Administrator Practice Test

Score: 14 / 30

Percent: 47%

Time Taken: 0 minutes 0 seconds

4 / 6 (67%) : Salesforce Fundamentals

2 / 4 (50%) : Object Manager & Lightning App Builder

3 / 4 (75%) : Sales and Marketing Applications

2 / 4 (50%) : Service and Support Applications

1 / 2 (50%) : Productivity & Collaboration

1 / 6 (17%) : Data & Analytics Management

1 / 4 (25%) : Workflow/Process Automation

Question 1 of 30  You got this incorrect. You chose D. Objective: Data & Analytics Management

Which report should a System Administrator use to display the number of Contacts related to an Account?

A. Tabular report with a report formula

Incorrect. Write summary formulas to evaluate a report's group subtotals and grand totals.

B. Summary report with a Roll-up Summary Account field

Incorrect. Write summary formulas to evaluate a report's group subtotals and grand totals.

C. Summary report with a report formula

Correct. Write summary formulas to evaluate a report's group subtotals and grand totals.

D. Tabular report with a Roll-up Summary Account field

Incorrect. Write summary formulas to evaluate a report's group subtotals and grand totals.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=reports_builder_fields_formulas.htm&language=en_US&type=0).

Question 2 of 30  You got this correct! Objective: Sales and Marketing Applications

The Sales Operations team notices an increase in Opportunities without Products.

Which configuration change should the System Administrator make to help Sales Reps remember to add Products to every Opportunity?

A. Enable the Opportunity setting to prompt users to add products to opportunities.

Correct. Prompting users to add products to opportunities allows sales to easliy add products.

B. Set the Org-Wide Defaults for Price Books to Use and Products to Read Only.

Incorrect. Prompting users to add products to opportunities allows sales to easliy add products.

C. Create a Workflow Rule on the Opportunity object to add a default Product to Opportunities with no Products.

Incorrect. Prompting users to add products to opportunities allows sales to easliy add products.

D. Create a related list to enable the user to view the related products.

Incorrect. Prompting users to add products to opportunities allows sales to easliy add products.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=customize_oppproduct.htm&siteLang=en_US&type=0).

Question 3 of 30  You got this correct! Objective: Salesforce Fundamentals

At Ursa Major Solar, Salesforce users have a session timeout of 12 hours. Management wants the session timeout to be increased to 24 hours. Management also wants inactive users to be logged out at that time. What should the administrator do to fulfill this request?

A. In user profiles, enter 24 hours in the timeout section, and check the box for Fforce logout on session timeout.

Incorrect. In order to log users out after 24 check the force timeout and set the timeout value.

B. In user profiles, type in 24 hours in the timeout section, and uncheck the box for force logout on session timeout.

Incorrect. In order to log users out after 24 check the force timeout and set the timeout value.

C. In session settings, select 24 hours, and check the box for force logout on session timeout.

Correct. In order to log users out after 24 check the force timeout and set the timeout value to 24 hours in the session settings.

D. In session settings, select 24 hours, and uncheck the box for force logout on session timeout.

Incorrect. In order to log users out after 24 check the force timeout and set the timeout value to 24 hours in the session settings.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=admin_sessions.htm&type=5).

Question 4 of 30  You got this incorrect. You chose A. Objective: Workflow/Process Automation

Universal Containers created aTime-Based Workflow rule that sends a follow-up email to the customer two days after a Case is closed. The System Administrator wants to verify that the workflow functions correctly.

Which queue should the System Administrator view to monitor pending Workflow Actions?

A. Background Jobs Queue

Incorrect. When a workflow rule that has time-dependent actions is triggered, use the workflow queue to view pending actions and cancel them if necessary.

B. Mass Email Queue

Incorrect. When a workflow rule that has time-dependent actions is triggered, use the workflow queue to view pending actions and cancel them if necessary.

C. Time-Based Workflow Queue

Correct. When a workflow rule that has time-dependent actions is triggered, use the workflow queue to view pending actions and cancel them if necessary.

D. Outbound Messaging Delivery Queue

Incorrect. When a workflow rule that has time-dependent actions is triggered, use the workflow queue to view pending actions and cancel them if necessary.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=sf.workflow_queue.htm&type=5).

Question 5 of 30  You got this incorrect. You chose A B. Objective: Salesforce Fundamentals

Ursa Major is onboarding 15 new employees in three weeks. The administrator needs to create user records in Salesforce without activating them.

Which two methods allow the administrator to achieve this goal?

Choose 2 options.

A. Create them with the User Import Wizard and ensure that Active is unchecked.

Incorrect. Users cannot be created with the import wizard.

B. Click Add Multiple Users and ensure that Generate New Password and Notify User Immediately are unchecked.

Correct. An Admin can manually create mutiple users with the Generate New Password and Notify User Immediately box unchecked.

C. Create a .csv file ensuring that IsActive = False, and use the data loader to insert.

Correct. With a properly formatted csv file, Data Loader can be used to create multiple users. Include the IsActive = false to create the users in an inactive status.

D. Schedule a Time-Dependent Workflow to create users in three weeks.

Incorrect. Workflow cannot create users.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=000007571&type=1).

Question 6 of 30  You got this incorrect. You chose A. Objective: Service and Support Applications

Ursa Major Solar tracks both user issues and customer issues.

* A user issue can be logged as: new, waiting for reply, closed
* A customer issue can be logged as: new, working, closed

An administrator needs to track both case types. Which features should be used?

A. Page Layouts and Record Types

Incorrect. Page layouts and record type are include in the support process. Use multiple business processes to track separate sales, support, and lead lifecycles.

B. Workflows and Automated Case Users

Incorrect. Use multiple business processes to track separate sales, support, and lead lifecycles.

C. Record Types and Support Processes

Correct. Record types let you offer different business processes, picklist values, and page layouts to different users.

D. Page Layouts and Process Builder

Incorrect. Use multiple business processes to track separate sales, support, and lead lifecycles.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=customize_recordtype.htm&type=5) and this [Trailhead Badge](https://trailhead.salesforce.com/en/content/learn/projects/create-a-process-for-managing-support-cases/create-support-processes)

Question 7 of 30  You got this correct! Objective: Object Manager & Lightning App Builder

Universal Containers has a renewals sales team that will use the Opportunity object. They want to use many of the same picklist fields that are already defined, but will need unique picklist values.

What feature allows a System Administrator to maintain the same field for two different teams?

A. Sales Processes

Incorrect. Sales processes determine the stages that users are able to see on the page, they do not control the values in the picklist.

B. Record Types

Correct. Record types determine whcih business processes, page layouts, fields and picklist values a user can access and allow the admin to maintain the same field for two different teams.

C. Page Layouts

Incorrect. Page layouts determine the fields that users are able to see on the page, they do not control the values in the picklist.

D. Permission Sets

Incorrect. Permission sets determine the page layouts that users are able to access, they do not control field-level access.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://developer.salesforce.com/files/ti/thi/THI-000393/administratorpracticetest.html).

Question 8 of 30  You got this correct! Objective: Salesforce Fundamentals

How should a System Administrator provide a Sales Rep Commission report that is visible only to the Executive Team?

A. Set Opportunity Org-Wide Default Sharing Settings to Private.

Incorrect. Each user, group, or role can have its own level of access to a report and dashboard folder. Viewers can see the data. Editors can determine what data is shown. Managers can control access.

B. Save the report in the My Personal Report folder.

Incorrect. My personal reports are only avalible to the logged in user.

C. Save the report in a folder shared with the Executive Team.

Correct. Each user, group, or role can have its own level of access to a report and dashboard folder. Viewers can see the data. Editors can determine what data is shown. Managers can control access.

D. Name the report "For Executive Team Use Only - DO NOT USE."

Incorrect. Each user, group, or role can have its own level of access to a report and dashboard folder. Viewers can see the data. Editors can determine what data is shown. Managers can control access.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=analytics_folder_access.htm&type=0).

Question 9 of 30  You got this correct! Objective: Data & Analytics Management

Ursa Major Solar wants to add charts to a Salesforce dashboard.

What are three standard chart types that are available?

Choose 3 options.

A. Table

Correct. Tables is an avalible component.

B. Venn Diagram

Incorrect. Venn Diagram is not an avalible component.

C. Heat map

Incorrect. Heat map is not an avalible component.

D. Gauge chart

Correct. Gauge chart is an avalible component.

E. Bar chart

Correct. Bar chart is an avalible component.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=dashboards_components_edit_lex.htm&type=5).

Question 10 of 30  You got this incorrect. You chose D. Objective: Object Manager & Lightning App Builder

Ursa Major Solar has the following process regarding its opportunities:

* There are 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.

An Administrator needs to 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.

What should the Administrator do to accomplish this goal?

A. Create six Record Types (Marketing Widget A, Marketing Widget B, Marketing Widget C, Sales Widget A, Sales Widget B, and Sales Widget C) with six total Page Layouts, one for each Record Type.

Incorrect. Record types let you offer different business processes, picklist values, and page layouts to different users. Only three record types are needed to track the different widget types. Six page layouts to provide the proper fields for each group.

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).

Correct. Record types let you offer different business processes, picklist values, and page layouts to different users. Three record types to track the different widget types. Six page layouts to provide the proper fields for each group.

C. Create one Record Type with six Page Layouts (Marketing Widget A, Marketing Widget B, Marketing Widget C, Sales Widget A, Sales Widget B, and Sales Widget C).

Incorrect. Record types let you offer different business processes, picklist values, and page layouts to different users. Three record types are needed to track the different widget types. Six page layouts to provide the proper fields for each group.

D. 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.

Incorrect. Record types let you offer different business processes, picklist values, and page layouts to different users. Only three record types are needed to track the different widget types. Six page layouts to provide the proper fields for each group.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=customize_layoutassign.htm&type=5).

Question 11 of 30  You got this incorrect. You chose A. Objective: Data & Analytics Management

What should a System Administrator do to organize the fields available on a report?

A. Edit the Report Builder layout.

Incorrect. Add and removed fields on a report by creating a custom report type.

B. Modify the standard report type.

Incorrect. Add and removed fields on a report by creating a custom report type.

C. Create a custom report type.

Correct. Add and removed fields on a report by creating a custom report type.

D. Enable Dynamic Reports.

Incorrect. Add and removed fields on a report by creating a custom report type.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=sf.reports_defining_report_types.htm&type=5).

Question 12 of 30  You got this correct! Objective: Productivity & Collaboration

How should a sales rep create an all-day event in Salesforce?

A. Ask the System Administrator to check all-day events in the Activity settings.

Incorrect. Checking the all-day event checkbox sets the start and end times for 24 hours.

B. Check the all-day event checkbox on the event.

Correct. Checking the all-day event checkbox sets the start and end times for 24 hours.

C. Use a task for an all-day event because then no time fields are needed.

Incorrect. Tasks have due dates.

D. Ensure the event is scheduled for times within the Start and End of Day hours.

Incorrect. Checking the all-day event checkbox sets the start and end times for 24 hours.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=siteforce_events_create.htm&type=0&language=en_US&release=206.8).

Question 13 of 30  You got this incorrect. You chose B C. Objective: Service and Support Applications

The marketing team is asked to provide branding and messaging for email templates to be used throughout the customer support process.

In which two locations can the System Administrator implement customer-facing email templates with respect to Cases?

Choose 2 options.

A. Support Reps' Send Email options

Correct. These options let you create email templates for support users.

B. Case Escalation Notifications

Incorrect. Auto-response rules let you automatically send email responses to lead or case submissions based on the record’s attributes.

C. Case Auto-response Rules

Correct. Auto-response rules let you automatically send email responses to lead or case submissions based on the record’s attributes.

D. Owner Assignment Notifications

Incorrect. Auto-response rules let you automatically send email responses to lead or case submissions based on the record’s attributes.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=sf.creating_auto-response_rules.htm&type=5) and this [Reference Document](https://help.salesforce.com/articleView?id=sf.email_use_a_template_to_standardize_email.htm&type=5)

Question 14 of 30  You got this correct! Objective: Salesforce Fundamentals

When a Salesforce user is deactivated, what happens to all of the records the user owns in Salesforce?

A. They are automatically assigned to the administrator.

Incorrect. Deactivated users lose access to any records that were manually shared directly with them, or implicitly shared with them as team members. Users higher in the role hierarchy relative to the deactivated users also lose access to those records. However, you can still transfer their data to other users and view their names on the Users page.

B. They are automatically deleted.

Incorrect. Deactivated users lose access to any records that were manually shared directly with them, or implicitly shared with them as team members. Users higher in the role hierarchy relative to the deactivated users also lose access to those records. However, you can still transfer their data to other users and view their names on the Users page.

C. They are automatically assigned to another user.

Incorrect. Deactivated users lose access to any records that were manually shared directly with them, or implicitly shared with them as team members. Users higher in the role hierarchy relative to the deactivated users also lose access to those records. However, you can still transfer their data to other users and view their names on the Users page.

D. They are assigned to the deactivated user until reassigned.

Correct. Deactivated users lose access to any records that were manually shared directly with them, or implicitly shared with them as team members. Users higher in the role hierarchy relative to the deactivated users also lose access to those records. However, you can still transfer their data to other users and view their names on the Users page.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=users_deactivate_considerations.htm&type=5).

Question 15 of 30  You got this incorrect. You chose B. Objective: Workflow/Process Automation

Universal Containers has asked its Administrator to automatically set some fields when a Lead is created.

What is the best way for the administrator to perform this automation?

A. Create 1 Workflow rule per field

Incorrect. Update new and changed records by using before-save updates in flows.

B. Use Process Builder that launches a flow

Incorrect. Update new and changed records by using before-save updates in flows.

C. Record Triggered-Flow that runs Before save

Correct. Update new and changed records by using before-save updates in flows.

D. Use a Screen Flow with default values

Incorrect. Update new and changed records by using before-save updates in flows.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://trailhead.salesforce.com/en/content/learn/modules/platform-app-builder-certification-maintenance-winter-21/get-handson-with-flow-before-save-trigger-when-certain-record-changes-are-made).

Question 16 of 30  You got this correct! Objective: Object Manager & Lightning App Builder

The support group at Ursa Major Solar has the following requirements:

* Agents need to capture different information for product support and inquiry cases.
* The lifecycle for inquiry cases should have fewer steps than the lifecycle for product support cases.

Which three features should an administrator use to meet these requirements?

Choose 3 options.

A. Field-level security

Incorrect. Field-level secuirty controls access to each field on the field-level, not on the object level.

B. Record types

Correct. Record types determine which page layouts and picklst values users have access to, so creating two different record types for product support vs. inquiry will meet these requirements.

C. Permission sets

Incorrect. Permission sets do not specify page layout assignments, which are tied to record types and ultimately will control the fields and picklist options that a user sees.

D. Support processes

Correct. After creating a support process, it is assciated with a record type. Based on the record type chosen when creating a record (product support or inquiry in this example), the support process associated is used to determine the "status" field picklist on the case object.

E. Page layouts

Correct. Page layouts control the layout and the organization of buttons, fields, links, etc. on object record pages. The admin is able to use page layouts to customize the content of record pages and make them unique for product support vs. inquiry.

Learn more about the topic(s) discussed in this question by reviewing this [Trailhead Badge](https://trailhead.salesforce.com/en/content/learn/projects/create-a-process-for-managing-support-cases/create-support-processes).

Question 17 of 30  You got this correct! Objective: Workflow/Process Automation

Universal Containers wants to create a Workflow Rule to send an email alert to members of its Board of Directors, none of whom use Salesforce.

How many of the board members can be added to a single Email Alert?

A. Up to 5 additional email addresses can be added to the Email Alert.

Correct. Salesforce allows up to five additional email addresses for recipients who are not Salesforce users, leads, or contacts.

B. Up to 250 additional email addresses can be added to the Email Alert.

Incorrect. Salesforce allows up to five additional email addresses for recipients who are not Salesforce users, leads, or contacts.

C. Up to 25 additional email addresses can be added to the Email Alert.

Incorrect. Salesforce allows up to five additional email addresses for recipients who are not Salesforce users, leads, or contacts.

D. It is not possible to add additional email addresses to the Email Alert.

Incorrect. Salesforce allows up to five additional email addresses for recipients who are not Salesforce users, leads, or contacts.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=sf.customize_wfalerts.htm&type=5).

Question 18 of 30  You got this incorrect. You chose B D. Objective: Data & Analytics Management

A Finance user with the "View All Data" permission enabled sees no Opportunities when opening a Sales pipeline report. However, a Sales Rep sees Opportunities as expected.

Which two actions should a System Administrator perform to resolve this problem?

A. Create a Custom Report Type for the user that shows all records.

Incorrect. Show the hierarchy to see your org’s role hierarchy above the report results. You can use the role hierarchy to share report data with people at different levels in the hierarchy.

B. Change the Org-Wide Opportunity Sharing Default to Public Read.

Incorrect. Show the hierarchy to see your org’s role hierarchy above the report results. You can use the role hierarchy to share report data with people at different levels in the hierarchy.

C. Update the report filter to show All Opportunities.

Correct. Use filters to pare down a report until it only shows the data that is needed.

D. Select Save Hierarchy Level on the pipeline report.

Correct. Show the hierarchy to see your org’s role hierarchy above the report results. You can use the role hierarchy to share report data with people at different levels in the hierarchy.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=reports_opps.htm&type=0) and this [Reference Document](https://help.salesforce.com/articleView?id=sf.basics_filter_report.htm&type=5)

Question 19 of 30  You got this correct! Objective: Sales and Marketing Applications

How should the System Administrator implement biweekly notifications for Sales Reps that include Opportunities that need attention based on the Opportunity Owner's last login, past due Opportunities, and all Opportunities that have not been updated in the last 30 days?

A. Create Opportunity Update Reminders.

Correct. Opportunity update reminders allow managers to automatically send and schedule emails that include a report of the team's open opportunities to direct reports. You can select the fields you want to include in the reminders such as last login date, or # not updated in the last 30 days.

B. Create Scheduled Reports.

Incorrect. Scheduled reports would not be able to be schedule based on the user's last login.

C. Create Scheduled Dashboards.

Incorrect. Scheduled dashboards would not be able to be schedule based on the user's last login.

D. Create a Chatter Group.

Incorrect. A Chatter group would not post reminders based on the user's last login.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=user_reminder.htm&type=0).

Question 20 of 30  You got this incorrect. You chose A C D. Objective: Data & Analytics Management

After a recent restructure of its Sales Department, Ursa Major Solar is having issues with records being omitted in the new Opportunity Report.

Which three questions should the administrator ask to research this issue?

Choose 3 options.

A. Do the records the sales managers expect to see match the filter criteria?

Correct. If one of your reports is either missing records or contains results that shouldn't display.

B. Are records currently being shared with the sales manager?

Correct. If one of your reports is either missing records or contains results that shouldn't display.

C. Did the sales manager start from a copy or clone of an existing report?

Incorrect. Records can be added back in regardless of what report type is started with.

D. Do owners of all records have Roles and correct Territory Assignments?

Correct. If one of your reports is either missing records or contains results that shouldn't display.

E. Have the owners of the records been frozen?

Incorrect. Freezing users would not prevent records from being populated. If one of your reports is either missing records or contains results that shouldn't display.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=000005085&type=1).

Question 21 of 30  You got this incorrect. You chose C. Objective: Salesforce Fundamentals

Where does an administrator control field-level security for users?

A. User

Incorrect. When you set up a user, you do not configure field-level security access.

B. Profile

Correct. Profiles allow admins to grant field-level access and access in the profile bypasses rules and org-wide defaults set by sharing rules.

C. Sharing rule

Incorrect. Sharing rules control object-level access.

D. Role

Incorrect. Role-based sharing controls object-level access.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://trailhead.salesforce.com/en/modules/data_security/units/data_security_overview).

Question 22 of 30  You got this correct! Objective: Sales and Marketing Applications

Universal Containers has an inside sales team that only sells warranty renewals and an outside sales team that only sells products. Each type of sale captures different information and has a different sales cycle.

How should the System Administrator configure Salesforce to meet these requirements?

A. Create a Validation Rule that displays the correct Page Layout and Sales Process based on Role.

Incorrect. Use record types to offer different business processes, picklist values, and page layouts to different users.

B. Create a custom Object for warranty renewals with the appropriate Sales Process.

Incorrect. Use record types to offer different business processes, picklist values, and page layouts to different users.

C. Create a custom picklist field on the Opportunity to specify if it is a product or warranty sale.

Incorrect. Use record types to offer different business processes, picklist values, and page layouts to different users.

D. Create a Page Layout, Sales Process, and Record Type for each type of sale.

Correct. Record types offer different business processes, picklist values, and page layouts to different users.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=customize_recordtype.htm&type=0).

Question 23 of 30  You got this incorrect. You chose B C. Objective: Productivity & Collaboration

Which two actions allow the System Administrator to limit Chatter access during roll-out to a subset of Salesforce users?

Choose 2 options.

A. Add the subset of users to the company-wide Chatter group.

Incorrect. Control access to Chatter with a profile or permission set.

B. Create an email invitation for the subset of users.

Incorrect. Control access to Chatter with a profile or permission set.

C. Create a Permission Set with the "Enable Chatter" permission for the subset of users.

Correct. Control access to Chatter with a profile or permission set.

D. Edit a Profile to "Enable Chatter" for the subset of users.

Correct. Control access to Chatter with a profile or permission set.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://trailhead.salesforce.com/en/content/learn/modules/lex_implementation_chatter/lex_implementation_chatter_adoption).

Question 24 of 30  You got this incorrect. You chose A C D. Objective: Data & Analytics Management

Which three reports can be used to display a list of the Top 10 Accounts on a dashboard?

Choose 3 options.

A. Summary report without a chart

Correct. The default two-column table uses the first grouping and summary field from the chart in the source report. If the report has no chart, default columns are based on the first grouping and summary field in the report.

B. Tabular report with a chart

Incorrect. Use a tabular report as the source report .

C. Summary report with Rows to Display set to 10

Incorrect. The default two-column table uses the first grouping and summary field from the chart in the source report. If the report has no chart, default columns are based on the first grouping and summary field in the report.

D. Tabular report with Rows to Display set to 10

Correct. Use a tabular report as the source report .

E. Summary report with a chart

Correct. The default two-column table uses the first grouping and summary field from the chart in the source report. If the report has no chart, default columns are based on the first grouping and summary field in the report.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=dashboards_component_table_format_settings.htm&language=en&type=0).

Question 25 of 30  You got this incorrect. You chose B C. Objective: Sales and Marketing Applications

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

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

Choose 2 options.

A. Custom lead fields can be mapped to account, contact, and opportunity fields.

Correct. When leads are converted lead records, standard lead fields map to contact, account, person account, and opportunity fields. Custom fields are map to newly created records.

B. Standard lead fields are automatically converted to account, contact, and opportunity fields.

Correct. When leads are converted lead records, standard lead fields map to contact, account, person account, and opportunity fields. Custom fields are map to newly created records.

C. Custom lead fields can be mapped to custom object fields.

Incorrect. Leads are not converted to custom objects.

D. Roll-up summary lead fields can be mapped to custom contact fields.

Incorrect. Roll-up summarizes are not avalible to map to another object.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=faq_leads_what_happens_when.htm&type=5).

Question 26 of 30  You got this incorrect. You chose D. Objective: Workflow/Process Automation

The administrator for the Cloud Kicks has a flow that makes several updates to Contacts when they are being created. If the Contact Status is “New” and the Contact’s email is known, the administrator would also like to send a welcome email.

What should the administrator do to complete this requirement?

A. Update the flow with a formula to send the email when needed.

Incorrect. When a flow executes a Decision element, it evaluates each decision outcome in order.

B. Create a workflow rule with email alert to send the email.

Incorrect. When a flow executes a Decision element, it evaluates each decision outcome in order.

C. Update the flow with a decision to send the email when needed.

Correct. When a flow executes a Decision element, it evaluates each decision outcome in order.

D. Create a process builder with email alert to send the email.

Incorrect. When a flow executes a Decision element, it evaluates each decision outcome in order.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=sf.flow_ref_elements_decision.htm&type=5).

Question 27 of 30  You got this incorrect. You chose B D. Objective: Object Manager & Lightning App Builder

Ursa Major Solar needs to fulfill the following requirements:

* A custom object must be created to capture account survey data.
* Users need the ability to select an account from the survey record and view related surveys on the account record.

Which two actions can an administrator configure to meet these requirements?

Choose 2 options.

A. Create a lookup relationship field on the account object.

Incorrect. A lookup relationship links two objects together. Adding the lookup relationship field on the survey object will allow the user to link to an account.

B. Put the account related list on the survey page layout.

Incorrect. Records in Salesforce include details and links to other related records. Add the related list to the account page to provide access to the releated survey.

C. Put the survey related list on the account page layout.

Correct. Records in Salesforce include details and links to other related records. Add the related list to the account page to provide access to the releated survey.

D. Create a lookup relationship field on the survey object.

Correct. A lookup relationship links two objects together. Adding the lookup relationship field on the survey object will allow the user to link to an account.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=overview_of_custom_object_relationships.htm&type=5).

Question 28 of 30  You got this correct! Objective: Service and Support Applications

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. Opportunity

Incorrect. An opporunity is a sale or pending deal.

B. Case

Correct. A case represents a customer issue or problem.

C. Account

Incorrect. An account is an organization or person involved with your business (such as customers, competitors, and partners).

D. Product

Incorrect. A product is what your org sells.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=basics_sf_concepts_terms.htm&type=5) and this [Reference Document](https://developer.salesforce.com/docs/atlas.en-us.object_reference.meta/object_reference/sforce_api_objects_account.htm) and this [Reference Document](https://developer.salesforce.com/docs/atlas.en-us.object_reference.meta/object_reference/sforce_api_objects_case.htm) and this [Reference Document](https://developer.salesforce.com/docs/atlas.en-us.object_reference.meta/object_reference/sforce_api_objects_product2.htm) and this [Reference Document](https://developer.salesforce.com/docs/atlas.en-us.object_reference.meta/object_reference/sforce_api_objects_opportunity.htm)

Question 29 of 30  You got this correct! Objective: Salesforce Fundamentals

Universal Containers uses a private sharing model for Cases. Each product line has several product specialists who want to have visibility to all Cases involving their product line.

How should the System Administrator meet this requirement?

A. Add the product specialists to the Account Team for each Account that has purchased a product from the product line.

Incorrect. Use a case team to allow the group of people to work together to solve cases.

B. Create an owner-based Case Sharing Rule to share corresponding Cases with the product specialist role.

Incorrect. Use a case team to allow the group of people to work together to solve cases.

C. Create a pre-defined Case Team for each group of product specialists and assign the team using Case Assignment Rules.

Correct. A case team is a group of people that work together to solve cases.

D. Change the Org-Wide Default for Cases to Controlled By Parent and add product specialists to Account Teams.

Incorrect. Use a case team to allow the group of people to work together to solve cases.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?err=1&id=caseteam_def.htm&siteLang=en_US&type=0&language=en_US).

Question 30 of 30  You got this correct! Objective: Service and Support Applications

Universal Containers uses an Auto-numbering system to uniquely identify each support request. They want customers to know this number as soon as possible.

Which two features should the System Administrator implement to allow customers have quick access to this information?

Choose 2 options.

A. Self-service Portal

Correct. A self-service portal provides an online support channel for your customers - allowing them to resolve their inquiries without contacting a customer service representative.

B. Case Comment Notifications

Incorrect. Case comment notifications do not allow for self-service.

C. Case Feed Layout Actions

Incorrect. Case feed layout actions do not allow for self-service.

D. Auto-response Rules

Correct. Auto-response rules let you automatically send email responses for case submissions based on the record’s attributes.

Learn more about the topic(s) discussed in this question by reviewing this [Reference Document](https://help.salesforce.com/articleView?id=sf.customize_selfservice.htm&type=5) and this [Reference Document](https://help.salesforce.com/articleView?id=sf.creating_auto-response_rules.htm&type=5)