1 of 65. Support agents at Cloud Kicks are spending too much time finding resources to solve customer cases. The agents need a more efficient way to find documentation and similar cases from the Case page layout.

How should an administrator meet this requirement?

A.Use an interview flow to capture Case details.

B. Configure Knowledge with articles and data categories.

C. Create a custom object to capture popular Case resolutions.

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

2 of 65. Users at DreamHouse Realty are only allowed to see opportunities they own. Leadership wants an enterprise-wide dashboard of all open opportunities in the pipeline so that users can see how the company is performing at any point in time.

How should an administrator create the dashboard without changing any sharing settings?

A.Add a filter to the dashboard to filter the opportunities by owner role.

B. Create a dashboard with the running user set as someone who can see all opportunities.

C. Update the dashboard folder settings to manager for the sales reps role.

D. Build individual dashboards for profiles that need to see the enterprise results.

3 of 65. Which two solutions could an administrator find on the AppExchange to enhance their organization?

Choose 2 answers

A.Components

B.Customers

C.Consultants

D.Communities

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

Which two ways should these folders be shared?

Choose 2 answers

A. Share the Support Reports folder with Support Managers with Edit Access.

B. hare the Support Reports folder with Support Agents with View Access.

C. Share the Helpdesk folder with Support Agents with View access.

D. Share the R&D folder with Support Managers with Edit Access.

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

Which tool should an administrator use to accomplish this?

A. Dataloader.io

B. Mass Transfer Tool

C. Data Loader

D. Data Import Wizard

6 of 65. Northern Trail Outfitters wants to encourage employees to choose secure and appropriate passwords for their Salesforce accounts.

Which three password policies should an administrator configure?

Choose 3 answers

Prohibited password values

Number of days until expiration

Require use of Password Manager App

Password complexity requirements

Maximum invalid login attempts

7 of 65. Cloud Kicks has a screen flow with two questions on the same screen, but only one is necessary at a time. The administrator has been asked to show only the question that is needed.

How should an administrator complete this?

A.Use conditional visibility to hide the unnecessary question.

B. Use a new version of the flow for each scenario.

C.Use a decision element and a new screen to show the proper question.

D. Use branching in the flow screen to show the proper scenario.

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

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

Choose 2 answers

The user is in a custom hierarchy field.

The user is part of a territory hierarchy.

The user is assigned in a workflow email alert.

The user is the highest role in the role hierarchy.

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

Which two options could cause this issue?

Choose 2 answers

A. The user's profile is missing View access.

B.The org has reached its limit for custom report types.

C.The custom report type is in development.

D. The report is saved in a private folder

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

A Security Health Check

B.Field History Tracking

C. Setup Audit Trail

D. Organization-Wide Defaults

11 of 65. An administrator creates a custom text area field on the Account object and adds it to the service team's page layout. The service team manager loves the addition of this field and wants it to appear in the highlights panel so that the service reps can quickly find it when on the Account page.

How should the administrator accomplish this?

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

B. Create a new page layout and a new section titled highlights panel.

C.From the page layout editor, drag the field to the highlights panel.

D. Make the field required and move it to the top of the page.

12 of 65. The administrator at AW Computing wants to send off client welcome tasks and a welcome email to the primary contact automatically when an opportunity is closed won.

What automation tool best accomplishes this?

A. Process Builder

B. Approval Process

C.Outbound Message

D.Dar Validation Rule

13 of 65. The administrator at Universal Containers wants to add branding to Salesforce.

Which two considerations should the administrator keep in mind?

Choose 2 answers

A.Up to 150 custom themes can be created, modified, or cloned from the built-in themes.

B. Only one theme can be active at a time, and a theme applies to the entire org.

C. Chatter external users see the built-in Lightning blue theme only.

D. Themes apply to Salesforce Classic and to the Salesforce mobile app.

14 of 65. Ursa Major Solar has service level agreements (SLA) that are routed to support queues, Cases that meet the 24 hour SLA need to be automatically re-assigned to the next tier queue.

Which feature should be used to fulfill this requirement?

A. Auto-response rule

B Einstein Case Routing

C Case assignment rule

D Case escalation rule

15 of 65. When a sales rep clicks a button on an opportunity, a simple discount calculator screen should be launched.

Which automation tool should an administrator use to build this discount calculator screen?

A.Flow Builder

B. Workflow Rule

C. Platform Event

D. Process Builder

16 of65. AW Computing would like to improve its Case Lightning record page by including:

. A filtered component to display a message in bold font when a Case is saved as a critical record type.

. A quick way to update the Account status from the Case layout.

Which two components should an administrator use to satisfy these requests?

Choose 2 answers

A. Related record

B. Record detail

C.Rich text

D. Related list

17 of 65. Ursa Major Solar has a path on Case. The company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from reverting the Case back to a previous status.

Which feature should an administrator use to fulfill this request?

A. Predefined Field Values

B. Global Value Picklists

C. Dependent Picklists

D. Validation Rules

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

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

Choose 2 answers

A. Enable Creation of Recurring Tasks in Activity Settings

B. Add Create Recurring Series of Tasks field on page layouts

C. Turn on Task Notifications Service

D.Disable Shared Activities

19 of 65. At Cloud Kicks, sales reps use discounts on the opportunity record to help win sales on particular products. When an opportunity is won, they then have to manually apply the discount to the related opportunity products. The sales manager has asked if there is a way to automate this time-consuming task.

What should the administrator use to deliver this requirement?

A. Approval Process

B. Flow Builder

C. Formula Field

D. Prebuilt Macro

20 of 65. What should an administrator use as an identifier when importing and updating records from a separate financial system?

A. External ID

B. Auto-Number field

C.Rich Text field

D. Record ID

21 of 65. 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. Lightning Page

C. Component Filter

D. Home Page

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

Where should an administrator update the option in the picklist?

A. Pickdist value sets

B. Record type

C.Fields and relationships

D. Related lookup filters

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

What should an administrator do to accomplish this request?

A. Create a custom report and schedule the sales users to receive it each day as a reminder to update their opportunities.

B. Make a new Sales dashboard and add a component that shows all opportunities that meet the criteria,

C. Enable Sales Console and show users how to open a tab for each opportunity in the pipeline that meets the requirements,

D. Create a list view on the Opportunity object and recommend users switch the view to Kanban to edit by drag and drop.

24 of 65. Which two objects are customizable the Stage Setup Flow?

Choose 2 answers

Leads

Campaigns

Campaign Members

Opportunities

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

Which two automation tools should an administrator use to accomplish this request?

Choose 2 answers

A. Flow Builder

B. Approval Process

C. Process Builder

D. Workflow Rule

26 of 45. Executives at Cloud Kicks have reported that their dashboards are showing inaccurate data. The administrator f discovered that users have been changing the source reports.

Which two actions should the administrator take to preserve the integrity of the source reports?

Choose 2 answers

Change the dashboard to be a dynamic dashboard.

Move the dashboard reports to the view-only folder.

Create a new report folder with viewer access.

Move the dashboard to the user's private folder

27 of 65. An administrator has been asked to change the data type of an auto number to a text field.

What should the administrator be aware of before changing the field?

A. Existing field values will be converted.

B. Existing field values will be deleted.

C. Existing Auto Number field to Text is prevented.

D.Existing field values will remain unchanged.

28 of 65. The administrator at Ursa Major Solar needs to make sure that unassigned cases from VIP customers get transferred to the appropriate service representative within 5 hours. VIP customers have access to support 24 hours a day.

How should this be configured?

Case Queues

Assignment Rules

Business Hours

Escalation Rules

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

Which type of page should the administrator create?

A. Lightning page tab

B. Lightning page component

C. Lightning app page

D. Lightning record page

30 of 65. Northern Trail Outfitters has a custom quick action on Account that creates a new Case.How should an administrator make the quick action available on the Salesforce mobile app?

Include the action in the Salesforce Mobile Navigation menu.

Add the Salesforce Mobile and Lightning Experience action to the page layout.

Create a custom Lightning App with the action.

Modify compact Case page layout to include the action.

31 of 65. Cloud Kicks (CK) is partnering with a used shoe store and second-hand bicyde emporium. CK has an automate business process it wants to run once a week to count the number of open cases related to an account.

How should the administrator recommend automating this business process?

A. Create a workflow rule with an outbound message.

B. Set up a scheduled process in Process Builder.

C.Use a process to update the account when it is edited.

D. Configure a scheduled flow in Flow Builder.

32 of 65. At Universal Containers, there is a custom field on the Lead named Product Category. Management wants this information to be part of the Opportunity upon lead conversion.

What action should the administrator take to satisfy the request?

A.Configure the product categories picklist field on the product.

B. Map the lead custom field to the product's product category field.

C.Create a custom field on the Opportunity and map the two fields.

D. Create a workflow to update Opportunity fields based on the lead.

33 of 65. The support manager at Cloud Kicks wants to respond to customers as quickly as possible. They have requested that the response include the top five troubleshooting tips that could help solve the customer's issue.

What should the administrator suggest to meet these requirements?

A. Assignment Rules

B.Auto-Response Rules

C. Email Alerts

D.Knowledge Articles

34 of 65. What are three settings an administrator should configure to make it easy for approvers to respond to approval requests?

Choose 3 answers

A. Enable the organization's email approval response setting.

B.Create a flow to automatically approve all records.

C.Specify initial submission actions within the approval process.

D. Add the Items to Approve component to the approvers' home page.

E. Update the organization's Chatter settings to allow approvals.

Which two actions should an administrator perform with Case escalation rules?

Choose 2 answers

A. Re-assign the Case.

B. Change the Case Priority.

C. Re-open the Case.

D. Send email notifications.

36 of 65. Cloud Kicks wants its reports to show a Fiscal Year that starts on February 1 and has 12 months.

How should the administrator address this requirement?

A. Set the Fiscal Year to Custom and the duration to 4 quarters.

B. Set the Fiscal Year to Standard and the duration to 12 months.

C.Set the Fiscal Year to Custom and the starting month as February,

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

37 of 65.The marketing team at Ursa Major Solar wants to send a personalized email whenever a lead fills out the web-to lead form on their website. They want to send different messages based on the Lead Industry field value.

What should an administrator configure to meet this requirement?

A. Create an assignment rule to email the lead.

B. Use a validation rule to trigger workflow to email the lead.

C. Add a public group and Process Builder to email the lead.

D. Configure an auto-response rule to email the lead.

38 of 65. 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.Configure a custom lookup field for shoe designs on the Product object.

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

C. Use the standard object for designs.

D. Create a custom object for shoe designs.

39 of 65. Sales users at Universal Containers are reporting that it is taking a long time to edit opportunity records. Normally, the only field they are editing is the Stage field.

Which two options should the administrator recommend to help simplify the process?

Choose 2 answers

A. Create a simplified Opportunity page layout.

B. Configure an autolaunched flow for Opportunity editing.

C. Use a Kanban list view for Opportunity.

D.Add a Path for stage to the opportunity record page.

40 of 65. Northern Trail Outfitters wants to calculate how much revenue has been generated for each of its marketing campaigns.

How should an administrator deliver this information?

A.Create a roll-up summary field on Opportunity to Campaign.

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

C. Add a Total Value field on Campaign and use a workflow rule to update the value when an opportunity is won.

D. Perform periodic data jobs to update campaign records.

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

Which two tools should an administrator configure?

Choose 2 answers

Email Alert Action

Quick Action

Outbound Message

Approval Process

42 of 65. A team of support users at Cloud Kicks is helping inside sales reps make follow-up calls to prospects that filled out an interest form online. The team currently does not have access to the Lead object.

How should an administrator provide proper access?

A. Create a new profile

B.Set up Manual sharing

C. Configure permission sets

D.Assign a new role

43 of 65. Ursa Major Solar offers amazing experiences for all of its employees. The employee engagement committen wants to post updates while restricting other employees from posting.

What should the administrator create to meet this request?

A.Chatter Broadcast Group

B. Chatter Unlisted Group

C. Chatter Recommendations

D. Chatter Stream

44 of 65.Universal Containers wants to increase the security of their org by requiring stricter user passwords.

Which two of the following should an administrator configure?

Choose 2 answers

A.Prevent common words

B. Password different than username

C.Minimum password length

D.Password complexity requirement

45 of 65. 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?

Geofence

External lookup

Custom address

Geolocation

46 of 65. 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. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.

B. IP address restrictions are set on the profile or globally for the org.

C. Restrict U2F Security Keys on the user's profile to enforce login hours.

D. Assign single sign-on to a permission set to allow users to log in when outside the network.

47 of 65. Cloud Kicks has a custom object called Shipments. The company wants to see all the shipment items from an Account page. When an Account is deleted, the shipments should remain.

What type of relationship should the administrator make between Shipments and Accounts?

Shipments should have a master detail to Accounts.

Accounts should have a master detail to Shipments.

Accounts should have a lookup to Shipments.

Shipments should have a lookup to Account.

48 of 65. 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. Create a new role that prevents Delete permissions from rolling up to the users.

B. Edit the profile for the users to remove Delete access from the objects.

C. Create a new permission set that has Delete access deselected for the objects.

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

49 of 65. 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. The lookup field in all the records contains a value.

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

C.A junction object is required to support the lookup.

D. The lookup field is required for saving records.

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

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

Public Dashboards

Dashboard Filters

Dynamic Dashboards

Dashboard Subscriptions

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

How should an administrator configure this requirement?

A. Create a validation rule to display an error if stage is closed lost and Loss Reason is blank.

B. Select the required checkbox next to the Loss Reason field on the page layout.

C. Configure a workflow rule to display an error if Loss Reason is blank.

D.Check the required checkbox on the Loss Reason field in Object Manager.

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

Choose 2 answers

A. A new standard object can be created.

B.Custom and standard objects have standard fields.

C.Only standard objects support master-detail relationships.

D. Standard objects are included with Salesforce.

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

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

Choose 2 answers

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

B.Create a new queue and add Cases as an available object.

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

D. Add Cases to the existing queue as available object.

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

What should the administrator use to achieve this?

A. Compact Layout Editor

B. Page Layout Editor

C. Search Layout Editor

D.Related Lookup Filters

55 of 65. Universal Containers introduced a new product and wants to track all associated cases that get logged. They are looking for an automated solution that would give the product's two lead engineers read/write access to all new cases that reference the new product.

What should an administrator do to satisfy this requirement?

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

B. Create a user-based sharing rule and an ad-hoc case team.

C. Create an auto-response rule and a public group.

D. Create a queue and a criteria-based sharing rule..

56 of 65. Sales reps at Ursa Major Solar are having difficulty managing deals. The leadership team has asked the administrator to help sales reps prioritize and close more deals.

What should the administrator configure to help with these issues?

A. Einstein Opportunity Scoring

B. Einstein Lead Scoring

C. Einstein Activity Capture

D. Einstein Search Personalization

57 of 65. Northern Trail Outfitters (NTO) has deployed my domain. The Chief Marketing Officer wants to make sure that all of the Salesforce users log in using the branded login URL. There needs to be a grace period for the user's bookmarks to be updated.

How should the administrator configure the policies in my domain settings?

A. Set the login policy to require login from https://nto.my.salesforce.com

B. Set the Redirect policy to Do Not redirect.

C. Set the redirect policy to Redirect with a warning to the same page within the domain.

D. Set the login policy to prevent login from https://login.salesforce.com

58 of 65. Universal Containers has three separate lines of business. Each line has specific fields that must be displayed to users. However, the fields needed by the sales team are different than the fields needed by the service team.

How should the administrator configure this requirement?

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

B. Create six record types, each with 1 page layout.

C. Create one record type with six Page Layouts.

D. Create two record types, each with 3 page layouts.

59 of 65. The administrator for Cloud Kicks needs to give access to a new custom object with custom fields to more than one User.

Which two options should an administrator use to meet this requirement?

Choose 2 answers

A. Add to manual sharing list

B. Assign permission set group to Users

Edit organization-wide defaults

D. Create a permission set

60 of 65.An 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.

61 of 65. 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. Create a custom field on Opportunity.

B. Configure Forecasting support.

C. Define a new Stage picklist value.

D. Make the field editable on page layouts.

62 of 65. Ursa Major Solar is noticing a decrease in deals with a cross-sell opportunity type and want to share all cross-sell opportunities with a team of subject matter experts in their organization. The company has different roles, and the organization-wide default for Opportunity is set to Private.

How should the administrator accomplish this?

A. Add the subject matter experts to a public group and give them access to the records with a criteria-based sharing rule.

B. Enable territory management, assign the subject matter experts to the same territory, and give them access to the records with manual sharing.

C Change the organization-wide default for Opportunity from Private to Public Read/Write to open up access for the subject matter experts.

D. C…

63 of 65. An administrator at Cloud Kicks is building a flow that needs to search for records that meet certain conditions and store values from those records in variables for use later in the flow.

What flow element should the administrator add?

Update Records

Create Records

Assignment

Get Records

64 of 65. Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on Pacific Time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support.

How should an administrator solve for this issue?

A. Allow the reps to set business hours manually.

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

C.Adjust the current business hours to accommodate the Eastern Time Zone.

D. Set temporary business hours for each time zone.

65 of 65. The marketing director at Northern Trail Outfitters has requested that the Budget field is populated in order for the Lead Status field to be marked as qualified.

What tool should the administrator use to fulfill this request?

A.Validation Rule

B. Require Field

C. Lead Conversion

D. Workflow Rule

1 of 65.

An administrator has been asked to change the data type of an auto number to a text field.

What should the administrator be aware of before changing the field? AO Existing field values will be converted.

8. Existing field values will be deleted.

C.

Existing Auto Number field to Text is prevented.

D Existing field values will remain unchanged

[01:10, 19/03/2022] S:

2 of 65. DreamHouse Realty wants to offer a form on Its Experience Cloud-site where inspectors will submit findings from a property Inspection.Which feature should an administrator place on the page to fulfill this requirement?

Screen Flow

Autolaunched Flow

Related List

D. Record Detail

3 of 65. Northern Trail Outfitters has hired interns to enter Leads Into Salesforce and has requested a way to identify these new records from existing Leads.

What approach should an administrator take to meet this requirement?

A Set up Web-to-Lead for the interns' use.

B. Update the active Lead Assignment Rules.

C. Create a separate Lead Lightning App.

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

[01:21, 19/03/2022] S:

[01:21, 19/03/2022] S:

4 of 65. 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 field should an administrator create to accomplish this?

A. Custom Account field

B. Standard Account field

Cross-object formula field

D. Master-detail relationship field

[01:22, 19/03/2022] S: 5 of 65.

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

A. O Field History Tracking

B.

Security Health Check

C. Setup Audit Trail

D. Organization-Wide Defaults

[01:22, 19/03/2022] S:

6 of 65. Cloud Kicks has a customer success agent going on leave and needs to change ownership on multiple cases.

Which two users are able to fulfill this request?

Choose 2 answers

A. A user with Read permission on the account.

B.A user with the System Administrator profile.

C. A user with the Manage Cases permission.

D.A user with a manager role above the agent.

[01:23, 19/03/2022] S:

7 of 65. Universal Containers has a Contact Lightning record page with a component that shows LinkedIn data. The sales team would like to only show this component to sales users when they are on their mobile phones.Which two solutions should the administrator use to fulfill this requirement?

Choose 2 answers

A.Filter the component visibility with Form Factor = Phone.

B. Filter the component visibility with View = Mobile/Tablet.

C. Filter the component visibility with User > Profile > Name = Sales User.

D.Filter the component visibility with User > Role > Name = Sales User.

[01:24, 19/03/2022] S:

8 of 65. Cloud Kicks needs to be able to show different picklist values for sales and marketing users.

Which two options will meet this requirement?

Choose 2 answers

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

B. Two page layouts, one record type, two picklists

C. One record type, two profiles, one picklist

D.Two permission sets, one record type, one picklist

[01:24, 19/03/2022] S:

9 of 65. An administrator at DreamHouse Realty needs to create customized pages for the Salesforce mobile app. Which two types of pages could an administrator build and customize using the Lightning App Bullder?

Choose 2 answers

A. App page

B. User page

C. Dashboard page

D. Record page

[01:24, 19/03/2022] S:

10 of 65. 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. Set the picklist field to be required on the Lead object.

B. Create a custom picklist field on Contact.

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

D.Update the picklist value with a validation rule.

[01:25, 19/03/2022]

S: 11 of 65. An administrator at Universal Containers needs an automated way to delete records based on fleld values.

What automated solution should the administrator use?

A. Workflow

B.Automation Studio

C. Process Builder

D. Flow Builder

[01:25, 19/03/2022]

S: 12 of 65. Users at Cloud Kicks want to be able to create a task that will repeat every two weeks.

What should an administrator do to meet this requirement?

A. Turn on Recurring Activities

B. Enable Creation of Recurring Tasks

C.Flow to create recurring tasks

D. Workflow rule to create recurring tasks

[01:26, 19/03/2022] S:

13 of 65. Universal Containers wants to prevent its service team from accessing deal records. While service users are unable to access deal list views, they are able to find deal records via a search.What option should the administrator adjust to fully restrict access?

A.Permissions and tab visibility

B. App permissions and search terms

C. Page layouts and field-level security

D. Record settings and search Index

[01:26, 19/03/2022] S: 14 of 65. The VP of sales at DreamHouse Realty has requested a dashboard to visualize enterprise sales across the different teams. The key piece of data is the total of all sales for the year and the progress to the enterprise sales goal.What dashboard component will effectively show this number and the proximity to the total goal as a single value?

A. Gauge

B. Table

Stacked Bar

D. Donut

[01:26, 19/03/2022] S:

15 of 65. 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

Data Loader

Mass Delete Records

Weekly Data Export

Data Import Wizard

[01:27, 19/03/2022]

S: 16 of 65. Cloud Kicks wants to give credit to Opportunity team members based on the level of effort contributed person toward each deal.

What feature should the administrator use to meet this requirement?

A. Splits

B. List Views

C. Stages

D. Queues

[01:27, 19/03/2022] S: 17 of 65. Northern Trail Outfitters (NTO) has deployed my domain. The Chief Marketing Officer wants to make sure that ef of the Salesforce users log in using the branded login URL. There needs to be a grace period for the user's bookmarks to be updated.

How should the administrator configure the policies in my domain settings?

A. Set the login policy to require login from https://nto.my.salesforce.com

B. Set the redirect policy to Redirect with a warning to the same page within the domain.

C. Set the Redirect policy to Do Not redirect.

D. Set the login policy to prevent login from https://login.salesforce.com

[01:28, 19/03/2022] S:

18 of 65. An administrator at DreamHouse Realty wants an easier way to assign cases based set. agent capacity and skill.Which feature should the administrator enable to meet this requirement?

A.Omni-Channel

B. Escalation Rules

C. Knowledge Management

D. Territory Management

[01:28, 19/03/2022] S:

19 of 65. Cloud Kicks has the organization-wide defaults for Opportunity set to Private.Which two features should the administrator use to open up access to opportunity records for sales users working on collaborative deals?

Choose 2 answers

A. Sharing set

B.Role hierarchy

C. Sharing rules

D. Profiles

[01:28, 19/03/2022] S: 20 of 65. Users have noticed that when they click on a report in a dashboard to view the report details, the values in the report are different from the values displayed on the dashboard.

What are the two reasons this is likely to occur?

Choose 2 answers

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

B.The report needs to be refreshed.

c.The dashboard needs to be refreshed.

D.The current user does not have access to the report folder.

[01:29, 19/03/2022] S:

21 of 65. An administrator at Northern Trall Outfitters is creating a validation rule.

Which two functions should the administrator use when creating a validation rule?

Choose 2 answers

A.Formula return type

B.Error condition formula

C. Error message location

D.Rule active date

[01:29, 19/03/2022] S:

22 of 65. Northern Trail Outfitters wants to track ROI for contacts that are key stakeholders for opportunities. The VP of sales requested that this information be accessible on the opportunity and available for reporting.Which two options should the administrator configure to meet these requirements?

Choose 2 answers

A. Customize Opportunity Contact Role.

B. Customize Campaign Member Role.

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

D Add the Opportunity Contact Role related list to the Opportunity page layout.

E. Customize Campaign Role.

[01:29, 19/03/2022] S: 23 of 65. An administrator is planning to use Data Loader to mass import new records to a custom object from a new API.

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

A. Add a permission set that allows them to import data.

B. Append their security token at the end of their password to login.

C. Use the Data Import Tool to mass Import custom object records.

D.Reset their password and their security token.

[01:30, 19/03/2022] S:

24 of 65. The service manager at Ursa Major Solar wants to let customers know that they have received their cases sis email and their website. Medium-priority and high-priority cases should receive different email notifications them low-priority cases. The administrator has created three emall templates for this purpose.How should an administrator configure this requirement?

A. Configure one workflow rule that fires when cases are created. Add a filter for case priority. Select the appropriate email template for the rule.

B. Include three assignment rules that fire when cases are created. Add a filter for case priority. Select the appropriate email template for each rule.

C. Add three auto-response rules. Configure one rule entry criteria for each rule …

D.create one auto response rule….

[01:31, 19/03/2022] S:

25 of 65. An administrator gets a request from Human Resources to remove a user's access to Salesforce Immediately. The user is part of a hierarchy field called Direct Manager.What should the administrator do to fulfill the request?

A. Remove the user from the allowlist on the restricted usér email domain on the user's email field.

B. Restrict the user's profile to read-only while removing them from being referenced in the Direct Manager field.

C. Freeze the user to prevent them from logging in while removing them from being referenced in the Direct Manager field.

D. Deactivate the user and delete any records where they are referenced in the Direct Manager field.

[01:31, 19/03/2022]

S: 26 of 65. Universal Container's administrator has been asked to create a many-to-many relationship between two misting custom objects.Which two steps should the administrator take when enabling the many-to-many relationship?

Choose 2 answers

A. Create URL fields on a custom object.

B. Create two lookup relationships on the new object.

C. Create a function with a custom object.

D. Create two master-detall relationships on the new object.

[01:32, 19/03/2022]

S: 27 of 65. A user at Cloud Kicks is having issues logging in to Salesforce. The user asks the administrator to reset thai password.Which two options should the administrator consider when resetting the user's password?

Choose 2 answers

A. Resetting the password will change the user's password policy.

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

c.After resetting a password, the user may be required to activate their device to successfully log in to Salesforce.

D. Single sign-on users can reset their own passwords using the forgot password link.

[01:33, 19/03/2022]

S: 28 of 65. When users log in to Salesforce via the user Interface, which two settings does the system chad for authentication?

Choose 2 answers

A.The role IP address restrictions

B. The user's Two-Factor Authentication for User Interface Logins permission

C. The user's Two-Factor Authentication for API Logins permission

D. The user's profile login hours restrictions

[01:33, 19/03/2022]

S: 29 of 65. The VP of sales at Cloud Kicks is receiving an error message that prevents them from saving an opportunity. The administrator attempted the same edit without receiving an error.

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

A. View the setup audit trail.

B. Edit the page layout.

C. Log in as the user.

D. Review the sharing model.

[01:34, 19/03/2022] S:

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

A. Object Permissions

B. App Permissions

C. Org-wide Defaults

D. Tab Settings

[01:34, 19/03/2022]

S: 31 of 65. DreamHouse Realty (DHR) wants a templated process with a mortgage calculator that generates leads for loans, DHR needs to complete the project within 30 days and has maxed out its budget for the year.Which AppExchange Item should help the administrator meet the request?

A. Lightning Community

B. Flow Solutions

Bolt Solutions

D. Lightning Data

[01:35, 19/03/2022] S: 32 of 65. Cloud Kicks wants a report to categorize accounts Into small, medium, and large based on the dollar value found in the Contract Value field.

What feature should an administrator use to meet this request?

A. Filter Logic

B. Group Rows

C. Bucket Column.

D. Detail Column

[01:35, 19/03/2022] S: 33 of 65. The administrator at Cloud Kicks has been asked to change the company's Shoe Style field to prevent users from selecting more than one style on a record.Which two steps should an administrator do to accomplish this?

Choose 2 answers

A.Reactivate the appropriate Shoe Style values after the field type changes.

B. Back-up the Shoe Style values in existing records.

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

D. Select the "Choose only one value" checkbox on the picklist field.

[01:35, 19/03/2022]

S: 34 of 65. An administrator needs to create a one-to-many relationship between two objects with limited access to childrecords.What type of field should the administrator use?

A. Roll-up summary

B. Lookup field

C. Cross object formula

DMaster-detail field

[01:36, 19/03/2022]

S: 35 of 65. Northern Trail Outfitters wants to know the average stage duration for all closed opportunities.How should an administrator support this request?

A. Add formula fields to track Stages on each Opportunity.

8. Refresh weekly reporting shapshots for Closed Opportunities.

C. Run the Opportunity Stage Duration report.

D. Use Process Builder to capture the daily average on each Opportunity.

[01:36, 19/03/2022]

S: 36 of 65.

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. Contact, Lead, and Persor Account

B. Case and Opportunity

C. Account and User

D. Individual, User, and Account

[01:36, 19/03/2022]

S: 37 of 65. An administrator at Cloud Kicks has a flow in production that is supposed to create new records. However, no new records are being created.What could the issue be?

A. The flow is read only.

B. The flow trigger is missing.

C. The flow is Inactive.

D. The flow url is deactivated.

[01:37, 19/03/2022]

S: 38 of 65. The events manager at DreamHouse Realty has a hot lead from a successful open house that needs to become a Contact with an associated Opportunity.How should this be accomplished from the Campaign keeping the associated Campaign Member history?

A. Convert the lead from the Campaign Member Detall page.

B. Clone the lead and convert the cloned record to a Contact. Add a Contact from the Campaign Member Detall page.

D. Delete the lead and create a new Contact and Opportunity.

[01:37, 19/03/2022]

S: 39 of 65. An administrator wants to create a form in Salesforce for users to fill out when they lose a client.Which automation tool supports creating a wizard to accomplish this goal?

A. Approval Process

B. Outbound Message

Process Builder

D. Flow Builder

[01:37, 19/03/2022]

S: 40 of 65. The Human Resources department at Northern Trail Outfitters wants employees to provide feedback Ther managers using a custom object in Salesforce. It is important that managers are unable to see the feedbook records from their staff.How should an administrator configure the custom object to meet this requirement?

A. Configure an owner-based sharing rule.

B. Define a criteria-based sharing rule.

C. Uncheck Grant Access Using Hierarchies.

D. Set the Default External Access to Private.

[01:37, 19/03/2022]

S: 41 of 65. Universal Containers requires that when an opportunity is closed won, all other open opportunities on the same account must be marked as closed lost.Which automation solution should an administrator use to Implement this request?

A. Quick Action

B. Flow Builder

C. Outbound Message

D. Workflow Rule

[01:38, 19/03/2022]

S: 42 of 65. The Sales manager at DreamHouse Realty wants the sales users to have a quick way to view and edit the Opportunities in their pipeline expected to close in the next 90 days.What should an administrator do to accomplish this request?

A. Create a list view on the Opportunity object and recommend users switch the view to Kanban to edit by drag and drop.

B.Enable Sales Console and show users how to open a tab for each opportunity in the pipeline that

meets the requirements.

C. Create a custom report and schedule the sales users to receive it each day as a reminder to update their opportunities.

Make a new Sales dashboard and add a component that shows all opportunities that meet the criteria.

[01:38, 19/03/2022] S: 43 of 65.Northern Trail Outfitters has a custom quick action on Account that creates a new Case.How should an administrator make the quick action available on the Salesforce mobile app?

A. Include the action in the Salesforce Mobile Navigation menu.

B.Create a custom Lightning App with the action.

C. Modify compact Case page layout to include the action.

D. Add the Salesforce Mobile and Lightning Experience action to page layout.

[01:38, 19/03/2022]

S: 44 of 65. Cloud Kicks needs to change the owner of a case when it has been open for more than 7 days.

How should the administrator complete this requirement?

A. Escalation Rules

B.

C.

D.

Validation Rules

Assignment Rules

Auto-Response Rules

[01:39, 19/03/2022]

S: 45 of 65. An administrator supporting a global team of Salesforce users has been asked to configure company settings.

Which two options should the administrator configure?

Choose 2 answers

A. Currency Locale

B. Password Policy

C. Login Hours

D. Default Language

[01:39, 19/03/2022]

S: 46 of 65. The administrator for AW Computing is working with a user who is having trouble logging in to Salesforce.

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

A. Review the login history for the user.

B. Check the attempted logins by running the setup audit trail.

C. Pull the password history to ensure the password policy was followed.

D. Reset the security token for the profile.

[01:40, 19/03/2022]

S: 47 of 65. Universal Containers is trying to improve the user experience when searching for the right status on a case. The company currently has one support process that is used for all record types on cases. The support process has 10 status values. Service reps say they never need more than five depending on what kind of case they are working on.How should the administrator improve on the current implementation?

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

B. Reduce the number of case status values to five.

C. Edit the status choices directly on the record type.

D. Create a Screen Flow that shows only the correct values for status and surface the flow in the utility bar of the console.

[01:40, 19/03/2022]

S: 48 of 65. A sales rep at Ursa Major Solar har launched a series of networking events. They are hosting one event par 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. Use Campaign Hierarchy where the monthly events roll up to a parent Campaign.

C. Create individual Campaigns that all have the same name.

D. Configure Campaign Member Statuses to record which event Members attended.

[01:41, 19/03/2022]

S: 49 of 65. Ursa Major Solar uses Opportunity to track sales of solar energy products. The company has two separate sales teams that focus on different energy markets. The services team also wants to use Opportunity to track installation. All three teams will need to use different fields and stages.

How should the administrator configure this requirement?

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

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

C. Create three sales processes. Create three record types and three page layouts.

D. Create three sales processes. Create three record types and one page layout.

[01:41, 19/03/2022]

S: 50 of 65. The sales team at Ursa Major Solar has asked the administrator to automate an outbound message.What should the administrator utilize to satisfy the request?

A.Task Assignment

B. Flow Bullder

C. Workflow Rule

D. Process Bullder

[01:41, 19/03/2022]

S: 51 of 65. Sales reps miss key fields when filling out an opportunity record through the sales process. Reps and its mus forward in stages but are unable to enter a previous stage.Which three options should the administrator use to address this need?

Choose 3 answers

A. Mark fields required on the page layout.

B. Configure Opportunity Path.

c.Enable guided selling.

D. Use Flow to mark fields required.

E. Use validation rules.

[01:41, 19/03/2022] S:

52 of 65. Once an opportunity reaches the negotiation stage at Cloud Kicks, the Amount field becomes required for sales users. Sales managers need to be able to move opportunities into this stage without knowing the amount.

How should the administrator require this field during the negotiation stage for sales users but allow their managers to make changes?

A. Create a formula field to fill in the field for managers.

B. Make the field required for all users.

C. Configure a validation rule to meet the criteria.

D. Assign the Administrator profile to the managers.

[01:42, 19/03/2022]

S: 53 of 65. The support manager at Cloud Kicks wants to respond to customers as quickly as possible. They have requested that the response include the top five troubleshooting tips that could help solve the customer's issue.

What should the administrator suggest to meet these requirements?

A. Auto-Response Rules

B. Assignment Rules

C. Email Alerts

D. Knowledge Articles

[01:42, 19/03/2022] S: 54 of 65. An analytics user at Cloud Kicks needs Read, Create, and Edit access for objects and should be restricted from deleting any records.What should the administrator do to meet this requirement?

A. Assign the standard System Administrator profile to the analytics user.

B. Create and assign a permission set that includes Read, Create, and Edit access.

C. Give the user View All access and assign them to the highest role in the role hierarchy.

D. Create and assign a custom profile with Delete access removed for each object.

[01:42, 19/03/2022]

S: 55 of 65. Cloud Kicks intends to protect data with backups by using the data export service.

Which two considerations should the administrator remember when scheduling the export?

Choose 2 answers

A.Metadata backups are limited to sandbox refresh intervals.

B.Data export service should be run from a sandbox.

C. Metadata backups must be run via a separate process.

D. Data backups are limited to weekly or monthly intervals.

[01:42, 19/03/2022]

S: 56 of 65. Northern Trail Outfitters has asked an administrator to ensure that when a contact with a title of CEO is created, the contact's account record gets updated with the CEO's name.

Which feature should an administrator use to implement this request?

A. Process Builder

B. Validation Rule

C. Quick Action

D. Workflow Rule

[01:43, 19/03/2022]

S: 57 of 65. Ursa Major Solar has service level agreements (SLA) that are routed to support queues. Cases that meet the 24 hour SLA need to be automatically re-assigned to the next tier queue.

Which feature should be used to fulfill this requirement?

A. Case assignment rule

B. Einstein Case Routing

C. Auto-response rule

D. Case escalation rule

[01:43, 19/03/2022]

S: 58 of 65. DreamHouse Realty needs to use consistent picklist values in the Category field on Accounts and Caser, with values respective to record types.Which two features should the administrator use to fulfill this requirement?

Choose 2 answers

A.Global picklist

B. Multi-select picklist

C. Custom picklist

D. Dependent picklist

[01:44, 19/03/2022]

S: 59 of 65. Ursa Solar Major is evaluating Salesforce for its service team and would like to know what objects were avec out of the box.Which three of the standard objects are available to an administrator considering a support use case?

Choose 3 answers

A.Account

B.Case

C.Request

D.Contract

E.Ticket

[01:44, 19/03/2022]

S: 60 of 65. 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.Chatter Post

B. Email Alert

c.Autolaunched Flow

D.Field Update

[01:45, 19/03/2022]

S: 61 of 65. 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. Flow Builder

B. Validation Rule

C. Approval Process

D. Formula Field

[01:45, 19/03/2022] S: 62 of 65. Cloud Kicks wants to update a screen flow so that if the checkbox field High Value Customer is set to true, the first screen is skipped and the user is directed to the second screen.

How should the administrator configure the decision element?

A. Use the equals operator and "High Value Customer" as the value.

B. Use the equals operator and (ISGlobalConstant. True) as the value.

C. Use the contains operator and "High Value Customer" as the value.

D. Use the contains operator and (ISGlobalConstant. False) as the value.

[01:45, 19/03/2022]

S: 63 of 65. An administrator at Universal Containers needs a simple way to trigger an alert to the director of sales when opportunities reach an amount of $500,000.

What should the administrator configure to meet this requirement?

A. Opportunity warnings in Kanban View

B. Set up Big Deal Alerts for the amount.

C. Key Deals component on the homepage

D. Enable Opportunity Update Reminders.

[01:45, 19/03/2022]

S: 64 of 65. Ursa Major Solar offers amazing experiences for all of its employees. The employee engagement committee wants to post updates while restricting other employees from posting.

What should the administrator create to meet this request?

A. Chatter Recommendations

B. Chatter Broadcast Group

C. Chatter Unlisted Group

D. Chatter Stream

[01:46, 19/03/2022]

S: 65 of 65. Cloud Kicks wants users to only be able to choose Opportunity stage closed won if the Lead source has bom selected.How should the administrator accomplish this goal?

A. Change the Opportunity stage field to read only on the page layout.

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

C.Make Lead source a dependent picklist to the Opportunity stage field.

D. Modify the Opportunity stage a dependent picklist to the Lead source field.