

Salesforce Certified Administrator (WI21)**Time Remaining : 01:27:29**

29. A user has create and customize dashboards permissions.

Which additional permission will this user need to rename a dashboard another user has saved to the department's publicly shared dashboards and reports folder?

- A ☐ Create and customize reports
- B ☐ Manage custom report types
- C ☒ Manage dashboards in public folders
- D ☐ Create report folders

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Salesforce Certified Administrator (WI21)**Time Remaining : 01:26:24**

31. Which feature should Ursa Major Solar use if they want their support agents who are skilled in a particular product line to own cases directly after customers log them from an automated channel?

- A ☒ Assignment rules
- B ☐ Case escalation rules
- C ☐ Workflow field update
- D ☐ Case team routing

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Salesforce Certified Administrator (WI21)**Time Remaining : 01:26:02****32. Ursa Major Solar (UMS) wants to assign a Lightning for Outlook layout.****Which two options can UMS assign this layout to?**

Choose 2 answers

- A ☐ Role
- B ☐ Team
- C ☒ User
- D ☐ Profile

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:22:44

32. Ursa Major Solar (UMS) wants to assign a Lightning for Outlook layout.

Which two options can UMS assign this layout to?

Choose 2 answers

- A ☐ Role
- B ☐ Team
- C ☐ User
- D ☐ Profile

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:20:46

36. Ursa Major Solar users want to utilize Salesforce Knowledge.

Which statement accurately describes Knowledge?

- A ☐ A knowledge base that uses Machine Learning to generate an article to solve customer support issues
- B ☐ An automated tool that closes Cases based on historical information
- C ☐ An automated Machine Learning tool that converts Leads to Opportunities given a predefined set of conditions
- D ☒ A knowledge base comprised of articles that can be written and utilized by support agents

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:20:29

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

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

What should the administrator do to meet this goal?

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

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Salesforce Certified Administrator (WI21)**Time Remaining : 01:27:53****28. Ursa Major (UM) is using an approval process.****Which two statements are correct about this scenario?**

Choose 2 answers

- A ☒ To track the process, UM can use the approval history related list.
- B ☐ A delegated approver can reassign approval requests.
- C ☒ An approval action defines the result of record approval or rejection.
- D ☐ UM can use an assignment rule to define the approver for each step in the process.

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partner

Salesforce Certified Administrator (WI21)

Time Remaining : 01:19:23

40. Universal Containers (UC) puts a priority on the confidentiality of their customers. UC wants to limit users who have access to an Account record to be allowed to see Contacts related to the Account.

Which Contact sharing setting should an Administrator configure to meet this request?

- A ☒ Controlled by Parent
- B ☐ Public Read/Write
- C ☐ Public Read Only
- D ☐ Private

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Test Aids



Single Book



Multiple Book



Calculator



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Written Materials

Salesforce Certified Administrator (WI21)

Time Remaining : 01:19:43

39. Which two objects can an administrator customize the Stage Setup Flow?

Choose 2 answers

- A ☒ Opportunities
- B ☐ Campaign Members
- C ☐ Campaigns
- D ☐ Leads

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:19:05

41. Ursa Major Solar wants to have an Opportunity dashboard that will show only the Opportunities owned by the viewer of the dashboard.

What are two settings the administrator can use to satisfy this request?

Choose 2 answers

- A ☒ Set the Opportunity OWD to Private
- B ☐ Set the Opportunity OWD to Public Read Only
- C ☒ Set View Dashboard As to The Dashboard Viewer
- D ☐ Set View Dashboard As to Me

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:18:32

42. When a new support case is submitted, Universal Containers wants to provide the Case Owner, Account Owner, and the customer with a confirmation of the case number.

How should an administrator automate this request?

- A ☐ Create an escalation rule
- B ☐ Configure a workflow rule
- C ☐ Activate an assignment rule
- D ☐ Define an auto-response rule

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:18:02

43. Universal Containers wants to provide reseller partners with discounted prices on the products they purchase.

How should an administrator configure this requirement?

- A ☐ Use a different Opportunity record type.
- B ☐ Add a Partner_Discount__c field to the Opportunity.
- C ☐ Create separate reseller partner products.
- D ☒ Create a separate PriceBook for reseller partners.

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:17:16

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

Which tool should the administrator use?

- A ☐ Process Builder
- B ☒ Lightning Flow
- C ☐ Workflow Rule
- D ☐ Approval Process

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:16:24

45. 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

- A ☒ Password complexity requirements
- B ☒ Number of days until expiration
- C ☒ Maximum invalid login attempts
- D ☐ Prohibited password values
- E ☐ Require use of Password Manager App

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:15:11

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

What feature should an Administrator recommend?

- A ☒ Subscribe
- B ☐ Validation rule
- C ☐ Email alert
- D ☐ Approval process

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:14:24

47.

Universal Containers successfully deployed a partner community last quarter and is now experiencing performance issues.

Which two strategies should a system administrator use to improve community performance?

Choose 2 answers

- A ☒ Grant super user access to appropriate external users
- B ☐ Use sharing sets
- C ☒ Delete the Executive and Manager roles
- D ☐ Create a new custom partner profile

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:12:52

50. At Ursa Major Solar, Sales representatives use a custom report type for Account reports. New fields have been created on the Account Object. An administrator needs to report on the newly created fields.

What should the administrator do to achieve this goal?

- A ☒ From the Custom Report Type, Edit Layout, then add the new fields to the report.
- B ☐ Create a new account report and add the new fields from the Report Builder.
- C ☐ From the Custom Report Type, Edit Object Relationships, then add the new fields to the report.
- D ☐ Create a new account report folder, go to share, and then add the new fields.

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:11:00

53. A new custom object called Parts has been created for Ursa Major Solar.

Where should an administrator adjust how the object appears when it is found in the global search?

- A ☐ Global search, parts, and global search Layouts
- B ☐ Object manager, parts, and page layouts
- C ☐ Global search, parts, and search layouts
- D ☒ Object manager, parts, and search layouts

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:03:59

65. A company needs its customer service agents to collect and display different information on case records based on whether customers are calling in with a question, product suggestion, or complaint.

Which three features should the administrator use to meet this goal?

Choose 3 answers

- A ☒ Page layouts
- B ☒ Support processes
- C ☐ Field level security
- D ☐ Permission sets
- E ☒ Record types

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Test Aids



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Written Materials



Salesforce Certified Administrator (WI21)

Time Remaining : 01:04:22

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

What should the administrator create to achieve this goal?

- A ☐ A lookup relationship with profile permissions
- B ☐ A lookup relationship with a criteria-based sharing rule
- C ☒ A master-detail relationship with profile permissions
- D ☐ A master-detail relationship with a criteria-based sharing rule

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:06:20

60. Ursa Major Solar needs its sales users to be able to do the following:

- View their open Opportunities grouped by Stage
- View their open Opportunities grouped by source report on a dashboard component.

Which report format needs to be used to accomplish this goal?

- A ☐ Matrix
- B ☒ Summary
- C ☐ Joined
- D ☐ Tabular

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Salesforce Certified Administrator (WI21)**Time Remaining : 01:05:24**

63. 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 one record type with six Page Layouts.
- B ☒ Create two record types, each with 3 page layouts.
- C ☐ Create six record types, each with 1 page layout.
- D ☐ Create three record types, each with 2 page layouts.

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:05:42

62. Ursa Major Solar has the following environment and requirements:

- Critical, high-priority accounts have an assigned District Manager, Sales Representative, Inside Sales Representative, and Customer Service Representative.
- The Sales Manager wants to prevent these accounts from being inadvertently contacted more than once on the same day.
- The Sales Manager wants to report on various customer interactions.

How should the administrator fulfill these requirements?

- A ☐ Log a case on the account.
- B ☐ Post customer interactions in Chatter on the account.
- C ☐ Log a separate task, call, or activity on the account.
- D ☐ Enter comments into the notes section on the account.

☐ Mark this item for later review.

Salesforce Certified Administrator (WI21)

Time Remaining : 01:06:02

61.

What are two considerations when activating and assigning Themes and Branding?

Choose 2 answers

- A ☐ Themes apply to both Lightning Experience and mobile.
- B ☐ Each profile can be applied a different Theme.
- C ☒ Only one Theme can be applied in an org at a time.
- D ☒ Up to 300 custom Themes can be created per org.

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:09:09

57. Which three objects can be added as Campaigns Members?

Choose 3 answers

- A ☒ Contacts
- B ☒ Leads
- C ☐ Accounts
- D ☒ Person Accounts
- E ☐ Individuals

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partner

Salesforce Certified Administrator (WI21)

Time Remaining : 01:08:04

58. An Administrator at Ursa Major Solar is converting a lead and needs to capture custom lead data on the converted contact.

What should the administrator do to accomplish this goal?

- A ☐ Utilize the lead conversion wizard to select the fields.
- B ☐ Map custom lead fields to standard contact fields.
- C ☐ Utilize the data loader to move the custom lead data.
- D ☒ Map custom lead fields to custom contact fields.

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partner

Salesforce Certified Administrator (WI21)

Time Remaining : 01:07:48

59. The administrator at Ursa Major Solar accidentally deleted a required field on Account. The field now appears under deleted fields on Account.

Which three considerations should an administrator consider when deleting a field?

Choose 3 answers

- A ☒ The field will reappear on page layouts if they have not changed since the deletion.
- B ☐ It is not possible to restore the field without recreating it.
- C ☒ The field will need to be marked as required again.
- D ☐ The data will need to be repopulated after restoring the field.
- E ☒ Restoring the field will also restore the data.

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Test Aids



Single Book



Multiple Books

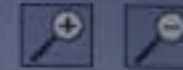


Calculator



Pencil & Paper

Written
Materials



partner

Salesforce Certified Administrator (WI21)

Time Remaining : 01:09:36

56. Ursa Major Solar utilizes accounts in its sales process; however, not all users have access to them. New users require read access to accounts. Additionally, four new users require edit access.

What should an administrator do to configure access for the new users?

- A ☒ Configure a profile to grant account view access and a permission set to grant account edit access to specific users.
- B ☐ Configure a sharing rule for account view access and another sharing rule for edit access to specific users.
- C ☐ Configure a permission set to grant account edit access to specific users and modify the standard user profile.
- D ☐ Configure a profile to grant account edit access and a permission set to restrict read access to specific users.

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Test Aids



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Multiple Books



Calculator



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Written Materials

Salesforce Certified Administrator (WI21)

Time Remaining : 01:10:05

55. Ursa Major Solar uses a validation rule to prevent invalid data. What are three conditions where this rule is used?

Choose 3 answers

- A ☐ When records are deleted by a user.
- B ☒ When records are submitted using web-to-lead.
- C ☒ When records are edited and saved by a user.
- D ☒ When records are imported.
- E ☐ When records are updated by a workflow rule.

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:10:38

54.

Universal Containers would like to offer its products at a lower cost to their higher education (higher ed) customers.

What action should the administrator take to ensure consistent lower pricing for higher ed customers?

- A ☐ Create separate products for higher ed.
- B ☐ Create a record type for higher ed products.
- C ☐ Create a discount field on the Opportunity.
- D ☐ Create a custom price book for higher ed.

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:11:23

52. What are three considerations when a user is importing data via Data Loader?

Choose 3 answers

- A ☐ Validation rules do **NOT** execute when importing data.
- B ☒ Unrestricted picklists, a new picklist value will be applied but will **NOT** be added to the picklist.
- C ☒ Importing data into checkbox fields allows for the use of TRUE/FALSE.
- D ☒ Field-Level Security access determines which fields will be visible.
- E ☐ Restricted picklists, a new picklist value will be ignored and the default value applied.

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:12:30

51. The administrator at Universal Containers was tasked with creating a user record for a new hire. Upon saving the new user record, an error message was displayed and the record was not saved.

Which two considerations should the Administrator take into account when creating a user record?

Choose 2 answers

- A ☒ The data in the username field needs to resemble an email address.
- B ☐ The locale settings are based on the computer's locale settings.
- C ☐ The password must be unique to the salesforce organization.
- D ☒ The username already exists and needs to be unique across all Salesforce orgs.

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:13:26

49. An administrator at Ursa Major Solar is configuring a workflow rule.

What are two considerations for an administrator in this situation?

Choose 2 answers

- A ☐ Before the Data Import Wizard is used, rules must be deactivated.
- B ☒ Rule actions can take place immediately or can be time based.
- C ☒ Rules can be evaluated when records are created or edited.
- D ☐ When a new rule is activated, each existing record is evaluated.

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:13:52

48. Universal Containers has a new data requirement that all Account records must have a value in the type field. The administrator has been asked to provide automation to ensure that this data requirement is met.

What should an administrator consider when designing an automation solution?

- A ☒ Existing records will NOT be automatically updated.
- B ☐ There are fewer than 1 million Account records.
- C ☐ All Account record types include type values.
- D ☐ The type field must be included on all page layouts.

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:20:04

38.

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
- B ☐ Workflows and Automated Case Users
- C ☒ Record Types and Support Processes
- D ☐ Page Layouts and Process Builder

☐ Mark this item for later review.

Test A



Single



Multiple



Calculate



Pencil & Eraser



Whiteboard

Material

Salesforce Certified Administrator (WI21)

Time Remaining : 01:21:06

35. Universal Containers wants to create a new sales team that focuses exclusively on small to medium business customers. This group will track information with the same fields and picklist values but will need two new options on the stage field.

How should the administrator accomplish this task?

- ☒ A Create a new record type and sales process.
- ☐ B Create a new record type.
- ☐ C Create a new sales process.
- ☐ D Create a new record type and page layout.

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:21:21

34. The administrator has added the company IP address ranges to the network access section.

What will happen when a user tries to log in from outside the company network?

- A ☐ Login attempts using the API are denied.
- B ☐ Users must enter a verification code.
- C ☒ Login attempts by all users are denied.
- D ☐ Users are redirected to the VPN.

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:22:22

33. Northern Trail Outfitters wants a backup administrator set up for their org. Once the administrator is set up, they report that they are unable to perform any of the administrative duties.

What are two possible reasons for the access issues?

Choose 2 answers

- A ☐ The user was given the delegated administrator group access.
- B ☒ The role needs to be specified on the user record
- C ☐ The active checkbox is unchecked by default.
- D ☐ The System Administrator profile is unavailable under the Salesforce Platform license.

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Salesforce Certified Administrator (WI21)**Time Remaining : 01:27:05**

30. Ursa Major Solar wants to upload data to Salesforce and heard about the Data Import Wizard. They want to upload the following data:

- 60,000 Accounts
- 20,000 Contacts
- 10,000 Opportunities
- 5,000 Conference custom object records

What two considerations should be kept in mind when using the Data Import Wizard?

Choose 2 answers

- A ☒ There is a limit of 50,000 records that can be uploaded at once.
- B ☒ Opportunities need to be uploaded with a different tool.
- C ☐ There is a limit of 10,000 records that can be uploaded at once.
- D ☐ Custom Objects need to be uploaded with a different tool.

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:28:51

27. The administrator at Universal Containers is unable to see the user license option when creating new users today, despite creating new users with this license type earlier in the week.

What should the administrator consider first in order to diagnose the problem?

- A ☐ Open a Salesforce Support Case.
- B ☐ Verify that Salesforce is a valid license type for the User object.
- C ☐ Check on the remaining available Salesforce licenses under User Management Settings.
- D ☐ Check on the remaining available Salesforce licenses under Company Information.

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Salesforce Certified Administrator (WI21)**Time Remaining : 01:29:14**

26.

The VP of Sales at Cloud Kicks would like a graphic on the company performance dashboard to display the total current pipeline against the goal for the year.

Which type of component should be used to display the requested information?

- A ☐ Stacked Bar
- B ☐ Table
- C ☐ Metric
- D ☒ Gauge

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:29:41

25. Which two actions should an administrator perform to provide a sales team with an easy solution for gathering customer requirements and sharing presentations with their customers?

Choose 2 answers

- A ☐ Add customers to libraries.
- B ☐ Use Salesforce Files to post presentations in Chatter.
- C ☐ Add customers to private Chatter groups.
- D ☐ Ensure opportunity teams are created for customers.

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