows mapping custom fields from Lead object to custom fields on Account , Contact , or Opportunity objects so that data is transferred when leads are converted . For example , an administrator can map Market Segment field on Lead to Market Segment field on Account using this tool . Ensuring Account has a field that has same name as new Lead field
, writing validation rule , or writing record-triggered flow are not necessary for copying custom fields from Lead to Account . References : https :// help . salesforce . com / s / articleView ? id = sf .
leads_custom_field_mapping . htm & type = 5

NEW QUESTION: 31
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. Assign single sign-on to a permission set to allow users to log in when outside the network.
C. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.
D. Restrict U2F Security Keys on the user's profile to enforce login hours.
Answer: (SHOW ANSWER)
Explanation
Two considerations for preventing users from accessing Salesforce from outside of their network are:
IP address restrictions are set on the profile or globally for the org, which limit login access based on IP ranges specified by an administrator Restrict U2F Security Keys on the user's profile to enforce login hours, which require users to use security keys during certain hours of day
Assigning single sign-on to a permission set or enforcing Login IP Ranges on Every Request will not prevent users from accessing Salesforce from outside of their network. References:
https://help.salesforce.com/s/articleView?id=sf.security_networkaccess.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.security_keys_restrict.htm&type=5

NEW QUESTION: 32
The marketing team wants a new picklist value added to the Campaign Member Status field for the upsell promotional campaign.
Which two solutions should the administrator use to modify the picklist field values?
Choose 2 answers
A. Add the Campaign Member Statuses related list to the Page Layout.
B. Edit the picklist values for the Campaign Status in object Manager.
C. Mass modify the Campaign Member Statuses related list.
D. Modify the picklist value on the Campaign Member Statuses related list
Answer: (SHOW ANSWER)
Explanation
Campaign Status is a standard picklist field on the Campaign object that indicates whether a campaign is planned, in progress, completed, or aborted. Campaign Member Status is a custom picklist field on the Campaign Member object that indicates how a person responded to a campaign, such as sent, responded, registered, attended, etc. To add a new picklist value for Campaign Status, you need to edit the field in Object Manager. To add a new picklist value for Campaign Member Status, you need to modify the field on the Campaign Member Statuses related list on the Campaign page layout. References:
https://help.salesforce.com/s/articleView?id=sf.campaigns_fields.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.campaigns_member_status.htm&type=5

NEW QUESTION: 33
Aw computing wants to prevent user from updating the Account Annual Revenue field to be a negative value or an amount more than $100 billion.
How should an administrator accomplish this request?
A. Create a validation rule that displays an error if Account revenue is below 0 or greater than 100 billion.
B. Build a scheduled report displaying Account with Account revenue that is negative or greater than 100 billion.
C. Make the Account Revenue field required on the page layout.
D. Enable the Account Revenue limits in setup, with 0 as minimum and 100 billion as maximum
Answer: (SHOW ANSWER)
Explanation
A validation rule is a tool that allows administrators to enforce data quality and integrity by preventing users from saving records that do not meet certain criteria or conditions. For example, a validation rule can display an error message if a user enters an invalid value in a field. In this case, the administrator can create a validation rule on the account object that displays an error if the account annual revenue field is below 0 or greater than 100 billion. References:

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

NEW QUESTION: 34
Which three items are available in the mobile navigation menu?
Choose 3 answers
A. Lightning App Pages
B. Lightning Home Page
C. Chatter
D. Utility Bar
E. Dashboards
Answer: (SHOW ANSWER)
Explanation
Lightning app pages, Chatter, and dashboards are three items that are available in the mobile navigation menu.
The mobile navigation menu allows users to access different items in the Salesforce mobile app, such as objects, apps, or utilities. Users can customize their mobile navigation menu by adding or removing items and changing their order. References: https://help.salesforce.com/s/articleView?id=sf.app_nav_setup.htm&type=5

NEW QUESTION: 35
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.
B. Contact Hierarchy is limited to only 3,000 contacts at one time.
C. Customizing hierarchy columns changes the recently viewed Contacts list view.
D. Sharing setting are ignored by contacts displayed in the Contact Hierarchy.
Answer: (SHOW ANSWER)
Explanation
The contact hierarchy is a feature that allows users to view contacts related to an account in a hierarchical tree structure based on their role or position within the account. The contact hierarchy respects record-level access by user, meaning that users can see only those contacts that they have access to based on their profile permissions and sharing settings. The other options are incorrect because contact hierarchy is not limited to
3,000 contacts at one time (it can display up to 5,000 contacts), customizing hierarchy columns does not change the recently viewed contacts list view (it only affects how contacts are displayed in the hierarchy), and sharing settings are not ignored by contacts displayed in the contact hierarchy (they determine which contacts are visible to users). References:
https://help.salesforce.com/s/articleView?id=sf.contacts_hierarchy.htm&type=5

NEW QUESTION: 36

Ursa Major classifies its accounts as Silver, Gold, or Platinum Level. When a new case is created for a Silver or Gold partner, it should 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
B. Case Rules
C. Workflow Rules
D. Escalation Rules
Answer: (SHOW ANSWER)
Explanation
Assignment rules are tools that allow administrators to automatically route records to users or queues based on certain criteria. For example, an assignment rule can assign cases to different queues based on case priority, origin, type, or other fields. Assignment rules can be triggered when records are created manually, via email, web, or API. Assignment rules consist of multiple rule entries that define the criteria and actions for each assignment scenario. References:
https://help.salesforce.com/s/articleView?id=sf.customize_leadrules.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_casesupport_assign.htm&type=5

NEW QUESTION: 37
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 login?
A. Review the Security token.
B. Review the password history.
C. Review the Password policies.
D. Review the Login history
Answer: (SHOW ANSWER)
Explanation
The login history is a tool that allows administrators and users to view information about recent login attempts, such as date, time, status, source IP address, browser type, platform, application, and login type.
Administrators can use this tool to identify why a user is unable to login to Salesforce by checking for any failed login attempts and their corresponding error messages or reasons. References:
https://help.salesforce.com/s/articleView?id=sf.monitoring_login_history.htm&type=5

NEW QUESTION: 38
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 account.

B. A user with manager role above the agent.
C. A user with the System Administrator profile.
D. A user with the Manage Cases Permission
Answer: (SHOW ANSWER)
Explanation
A user with manager role above the agent can change ownership on multiple cases that are owned by the agent or by users below the agent in the role hierarchy. A user with the System Administrator profile can change ownership on any case, regardless of the owner or role hierarchy. References:
https://help.salesforce.com/s/articleView?id=sf.case_change_owner.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_userperms.htm&type=5

NEW QUESTION: 39
Clod 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?
A. Use a new version of the flow for each scenario.
B. Use a decision element and a new screen to show the proper question
C. Use a conditional visibility to hide the unnecessary question
D. Use branching in the flow screen to show the proper scenario
Answer: (SHOW ANSWER)
Explanation
Conditional visibility is a feature that allows administrators to show or hide screen components in a flow based on certain conditions or criteria. For example, conditional visibility can show only one question on a screen depending on the value of another field or variable. Conditional visibility consists of one or more rules that define when to show or hide a component based on an expression that evaluates to true or false. In this case, the administrator can use conditional visibility to hide the unnecessary question on the screen flow based on the scenario. References:
https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screencmp.htm&type=5

NEW QUESTION: 40
A. Use Validation rule to trigger workflow to email to 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
Answer: (SHOW ANSWER)
Explanation
Auto response rules are a way to automatically send email responses to leads or cases based on certain criteria such as lead source, industry, etc. They can be used to send personalized emails whenever a lead fills out a web-to-lead form on a website and send different messages based on the lead industry field value. Using validation rule to trigger workflow to email the lead is not

possible because validation rules cannot trigger workflows or send emails; they only prevent records from being saved if they do not meet certain criteria.
Adding a public group and process builder to email the lead is unnecessary because auto response rules can handle this requirement without additional configuration or customization.
Creating an assignment rule to email the lead is also unnecessary because assignment rules are used to assign leads or cases to users or queues based on certain criteria, not send emails; although they can have email alerts as part of their actions, they are not as flexible as auto response rules for personalizing email messages. References:
https://help.salesforce.com/s/articleView?id=sf.customize_leadsautoresponse.htm&type=5

NEW QUESTION: 41
Users at Cloud Kicks are reporting different options when uploading a custom picklist on the Opportunity object based on the kind of opportunity.
Where Should an administrator update the option in the picklist?
A. Fields and relationships
B. Related lookup filters
C. Record Type
D. Picklist value sets
Answer: (SHOW ANSWER)
Explanation
Record types allow you to update the options in a picklist based on the kind of opportunity.
References: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

NEW QUESTION: 42
Cloud Kicks has decided to delete a custom field.
What will happen to the data in the field when it is deleted?
A. The data in the field is stored for 20 days.
B. The data is permanently deleted.
C. The data associated with the field is required.
D. The data is restorable from the recycle bin.
Answer: A (LEAVE A REPLY)
Explanation
When you delete a custom field, the data in that field is stored for 20 days before it is permanently deleted.
During this time, you can restore the field and its data from the Recycle Bin or use Data Loader to export the data. References: https://help.salesforce.com/s/articleView?id=sf.customize_del_field.htm&type=5

NEW QUESTION: 43
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. Login History
B. Lightning Usage App
C. User Report
D. Permission Set Groups
Answer: (SHOW ANSWER)
Explanation
To track assigned licenses and permission sets in Salesforce instead of using a spreadsheet, an administrator should use User Report type on Report object. User Report type allows creating reports that show information about users such as their profile, role, license type, active status, login history etc. It also allows adding fields related to permission sets such as Permission Set Assignments or Permission Set License Assignments. For example, an administrator can create a User Report that shows user name, profile name, user license name, permission set assignments count etc. Login History, Lightning Usage App, or Permission Set Groups are not features that can be used to track assigned licenses and permission sets in Salesforce. References:
https://help.salesforce.com/s/articleView?id=sf.reports_report_types_standard_user.htm&type=5

NEW QUESTION: 44
An administrator at Universal Container needs an automated way to delete records based on field values.
What automated solution should the administrator use?
A. Workflow
B. Process Builder
C. Flow Builder
D. Automation Studio
Answer: (SHOW ANSWER)
Explanation
Flow Builder is a tool that can be used to create an automated way to delete records based on field values.
Flow Builder can create flows that define the logic and actions for deleting records, such as finding records that match certain criteria and deleting them in bulk. Flows can be scheduled to run at regular intervals or triggered by other events or processes. References:
https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_concepts_delete.htm&type=5

NEW QUESTION: 45
The administrator at Universal Container has created two objects: Containers_c Purchase_c,
Management has requested that all container records display on purchase records in Salesforce.
Which type of relationship between Containers_c and Purchase_c should satisfy the requirement?
A. Roll-Up Summary field

B. Formula field
C. Master-detail field
D. Lookup field
Answer: D (LEAVE A REPLY)
Explanation
A lookup field is a type of field that allows administrators to create a relationship between two objects by linking records from one object to another object. For example, a lookup field can link an account record to a purchase record by storing the account ID on the purchase record. A lookup field allows users to select an existing record from a pop-up window or create a new record from the same window. References:
https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.htm&type=5

NEW QUESTION: 46
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. Weekly Data Export
B. Mass Delete Records
C. Data Loader
D. Data Import Wizard
Answer: B,C (LEAVE A REPLY)
Explanation
Mass delete records and data loader are two tools that can be used by Ursa Major Solar administrator undo import records into object mistake. Mass delete records tool allows administrators delete large numbers records meet certain criteria once setup interface; it can used undo import records into object mistake selecting records imported mistake deleting them mass delete records tool setup interface Data loader tool allows administrators import export delete large numbers records using CSV files command line interface API calls; it can used undo import records into object mistake using CSV file contains IDs records imported mistake deleting them data loader tool command line interface API calls Weekly data export data import wizard are not tools undo import records into object mistake because they either export import records but not delete them.
References: https://help.salesforce.com/s/articleView?id=sf.admin_massdelete.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5

NEW QUESTION: 47
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?
A. Select the requirement checkbox next to the loss reason field on the page layout.
B. Create a validation rule to display an error if stage is Closed lost and Loss Reason is blank.
C. Check the required checkbox on the Loss Reason field in Object Manger.
D. Configure a workflow rule to display an error if Loss Reason is blank
Answer: (SHOW ANSWER)
Explanation
Validation rule is a tool that can be used to enforce data quality and business logic by preventing users from saving records that do not meet certain criteria. In this case, a validation rule can be created on the Opportunity object to display an error message if the Stage field is Closed lost and the Loss Reason field is blank.
References: https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5

NEW QUESTION: 48
The VP of sales at Dreamhouse Realty has requested a dashboard to visualize enterprise sales across the different teams. The key place 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. Table
B. Stacked Bar
C. Donut
D. Gauge
Answer: (SHOW ANSWER)
Explanation
A gauge component shows a single value along with its percentage of a total value within predefined ranges using colors (red-yellow-green). It is useful for showing key performance indicators (KPIs) such as total sales amount and progress towards sales goal. References: https://help.salesforce.com/s/articleView?id=sf.dashboards_gauge_component_type.htm&type=5

NEW QUESTION: 49
Sales reps at Cloud Kicks want to be notified when they have a high likelihood of winning an opportunity over $1,000,000.
Which feature meets this requirement?
A. Key Deals

B. Big Deal Alerts
C. Activity Timeline.
D. Performance chart.
Answer: (SHOW ANSWER)
Explanation
Big Deal Alerts are notifications that are sent to users when an opportunity reaches a certain amount, probability, or stage. They can be configured by administrators to alert sales reps or managers when they have a high likelihood of winning a big deal. Key Deals are a feature of Einstein Opportunity Scoring that shows the top opportunities based on their score and stage, but they do not send notifications. Activity Timeline is a component of Lightning Experience that shows the past and upcoming activities related to a record, but it does not notify users of big deals. Performance chart is a type of report chart that shows how well users or teams are performing against their goals, but it does not alert users of big deals. References:
https://help.salesforce.com/s/articleView?id=sf.forecasts3_big_deal.htm&type=5

NEW QUESTION: 50
A. Test Drive in a production org.
B. Download into a Trailhead Playground.
C. Install in a sandbox.
D. Check edition compatibility.
Answer: (SHOW ANSWER)
Explanation
A Trailhead Playground is a free, online learning environment that allows you to try out Salesforce features and apps. You can use a Trailhead Playground to test out an app from the AppExchange before you install it in your production org.
A sandbox is a copy of your production org that you can use to test changes and new features. You can install an app from the AppExchange in a sandbox to see how it works in your environment.
Testing an app in a production org is not recommended, as it could affect your live data. Checking edition compatibility is important, but it is not a way to try out an app.

NEW QUESTION: 51
Universal Containers (UC) would like to count the number of open cases associated with each account and update the account with this value every Friday evening. UC has several hundred open cases at any given time.
What should the administrator use to complete this request?
A. Use a record trigger flow.
B. Use a scheduled process builder.
C. Use a Roll-Up summary.
D. Use a scheduled flow
Answer: (SHOW ANSWER)

Explanation
A scheduled flow is a type of flow that runs at scheduled times on batches of records that meet certain criteria.
It can be used to count the number of open cases associated with each account and update the account with this value every Friday evening by using an assignment element to loop through the accounts and cases and assign the count value to a field on the account record. Using a record trigger flow, a scheduled process builder, or a roll-up summary field are not suitable options for this requirement because they would not run at scheduled times or on batches of records; they would run every time a record is created or updated, which may not reflect the accurate count of open cases at the end of each week. References:
https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled.htm&type=5

NEW QUESTION: 52
Cloud Kicks has created a screen flow for their sales team to use when they add new leads. The screen flow collect name, email and shoe preference. which two things should the administrator do to display the screen flow? Choose 2 answers
A. Create a tab and add the screen flow to the page.
B. use a flow element and add the screen flow to the record page.
C. Add the flow in the utility bar of the console
D. install an app from the AppExchange
Answer: (SHOW ANSWER)
Explanation
To display the screen flow, the administrator should create a tab and add the screen flow to the page. The administrator can also use a flow element and add the screen flow to the record page. The other options are not relevant to this scenario. Adding the flow in the utility bar of the console will not display the screen flow. Installing an app from the AppExchange is not necessary to display the screen flow.
Here are the steps on how to create a tab and add the screen flow to the page:
Go to Setup > Tabs.
Click New.
Enter a name and label for the tab.
Select the Screen Flow tab type.
Select the screen flow that you want to display.
Click Save.
Here are the steps on how to use a flow element and add the screen flow to the record page:
Go to Setup > Customize > Lightning App Builder.
Select the record page that you want to add the screen flow to.
Click Edit.
Drag the Flow element from the Palette to the canvas.
Select the screen flow that you want to display.
Click Save.

NEW QUESTION: 53
Which item is available in a Lightning App where visibility is limited to the Salesforce Mobile App?
A. Today
B. Favorites
C. Utility Bar.
D. Home Page.
Answer: (SHOW ANSWER)
Explanation
Utility bar is a feature that is available in a Lightning app where visibility is limited to the Salesforce mobile app. Utility bar allows users to access common productivity tools, such as notes, history, recent items, and more, from any page in the app. References:
https://help.salesforce.com/s/articleView?id=sf.app_builder_utility_bar.htm&type=5

NEW QUESTION: 54
Customer service accesses articles with the Knowledge Lightning component on the Service Cloud Console.
Billing department users would like similar functionality on the case record without using the console.
How should the administrator configure this request?
A. Add the knowledge component to the page layout.
B. Add the Knowledge component list to the page layout.
C. Add the Knowledge related list to the page layout.
D. Add the knowledge related list to the record page
Answer: (SHOW ANSWER)
Explanation
The Knowledge Lightning component is a component that allows users to access articles from the Service Cloud Console app. However, if users want to access articles from a different app that does not use the console, they can use the Knowledge related list instead. The Knowledge related list shows articles related to a record based on data categories and shows article details such as title, summary, rating, and view count. To add the Knowledge related list to a record page, an administrator can use the page layout editor and drag and drop the Knowledge related list to the appropriate section on the page layout. References:
https://help.salesforce.com/s/articleView?id=sf.knowledge_lightning_component.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.knowledge_related_list.htm&type=5

NEW QUESTION: 55
An administrator at Northern Trail Outfitters is unable to add a new user in salesforce.
What could cause this issue?
A. The Username is not a corporate email address
B. The username is less than 80 characters.

C. The Username is a fake email address.
D. The Username is already in use.
Answer: (SHOW ANSWER)
Explanation
One of the possible reasons why an administrator is unable to add a new user in Salesforce is that the username is already in use by another user in any Salesforce org. Usernames must be globally unique across all Salesforce orgs, so the administrator needs to choose a different username for the new user. References:
https://help.salesforce.com/s/articleView?id=sf.users_add.htm&type=5

NEW QUESTION: 56
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. A junction object is required to support the lookup.
B. The lookup field in all the records contains a value.
C. The Look-Up field is required for Saving Records.
D. Roll-Up summary field sexist on the master object.
Answer: (SHOW ANSWER)
Explanation
One scenario that could prevent an administrator from changing the relationship between work item and project custom objects from master-detail to lookup is that roll-up summary fields exist on the master object (project). Roll-up summary fields are fields that calculate values from related records in a master-detail relationship; they cannot be used in a lookup relationship. If roll-up summary fields exist on the project object, they would prevent the administrator from changing the relationship type unless they are deleted first. A junction object is not required to support a lookup relationship; it is only used when creating many-to-many relationships between two objects using two master-detail relationships. The lookup field in all the records containing a value or the lookup field being required for saving records are not scenarios that would prevent changing the relationship type; they are scenarios that would allow changing the relationship type without losing data or functionality. References:
https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

NEW QUESTION: 57
Once an opportunity reaches the negotiation stage at cloud kicks, The Amount fields becomes required for sales users. Sales managers need to be able to move opportunities inti 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. Make the field required for all users.

B. Create to formula field to fill in the field for managers.
C. Assign the administrator profile to the managers.
D. Configure a validation rule to meet the criteria.
Answer: (SHOW ANSWER)
Explanation
To require the Amount field during the negotiation stage for sales users but allow their managers to make changes, the administrator should configure a validation rule that checks if the user profile is not a sales manager, the stage is negotiation, and the amount is blank. This will prevent sales users from saving the record without entering an amount, but allow sales managers to do so. Making the field required for all users will not meet the requirement. Creating a formula field or assigning the administrator profile to the managers will not affect field requirement. References: https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5

NEW QUESTION: 58
Dreamhouse Realty agents are double-booking open house event nights. The evet manager wants to event submission process to help agents fill in event details and request dates.
How should an administrator accomplish the request?
A. Create a workflow role to update the Event Date Field.
B. Create an approval process on the Campaign object.
C. Create a sharing rule so that other agents can view events.
D. Create a campaign for agents to request event dates.
Answer: (SHOW ANSWER)
Explanation
To help agents fill in event details and request dates for open house events without double-booking them, the administrator should create an approval process on the Campaign object, which is used to manage marketing events in Salesforce. The approval process can define entry criteria based on campaign fields such as type or status, specify initial submission actions such as sending email alerts or updating fields, assign approvers who can review and approve event requests, and specify final approval actions such as creating tasks or updating fields. Creating a workflow rule, a sharing rule, or a campaign will not help agents request event dates or prevent double-booking. References:
https://help.salesforce.com/s/articleView?id=sf.campaigns_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5

NEW QUESTION: 59
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?
A. Formula fields
B. Record types

C. Visualforce
D. Javascript
Answer: (SHOW ANSWER)
Explanation
Formula fields are types of fields that calculate a value based on an expression or formula that references other fields or constants. Formula fields prevent administrators from changing their field type once they are created because they may be referenced by other functionalities such as reports, validation rules, workflow rules, etc., that depend on their data type and value. If a formula field is referenced by other functionalities, then changing its field type may cause errors or unexpected results. References:
https://help.salesforce.com/s/articleView?id=sf.fields_about_formulas.htm&type=5

NEW QUESTION: 60
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
Answer: (SHOW ANSWER)
Explanation
Manual sharing allows record owners to share individual records with other users or groups. This is useful when one-off sharing is needed for a specific situation. Hierarchical sharing, criteria-based sharing and owner-based sharing are not suitable for this scenario because they are based on predefined rules or roles that do not match the requirement. References:
https://help.salesforce.com/s/articleView?id=sf.sharing_overview.htm&type=5

NEW QUESTION: 61
An administrator at Dreamhouse Reality 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?
Choose 2 Answers
A. User Page
B. Dashboard page
C. App page
D. Record Page
Answer: (SHOW ANSWER)
Explanation

App page and record page are two types of pages that an administrator can build and customize using Lightning App Builder for Salesforce mobile app. App pages are pages that display information or tools that don't belong to a specific record; they can be accessed from navigation menus or tabs in Salesforce mobile app. Record pages are pages that display information or actions related to a specific record; they can be accessed by opening any record in Salesforce mobile app. User page and dashboard page are not types of pages that can be built using Lightning App Builder for Salesforce mobile app; they are types of pages that can be built using other tools such as Profile settings or Dashboard Builder. References: https://help.salesforce.com/s/articleView?id=sf.app_builder_mobile_pages.htm&type=5

NEW QUESTION: 62

DreamHouse reality has an approval process. A manager attempts to approve the record but receives an error.

What should an administrator review to troubleshoot this request?

A. Add a delegated approver for the next approver in the process.

B. Update the field level security to view on fields that are updated in the process.

C. Check if the user in the next approver is inactive or missing

D. Review the page layout to ensure, the fields updated in the process are visible

Answer: C (LEAVE A REPLY)

Explanation

One possible reason why a manager receives an error when trying to approve a record is that the user in the next approver step is inactive or missing, which means there is no valid user to assign the record to after approval. To troubleshoot this issue, an administrator should check if the user in the next approver step is active and exists in Salesforce; if not, they should activate or create the user or change the approval process to assign the record to another user. Adding a delegated approver for the next approver in the process does not solve this issue because delegated approvers are only used when approvers are unavailable; they do not replace approvers who are inactive or missing. Updating the field level security to view on fields that are updated in the process does not solve this issue because field level security does not affect approval processes; it only affects what fields users can see or edit on page layouts. Reviewing the page layout to ensure fields updated in the process are visible does not solve this issue because page layouts

do not affect approval processes; they only affect what fields users can see or edit on page layouts. References:
https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5

NEW QUESTION: 63
Which two capabilities are considerations when marking a field as required in Object Manager?
Choose 2 answers
A. The field is not required to save records via the API on that object.
B. The field is universally required to save a record on that object.
C. The field is added to every page layout on that object.
D. The field is optional when saving records via web-to-lead and web-to-case
Answer: (SHOW ANSWER)
Explanation
When you mark a field as required in Object Manager, the field is universally required to save a record on that object in the user interface. However, the field is not required to save records via the API on that object, unless you also mark it as required on the page layout.
References: https://help.salesforce.com/s/articleView?id=sf.fields_about_required_fields.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_profile_picklists.htm&type=5

NEW QUESTION: 64
The administrator at Cloud kicks deleted a custom field but realized there is a business unit that still uses the field.
What should an administrator take into consideration when undeleting the field?
A. The field needs to be re-added to reports.
B. The field history will remain deleted.
C. The field needs to be restored from the recycle bin.
D. The field needs to be re-added to page Layouts.
Answer: (SHOW ANSWER)
Explanation
When an administrator deletes a custom field, Salesforce moves it to the deleted fields list for 15 days, during which time it can be undeleted or erased permanently. If the administrator undeletes the field within 15 days, most of its properties and data are restored, except for its field history data, which remains deleted and cannot be recovered. References:
https://help.salesforce.com/s/articleView?id=sf.custom_field_delete.htm&type=5

NEW QUESTION: 65
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?
A. Knowledge Management.
B. Omni-Channel

C. Escalation Rules
D. Territory Management
Answer: (SHOW ANSWER)
Explanation
To assign agent capacity and skill set, the administrator should enable Omni-Channel, which is a feature that allows agents to work on multiple cases or chats at once based on their availability and expertise.
Omni-Channel can route work items to agents based on their predefined capacity and skills, ensuring that they are working on the right tasks at the right time. Knowledge Management, Escalation Rules, and Territory Management are not related to agent capacity and skill set.
References:
https://help.salesforce.com/s/articleView?id=sf.omnichannel_overview.htm&type=5

NEW QUESTION: 66
DreamHouse Reality needs to use consistent picklist value on a category filed on accounts and cases, with value respective to record types.
Which two features should the administrator use to fulfill this requirement?
Choose 2 Answers
A. Dependent Picklist
B. Global Picklist
C. Multi-Select Picklist
D. Custom Picklist
Answer: (SHOW ANSWER)
Explanation
A dependent picklist and a custom picklist are the two features that can be used to fulfill the requirement. A global picklist and a multi-select picklist are not features that can be used to fulfill the requirement.
Here is a more detailed explanation of why A and B are the correct answers:
A: Dependent Picklist
A dependent picklist is a picklist whose values are dependent on the value selected in another picklist. This is useful for ensuring that only valid values are selected for a field. In this case, the administrator can create a dependent picklist for the category field on accounts and cases, with the values for the picklist being dependent on the record type selected. This will ensure that only the relevant picklist values are available for selection based on the record type selected.
For example, the administrator could create a dependent picklist for the category field on accounts and cases with the following values:
Record Type: New Account
Picklist Values: Residential, Commercial
Record Type: Existing Account
Picklist Values: Renewal, Upsell, Cross-sell

This would ensure that only the relevant picklist values are available for selection when creating a new account or an existing account.
B: Custom Picklist
A custom picklist is a picklist that is created by the administrator. This is useful for creating picklists with values that are specific to the organization's needs. In this case, the administrator can create a custom picklist for the category field on accounts and cases, with the values for the picklist being specific to the organization's needs. This will ensure that the picklist values are relevant to the organization and its customers.
For example, the administrator could create a custom picklist for the category field on accounts and cases with the following values:
Picklist Values: Residential, Commercial, Land, Multi-Family
This would ensure that the picklist values are relevant to the organization and its customers.

NEW QUESTION: 67
Which three aspects of standard fields should an administrator customize?
Choose 3 answers
A. Picklist Values
B. Help Text
C. Field history tracking
D. Decimal Places
E. Field name
Answer: (SHOW ANSWER)
Explanation
Picklist values, help text, and decimal places are three aspects of standard fields that an administrator can customize to suit their business needs. Picklist values are the options that users can choose from a picklist field; they can be added, edited, or deleted by administrators. Help text is the text that appears when users hover over a field; it can be customized by administrators to provide additional information or guidance for users. Decimal places are the number of digits that appear after the decimal point in a number or currency field; they can be changed by administrators to adjust the precision of the field values. Field history tracking and field name are not aspects of standard fields that can be customized; they are only available for custom fields.
References: https://help.salesforce.com/s/articleView?id=sf.customize_picklists.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_fields_edit.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_fields_number.htm&type=5

NEW QUESTION: 68
An administrator needs to create a one-to-many relationship between two objects with limited access to child records.
What type of field should the administrator use?
A. Roll-up summary
B. Master-detail field

C. Cross Object formula
D. Lookup field
Answer: (SHOW ANSWER)
Explanation
A lookup field is a type of field that creates a relationship between two objects and allows users to select a record from one object as a value for another object. A lookup relationship creates a one-to-many relationship between two objects, where each parent record can have many child records but each child record can have only one parent record. A lookup relationship also allows limited access to child records, meaning that users can see only those child records that they have access to based on their profile permissions and sharing settings. References:
https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.htm&type=5

NEW QUESTION: 69
The sales manager at Cloud Kicks wants to set up a business process where opportunity discounts over 30% need to be approved by the VP of sales. Any discounts above 10% need to be approved by the user's manager. The administrator has been tasked with creating an approval process.
Which are two considerations the administrator needs to review before setting up this approval process?
Choose 2 answers
A. Create a custom Discount field on the opportunity to capture the discount amount
B. Populate the Manager standard field on the sales users' User Detail page.
C. Configure two separate approval processes.
D. Allow the submitter choose the approver manually.
Answer: (SHOW ANSWER)
Explanation
Discount is not a standard field on the Opportunity object, so you need to create a custom field to capture the discount amount or percentage for each opportunity. To set up an approval process where opportunity discounts over 30% need to be approved by the VP of sales, and any discounts above 10% need to be approved by the user's manager, you need to configure two separate approval processes with different entry criteria based on the discount field value and different approvers based on their roles. References:
https://help.salesforce.com/s/articleView?id=sf.approvals_getting_started.htm&type=5

NEW QUESTION: 70
A. Email-to-Case
B. Assignment Rules
C. Auto-Response Rules
D. Web-to-case
Answer: (SHOW ANSWER)
Explanation

Assignment rules are tools that allow administrators to automatically route records to users or queues based on certain criteria. For example, an assignment rule can assign cases to different queues based on case priority, origin, type, or other fields. Assignment rules can be triggered when records are created manually, via email, web, or API. Assignment rules consist of multiple rule entries that define the criteria and actions for each assignment scenario. References:
https://help.salesforce.com/s/articleView?id=sf.customize_leadrules.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_casesupport_assign.htm&type=5

NEW QUESTION: 71
At cloud kicks sales reps use discounts on the opportunity record to help win sales on products. When an opportunity is won, they then have to manually apply the discount up the related opportunity products. The sales manager has asked if three is a way to automate this time consuming task.
What should the administrator use to deliver this requirement?
A. Flow Builder
B. Approval Process
C. Prebuild Macro.
D. Formula field
Answer: (SHOW ANSWER)
Explanation
To automate applying discounts on opportunity products when an opportunity is won, the administrator should use Flow Builder, which is a tool that allows creating complex business processes with clicks. The administrator can create an autolaunched flow that runs when an opportunity is updated, checks if its stage is
"Closed Won", and updates its related opportunity products with discounts from a formula or variable.
Approval Process, Prebuilt Macro, and Formula Field are not able to update related records based on criteria.
References: https://help.salesforce.com/s/articleView?id=sf.flow_build_overview.htm&type=5

NEW QUESTION: 72
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 teamon the Lightning record page layout.
What should the administrator use to fulfil this request?
A. Sharing settings
B. Page Layout Assignment
C. Component Visibility
D. Record Type Assignment
Answer: (SHOW ANSWER)
Explanation

Component visibility allows you to restrict the visibility of a related list based on a permission set.
References:
https://help.salesforce.com/s/articleView?id=sf.dynamic_forms_component_visibility.htm&type=5

NEW QUESTION: 73
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 Stream.
B. Chatter Broadcast Group
C. Chatter Recommendations.
D. Chatter Unlisted Group
Answer: (SHOW ANSWER)
Explanation
Chatter broadcast group is a type of group that should be created to meet this request. Chatter broadcast group is a group where only group owners and managers can create posts, but anyone can comment on posts. This can be useful for sharing important updates or announcements with a large audience without cluttering the feed with other posts. References:
https://help.salesforce.com/s/articleView?id=sf.collab_groups_create.htm&type=5

NEW QUESTION: 74
An administrator at Universal Containers is reviewing current security settings in the company's Salesforce org.
What Should the administrator do to prevent unauthorized access to Salesforce?
A. Disable TLS requirements for sessions.
B. Enable multi factor authentication
C. Customize organization wide default
D. Enable caching and autocomplete on login page
Answer: (SHOW ANSWER)
Explanation
Multi factor authentication (MFA) is a security feature that requires users to verify their identity using two or more factors when they log in to Salesforce. It can help prevent unauthorized access to Salesforce by adding an extra layer of protection beyond username and password. Enabling MFA can be done by administrators in the security settings or by users in their personal settings. Disabling TLS requirements for sessions, customizing organization wide defaults, or enabling caching and autocomplete on login page are not actions that would prevent unauthorized access to Salesforce; in fact, they may reduce security or have no effect on security at all. References:
https://help.salesforce.com/s/articleView?id=sf.security_mfa.htm&type=5

NEW QUESTION: 75
Universal Containers has enabled Data Protection and Privacy for its org.

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

NEW QUESTION: 76
Ursa Major Solar has a path on Case. The company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from reverting the Case back to a previous status.
Which feature should an administrator use to fulfill this request?
A. Predefined Field Values
B. Global Value Picklists
C. Dependent Picklists
D. Validation Rules
Answer: (SHOW ANSWER)
Explanation
To require users to follow the status values as they are on the path and prevent them from reverting back to previous status values, the administrator should use validation rules that check if the status field value is changed from one value to another value that is not allowed by business logic. For example, if status values are New > In Progress > Closed, then a validation rule can check if status is changed from Closed to In Progress or New, and show an error message if true. Predefined Field Values, Global Value Picklists, and Dependent Picklists are not able to enforce status progression or prevent status reversion. References:
https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5

NEW QUESTION: 77
Which tool should an administrator use to review recent configuration changes made in their org?
A. Critical Updates
B. Debug logs
C. Setup Audit Trail
D. Field History Tracking
Answer: (SHOW ANSWER)
Explanation
Setup audit trail is a tool that allows administrators to review recent configuration changes made in their org. It shows a list of up to 180 days of setup changes made by anyone in the org, including the date, time, user, and type of change. It can help administrators track who made what changes and when, and troubleshoot any issues caused by configuration changes. Critical updates are notifications that inform administrators of new features or enhancements that may impact their org; they do not show configuration changes made by users.
Debug logs are records of database operations, system processes, and errors that occur when executing a transaction or running unit tests; they do not show configuration changes made by users either. Field history tracking is a feature that allows administrators to track changes to the values of certain fields on records; it does not show configuration changes made in setup.
References:
https://help.salesforce.com/s/articleView?id=sf.monitorsetup.htm&type=5

NEW QUESTION: 78
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?
A. Geolocation
B. Geofence
C. Custom address
D. External lookup
Answer: (SHOW ANSWER)
Explanation
Geolocation fields allow you to store the latitude and longitude coordinates of a location. They can be used to calculate distances between records and display maps of accounts, contacts, leads, or other custom objects.
References: https://help.salesforce.com/s/articleView?id=sf.customize_geoloc.htm&type=5

NEW QUESTION: 79

The administrator are Cloud Kicks created a new field for tracking returns on their new cloud shoe. A user has submitted case to the administrator indication that the new field is unavailable. Which two steps should an administrator do to troubleshoot this issue?
Choose 2 answers

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

B. Run the setup audit trail for the organization.

C. Update the organization wide default for the object.

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

Answer: A,D (LEAVE A REPLY)

Explanation
Page layout and field level security are two factors that determine whether a user can see a new field on a record. To troubleshoot this issue, the administrator should ensure that the page layout for the user's profile has been updated to include the new field and that the field level security of the field for the user profile allows read or edit access. References:
https://help.salesforce.com/s/articleView?id=sf.customize_layoutoverview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_fls.htm&type=5

NEW QUESTION: 80

A. Related List

B. Related Record

C. Record details

D. Rich text

Answer: (SHOW ANSWER)

Explanation
A related record component is a type of component that allows users to view and edit fields from a parent record on a child record page without leaving the page. For example, a related record component can allow users to update the account status from the case layout by selecting an account record from a drop-down list. A rich text component is a type of component that allows users to display formatted text on a record page using rich text editor tools such as bold font, bullet points, images, and links. For example, a rich text component can display a message in bold font when a case is saved as acriticalrecord type by using conditional visibility rules.
References:
https://help.salesforce.com/s/articleView?
id=sf.lightning_page_components_related_record.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.lightning_page_components_rich_text.htm&type=5

NEW QUESTION: 81

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. Log in as the user to unlock the user and reset the password.
B. Reset the password policies to allow the user to login.
C. Reset password on the user's record detail page.
D. Use the unlock button on the user's record detail page.
Answer: (SHOW ANSWER)
Explanation
To help a user who has attempted to log in multiple times and has been locked out of Salesforce, the administrator should reset password on the user's record detail page and use the unlock button on the user's record detail page. Resetting password will generate a new temporary password and send it to the user's email address. Using unlock will restore access for a locked-out user without changing their password or waiting for lockout period to end. Logging in as the user or resetting the password policies will not help a locked-out user log in to Salesforce.
References: https://help.salesforce.com/s/articleView?id=sf.users_passwords.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.users_unlock.htm&type=5

NEW QUESTION: 82
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 Member Role.
B. Add the Campaign Member related list to the Opportunity page layout.
C. Customize Campaign Role.
D. Customize Opportunity Contact Role.
E. Add the Opportunity Contact Role related list to the Opportunity page layout.
Answer: (SHOW ANSWER)
Explanation
Opportunity contact roles allow you to track ROI for contacts that are key stakeholders for opportunities. You need to customize the contact role field and add the related list to the opportunity page layout.
References: https://help.salesforce.com/s/articleView?id=sf.opportunity_contact_roles.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_opportunity_contact_role.htm&type=5

NEW QUESTION: 83
The business development team at Cloud Kicks thinks the account creation process has too many fields to fill out and the page feels cluttered. They have requested the administrator to simplify the process.
Which automation tool should an administrator use?

A. Approval process
B. Workflow rule
C. Flow builder
D. Validation rule
Answer: (SHOW ANSWER)
Explanation
Flow builder is an automation tool that allows administrators to create flows that guide users through screens, collect data, and perform actions on records. It can be used to simplify the account creation process by creating a screen flow that shows only the essential fields for creating an account and hides any unnecessary fields or sections from the page layout. Approval process, workflow rule, and validation rule are not automation tools that can simplify the account creation process; they are used for different purposes such as approving records, updating fields, or enforcing data quality. References:
https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5

NEW QUESTION: 84
DreamHouse Realty regularly processes customer requests for warranty work and would like to offer customers a self-serve option to generate cases.
Which two solutions should an administrator use to meet this request?
Choose 2 answers
A. Web-to-Case
B. Case Escalation
C. Case Queues
D. Email-to-Case
Answer: (SHOW ANSWER)
Explanation
Web-to-Case and Email-to-Case are two solutions that allow customers to create cases from a web form or an email. Web-to-Case generates HTML code for a web form that you can place on your website. Email-to-Case converts incoming emails into cases.
References: https://help.salesforce.com/s/articleView?id=sf.customizesupport_web_to_case.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customizesupport_email_to_case.htm&type=5

NEW QUESTION: 85
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 R&D folder with Support Managers with Edit Access.
B. Share the Helpdesk folder with Support Agents with View access.
C. Share the Support Reports folder with Support Managers with Edit Access.
D. hare the Support Reports folder with Support Agents with View Access.
Answer: (SHOW ANSWER)
Explanation
To share report folders with different groups of users with different levels of access, an administrator can use folder sharing settings under setup. Folder sharing settings allow administrators to share report folders with public groups, roles, roles and subordinates, territories, or portal roles with view or edit access. In this case, the administrator can share the Helpdesk folder with Support Agents with view access so they can run Helpdesk reports but not edit them; and share the R&D folder with Support Managers with edit access so they can view and edit R&D reports. References:
https://help.salesforce.com/s/articleView?id=sf.reports_builder_folders_sharing.htm&type=5

NEW QUESTION: 86
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 administrator do to identify the problem?
A. Use the native debug feature in the flow builder.
B. Review debug logs with the login level.
C. View the setup audit Trail and review for errors.
D. Setup Email logs and review the send error log.
Answer: (SHOW ANSWER)
Explanation
Native debug feature is a tool that can be used to identify the problem with the new flow. Native debug feature allows users to test a flow by running it with different input values and inspecting the output values at each element. Users can also see error messages and warnings that indicate where the flow failed or might fail.
References: https://help.salesforce.com/s/articleView?id=sf.flow_debug.htm&type=5

NEW QUESTION: 87
Cloud Kicks generates leads for its different product categories (shoes, apparel, and accessories) through many different sources. While some lead sources are used for all three categories, other lead sources are specific to a single category. The VP of marketing requests that only the proper lead sources be displayed based on the product category chosen.
How should the administrator configure Salesforce to meet this requirement?
A. Create a page layout for each category and filter the Lead Source field based on category.
B. Create a dependency between the Product Category field and Lead Source field.
C. Create business processes and record types for each of the three product categories.
D. Create a single business process, then create record types for each product category.

Answer: (SHOW ANSWER)
Explanation
To display only the proper lead sources based on the product category chosen, an administrator should create a dependency between the Product Category field and Lead Source field on Lead object. A dependency is a relationship between two picklist fields that restricts the values available in one picklist based on the value selected in another picklist. For example, an administrator can create a dependency that shows only Online Store and Social Media as lead sources if Product Category is Shoes, but shows only Trade Show and Magazine as lead sources if Product Category is Apparel. Creating a page layout for each category, creating business processes and record types for each category, or creating a single business process with record types for each category will not display only the proper lead sources based on the product category chosen.
References: https://help.salesforce.com/s/articleView?id=sf.customize_dependent.htm&type=5

NEW QUESTION: 88
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?
A. Data Export Wizard.
B. Data Import Wizard.
C. Data Export Wizard.
D. Data Loader.
Answer: (SHOW ANSWER)
Explanation
Data Export Wizard allows administrators to export data from Salesforce in CSV files. It can be used to export data for backup purposes or to analyze data in external tools. Data Import Wizard is used to import data into Salesforce, not export. Data Loader is a desktop tool that can also export data, but it is more complex and requires installation. Report Builder is used to create reports in Salesforce, not export data. References:
https://help.salesforce.com/s/articleView?id=sf.data_export.htm&type=5

NEW QUESTION: 89
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?
A. Lightning Data
B. Lightning Community
C. Flow Solutions
D. Bolt Solutions
Answer: (SHOW ANSWER)

Explanation
Flow Solutions are pre-built flows or templates that can be installed from AppExchange and customized to meet specific business needs. For example, Flow Solutions can provide common use cases such as lead generation, document generation, payment processing, and more. In this case, the administrator can use a Flow Solution that provides a mortgage calculator and generates leads for loans. Flow Solutions are easy to install and configure, and can help save time and budget for projects. References:
https://help.salesforce.com/s/articleView?id=sf.flow_solutions.htm&type=5

NEW QUESTION: 90

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?

A. 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".
B. Use an assignment element, one for when lead source is "Search Engine" and one for everything else.
C. Create a picklist for specific search engine, and set conditional visibility so that is only shown when lead source is "Search Engine".
D. Configure a picklist for specific search engine, and use a validation rule to conditionally show only when lead source is "Search Engine"
Answer: (SHOW ANSWER)
Explanation
To require users to choose a specific search engine from a picklist when lead source is "Search Engine", and hide it otherwise, the administrator should create a picklist for specific search engine on the same screen as lead source, and set conditional visibility so that it is only shown when lead source is "Search Engine". This will make sure that users see only relevant fields based on their input. A decision element will create an extra screen that may disrupt user experience. An assignment element will not affect field visibility. A validation rule will not hide fields but only show errors when values are invalid. References:
https://help.salesforce.com/s/articleView?
id=sf.flow_ref_elements_screen_components_picklist.htm&type=5
https://help.salesforce.com/s/articleView?
id=sf.flow_ref_elements_screen_components_conditional_visibility.ht

NEW QUESTION: 91
The administrator at Clod 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 do to pull contact fields into the Custom report?

A. Configure formula fields on event to populate contact information
B. Edit the custom Event report type and add fields related via lookup.
C. Create a new report type with event as the primary object and Contact as a related object.
D. Use a dashboard with filters to show Event and Contact data as requested.
Answer: (SHOW ANSWER)
Explanation
Report type is a tool that can be used to pull contact fields into the custom report for Event.
Report type defines the set of records and fields available to a report based on the relationships between a primary object and its related objects. To edit the custom Event report type and add fields related via lookup, go to Setup > Report Types and select the Event report type. Then click Edit Layout and drag the fields from the Contact object to the layout. References:
https://help.salesforce.com/s/articleView?id=sf.reports_builder_create_report_type.htm&type=5

NEW QUESTION: 92
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?
A. Custom Account Field
B. Standard Account Field.
C. Cross Object Formula Field
D. Master detail relationship Field
Answer: (SHOW ANSWER)
Explanation
A cross object formula field is a type of formula field that references fields from related objects using relationships such as lookup or master-detail. It can be used to display data from one object on another object without creating another relationship or copying data. A cross object formula field can be created on opportunity object to display data from industry field on account object using account ID lookup relationship.
A custom account field, a standard account field, or a master-detail relationship field are not types of fields that can display data from industry field on account object on opportunity page layout; they either do not exist or do not reference related objects. References:
https://help.salesforce.com/s/articleView?id=sf.cross_object_formulas.htm&type=5

NEW QUESTION: 93

An administrator is on a tight deadline to create dashboards for the sales and marketing teams at AW Computing.

What should the administrator do to meet the deadline without increasing the budget?

A. Train someone on the sales and marketing teams to build dashboards.

B. Check the AppExchange for prebuilt Solution that can be easily customized.

C. Hire a Consultant to build the custom dashboards.

D. Build the dashboards manually to meet the deadline.

Answer: (SHOW ANSWER)

NEW QUESTION: 94

An Administrator supporting global team of salesforce users has been asked to configure the company settings Which two options should the administrator configure?

Choose 2 Answers

A. Login Hours

B. Password Policy

C. Default Language

D. Currency Local

Answer: (SHOW ANSWER)

Explanation

Default language and currency locale are two options that an administrator should configure in the company settings to support a global team of Salesforce users. Default language determines the language that is used for labels, buttons, tabs, help text, and messages in Salesforce for all users unless they override it in their personal settings. Currency locale determines the format of currency fields and numbers in Salesforce for all users unless they override it in their personal settings or enable multiple currencies. References:

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

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

NEW QUESTION: 95

The VP of Sales at Cloud Kicks is receiving an error message that prevents them form saving an Opportunity. The administrator attempted the same edit without receiving an error.

How can the administrator validate the error the user is receiving?

A. Edit the page layout.

B. View the setup audit trail.

C. Log in as the user

D. Review the sharing model

Answer: (SHOW ANSWER)

Explanation

Log in as the user is a feature that can be used to validate the error the user is receiving. Log in as the user allows an administrator to access Salesforce as another user and perform actions on their behalf, such as editing an opportunity. This can help troubleshoot issues that are specific to a user's profile, role, or permissions. References: https://help.salesforce.com/s/articleView?id=sf.admin_login.htm&type=5

NEW QUESTION: 96

An administrator is building a Lightning app and sees a message that a My Domain must be set up first.
What should the administrator take into consideration when enabling My Domain?

A. Single sign-on must be disabled prior to implementing My Domain.
B. The login for all internal and external users changes to the My Domain login
C. A deployed My Domain is irreversible and renaming is unavailable.
D. The URL instance for a My Domain stays the same for every release

Answer: (SHOW ANSWER)

Explanation
My Domain is a feature that allows administrators to create a custom domain name for their Salesforce org that replaces their instance URL (such as na35.salesforce.com). My Domain provides benefits such as improved security; enhanced branding; faster navigation; access to Lightning components; etc. However, one of the considerations when enabling My Domain is that it changes how users log in to Salesforce - instead of using their instance URL login (such as login.salesforce.com), they have to use their My Domain login (such as mydomain.my.salesforce.com). This applies to all internal and external users who access Salesforce via web browser or mobile app. References:
https://help.salesforce.com/s/articleView?id=sf.domain_name_overview.htm&type=5

NEW QUESTION: 97

The administrator at Ursa Major Solar need to make sure the unassigned cases from VP 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.
B. Business Hours.
C. Case Queues
D. Escalation Rules

Answer: (SHOW ANSWER)

Explanation
Escalation rules allow you to escalate cases based on certain criteria, such as time or priority.
You can use escalation rules to transfer unassigned cases to the appropriate service representative within a specified time frame.
References: https://help.salesforce.com/s/articleView?id=sf.customize_escalation.htm&type=5

NEW QUESTION: 98
An administrator at Ursa Major Solar needs to send information to an external accounting system
What workflow action should the administrator use to accomplish this?
A. Assign Task
B. Outbound Message
C. Create Record
D. Custom Notification
Answer: B (LEAVE A REPLY)
Explanation
Outbound message allows you to send information to an external system as part of a workflow rule or approval process. You can use outbound message to specify which fields to send and which endpoint URL to send them to.
References: https://help.salesforce.com/s/articleView?id=sf.workflow_om_considerations.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.workflow_om_define.htm&type=5

NEW QUESTION: 99
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. Create a custom Lightning App with the action.
B. Modify compact Case page layout to include the action.
C. Include the action in the Salesforce Mobile Navigation menu.
D. Add the Salesforce Mobile and Lightning Experience action to the page layout.
Answer: D (LEAVE A REPLY)
Explanation
To make a quick action available on the Salesforce mobile app, you need to add it to the Salesforce Mobile and Lightning Experience Actions section of the page layout. You can use the Page Layout Editor to drag and drop the quick action onto the section.
References: https://help.salesforce.com/s/articleView?id=sf.actions_in_lex.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_page_layouts.htm&type=5

NEW QUESTION: 100
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?

A. Make Lead Source a dependent picklist to the Opportunity stage field.
B. Configure a validation rule requiring Lead Source when the stage is set to closed won.
C. Change the Opportunity stage field to read only on the page layout.
D. Modify the Opportunity stage a dependent picklist to the Lead source field.
Answer: (SHOW ANSWER)

Explanation
Validation rules allow you to enforce data quality by preventing users from saving records that do not meet certain criteria.
References: https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

NEW QUESTION: 101
The Call center manager in 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 fulfil the request?
A. Dashboard Filter
B. Bucket column
C. Dashboard component
D. Combination Chart
Answer: ([SHOW ANSWER]())
Explanation
A dashboard filter is a feature that allows users to filter dashboard components by one or more field values without changing the underlying report data. For example, a dashboard filter can allow users to view cases by origin, status, or owner. A dashboard filter consists of a filter name, one or more source fields, and one or more filter values. Users can apply one or more filters to see different views of the dashboard data.
References: https://help.salesforce.com/s/articleView?id=sf.dashboards_filters.htm&type=5

NEW QUESTION: 102
A sales rep at Ursa Major Solar has launched a series of networking events. They are hosting one event per month and want to be able to report on campaign ROI by month and series.
How should the administrator set up the Campaign to simplify reporting?
A. Add different record types for the monthly event types.
B. Create individual Campaigns that all have the same name.
C. Configure campaign Member Statuses to record which event members attended.
D. Use Campaign Hierarchy where the monthly events roll up to a parent Campaign
Answer: ([SHOW ANSWER]())
Explanation
Campaign hierarchy is a feature that allows administrators to organize campaigns into a parent-child relationship, where the parent campaign represents a larger initiative and the child campaigns represent smaller or more specific activities within that initiative. Using campaign hierarchy can help Ursa Major Solar report on campaign ROI by month and series by creating a parent campaign for the series of networking events and creating individual child campaigns for each monthly event. The parent campaign can show the aggregated metrics and ROI for the entire series, while the child campaigns can show the metrics and ROI for each month.
Adding different record types for the monthly event types, creating individual campaigns that all have the same name, or configuring campaign member statuses to record which event members

attended are not solutions for reporting on campaign ROI by month and series; they either do not group campaigns into a hierarchy or do not track campaign metrics or ROI. References: https://help.salesforce.com/s/articleView?id=sf.campaigns_hierarchy.htm&type=5

NEW QUESTION: 103

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

Answer: (SHOW ANSWER)

Explanation

Lightning page allows you to customize a record page and add a screen flow as a component. You can use the Lightning App Builder to drag and drop the Flow component onto the page and select the screen flow you want to display.

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

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

NEW QUESTION: 104

Cloud Kicks wants a reports 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. Detail Column

B. Bucket Column

C. Group Rows

D. Filter Logic

Answer: (SHOW ANSWER)

Explanation

Bucket column allows you to categorize report data into groups without creating a formula or custom field.

You can create buckets for different ranges of values and assign labels to them.

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

NEW QUESTION: 105

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. Process Builder

B. Approval Process
C. Outbound Message
D. Flow Builder
Answer: (SHOW ANSWER)
Explanation
Flow Builder supports creating a wizard that can collect user input and perform actions.
References: https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5

NEW QUESTION: 106
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 years?
A. Sync the users' Showing Calendar to Salesforce and filter it to only look at this year.
B. Create a report that shows any Showing Dates not scheduled in the current year to the updated.
C. Add Help Text so the user knows to only add a Showing Date within the current year.
D. Create a validation rule that ensures Showing Date contains a date within the current year.
Answer: (SHOW ANSWER)
Explanation
A validation rule is a feature that allows administrators to define criteria for data entry or import operations and display an error message when those criteria are not met. For example, a validation rule can ensure that house showings are scheduled within the current year by comparing the showing date field with a formula that returns the current year. If the showing date field contains a date outside of the current year, then the validation rule will prevent users from saving or importing records with an error message. References:
https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5

NEW QUESTION: 107
Northern Trail Outfitters has the Case Object set to private. The support manager raised a concern the reps have a boarder view of data than expected and can see all cases on their groups dashboards.
What could be Causing reps to have inappropriate access to data on dashboards?

A. Dashboard Filters
B. Dashboard Subscriptions
C. Dashboard's running users
D. Public Dashboards.
Answer: (SHOW ANSWER)
Explanation
The dashboard's running user determines the data that is displayed on the dashboard. If the running user has access to more data than the intended viewers, the dashboard will show more data than expected. To prevent this, the admin can set the running user to a specific user or a logged-in user, depending on the use case1. Alternatively, the admin can use dynamic dashboards to show data based on each viewer's access level2.

NEW QUESTION: 108
administrator at Northern Trail Outfitters is unable to add a new user in Salesforce.
What could cause this issue?
A. The username is already in use another organization.
B. The username is restricted to a domain specific to my domain.
C. The email address used for the username has a contact record.
D. The email used for the username is not a corporate email address.
Answer: (SHOW ANSWER)
Explanation
One of the possible causes for being unable to add a new user in Salesforce is that the username is already in use by another organization. Usernames must be globally unique across all Salesforce orgs, so if another user has claimed that username before, it cannot be used again. To fix this issue, choose a different username that is not taken by anyone else. The username is not restricted to a domain specific to my domain unless specified by an administrator. The email address used for the username does not have to match a contact record. The email used for the username can be any valid email address. References:
https://help.salesforce.com/s/articleView?id=sf.admin_usermgmt_add.htm&type=5

NEW QUESTION: 109
Ursa Major Solar wants its sales reps to be aware when they are speaking with high-profile customers.
Which two options should be added to the Lightning record pages to achieve this?
Choose 2 answers
A. Custom Component
B. Highlight Panel
C. Action and Recommendations
D. Component Visibility Filter
E. Rich Text Area
Answer: A,D (LEAVE A REPLY)

Explanation
Two options that should be added to Lightning record pages to make sales reps aware when they are speaking with high-profile customers are:
Custom Component, which can display a custom message or icon on the record page based on certain criteria such as account rating or industry. For example, an administrator can create a custom Lightning Web Component that shows a star icon on account record pages if account rating is Hot or Warm.
Component Visibility Filter, which can control when a component is visible on a record page based on field values of that record. For example, an administrator can add a component visibility filter to an existing component such as Path or Highlights Panel that makes it visible only if account rating is Hot or Warm. Highlight Panel, Action and Recommendations, and Rich Text Area are not options that can be used to make sales reps aware when they are speaking with high-profile customers. References:
https://developer.salesforce.com/docs/component-library/documentation/en/lwc/lwc.create_components
https://help.salesforce.com/s/articleView?id=sf.dynamic_forms_component_visibility.htm&type=5

NEW QUESTION: 110
A. Filter by a single shipment record type in the list view.
B. Include the Shipments tab on the app's navigation bar.
C. Split views are only available on standard objects.
D. Add the Manage List Views permission for support users.
Answer: (SHOW ANSWER)
Explanation
Split views are a feature that allows users to view records as a split list on object home pages in Lightning Experience apps that use console navigation. Split views show records in two panes: a list view pane on the left and a record detail pane on the right. Users can switch between different list views and records without losing context or scrolling. However, split views are only available on standard objects such as accounts, contacts, leads, opportunities, cases, etc., and not on custom objects such as shipments. References:
https://help.salesforce.com/s/articleView?id=sf.lex_split_view.htm&type=5

NEW QUESTION: 111
Sales reps miss key fields when filling out on opportunity record through the process. Reps need to move forward Win unable to enter previous stage.
Which three options should the administrator use to address this need?
Choose Three answers
A. Enable guided selling.
B. Use Validation Rules.
C. Configure Opportunity Path.
D. Use Flow to mark fields required.

E. Mark fields required on the page layout.
Answer: (SHOW ANSWER)
Explanation
Guided selling, validation rules, and required fields on the page layout are three options that can be used to ensure sales reps fill out key fields when working on an opportunity through the process. Guided selling allows administrators to add prompts and guidance at each stage of the path to help reps move forward with confidence. Validation rules allow administrators to enforce data quality and business logic by preventing reps from saving records that do not meet certain criteria. Required fields on the page layout allow administrators to make certain fields mandatory for reps to enter before saving records. Configuring opportunity path can help reps visualize and update key fields at each stage, but it does not make them required or prevent them from moving forward without entering them. Using flow to mark fields required is not possible because flows cannot modify page layouts or field properties. References:
https://help.salesforce.com/s/articleView?id=sf.path_guided_selling.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fields_defining_field_properties.htm&type=5

NEW QUESTION: 112
Which tool should an administrator use to identify and fix potential session vulnerabilities?
A. Field History Tracking
B. Setup Audit Trail
C. Security Health Check
D. Organization-Wide Defaults
Answer: (SHOW ANSWER)
Explanation
Security Health Check is a tool that can be used to identify and fix potential session vulnerabilities. Security Health Check scans the security settings in an org and compares them to a baseline set of standards, such as the Salesforce Baseline Standard or the Salesforce Optimized Standard. Security Health Check provides a health check score and a list of issues and recommendations for improving the security settings. References:
https://help.salesforce.com/s/articleView?id=sf.security_health_check.htm&type=5

NEW QUESTION: 113
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?
A. Validation rules that ensure that users are entering accurate sales stage information.
B. Different page layouts that control the picklist values for the opportunity types.
C. Public groups to limit record types and sales processes for opportunities.
D. Separate record types and Sales processes for the different types of opportunities.

Answer: (SHOW ANSWER)
Explanation
Record types and sales processes allow you to have different page layouts, fields, required fields, and picklist values for different types of opportunities.
References: https://www.salesforceben.com/salesforce-record-types/
https://trailhead.salesforce.com/content/learn/projects/create-an-opportunity-record-type-for-npsp/create-and-ma

NEW QUESTION: 114
An Administrator wants to trigger a follow-up task for the opportunity owner when they close an opportunity as won and another task after 60 days to check in with the customer.
which two automation tools should the administrator use?
Choose 2 answers
A. process builder
B. workflow Rule
C. Field Update
D. Outbound Message
Answer: (SHOW ANSWER)
Explanation
Process builder can be used to create a record-triggered flow that executes when an opportunity is closed as won and creates a follow-up task for the owner. Field update can be used to update a date field on the opportunity that can be referenced by a time-dependent workflow rule to create another task after 60 days.
References: https://help.salesforce.com/s/articleView?id=sf.process_which_tool.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.workflow_time_action_considerations.htm&type=5

NEW QUESTION: 115
Cloud Kicks has a custom object named shoe. The administrator has been asked to ensure that when a relationship is created between Account and shoe to prevent orphaned shoe records.
What should the administrator do to complete this requirement?
A. Create an indirect lookup
B. Create an encrypted lookup
C. Create a hierarchical lookup
D. Create a master-detail lookup.
Answer: (SHOW ANSWER)
Explanation
Master-detail lookup is a type of relationship field that can be used to create a relationship between Account and Shoe and prevent orphaned Shoe records. Master-detail lookup establishes a parent-child relationship between two objects, where the parent record controls certain behaviors of the child record, such as security, ownership, and deletion. If the parent record is deleted, all the child records are deleted as well. References:

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

NEW QUESTION: 116

Users at Universal Containers would like to visually see the sales stages on an Opportunity page. The administrator is configuring path for Opportunities.
Which is an important consideration for path configuration?

A. Kanban views for Path must be configured manually.
B. The Owner field can be edited in the key fields Panel.
C. Celebrations are unable to be added to a path.
D. Path can include guidance and key fields for each stage.

Answer: (SHOW ANSWER)

Explanation
Path is a feature that can be used to visually see the sales stages on an opportunity page. Path can include guidance and key fields for each stage to help users move opportunities along the sales process. Guidance can provide tips, policy information, or best practices for each stage. Key fields can display important fields that users need to fill in or update for each stage.
References:
https://help.salesforce.com/s/articleView?id=sf.path_overview.htm&type=5

NEW QUESTION: 117

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

A. Auto-Number field?
B. External ID
C. Rich text field
D. Record ID

Answer: (SHOW ANSWER)

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