KRYTERION

Version: 16.0.0

Salesforce Certified Administrator (SP20)

Time Remaining: 1:44:54

1 of 65. Ursa Major Solar is experiencing quality assurance issues with a product line. An administrator needs to use a standard object to track the extent of the problem.

Which standard object should be used?

A. ○ Product
B. ○ Case
C. ○ Account
D. ○ Opportunity

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Time Remaining: 1:42:01

2 of 65. A company has a complicated sales process regarding its opportunities. The company has three different lines of business (Widget A, Widget B, Widget C) that each contain fields specific to that line of business's industry and customers. For each line of business, there is a specific set of fields that sales users should see and a different set of fields that marketing users should see.

How should an administrator configure page layouts and record types for the opportunity object so that each team sees what it needs to see, without cluttered layouts containing unnecessary fields?

A. ○ Create six record types (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing Widget C) with six total page layouts, one for each record type.

B. ◉ Create three record types (Widget A, Widget B, Widget C) with six page layouts (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing Widget C).

C. ○ Create six record types (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing Widget C) with one page layout.

D. ○ Create one record type with six page layouts (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing Widget C).

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Salesforce Certified Administrator (SP20)

Time Remaining: 1:40:10

3 of 65. A user profile has login hour restrictions set to Monday through Friday, 8:00 a.m. to 5:00 p.m. The user logged in at 4:30 p.m. on a Tuesday and it is now 5:01 p.m.

Which application behavior should the user expect?

A. ○ The user will be able to continue working and start new sessions.

B. ○ The user will be logged out and any unsaved work-in-process will be saved.

C. ● The user will be logged out and any unsaved work-in-process will be lost.

D. ○ The user will be able to continue working, but will be unable to start any new sessions.

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Salesforce Certified Administrator (SP20)

Time Remaining: 1:38:20

4 of 65. Anytime an Opportunity is moved to Closed Won, Sales reps at Universal Containers (UC) are supposed to create a record on a child object of Opportunities called Survey Request.

This action, however, does not always occur. Sales reps do not always populate all fields correctly.

Which two tools should be used to remove permissions from Sales to create these records and automate record creation?
Choose 2 answers

A. ☐ Approvals
B. ☐ Flow
C. ☐ Process Builder
D. ☐ Workflow

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Salesforce Certified Administrator (SP20)

Time Remaining: 1:35:36

5 of 65. Which two groups of objects can be created when converting a lead?
Choose 2 answers

A. ☐ Account, contact, lead conversion
B. ☑ Account, contact, opportunity
C. ☑ Person account, opportunity
D. ☐ Account, opportunity, order

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Time Remaining: 1:33:50

6 of 65. Universal Containers has a custom object named *Feedback* which is used to capture Users' candid comments about their experiences at work. The sales team manager and all representatives have roles in the role hierarchy with sales representatives directly under the sales team manager. HR requires that all Feedback records be private to each User. Managers should **NOT** have access to subordinates' Feedback records.

Which action should an administrator take to ensure this requirement is met?

A. ⬤ Confirm Feedback object is set to Private and Uncheck 'Grant Access Using Hierarchies' in Organization-wide sharing.
B. ◯ Confirm Feedback object is set to Restricted and Uncheck 'Grant Access Using Hierarchies' in Organization-wide sharing.
C. ◯ Confirm Feedback object is set to Private and Uncheck 'Enable Role Hierarchy' in Organization-wide sharing.
D. ◯ Confirm Feedback object is set to Restricted and Uncheck 'Enable Role Hierarchy' in Organization-wide sharing.

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Salesforce Certified Administrator (SP20)

Time Remaining: 1:32:04

7 of 65. The administrator has created new users for 10 new employees at Universal Containers.

Why are these users unable to access the account object in the Salesforce org?

- A. ⦿ Users' profile requires permission to the account object.
- B. ◯ Users' profile requires a sharing rule for accounts.
- C. ◯ Users' roles are low on the Role hierarchy.
- D. ◯ Organization-wide defaults are set to private.

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Salesforce Certified Administrator (SP20)

Time Remaining: 1:30:49

8 of 65. A manager has created a new report folder called "Awesome Team Reports" to store the reports that are relevant for the team. The manager wants to let the team lead add new reports to the folder and share access to the folder with the rest of the team.

Which level of access to the folder does the team lead need in order to complete this task?

A. ⬤ Editor
B. ⬤ Viewer
C. ⬤ Administrator
D. ⬤ Manager

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Salesforce Certified Administrator (SP20)

Time Remaining: 1:28:56

9 of 65. A marketing user has received a file of leads to import into Salesforce.

Which tool can be used to avoid duplicate lead records?

A. ○ Data loader
B. ○ Data Import Wizard
C. ○ Merge leads function
D. ○ Validation rules

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10 of 65. Ursa Major Solar (UMS) is configuring the lead conversion process.

Which two factors should UMS consider before setting up the process?
Choose 2 answers

A. ☐ Roll-up summary lead fields can be mapped to custom contact fields.
B. ☑ Standard lead fields are automatically converted to account, contact, and opportunity fields.
C. ☑ Custom lead fields can be mapped to account, contact, and opportunity fields.
D. ☐ Custom lead fields can be mapped to custom object fields.

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Time Remaining: 1:24:05

11 of 65. Ursa Major Solar (USM) has a Web-to-Case form on its Lightning Customer Community. USM wants to separate Cases into the following product categories:

- Residential
- Lots/Land
- Commercial

USM has added a picklist field to store this data.

How can the Case be automatically placed in the correct queue upon submission?

A. ◯ Create Record Types for each picklist value and assign to each product team's profile.
B. ⦿ Create Assignment Rules based on the picklist values to move Cases to a Queue.
C. ◯ Create an Escalation Rule entry for each picklist value and set to zero minutes.
D. ◯ Create Record Types for each picklist value and a Business Process to move each Case to the correct Queue.

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Salesforce Certified Administrator (SP20)

Time Remaining: 1:23:12

12 of 65. Ursa Major Solar needs a case to be automatically created.

Which three features can an administrator use to accomplish this goal?

Choose 3 answers

A. ☐ SMS-to-case

B. ☐ Lightning for Outlook

C. ☐ Process Builder

D. ☐ Web-to-case

E. ☐ Email-to-case

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Time Remaining: 1:20:21

13 of 65. Ursa Major Solar has a private sharing model on opportunities. Leadership has asked the administrator to create a new custom object that will track customer payment information and will link to the opportunity. Only those users with access to the opportunity should be able to see the records on the new object.

What should the administrator create to achieve this goal?

- ○ A master-detail relationship with profile permissions
- B. ● A master-detail relationship with a criteria-based sharing rule
- C. ○ A lookup relationship with profile permissions
- D. ○ A lookup relationship with a criteria-based sharing rule

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14 of 65. Ursa Major Solar is a Canadian company that has the following set up in Salesforce:

- They have activated Web-to-Case on their corporate website.
- Auto-Response is configured so that customers are thanked for logging the case and activated Assignment Rules based on the province (CANADA) in which the customer resides.
- Case ownership is therefore determined and routed to the corresponding queue - North, South, East, or West.

Customer Cases that do **NOT** meet the existing criteria need to be assigned to Queue - World.

Which solution will satisfy this requirement?

A. ○ In Case Support Settings, change Default Case Owner to Queue - World.
B. ○ In an Active Case Flow, change the name of the Queue to World.
C. ○ Using a Workflow Rule, change the owner of new Cases outside CANADA to Queue - World.
D. ○ Using a Trigger, change the owner of Cases outside CANADA to Queue - World.

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Time Remaining: 1:14:29

15 of 65. Universal Containers needs to update data with information from an external financial system.

What should an administrator do to accomplish this?

A. ⚪ Use the data loader to match records between the systems.
B. ⚪ Use the Excel connector to export records from both systems into Excel.
C. 🔘 Use an external ID field to match records between the systems.
D. ⚪ Use the data loader to match Salesforce records with the financial system.

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Salesforce Certified Administrator (SP20)

Time Remaining: 1:12:34

16 of 65. When opening a case with Salesforce Support, the case requestor is asked to include the Organization ID of the org with the issue.

Where in Salesforce setup will an administrator find the Salesforce Org ID?

- A. ○ Company Information
- B. ○ My Domain
- C. ○ Setup Home
- D. ◉ Org Details

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17 of 65. What does campaign influence allow a user to do?

- A. ⦿ View the entire campaign hierarchy.
- B. ◯ Adjust the percentage of influence each campaign has on an opportunity.
- C. ◯ Summarize campaign member statistics on a campaign.
- D. ◯ Report on the campaigns that have contributed to an opportunity.

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Time Remaining: 1:09:43

18 of 65. Universal Containers wants to back-up Salesforce data on a monthly basis.

Which set of tools can a system administrator use to meet this requirement?

A. ○ Data Loader, Scheduled Report, Reporting Snapshot
B. ○ Data Loader, Reporting Snapshot, Report Export
C. ○ Data Export Service, Data Loader, Report Export
D. ○ Data Export Service, Reporting Snapshot, Einstein Analytics

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Time Remaining: 1:07:49

Universal Containers has two sales groups. Each group has its own unique sales process.

How can an administrator ensure that sales representatives have access to only the stages relevant to their sales process when working on opportunities?

A. ◉ Record types
B. ◯ Roles
C. ◯ Page layouts
D. ◯ Multi-select picklists

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Salesforce Certified Administrator (SP20)

Time Remaining: 1:06:53

20 of 65. In which two ways should Knowledge articles be used?
Choose 2 answers

A. ☐ To resolve customer cases
B. ☑ To display for customer self-service
C. ☐ To display Salesforce Answers
D. ☑ To display Salesforce Solutions

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Salesforce Certified Administrator (SP20)

Time Remaining: 1:05:00

21 of 65.

Support agents at Universal Containers research solutions to customer issues by asking various subject matter experts (SMEs) at the company.

Which three features will allow Support Agents to quickly document the details of these meetings?
Choose 3 answers

A. ☑ Events
B. ☐ Case Feed
C. ☑ Case Comments
D. ☑ Case Groups
E. ☐ Workflow Email Alerts

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Time Remaining: 1:03:05

22 of 65.

The head of marketing at Ursa Major Solar uses a spreadsheet of email addresses obtained from the company website. The administrator needs to ensure that this spreadsheet stays updated by using the Data Import Wizard.

Which set of fields are required to update the contact with the new email address?

- A. ● Contact Name and Account Name
- B. ○ Contact Email Address and Account ID
- C. ○ User ID and Account ID
- D. ○ Contact Email Address and Contact ID

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Time Remaining: 1:01:09

23 of 65. The Support team has asked the administrator to create a guided process that allows the rep to use scripted screens to collect the appropriate information.

Which tool should the administrator use?

A. ◯ Workflow Rule
B. ◯ Process Builder
C. ◯ Approval Process
D. ◯ Cloud Flow Designer

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Salesforce Certified Administrator (SP20)

Time Remaining: 58:13

24 of 65. A sales executive at Universal Containers wants to be notified whenever high-value opportunities are created for hot accounts.

What should an administrator do to meet this requirement?

- A. ○ Create a workflow rule on the opportunity object.
- B. ○ Create a validation rule that evaluates the account rating.
- C. ○ Create an escalation rule based on the opportunity amount.
- D. ○ Create an auto-response rule on the opportunity object.

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Salesforce Certified Administrator (SP20)

Time Remaining: 56:17

25 of 65. Where does an administrator control field-level security for users?

A. ○ Sharing rule

B. ○ Role

○ Profile

D. ○ User

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Salesforce Certified Administrator (SP20)

Time Remaining: 54:22

26 of 65. The VP of Marketing wants Sales Reps to get updates when materials are updated in the Marketing library.

What feature should an Administrator recommend?

A. ◯ Validation rule
B. ◯ Email alert
C. ◯ Approval process
D. ◯ Subscribe

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Salesforce Certified Administrator (SP20)

Time Remaining: 52:28

27 of 65. Ursa Major Solar plans to offer a partner its services at a discounted rate applied to all opportunities.

The administrator needs to ensure that the appropriate prices are applied to services on opportunities for this partner.

What should the administrator do to achieve this goal?

A. ○ Create a new discount record type on the services object.
B. ○ Create a custom price book with the discounted list prices.
C. ○ Create a new list price on the standard price book.
D. ○ Create a custom object for the discounted services.

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Salesforce Certified Administrator (SP20)

Time Remaining: 49:33

28 of 65. Which object must be related in order to create an opportunity record?

A. ○ Lead
B. ○ Account
C. ○ Contact
D. ● Quote

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Salesforce Certified Administrator (SP20)

Time Remaining: 47:38

29 of 65. Universal Containers has purchased additional licenses for five new sales representatives that will start in 30 days. The email accounts for the new representatives will **NOT** be active until they start. The new users should be set up ahead of time to assign records, list views, and other Salesforce utilities needed on the day they start.

Which method should a System administrator use to set up the new users without sending a notification?

A. ○ Create the new users, and then freeze the users.

B. ◉ Create the new users, and then assign a permission set with a start date for 30 days ahead.

C. ○ Create the new users and uncheck Generate new password, and notify the user immediately.

D. ○ Create the new users, and then set the start date for 30 days ahead.

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Salesforce Certified Administrator (SP20)

Time Remaining: 46:44

Ursa Major Solar wants to use the Salesforce approval process.

What are two characteristics that make a sales process a good fit for the Salesforce approval process?
Choose 2 answers

A. ☐ The approval manager is randomly assigned from a public group of managers, and there is a second approval by the Sales VP.

B. ☐ There are approvals for all Opportunities by a Sales VP where a Sales VP is allowed to delegate their approval to someone else.

C. ☐ The first level approval can be denied and automatically routed to the Sales VP for final approval.

D. ☐ There is an approval to a queue member for all Opportunities and an additional approval by a Sales VP for Opportunities over a certain amount.

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31 of 65. Sales Rep A and Sales Rep B view an Account report for All Accounts without any filters. The company uses a private sharing model. Each rep sees a different number of results.

What is the explanation for the discrepancy in the reports?

A. ○ Sales Rep B needs to be assigned to the Sales Rep queue.
B. ● Sales Rep B needs to be assigned to the Sales Rep role.
C. ○ Sales Rep B needs to be assigned to the Sales Rep profile.
D. ○ Sales Rep B needs to be assigned to the Sales Rep permission set.

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Salesforce Certified Administrator (SP20)

Time Remaining: 42:52

32 of 65. Sales executives at Ursa Major Solar (USM) frequently schedule virtual and remote meetings with key customer stakeholders.

USM wants to track activities for this meeting category to clearly display customer meetings in the account, contact, or opportunity page layouts, as well as adding this data to reports.

What should the administrator do to meet this goal?

A. ○ Inform the user to manually enter the meeting details in the account comments.
B. ● Add a new value to the type field on tasks used for accounts, contacts, and opportunities.
C. ○ Add a new value to the type field on accounts, contacts, and opportunities.
D. ○ Inform the user to manually enter the meeting details in the description field on accounts, contacts, and opportunities.

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Salesforce Certified Administrator (SP20)

Time Remaining: 40:57

33 of 65. Which two dashboard components display data from the summary rows of a report?
Choose 2 answers

- ☑ Chart
- ☐ Table
- C. ☑ Metric
- D. ☐ Gauge

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Salesforce Certified Administrator (SP20)

Time Remaining: 39:02

34 of 65. The Support Manager wants to send an automatic email to the Case Contact when a case is closed.

Which automation tool can the administrator use?

A. ○ Validation Rule
B. ○ Case Auto-Response Rule
C. ○ Sharing Rule
D. ● Workflow Rule

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Salesforce Certified Administrator (SP20)

Time Remaining: 37:07

35 of 65. The sales manager at Universal Containers wants three users to have read and edit access to campaigns.

How should the administrator fulfill this requirement?

A. ◯ Clone the sales user profile and set up read and edit access for campaigns.

B. ◯ Add read and edit access for campaigns to the sales user profile.

C. ◯ Assign users to an administrator profile to provide full access.

◯ Create a permission set with read and edit access for campaigns.

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Salesforce Certified Administrator (SP20)

Time Remaining: 35:11

36 of 65. Sales Rep A shared a pricing guide from a Content library with Sales Rep B. Sales Rep B reports that the pricing guide is unavailable.

How should an administrator troubleshoot this issue?

A. ◯ Review the member settings
B. ◯ Review the tagging rules
C. ◯ Review the search results
D. ◉ Review the publication date

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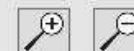
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Salesforce Certified Administrator (SP20)

Time Remaining: 33:15

37 of 65.   Users at Ursa Major Solar are trying to create Opportunities.

When populating a custom picklist field, the users receive errors. Additionally, when the users select either of the two values in the picklist, they receive different error messages above the field and are unable to save the Opportunities.

Why is this error likely occurring?

A. ⦿ The two picklist values are unavailable to the Record Type.

B. ○ The users don't have access to the picklist field.

○ The picklist field has contradicting validation rules.

D. ○ The users don't have access to the Large Enterprise Record Type.

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Salesforce Certified Administrator (SP20)

Time Remaining: 31:19

38 of 65. Universal Containers has two business groups, Products and Services. Both groups will be using opportunities to track deals, but different fields are required by each group.

In which two ways should an administrator meet this requirement?
Choose 2 answers

A. ☑ Create two record types.
B. ☐ Create two permission sets.
C. ☑ Create two page layouts.
D. ☐ Create two lead processes.

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Salesforce Certified Administrator (SP20)

Time Remaining: 29:25

39 of 65. Ursa Major Solar is using the content delivery feature of Salesforce Content.

What are two benefits of this feature?
Choose 2 answers

- A. ☐ Associate the content delivery with a Salesforce record.
- B. ☑ Customize the URL assigned to the content delivery.
- C. ☐ Encrypt certain content delivery files.
- D. ☑ Use Password protection for content deliveries that contain proprietary information.

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Salesforce Certified Administrator (SP20)

Time Remaining: 27:30

A Sales Manager at Ursa Major Solar needs to rename and delete dashboards in the Nevada Dashboards Folder.

What should the Administrator do to achieve this goal?

A. ⬭ Go to the Nevada Sales Dashboards Folder, Share, and choose Manage access for the Sales Manager.
B. ◯ Go to the Nevada Sales Dashboards Folder, Share, and choose View access for the Sales Manager's Profile.
C. ⦿ Go to the Nevada Sales Dashboards Folder, Share, and choose Delegated access for the Sales Manager.
D. ◯ Go to the Nevada Sales Dashboards Folder, Share, and choose Create access for the Sales Manager.

☐ Mark this item for later review.

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41 of 65. Ursa Major Solar (UMS) wants to assign a Lightning for Outlook layout.

Which two options can UMS assign this layout to?
Choose 2 answers

A. ☐ Role
B. ☑ User
C. ☑ Team
D. ☐ Profile

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42 of 65.   A previous administrator is no longer at Universal Containers, but still owns many records and is the default workflow user.

Which security measure should the new administrator take?

➡️   A. ⦿ Freeze the previous administrator user.
B. ○ Reset the password for the previous administrator user.
C. ○ Deactivate the previous administrator user.
D. ○ Delete the previous administrator user.

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43 of 65. Which type of field do administrators use when creating a junction object?

A. ○ Look-up
B. ○ Formula
C. ○ Text area
D. ● Master-detail

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