Salesforce Certified Administrator (WI21)

Time Remaining : 01:30:04

24. Ursa Major Solar is a Canadian company that has the following set up in Salesforce:
   - They have activated Web-to-Case on their corporate website.
   - Auto-Response is configured so that customers are thanked for logging the case and activated Assignment Rules based on the province (CANADA) in which the customer resides.
   - Case ownership is therefore determined and routed to the corresponding queue - North, South, East, or West.

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

Which solution will satisfy this requirement?

A ○ In Case Support Settings, change Default Case Owner to Queue - World.

B ○ Using a Workflow Rule, change the owner of new Cases outside CANADA to Queue - World.

C ○ In an Active Case Flow, change the name of the Queue to World.

D ○ Using a Trigger, change the owner of Cases outside CANADA to Queue - World.

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< Back   Next >   Review All   Submit Exam

Salesforce Certified Administrator (WI21)

Time Remaining : 01:30:33

23. Ursa Major Solar is looking into backup methods.

Which set of small and large data backup methods are available in native Salesforce?

A ⦿ Data Loader Exports, Report Exports, and Weekly Data Export Service

B ○ Data Loader Exports, Mass Exports, and Weekly Data Export Service

C ○ Report Exports, Dashboard Exports, and Weekly Data Export Service

D ○ Mass Export Wizard, Weekly Data Export Service, and Data Loader Exports

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< Back   Next >   Review All   Submit Exam

Salesforce Certified Administrator (WI21)

Time Remaining : 01:33:12

19. At Universal Containers, a user's department determines which fields the user can see and edit on opportunities. For example, users on the sales team can edit all fields on the opportunity, while users on the support team have read-only access to these fields.

In which location is field-level security controlled for users on these teams?

A   ⦿ Profile

B   ◯ Role

C   ◯ Public groups

D   ◯ Sharing rules

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< Back   Next >   Review All   Submit Exam

Salesforce Certified Administrator (WI21)

Time Remaining : 01:32:15

21.
In which two locations can a system administrator assign a page layout?

Choose 2 answers

- A ☑ Profile
- B ☐ App
- C ☐ Role
- D ☑ Record Type

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< Back   Next >   Review All   Submit Exam

Salesforce Certified Administrator (WI21)

Time Remaining : 01:31:29

22. The administrator at Ursa Major Solar wants to configure automation that should run when an Account's rating changes along with the following actions:

- Check if the rating changed from Hot to Cold
  - If yes, create a Case
  - If yes, send an Email
- Check if the rating changed from Cold to Hot
  - If yes, delete a related Task record

Which two automation solutions would be able to accomplish these tasks?

Choose 2 answers

A ☑ One Process Builder that calls one Flow

B ☐ One Flow that calls One Process Builder

C ☑ One Flow

D ☐ One Process Builder

☐ Mark this item for later review.

Salesforce Certified Administrator (WI21)

Time Remaining : 01:32:32

20. A senior realtor at Ursa Major Solar has received a long list of new residential homes to sell to for the spring. Management needs the spreadsheet of the new residential homes and a separate spreadsheet of pricebooks loaded into Salesforce.

Which Salesforce data tool will meet this request?

A ⬤ Data Loader

B ◯ Data Import Wizard

C ◯ Mass Create Records

D ◯ Mass Transfer Records

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< Back   Next >   Review All   Submit Exam

Salesforce Certified Administrator (WI21)

Time Remaining : 01:33:44

18. 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 answers

A ☐ Put the account related list on the survey page layout.

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

C ◉ Create a lookup relationship field on the survey object.

D ☐ Create a lookup relationship field on the account object.

☐ Mark this item for later review.

< Back   Next >   Review All   Submit Exam

Salesforce Certified Administrator (WI21)

Time Remaining : 01:34:08

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

A ● They are assigned to the deactivated user until reassigned.

B ○ They are automatically deleted.

C ○ They are automatically assigned to another user.

D ○ They are automatically assigned to the administrator.

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< Back   Next >   Review All   Submit Exam

Salesforce Certified Administrator (WI21)

Time Remaining : 01:34:30

16. The managers at Ursa Major Solar asked the administrator to quickly provide access to sales reports and dashboards.

How can this be done?

A ◯ Log a case to Salesforce Support.

B ◯ Search the AppExchange for free adoption report apps.

C ◯ Use the Salesforce Auto-Report Builder.

D ◯ Build reports and dashboards.

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< Back   Next >   Review All   Submit Exam

Salesforce Certified Administrator (WI21)

Time Remaining : 01:36:19

15. 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 answers

A ☐ Have the owners of the records been frozen?

B ☐ Do owners of all records have Roles and correct Territory Assignments?

C ☐ Do the records the sales managers expect to see match the filter criteria?

D ☐ Are records currently being shared with the sales manager?

E ☐ Did the sales manager start from a copy or clone of an existing report?

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< Back   Next >   Review All   Submit Exam

Salesforce Certified Administrator (WI21)

Time Remaining : 01:37:21

14. Universal Containers has a public read only sharing model on accounts. A new sales team has been created that will be dealing with high-security customers. The administrator has been asked to hide these accounts from anyone NOT on this team.

Which two steps must be taken to hide these accounts without impacting access to the rest of the Sales team?

Choose 2 answers

A ☐ Create ownership-based sharing rules.

B ☐ Create a new account record type to separate both teams.

C ☐ Change the new team role to be outside the company hierarchy.

D ☐ Change organization-wide default on accounts to private.

☐ Mark this item for later review.

< Back   Next >   Review All   Submit Exam

13. In which two ways can users access Salesforce from their mobile devices?

Choose 2 answers

A ☐ Use the Lightning Experience in web browser.

B ☐ Install Salesforce Connect for mobile.

C ☐ Use the downloadable Salesforce mobile application

D ☐ Install the Salesforce mobile configuration.

☐ Mark this item for later review.

< Back   Next >   Review All   Submit Exam

Salesforce Certified Administrator (WI21)

Time Remaining : 01:38:47

12. At Cloud Kicks, new public articles must be approved before publishing. Users are asked to click the submit for approval button to begin the process but sometimes the user forgets.

How should an administrator automate submission so all new public articles will enter the approval process?

A ◯ Default the Submit for Approval button

B ◯ Update Initial Actions

C ◯ Use Process Builder

D ◯ Create a new record type and page layout

☐ Mark this item for later review.

< Back   Next >   Review All   Submit Exam

Salesforce Certified Administrator (WI21)

Time Remaining : 01:39:39

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

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

Choose 2 answers

A ☐ Custom lead fields can be mapped to custom object fields.

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

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

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

☐ Mark this item for later review.

Salesforce Certified Administrator (WI21)

Time Remaining : 01:40:24

10.
A customer created a case using web to case. They contacted phone support to get an update on the case two days later. The support agent cannot find the case although the customer is positive that it was created and logged.

What should the administrator reference to troubleshoot this issue?

A ○ Validation rules

B ○ Contact email address

C ○ Setup Audit Trail

D ○ Assignment rules

☐ Mark this item for later review.

< Back   Next >   Review All   Submit Exam
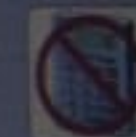
Salesforce Certified Administrator (WI21)

Time Remaining : 01:40:54

9.

What does campaign influence allow a user to do?

A ○ Adjust the percentage of influence each campaign has on an opportunity.

B ○ Summarize campaign member statistics on a campaign.

C ○ View the entire campaign hierarchy.

D ○ Report on the campaigns that have contributed to an opportunity.

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< Back   Next >   Review All   Submit Exam

Salesforce Certified Administrator (WI21)

Time Remaining : 01:44:26

2. An administrator at Ursa Major Solar wants to allow a sales user to relate an opportunity to a campaign.

What are two ways to accomplish this goal?

Choose 2 answers

- A ☑ Choose the primary campaign source for the opportunity.
- B ☐ Use the campaign hierarchy related list on the opportunity.
- C ☐ Select the campaign record type when creating the opportunity.
- D ☑ Utilize the campaign influence related list on the opportunity.

☐ Mark this item for later review.

< Back   Next >   Review All   Submit Exam

Salesforce Certified Administrator (WI21)

Time Remaining : 01:44:00

3.

Universal Containers wants to set up a customer service community where existing and potential customers can view public discussions, collaborate with other members, and search for solutions posted by other members without logging into the community.

How should an administrator allow access to the community?

A ● Use the community's guest user profile

B ○ Use LinkedIn or Facebook as authentication providers

C ○ Create a custom community profile

D ○ Set up self-registration for the community

☐ Mark this item for later review.

< Back   Next >   Review All   Submit Exam

Salesforce Certified Administrator (WI21)

Time Remaining : 01:43:27

4. Ursa Major Solar uses Validation Rule Fields. What are two of these fields?

Choose 2 answers

A ☐ Owner

B ☐ Error Message

C ◉ Error Condition Formula

D ☐ Active Date

☐ Mark this item for later review.

< Back   Next >   Review All   Submit Exam

Salesforce Certified Administrator (WI21)

Time Remaining : 01:41:31

8. Ursa Major Solar is setting up case assignment rules.

What are two places where the cases can be assigned?

Choose 2 answers

A ☐ Profile

B ☐ User

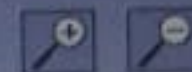C ☐ Contact

D ◉ Queue

☐ Mark this item for later review.

< Back   Next >   Review All   Submit Exa

salesforce   partner

Salesforce Certified Administrator (WI21)

Time Remaining : 01:42:57

5. At Ursa Major Solar, an administrator has set up a new user. The user needs to activate the account before the email link expires by default.

How long does the user have before the link expires?

A ○ 14 days

B ○ 10 days

C ○ 6 days

D ● 7 days

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< Back   Next >   Review All   Submit Exam

Test Aids

Single Book

Multiple Books

Calculator

Pencil & Paper

Written Materials

Salesforce Certified Administrator (WI21)

Time Remaining : 01:41:54

7. The administrator at Cloud Kicks has been asked to ensure that all Cases submitted by customers are resolved within 30 minutes. Any case that is not resolved within that timeframe should be assigned to the 'High Priority' queue.

How should the administrator meet this requirement?

A   ○   Configure Case escalation rules.

B   ○   Enable Case assignment rules.

C   ○   Define Case auto-response rules.

D   ○   Create a Case workflow rule.

☐ Mark this item for later review.

< Back   Next >   Review All   Submit Exam

Salesforce Certified Administrator (WI21)

Time Remaining : 01:42:24

6.
Which setting on a profile makes a tab NOT accessible in the All App Launcher or visible in any app, but still allows a user to view records that would normally be found under this tab?

A. ⬤ Tab Settings

B. ◯ Org-wide Defaults

C. ◯ App Permissions

D. ◯ Object Permissions

☐ Mark this item for later review.

< Back   Next >   Review All   Submit Exam

Salesforce Certified Administrator (WI21)

Time Remaining : 01:44:41

1. Ursa Major Solar has selected report folders that are shared with a small group of users who are on Lightning Experience. The administrator needs to prevent these users from customizing the information in the reports.

What should the administrator do to achieve this goal?

A. ○ Utilize Custom Report Types.

B. ○ Run the report as a specified user.

C. ● Lock report filters.

D. ○ Change Field Level Security.

☐ Mark this item for later review.

Next >   Review All   Submit Exam