1. Universal Containers wants to understand all of the configuration changes that have been made over the last six months. Which tool should an administrator use to gather this information?

OR

How can a System Administrator discover who added a field to the account page layout?
   a) Setup Audit Trail OR Download Setup Audit Trail
   b) Debug Log
   c) Custom Report Type
   d) Network Access Settings

2. Universal Containers (UC) is rolling out a new approval process. As the last step in the process after an Opportunity has been approved, UC wants to send a contract to its customer for signature. What should an Administrator suggest implementing this functionality?
   a) Check the "Send PDF" box on the approval process setup.
   b) Hire a Consulting firm to develop a document signing framework.
   c) Install an app from the AppExchange.
   d) Utilize the Salesforce Auto sign flow.

3. Which two actions can be completed with a workflow field update? Choose 2 answers
   a) Change the record type of a record.
   b) Select a formula field for a field update.
   c) Apply a specific value to a field.
   d) Update the value of a field on a child object.

4. What are two capabilities of the content delivery feature of Salesforce Content? Choose 2 answers (Included)
   a) Associate the content delivery with a Salesforce record.
   b) Password protect content deliveries that contain sensitive data.
   c) Customize the URL assigned to the content delivery
   d) Encrypt certain content delivery files.

OR (Choose 3)
   a. Generates URLs for content files
   b. Publishes content from Salesforce to a company's website
   c. Tracks which recipients have viewed and downloaded content
   d. Makes content available to recipients within and outside of Salesforce
   e. Track how often content is viewed if downloaded

5. Users create expense reports and attach receipts in an Expenses app before submitting them for approval. What should the Administrator consider from a User's perspective when enabling this App for Salesforce Mobile?
   a) Users can search Salesforce Records, attach receipts as photos, and approve records from charter.
   b) Users can create records, attach receipts as photos, and submit for approvals
   c) Users can create list views, attach receipts as photos, and submit records for approval.
   d) Users can use Search, create list views, and receive record push notifications from Charter.

6. Universal Containers has a private sharing model on Opportunities. The System Administrator has been asked 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 do to accomplish this task?

a) Create a Master-Detail relationship with a Criteria Based Sharing Rule.
b) Create a Master-Detail relationship with Profile permissions.
c) Create a Lookup relationship with a Criteria Based Sharing Rule.
d) Create a Lookup relationship with Profile permissions.

7. What is a valid organization-wide default option for the Account object?
a) Public Read/Write/Delete
b) Public Read/Write/Transfer
c) Private
d) No Access

8. Sales users need an easy way to let their colleagues know when they go on vacation. How should the Administrator accomplish this task quickly?
A. Create a workflow rule to send an email alert about the user's vacation dates.
B. Enable "Out of Office Message" functionality in Chatter.
C. Enable Outlook Sync with Salesforce.
D. Use Process Builder to add the user's vacation dates to the department calendar.

9. Salesforce users have a session timeout of 12 hours. Management is requesting that the session timeout be Increased to 24 hours and that the inactive users are logged out at that time. How should a System Administrator accommodate this request?
a) In Session Settings, choose 24 Hours, and check the box for Force logout on session timeout.
b) In User Profiles, type in 24 Hours in the Timeout section, and uncheck the box for Force logout on session timeout.
c) In Session Settings, choose 24 Hours, and uncheck the box for Force logout on session timeout.
d) In User Profiles, type in 24 Hours in the Timeout section, and check the box for Force logout on session timeout.

10. Which three features can automatically create a Case? Choose 3 answers
a) Web-to-Case
b) Process Builder
c) Lightning for Outlook
d) Email-to-Case
e) SMS-to-Case

11. A System administrator wants to ensure that unique data is always input into a specific field. Which two field properties should be configured? Choose 2 answers
a) Required
b) Unique
c) Default Value
d) Data Type

12. Which three settings are controlled by a user's profile? Choose 3 answers
a) Locale settings
b) Field-level security
c) Record type assignment
d) Feature license assignment
e) Assigned apps

13. A series of new report folders has been created. Which set of folders sharing options are available in Salesforce Classic to assign these new folders to the appropriate Salesforce users?
  a) Managers, Profiles, Public Groups, Roles, and Role and Subordinates.
  b) Profiles, Roles, and Role and Subordinates.
  c) Users, Managers, Public Groups, Roles, and Role and Subordinates.
  d) Users, Public Groups, Roles, and Role and Subordinates.

14. Universal Containers wants to create a custom object to capture account survey data. Users must be able to select an account from the survey record and view related surveys on the account record. Which two actions should the System administrator take to meet these requirements? Choose 2 answers
  a) Add the account related list to the survey page layout.
  b) Add the survey related list to the account page layout.
  c) Create a lookup relationship field on the survey object.
  d) Create a lookup relationship field on the account object.

15. Customers are requesting custom colored containers, which are not currently part of the standard inventory. Management has decided to add custom coloring as an add-on item In Salesforce. Which action should the Administrator take to allow sales users to add custom coloring to the total Opportunity Sale?
  a) Add Custom Coloring as a new Product in a Pricebook.
  b) Add Custom Coloring as a new Product in an Order.
  c) Add a new field on the Opportunity labeled Custom Coloring.
  d) Make a new custom object related to Opportunities for Custom Coloring.

16. A lightning for Outlook layout can be assigned to which two options? Choose 2 answers
  a) Team
  b) Profile
  c) Role
  d) User

17. Universal Containers uses a Private data access model for Cases. Support agents own cases and occasional product specialists need access to cases in their product line. Which two actions will result in the needed access? Choose 2 answers
  a) Case owners configure pre-defined case teams.
  b) A case escalation rule assigns ownership to product specialist.
  c) Administrators configure pre-defined case teams and assignment rules.
  d) Case owners manually add product specialists to ad hoc case teams.

18. A salesforce user at universal containers has been deactivated. What will happen to the records the user owns in salesforce? OR What will happen to the associated license
  a) All records are automatically assigned to another user
  b) All records are automatically deleted
  c) All records are assigned to the deactivated user until reassigned *
  d) All records are automatically assigned to the Administrator.
     OR
  a. The license is listed as Inactive
  b. The license is removed from the billable licenses for the organization

c.   The license becomes available for reassignment
d.   The license is automatically assigned to another user

19. A company has a complicates Sales process regarding its opportunities. The company has three different lines of business (Widget A, Widget B, Widget C) that each contain fields specific to that line of business's industry and customers. For each line of business, there is a specific set of fields that Sales users should see and a different set of fields that Marketing users should see. How should an Administrator configure Page Layouts and Record Types for the Opportunity object so that each team sees what it needs to see, without buttered layouts containing unnecessary fields?

a)   Create three Record Types (Widget A, Widget B, Widget C) with six Page Layouts (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing Widget C).
b)   Create one Record Type with six Page Layouts (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing Widget C).
c)   Create six Record Types (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing Widget C) with six total Page Layouts, one for each Record Type.
d)   Create six Record Types (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing Widget C) with one Page Layout.

20. when working on opportunities, sales representatives at Universal Containers need to understand how their peers have successfully managed other opportunities with comparable products, competing against the same competitors. Which two features should an administrator use to facilitate this? Choose 2 answer (Included)

        a)   Big deal alerts
        b)   Opportunity Dashboard
        c)   Opportunity update reminder
        d)   Chatter groups
             OR
        a.   Big deal alerts
        b.   Competitors related list
        c.   Similar opportunities
        d.   Opportunity update reminders

21. Sales reps are supposed to create a record on a child object of Opportunities called Survey Request when an Opportunity is moved to Closed Won. The VP of Sales Operations has indicated that this doesn't always happen, or the rep doesn't populate all fields correctly. The System administrator has been asked to remove permissions from Sales to create these records and automate record creation. Which tool should be used? (Included)

        a)   Approvals
        b)   Visual Flow
        c)   Process Builder
        d)   Workflow

22. Universal Containers wants to ensure that High Priority cases get responded to in at least 4 hours or wants them escalated to a Queue called "High Priority Queue." How should an Administrator configure the Case management process to implement this requirement?
a)   Create an Assignment Rule to assign all Cases
b)   where Status = High to the High Priority Queue.

c) Create an Escalation Rule to assign all Cases where Status = High to the High Priority Queue based on the last modification time and set the Age Over to 4 (Hours).
d) Create a Case Milestone to assign all Cases where Status = High to the High Priority Queue based on the last modification time and set the Age Over to 4 (Hours).
e) Create an Escalation Rule to assign all Cases where Status = High to the High Priority Queue based on when the case is created.

23. A sales manager at Universal Containers wants to rename and delete dashboards in the California Dashboards Folder. How should a System Administrator accomplish this?
a) Go to the California Sales Dashboards Folder, Share, and choose View access for the Sales Manager.
b) Go to the California Sales Dashboards Folder, Share. and choose View access for the Sales Manager's Profile.
c) Go to the California Sales Dashboards Folder, Share, and choose Edit access for the Sales Manager.
d) Go to the California Sales Dashboards Folder, Share, and choose Manage access for the Sales Manager.

24. A competitor recently lost valuable data due to a power outage, so Universal Containers (UC) has decided to ensure that Its Salesforce data is backed up.
Which two statements should the Administrator make to UC? Choose 2 answers
a) Salesforce offers a weekly or monthly backup Service via a zip file.
b) Universal Containers can download an app from the AppExchange.
c) Salesforce offers a daily backup Service via a zip file.
d) Contact Salesforce Support for a free backup.

25. What is the maximum number of objects that can be added to a custom report type?
a) Two as long as the objects have associations
b) One as long as the object has a master-child relationship.
c) Unlimited as long as the objects have associations.
d) **Four as long as the objects have associations.**

26. Which currency is used as the basis for all currency conversion rates when the multiple currencies feature is enabled?
a) Corporate currency
b) Record currency
c) Active currency
d) Personal currency

27. What are two features of Knowledge? Choose 2 answers
a) Knowledge articles are always publicly available for customers.
b) Knowledge articles integrate with Service Console.
c) Users can rate the helpfulness of articles.
d) Any user can write and publish articles.

28. Which three standard chart types can be placed on a Salesforce dashboard? Choose 3 answers
a) Tables
b) Heat maps
c) Bar charts
d) Gauge charts

e) Venn Diagram

29. The VP of Sales is using Collaborative Forecasting to track sales rep quote attainment. The VP wants to be notified when sales reps move the Opportunity Stage backward in the sales process. Which feature should the System Administrator use? (Included)
   a) Validation rule
   b) Field History Tracking Report
   c) Workflow rule
   d) Big deal alert

30. Universal Containers wants to ensure that Its org is secure and has asked an Administrator to configure password requirements for Its users. Which three actions are Administrators able to configure? Choose 3 answers
   a) Set requirement that passwords must be unique for each user.
   b) Set the length of time before passwords expire.
   c) Set maximum invalid login attempts.
   d) Set password complexity requirements.
   e) Set prohibited password values.

31. What are two considerations when configuring workflow rules? Choose 2 answers
   a) Rules can be evaluated when records are created or edited.
   b) Rules must be deactivated before using the Data Import Wizard.
   c) Rule actions can take place immediately or can be time based.
   d) All existing records are evaluated when a new rule Is activated.

32. How can an administrator allow all internal users to view a dashboard as a Sales Manager within a sales region? (Included)
   a) Create a dashboard to run as a specified user.
   b) Create a dashboard for all opportunities in the region.
   c) Create a dashboard with multiple components.
   d) Create a dashboard to run as the logged-in user.

33. An Administrator has been asked to give all users in the Marketing User profile the View All permission for Campaigns. (2 Answers)
   a) Assign a permission set to all users.
   b) Assign all users to a custom profile.
   c) Enable the Marketing User Check Box.
   d) Modify the marketing User profile*

34. Universal Containers has made a decision to switch monthly sales performance reviews to quarterly sales reviews. Which feature of Collaborative Forecasts allows a System Administrator to ensure that Salesforce Collaborative Forecasting matches the company's new quarterly sales performance review?
   a) Enable Forecast Rollups.
   b) Configure Default Forecast Display.
   c) Enable Forecast Adjustments.
   d) Configure Forecast Types.

35. Which set of standard objects are children of the Account object in a many-to-one relationship?

a) Contact, Email, and Case.
b) Opportunity, Quote, and Contact
c) Email, Quote, and Opportunity
d) Opportunity, Contact, and Case

36. Universal Containers has activated Web-to-Case on their corporate website. IT configured Auto-Response to thank the customer for logging the case and activated Assignment Rules based on the state (USA) 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 should 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 Trigger, change the owner of Cases not in the US to Queue - World
c) Using a Workflow Rule, change the owner of new Cases not in the US to Queue - World
d) In Active Case Flow/assignment, add a last entry criteria where Status=null then assign to Queue - World.

37. Universal Containers needs to upload 1 million new Account records to Salesforce. What should the Administrator recommend performing this data upload?
a) Use an AppExchange app.
b) Use the Data Import Wizard.
c) Use the Data Loader
d) Contact Salesforce

38. The sales users at Universal Containers need to view their open Opportunities grouped by Stage, and as a source report on a dashboard component. Which report format should the System Administrator use to fulfill these requirements?
a) Matrix
b) Joined
c) Tabular
d) Summary

39. A new custom object called Manufacturers has been created for Universal Containers. Where should a System Administrator adjust how the object appears when it is found in the global search?
a) Global Search, Manufacturers. and Global Search Layouts
b) Object Manager, Manufacturers, and Page Layouts
c) Global Search, Manufacturers. and Search Layouts
d) Object Manager, Manufacturers, and Search Layouts

40. Which two types of record access should an administrator grant through sharing rules? Choose 2 answers
a) Read/Write/Delete
b) Read/Write
c) Read Only
d) Read/Write/Transfer

41. which two types of records can be transferred from one user to another user during a mass transfer of account records? Choose 2 answers
a) Closed activities

b) Open cases
c) Closed Cases
d) Related custom object records

42. Which two settings can a System administrator enable in the User Interface Setup? Choose 2 answers
a) Customizable recent tags
b) Printable list views
c) Related list hover links
d) Chatter Messenger for specific users

Explanation:
https://help.salesforce.com/articleView?id=customize_ui_settings.htm&type=5

43. What are two valid assignee options when configuring Case Assignment Rules? Choose 2 answers
a) Public Group
b) Queue
c) User
d) Case Team

44. A Universal Containers (UC) Administrator has created a new Lightning record page for the Sales team to display a report chart embedded on the Account page. There are no Record Types for Account at this time. Which step should the Administrator take to make this page the default view of the UC app for the Sales team without impacting the Support team?
a) Make the page the default object record page for the UC app for the Sales profile.
b) Create an Account Record Type and make the page the default object record page
c) Make the page the org default
d) Make the page the default object record page for the UC app.

45. Universal Containers has purchased 25 new Salesforce licenses. How many users can a System Administrator create at the same time on the Add Multiple users page?
a) A maximum of 10 users
b) An unlimited number of users.
c) A maximum of 5 users.
d) A maximum of 25 users.

46. What are two Validation Rule Fields? Choose 2 answers
a) Error Condition Formula
b) Active Date
c) Error Message
d) Owner

47. The Universal Containers Administrator is editing the page layout for a new custom object when a text area field is inadvertently deleted from the page layout. What are three methods for restoring the field to the page layout? Choose 3 answers
a) Click the Undo button or the Cancel button.
b) Restore from the recycle bin within 15 days
c) From the Fields palette, drag the field to the same position
d) Clone the layout from a different profile and use Save As.

e) Restore original page layout from a sandbox.

48. Universal Containers has a small group of users on Lightning Experience. Selected report folders are shared with these users. How can the System Administrator prevent these users from customizing the Information in the reports? (Included)
   a) Lock report filters.
   b) Use Custom Report Types.
   c) Run the report as a specified user.
   d) Modify Field Level Security.

49. Which two statements are correct regarding an approval process? (Choose two.)

   A. An approval action defines the result of record approval or rejection.
   B. An assignment rule defines the approver for each process step.
   C. The approval history related list can be used to track the process.
   D. A delegated approver can reassign approval requests.

50. What are two considerations when configuring the lead conversion process? Choose 2 answers (Included)
   a) Roll-up summary lead fields can be mapped to custom contact fields.
   b) Custom lead fields can be mapped to account, contact, and opportunity fields.
   c) Custom lead fields can be mapped to custom object fields.
   d) Standard lead fields are automatically converted to account, contact, and opportunity fields.

51. which two ways allow a sales user to relate an opportunity to a campaign? Choose 2 answers
   a) Use the campaign hierarchy related list on the opportunity.
   b) Use the campaign Influence related list on the opportunity.
   c) Select the campaign record type when creating the opportunity.
   d) Select the primary campaign source for the opportunity.

52. Which feature license can be assigned to a user record in Salesforce (2 answers)
   A. Knowledge user
   B. Opportunity user
   C. Service cloud user
   D. Console user

53. How can an administrator capture custom lead data on the converted contact when converting a lead? (Included)
   a) Use the lead conversion wizard to select the fields.
   b) Map custom lead fields to standard contact fields.
   c) Map custom lead fields to custom contact fields.
   d) Use the data loader to move the custom lead data.

54. Which three types of customization can be done on Activities (tasks and events)? Choose 3 answers
   a) Workflow Rules
   b) Custom fields
   c) Assignment Rules
   d) Validation Rules

55. The support group at Universal Containers wants agents to capture different information for product support and inquiry cases. In addition, the lifecycle for product support cases should have more steps than the lifecycle for inquiry cases. Which three features should an administrator use to meet these requirements? (Choose three.)

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

56. What are three considerations when a user is importing data via Data Loader? Choose 3 answers

      a. Importing data into checkbox fields allows for the use of TRUE/FALSE.
      b. Field-Level Security access determines which fields will be visible.
      c. Unrestricted picklists, a new picklist value will be applied but will not be added to the picklist.
      d. Validation rules do not execute when importing data.
      e. Restricted picklists, a new picklist value will be ignored, and the default value applied.

57. What are two valid use cases for Salesforce Communities? Choose 2 answers

      a) External customers can gain full user rights to Salesforce.
      b) External customers can track their purchases and open support cases.
      c) External partners can track the status of joint Opportunities.
      d) Internal users can replicate Salesforce automation without licenses fees.

58. which two statements about products and price books are true? Choose 2 answers

      a) Price books that contain assets cannot control products.
      b) Products without a price are automatically added to the standard price book.
      c) The standard and list price for a product can be listed in multiple currencies.
      d) A product can have a different list price in different price books.

59. what does campaign influence allow a user to do?

      a) View the entire campaign hierarchy.
      b) Summarize campaign member statistics on a campaign.
      c) Report on the campaigns that have contributed to an opportunity
      d) Adjust the percentage of Influence each campaign has on an opportunity

60. Universal Containers requires that the organization-wide default for opportunities be set to public read/write. However, sales users are complaining that opportunity reports return too many results, making it difficult to find their team's opportunities in the report results.
How can the system administrator address this problem?

      a. Use the show filter to filter report results and reduce records returned

      b. Move the opportunity reports into each user's personal reports

      c. Update the sharing rules to limit user access to certain opportunity

      d. Move the opportunity reports into a folder with restricted access

61. Universal Containers has a custom object named Feedback which is used to capture Users' candid comments about their experiences at work. The sales team manager and all representatives have roles

in the role hierarchy with sales representatives directly under the sales team manager. HR requires that all Feedback records be private to each User. Managers should not have access to subordinates' Feedback records. What action should an Administrator take to ensure this requirement is met?

a. Custom feedback object is set to private and uncheck 'Enable Role Hierarchy' in Organization-wide sharing
b. Custom feedback object is set to restricted and uncheck 'grant access using hierarchies' in Organization-wide sharing
c. Custom feedback object is set to private and uncheck 'grant access using hierarchies' in Organization-wide sharing
d. Custom feedback object is set to restricted and uncheck 'Enable Role Hierarchy' in Organization-wide sharing

62. What will happen when a user attempts to log in to Salesforce from an IP address that is outside the login IP range on the user's profile but within the organization-wide trusted IP range? (Included)
   A. The user will not be able to log in at all.
   B. The user will be able to log in after the computer is activated.
   C. The user will be able to log in without activating the computer.
   D. The user will be able to log in after answering a security question.

63. Sales management at universal containers needs to display the information listed below in each account record
   Amount of all closed won opportunities
   Amount of all open opportunities
Which feature should a system administrator use to meet this requirement?

   a. Calculated columns in the related list
   a. Roll-up summary fields
   b. Cross-Object formula fields
   c. Workflow rules with field updates

63. Universal Containers wants to proactively alert each of its sales team users 30 days before their account renewal is due. To do this, a 'required' custom account date field named 'Renewals' has been created to hold the accounts' Renewal date. The default is one year from 'Create Date'. A validation rule ensures the date value entered is at least 30 days into the future. An Email alert and Email template has been created and is set to be delivered to the Account Owner recipient. What kind of workflow action is needed to complete this requirement?
   A. Time-Triggered Workflow Action
   B. Time-Dependent Workflow Action
   C. Date-Triggered Workflow Action
   D. Date-Dependent Workflow Action

65. Which relationship can be selected in a custom report type where Accounts is the primary object and contacts is the related object?
   A. Each account must not have related contacts
   B. Each contact must have a related account
   C. Each account may or may not have related contacts
   D. Each contact may or may not have related account

66. A System Administrator needs to build a dashboard that is accessible by the entire sales team. The running user must be set to the VP of Sales. What is the correct data source for the dashboard components?

       a. Custom report from my Personal Custom Reports folder.
       b. Standard report from the Administrative reports folder.
       c. Standard report from the Opportunity reports folder.
       d. Custom report from the Sales Reports custom public folder.

68. SP19-2: Universal containers has just acquired a new company whose sales team has a unique sales process with stages that are different than currently set up in salesforce. To make sure the acquisitions turns smoothly, the Executive team does not want the new sales team to have to change then process at all.
a) Create new values for the opportunity stage field and create a new sales process assigned to a custom Record Type for the new sales team.
b) Create a Record type and page layout for the new sales team and custom field for the new stages.
c) Create new values for the opportunity stage field and use field-level security to control which teams see which fields.
d) Create new values for the opportunity stage field and order them so that new sales team's values are at the bottom of the picklist.

69. Universal Containers wants to back-up Salesforce data on a monthly basis. Which tools can a System Administrator use to meet this requirement?
       A. Data Loader, Reporting Snapshot, Report Export
       B. Data Loader. Scheduled Report, Reporting Snapshot
       C. Data Export Service, Reporting Snapshot, Einstein Analytics
       D. Data Export Service, Data Loader, Report Export

70. What standard object has a one-to-many relationship with the account object? *(3 answers)*
    a. Lead
    b. Opportunity
    c. Campaign
    d. Contact
    e. Case

71. Which two ways should Knowledge articles be used? (Choose two.)
       A. To display Salesforce Answers.
       B. To display for customer self-service.
       C. To display Salesforce Solutions.
       D. To resolve customer cases.

72. Which three are Chatter features? (Choose three.)
       A. Notes
       B. Bookmarks
       C. Recommendations
       D. Feeds
       E. Events

73. Universal container is using a private sharing model. The US sales director needs full access to all records of the US sales representatives. How can this be accomplished?
   a. Place the US sales director in a queue with the US sales representative's
   b. Define a role hierarchy where the US sales representatives roll up to the US sales director
   c. Give the US sales director read/write/edit/delete object permissions on the profile
   d. Define a role hierarchy where the US sales director rolls up to the CEO

74. SP19-5: A system administrator at universal containers created a new account record type. However, sales users are unable to select record type when creating new account records. What is a possible reason for this? *(2 answers)*
   a. The record type does not have an assigned page layout
   b. The record type has not been added to the sales user profile
   c. The record type has not been set as the default record type
   d. The record type has not been activated.

75. What must an administrator do when creating a record type?
   a. Create a new page layout for the record type
   b. Set the field-level security for the record type
   c. Assign the record type to the appropriate profiles
   d. Add the record type to the required user records

76. Universal Containers wants sales reps to see the industry, annual revenue, and account owner at a glance on their mobile device. This information should be located at the top of the account record. What feature should the Administrator configure to meet this requirement?
   a. Mobile Card
   b. Compact Layout
   c. Page Layout
   d. Field Set

77. SP19-7: A time-dependent action is placed in the workflow queue when the record is created. When will the action be removed from the queue? Choose 2 answers (Included)
   a. When another record triggers the same workflow rule
   b. When the record no longer matches the rule criteria
   c. When a validation rule is triggered for the record
   d. When the action is deleted from the workflow queue

78. Which three can be modified on standard object fields? (Choose three.) (Included)
   A. Help text
   B. Label
   C. Field type
   D. Picklist values
   E. Default text

79. Universal container has two sales groups; each group has its own unique sales process.
What is the best way to ensure that sales representatives have access to only the stages relevant to their sales process when working on opportunities?
    a. Record Types
    b. Multi-select picklists
    c. Roles
    d. Page Layouts

80. SP19-8: An opportunity record created with a close date of July 30, meets the criteria of time – dependent workflow rule. The time dependent action is scheduled for July 23. What happens if the opportunity is edited before July 23 and no longer meets the criteria? (Included)
    a. The time dependent action is automatically removed from the queue
    b. The time dependent action is put on hold
    c. The time dependent action will execute on July 30.
    d. The time dependent action will execute on July 23.

81. What level of access can be set when sharing a document folder with users? (2 answers)
    a. Read-only
    b. Read/write
    c. Read/Write/Create
    d. Read/Write/Create/Delete

82. Which two are purposes of AppExchange?
    a. Customers can share and install apps published by Salesforce partners.
    b. Administrators can download and customize pre-built dashboards and reports.
    c. Support users can install the Service Cloud console custom app.
    d. Partners can download accounts and contacts to collaborate on sales deals.

83. Universal Containers uses web-to-case to convert support requests submitted through its website into cases. The support team would like Salesforce to automatically send an email containing password reset instructions to the customer when the case subject contains the words "forgot" and "password". What does the administrator need to configure to meet this requirement?
    A. Validation rule
    B. Auto-response rule
    C. Email-to-case
    D. Support settings

84. SP19-9: Universal Containers has created a new custom object called Regulations that is a child of the Account object. All users want to view Regulations when viewing Accounts with the Sales Account Page Layout? (Included)
How should a Salesforce Administrator provide access to Regulations on the Sales Account Page Layout?
    A. Add a new related list for Regulations to the Sales Account Page Layout.
    B. Add a new section for Regulations to the Sales Account Page Layout.
    C. Add a new custom link for Regulations to the Sales Account Page Layout.
    D. Add a new action for Regulations to the Sales Account Page Layout.

85. Which dashboard component can display data from the summary rows of reports? *(2 answers)*

a. Metric
b. **Table**
c. Gauge
d. **Chart**

Explanation:

https://help.salesforce.com/articleView?id=dashboards_component_types.htm&type=5

86. When can a validation rule be used to prevent invalid data? Choose 3 answers (Included)
        A. When records are deleted by a user
        B. When records are imported
        C. When records are edited and saved by a user
        D. When records are updated by a workflow rule
        E. When records are submitted using web-to-lead

87. A user is having trouble logging into Salesforce. The user's login history shows that this person has attempted log in multiple times and has been locked out of organization. How can the system administrator help the user log into Salesforce? Choose 2 answers
        a. Click Reset Password on the user's record detail page.
        b. Log in as the user and enter a new password.
        c. Click unlock on the user's record detail page.
        d. Send an email to the user containing the user's password.

88. Universal Containers is onboarding ten new employees in two weeks. Which two methods should a System Administrator use to create user records in Salesforce, without activating them? (Choose two.)
A. Create them with the User Import Wizard and ensure that Active is unchecked.
B. Schedule a Time-Dependent Workflow to create users in two weeks. (Included)
C. Click Add Multiple Users and ensure that Generate New Password and Notify User Immediately are unchecked.
D. Create a .csv file, ensure that Is-Active = False, and use the data loader to insert.

89. An Administrator needs to create a Sales Process for a new product.
What are three considerations for this process? Choose 3 answers
A. All Picklist values on the Page Layout must be added to the Master Picklist Value List or be active values.
B. The Record Type's Page Layout is assigned to Users through their Profile assignments.
C. Adding a new value to the Record Type Master Picklist Value List adds the value to all existing Record Type picklists.
D. The Record Type name assignment becomes permanent upon save of a new Record Type.
E. An opportunity record will need to be created and assigned to the Sales process

90. When creating a new user, which two items must the Administrator ensure before saving the new user record? Choose 2 answers (Included)

        A. Username is unique across all Salesforce Orgs
        B. Username is in the format of an Email Address
        C. Username is identical to the User's Email address

D. Username is added to the Active User Log

91. Marketing wants to brand the Salesforce Mobile app to match Universal Containers approved company colors and graphics. Which set of Salesforce Mobile app branding options is available to the Administrator? (Included)

        A. Individual Page Colors and multiple Loading Page Logos
        B. Brand Color, Loading Page Color, and Loading Page Logo
        C. Tab Colors, Action Colors, and Loading Page Logo
        D. Loading Page Color, Action Colors, and Loading Page Logos

92. Universal Containers has just restructured Its Sales Department. Records that the sales manager expects to see are not showing up in the new Opportunity Report.
Which three questions should the Administrator ask to troubleshoot this issue? Choose 3 answers (Included)
        a)   Are records still being shared with the sales manager?
        b)   Do owners of all records have Roles and correct Territory Assignments?
        c)   Did the sales manager start from a copy or clone of an existing report?
        d)   Have the owners of the records been frozen?
        e)   Do the records the sales manager expects to see match the filter criteria?

93. The administrator at universal containers will create a custom field to track a specific Tier 2 support user on a case record. What data type should be used while creating this custom field? (Included)
        a.   Hierarchical relationship
        b.   Lookup relationship
        c.   Formula
        d.   Lookup Filter

94. To ensure compliance with a platinum service level agreement, cases that remain in the tier 2 queue for more than four hours must be re-assigned to the tier 3 queue. Which feature meets this requirement? (Included)

        A. Auto Response Rule
        B. Case Assignment Rule
        C. Case Escalation Rule
        D. Case Comments

95. Sales representative at Universal Containers often schedules in-person meetings at customer offices. Management wants to track activities for this meeting category to clearly display customer office meetings in the Account, Contact, or Opportunity page layouts, as well as adding this data to reports. Which method should a System Administrator use to solve this business request?
A. Have the user manually enter the meeting details in the Description field on Accounts, Contacts, and Opportunities.
B. Have the user 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. Add a new value to the Type field on Accounts, Contacts, and Opportunities.

96. Which two are capabilities of Customer Communities? (Choose two.)
        A. Customer can log, view, edit, and close their own cases.
        B. Customers can view and edit contacts related to their own accounts.

C. The Customer Community can be customized with corporate branding.
D. The Customer Community and its users can be created without additional licensing.

97. Which two settings can a system administrator enable in the global user interface settings? (2 answers)
a) Printable list views
b) Related list hover links
c) Customizable recent Tags
d) Chatter Messages for Specific Users

98. Users cannot save email templates in the "Unfiled Public Email Templates" folder. How could a System Administrator allow users to save emails to this folder? (Included)
a) Go to the profile of each user and check the box for Manage Public Templates.
b) Go to the email templates and manually share each with the specific users.
c) Go to the user record and check the box for Manage Public Templates.
d) Go to the email templates and manually share each with the Profile of the specific users.

99. In which two locations can a system administrator assign a page layout? Choose 2 answers (Included)
A. Role
B. Profile
C. App
D. Record Type

100. Universal Containers (UC) has a Web-to-Case form on its Lightning Customer Community. UC wants to separate Cases into the following product categories: Corrugateci Paper, Plastic, Fiberboard. and Metal. UC has added a picklist field to store this data. How can the Case be automatically placed in the correct queue upon submission? (Included)
a) Create Record Types for each picklist value and a Business Process to move each Case to the correct Queue.
b) Create Assignment Rules based on the picklist values to move Cases to a Queue.
c) Create an Escalation Rule entry for each picklist value and set to zero minutes.
d) Create Record Types for each picklist value and assign to each product team's profile.

101. A System Administrator needs to import new leads from a tradeshow and assign ownership based on country. Some of the leads may already be in the system. Which two actions should be taken to meet this requirement? (Choose two.)
A. Use the Data Import Wizard to match lead by email.
B. Create an assignment rule to assign leads by country.
C. Create an auto-response rule to assign leads by country.
D. Use the Data Loader to match lead by email.

102. Universal Containers uses Accounts in its Sales process but only some users have access to them. New users require Read access to Accounts. Two of the new users require Edit access as well. How should an administrator configure access for the new users? (Included)
A. Create a profile to grant Account Edit access and a Permission Set to restrict Read access to specific users.

B. Create a profile to grant Account View access and a Permission to grant Account Edit access to specific users.
C. Create a sharing rule for Account View access and another sharing rule for Edit access to specific users.
D. Create a Permission Set to grant Account Edit access to specific users and modify the Standard User profile.

103. A Sales Manager wants all Sales Users in the department to see a Dashboard that displays Total Closed/Won Opportunity Amount by User on a monthly basis. The Opportunity sharing model is private. How can the Administrator meet this requirement?
a) Create the Dashboard from the Opportunities by User Report, then save it in the shared Dashboard Folder as a Dynamic Dashboard.
b) Ask the Sales Manager to create the Dashboard from the Opportunities by User Report, select "View Dashboard as Me" and save in the shared Dashboard Folder.
c) Create the Dashboard from the Opportunities by User Report, select the Sales Manager as Run as User and Save in the private Dashboard Folder.
d) Ask the Sales Manager to create the Dashboard from the Opportunities by User Report and save it to her private Dashboards Folder.

104. Campaign Member can be associated with which two objects? Choose 2 answers. (Included)
        A. Lead
        B. Account
        C. Opportunity
        D. Contact

105. Which two chart types should be used to display summary values from two different levels of grouping in a report? (Choose two.)
        A. Funnel chart
        B. Stacked bar chart
        C. Donut chart
        D. Grouped line chart

106. What are two good use cases for a Salesforce approval process?
A. A sales process that involves the approvals for all opportunities by a sales VP is allowed to delegate their approval to someone else.
B. A sales process where the first level approval can be denied and automatically routed to the Sales VP for final approval.
C. A sales process that involves approval to a queue member for all opportunities and an additional approval by a sales VP for opportunities over a certain amount.
D. A sales process where the approval manager is randomly assigned from a public group of managers and a second approval by the sales VP

107. When importing data, what happens if some records do NOT meet the data validation criteria? (Included)
        a. Import process ignores the data validation criteria
        b. Import process aborts when it encounters the first invalid record
        c. Import process fails only for the records with invalid data.
        d. Import process requires user authorization to import the invalid records

108. Universal Containers has a marketing team set up as a public group. A sales representative would like to engage the marketing team on one opportunity. (Included)
What should the sales representative do to ensure the marketing team can access the opportunity?

        a. Add the public group to an opportunity queue.
        b. Manually share the record with the public group.
        c. Change the opportunity owner to the public group.
        d. Add the public group to the opportunity team.

109. What describe the capabilities of Salesforce Knowledge? (Included)
a.   An automated AI tool that converts Leads to Opportunities given a predefined set of conditions
b.   A knowledge base that users AI to generate an article to solve customer support issues
c.   A knowledge base composed of articles that can be written and used by support agents
d.   An automated tool that closes cases based on historical information

110. A System Administrator has set up a new user. How long does the user have to activate the account before the email link expires by default? (Included)

        a.   7 days
        b.   5 days
        c.   30 days
        d.   10 days

111. Users are trying to create Opportunities and are receiving errors when populating a custom picklist field. When users select either of the two values in the picklist, they receive different error messages above the field and are NOT able to save the opportunities. What is the likely cause of the error? (Included)

        A. The users don't have access to the picklist field.
        B. The two picklist values are unavailable to the Record Type.
        C. There are contradicting validation rules on the picklist field.
        D. The users don't have access to the Large Enterprise Record Type.

112. Universal Containers is having a quality control problem with one of its product lines. Which standard object can be used to track the extent of the problem? (Included)

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

113. The warehouse manager has received a new product line of containers. Management wants a spreadsheet of new products and a separate spreadsheet of price books loaded into Salesforce. Which Salesforce data tool should the System Administrator use to meet this request? (Included)

        A. Data Loader
        B. Data Import Wizard
        C. Mass Transfer Records
        D. Mass Create Records

114. Universal Containers needs to synchronize data between sales force and an external financial system. How can a system administrator accomplish this?

a. Use an external ID field to match records between systems
b. Use the excel connector to export records from both systems
c. Use the data loader to match records between the systems
d. Use the data loader to upsert Salesforce records into the financial system

115. Users in separate departments are able to see and edit different fields on Opportunities. The sales team can edit all fields on the opportunity while the support team has read-only access to these fields. Where is field-level security controlled for users on these teams? (Included)
A. Profile
B. Public Groups
C. Sharing Rules
D. Role

116. High Priority accounts at Universal Containers have an assigned District Manager, Sales Representative, Inside Sales Representative, and Customer Service Representative. Management wants to prevent these accounts from being contacted accidentally multiple times on the same day, and they want to report on the various customer interactions. How should the Administrator meet these requirements? (Included)
A. Log a case on the Account.
B. Log a separate Task, Call, or Activity on the Account.
C. Type comments into the Notes section on the Account.
D. Post customer interactions in Chatter on the Account.

117. Which set of small and large data backup methods are available in the native Salesforce? (Included)
A. Report Exports, Weekly Data Export Service, and Data Loader Exports
B. Mass Exports, Weekly Data Export Service, and Data Loader Exports
C. Mass Export Wizard, Weekly Data Export Service, and Data Loader Exports
D. Dashboard Export, Report Exports, and Weekly Data Export Service

118. A sales executive at Universal containers wants to be notified whenever high-value opportunities are created for hot accounts. How should an administrator meet this requirement?
a. Create the workflow rule on opportunity object.
b. Create an escalation rule based on the opportunity amount.
c. Create an auto-response rule on the opportunity amount.
d. Create a validation rule that evaluates the account rating

119. What is an option when customizing a report? (3 answers)
e. Add a filter
f. Summarize fields
g. Add a grouping
h. Schedule a refresh time
i. Add a gauge component

120. What tab setting on a profile makes a tab NOT accessible on the All Tabs page or visible in any apps? (Included)
a. App Permissions
b. Object Permissions
c. Tab Settings

d. Org-wide Defaults
        OR
a. Read-Only
b. Default On
c. Default Off
d. Tab Hidden

121. Universal Containers wants to decrease call volume for the support team by creating a self-service community that will host published articles with FAQ information and provide a chat with support reps. Which two features meet these requirements? Choose 2 answers. (Included)
    A. Knowledge
    B. SOS
    C. Live Agent
    D. Content

122. All Salesforce users at Universal Containers are using the predefined actions. Several new actions have been created for different departments and are waiting to be assigned to the users in these departments. Where does a System Administrator override the predefined actions, created a new customized set of actions, and assign the new customized action layout? (Included)
    A. Permission Sets
    B. Global Actions
    C. Publisher Layouts
    D. Record Type

123. Universal Containers wants support agents skilled in a particular product line to own cases directly after customers log them from an automated channel. Which feature meets this requirement? (Included)
    A. Case Team Routing
    B. Workflow Field Update
    C. Case Escalation Rules
    D. Assignment Rules

124. The sales team at universal containers wants an easy solution to gather customer requirements and share presentations with their customers. What should an administrator do to help the sales team achieve this? (2 answers) (Included)
    a. Use chatter files to share presentations.
    b. Create opportunity teams for customers.
    c. Add customers to libraries.
    d. Add customers to private Chatter groups.

125. Universal Containers uses a custom field on the account object to capture the account credit status. The sales team wants to display the account credit status on opportunities
Which feature should a system administrator use to meet the requirements?
    a. Look-up Field
    b. Roll-up summary field
    c. Workflow field update
    d. Cross-object formula field

126. Universal Containers (UC) wants to customize basic Salesforce Reports using Lightning Experience. In which two ways can Reports be customized? Choose 2 answers v
      A. Add a chart.
      B. Add a Lightning Component.
      C. Add links to external pages.
      D. Add a filter.

127. Universal Containers sells their products to wholesale partners and retail outlets. Each process has own set of unique sales stages. Which three features can an Administrator customize for each opportunity stage? Choose 3 answers
      A. Forecast Category
      B. Probability
      C. Quota
      D. Product Family
      E. Type

128. The service department at Universal Containers wants its agents to capture and display different information on Case Records based on whether customers are calling in with a complaint, question, or product suggestion. Which three features should the System Administrator use to fulfill this requirement? Choose 3 answers.
      A. Page layouts
      B. Permission sets
      C. Field level security
      D. Support processes
      E. Record types

129. Which circumstance will prevent a system administrator from deleting a custom field?
      A. The field is used in a workflow field update
      B. The field is used in a report
      C. The field is used in a page layout
      D. The field is part of a field dependency

130. How can a new system administrator quickly provide access to adoption reports and dashboards for managers? (Included)
      A. Log a case to salesforce support.
      B. Build reports and dashboards.
      C. Use the salesforce auto-report builder.
      D. Search the AppExchange for free adoption report apps.

131. A marketing user has received a file of leads to import. What tool can be used to avoid duplicate leads?
      a. Merge Leads function
      b. Validation Rules
      c. Data Loader
      d. Import Wizard

132. Universal Containers tracks both customer issues and user issues. A customer issue can be logged as: -New
         -Working
         -Closed
A user issue can be logged as:
         -New
         -Waiting for reply
         -Closed
Which features should a system administrator use to track both case types? (Included)
         A. Record Types and Page Layouts
         B. Process Builder and Page Layouts
         C. Automated Case Users and Workflows
         D. Support Processes and Record Types

133. A user responsible for managing and creating campaigns is unable to create a new campaign, even though the user's profile has the "Create" profile permission for Campaigns. How should a system administrator grant the correct access to the user?
         A. Grant the user delegated administration rights to campaigns
         B. Select the Marketing User checkbox on the user record
         C. Assign the user to the standard Marketing User profile
         D. Create a campaign sharing rule to grant access to the user

134. Support agents at Universal Containers research solutions to customer issues by asking various subject matter experts (SMEs) at the company. Which three features will allow Support Agents to quickly document the details of these meetings? Choose 3 answers
         A. Case Feed
         B. Case comments
         C. Events
         D. Case Groups
         E. Workflow Email Alerts

135. Universal Containers has Public Read/Write Organization-Wide Default sharing for accounts. Company leadership has decided that marketing should never modify an Account record. What should the system administrator do to restrict these users? (Included)
         A. Separate the marketing role hierarchy from the sales role hierarchy.
         B. Assign a permission set to marketing users which removed edit permission.
         C. Remove edit access on accounts from the custom marketing profile.
         D. Change organization-wide default sharing to public read only.

136. What should an administrator consider when setting up case feed? (Included)
         a. Case feed replaces the standard case detail page by default
         b. The Use Case Feed permission is automatically active for all profiles
         c. Case feed requires the Service Cloud User feature license
         d. Chatter Feed tracking must be enabled for the case object.

137. A Salesforce Administrator is creating a new user. What should the Administrator consider when selecting the Username? (Included)
         A. It must be alphanumeric and be unique across all Salesforce organizations.

B. It must be alphanumeric and unique to the organization.
C. It must look like an email address and be unique across all Salesforce organizations.
D. It must look like an email address and be unique to the organization.

138. As part of a Salesforce Stakeholder meeting, the CTO of Universal Containers ask the system administrator to provide information for Total Salesforce Licenses, Used Licenses, and the Remaining Salesforce licenses. Where would a system administrator find this information? (Included)
    A. Company Information
    B. Profiles
    C. Critical Updates
    D. Users

139. Universal Containers has decided to offer a partner its products at a discounted rate applied to all opportunities. What should the administrator do to make sure that the appropriate prices are applied to products on opportunities for this partner? (Included)
    A. Create a custom object for the discounted products
    B. Create a custom Price Book with the discounted list prices
    C. Create a new list price on a Standard Price Book
    D. Create a new discount record type on the Products object

140. Sales representatives use a custom report type for Account reports. New fields have been created on the account object. What should a System Administrator do to report on the newly created fields? (Included)
    A. From the custom report type, edit object relationships, then add the new fields to the report.
    B. From the custom report type, edit layout, then add the new fields to the report.
    C. Created a new account report folder, go to share, and then add the new fields.
    D. Create a new account report and then add the new fields from the report builder.

141. Which two dashboard components are populated with data from the grand total of a custom report? Choose 2 answers (Included)
    A. Metric
    B. Gauge
    C. Table
    D. Chart

142. Previous Universal Containers sales representatives worked on approximately 200 accounts with billing addresses in New York. These sales representatives need to retain viewing and editing access to these accounts for 1-3 months. How can a system administrator easily provide view and edit access to these users for the 200 accounts? (Included)

A. Create a new account sharing rule for these users with criteria based on billing state equals New York.
B. Create a new account folder for these users with criteria based on billing state equals New York.
C. Create a new account sharing rule for the sales representative profile with criteria based on billing state equals New York.
D. Create a new profile for these users with criteria based on billing state equals New York.

143. Marketing has requested that the System Administrator update contacts with a spreadsheet of email addresses obtained from the company website. Which set of fields are required to update the contact with the new email address using the Data Import Wizard? (Included)

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

144. Which two statements must be considered when activating and assigning Themes and Branding? (Choose 2)

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

145. A user has created and customize dashboard permissions. Which additional permissions will this user need to rename a dashboard another user has saved to the departments publicly shared Dashboards and reports folder?

      A. Manage Dashboards in Public folder
      B. Manage custom reports type
      C. Create Reports folders
      D. Create and customize reports

146. Universal Containers wants to automatically assign a Task to account managers when a customer's agreement is about to expire. How should a System Administrator configure this functionality?

      a) Create a Workflow on Account with a rule criteria of Agreement End Date < TODAY() .
      b) Create a Time-based Workflow on Account with a rule criteria of Agreement End Date < TODAY()
      c) Create a Workflow on Account with a rule criteria of Agreement End Date > TODAY() .
      d) Create a Time-based Workflow on Account with a rule criteria of Agreement End Date > TODAY()

147. An administrator changed the organization's default language from English to Spanish. What must end users do to see this change?

      a) Logout, then log in again.
      b) Nothing - they'll see the application in Spanish immediately.
      c) Refresh their browser.
      d) Change their language personal preference to Spanish.

148. The marketing team at Universal Containers uses a web-to-lead form to capture leads from its website and a lead assignment rule to assign the leads to the appropriate sales representatives. How can a system administrator ensure that all leads are handled even when they do not meet the assignment criteria?

      a) Specify a default lead owner.
      b) Specify a default lead creator.
      c) Create and escalation rule to route unassigned leads.
      d) Create a validation rule to route unassigned leads

149. What functionality is available for tasks? (Choose 2 answers)

      a) Recurring tasks can be assigned to more than one user.

b) Validation rules can be created for tasks.
c) Record types can be created for tasks.
d) Roll-up summary fields can be created for tasks

150. Which three reports can be used to display a list of the Top 10 Accounts on a dashboard? Choose 3 answers
    a) Summary report without a chart
    b) Tabular report with a chart
    c) Summary report with Rows to Display set to 10
    d) Summary report with a chart
    e) Tabular report with Rows to Display set to 10

151. Which configuration option shows sales representatives the fields they must fill in prior to saving an Opportunity?
    a) Page Layout required fields
    b) Field-level Security
    c) Dependent Picklist Fields
    d) Opportunity Validation Rules

152. Salesforce Content management includes which of the following features. Choose 4 answers
    a) Version control
    b) A voting and rating system to identify popular content.
    c) Reporting capabilities.
    d) Live previews of supported file types.
    e) Automatic sync with Box, Dropbox and Google Drive

153. What should a system administrator consider when deleting a custom field? Choose 3 answers.
    a) Fields must be removed from page layouts after being deleted
    b) Deleted fields and values can be restored from the recycle bin within 15 days
    c) Fields used in workflow and assignment rule cannot be deleted
    d) Existing field values must be transferred to a new custom field
    e) Field values should be backed up before a field is deleted

154. Which report should a System Administrator use to display the number of Contacts related to an Account?
    a. Summary report with a report formula
    b. Tabular report with a report formula
    c. Summary report with a Roll-up Summary Account field
    d. Tabular report with a Roll-up Summary Account field

155. How many fields can be enabled for tracking on a custom object?
    a. 10
    b. 20
    c. 30
    d. 40

156. Universal Containers has a renewals sales team that will use the Opportunity object. They want to use many of the same picklist values that are already defined for the Stage field but will need unique picklist values for each team.
What feature allows a System Administrator to maintain the same Stage field with different values for two different teams?
   a.   Page Layouts
   b.   Sales Processes
   c.   Permissions Sets
   d.   Record Types

157. In which situation is the Case Contact notified when a support representative adds a new case comment?
   a.   The Support Representative posts the comment to the Case Chatter Feed.
   b.   The System Administrator enables Case Comment Notification to Contacts.
   c.   The Support Representative uses the Send Email Action on the Case Feed.
   d.   The System Administrator configures the Case Auto-Response Rules.

158. Sales reps should not be able to create leads, delete their own accounts or send mass emails. How can an admin meet these requirements?
   a.   Create a sharing rule
   b.   Change the OWD default settings.
   c.   Create a custom profile.
   d.   Modify a standard profile.

159. Which Salesforce feature should a company implement to provide a method for its resellers to track their Leads and Opportunities?
   a.   Lightning Customer Community
   b.   Web-to-Leads form
   c.   Automated Lead Conversion
   d.   Lightning Partner Community

160. Universal Containers has inconsistent data in its 20,000 existing Accounts and asked the System Administrator to convert all of the standard country field to ISO codes. What method should the System Administrator use?
   a.   Mass Update Addresses
   b.   Data.com Clean
   c.   List View lnline Editing
   d.   Report Exports

161. How should a System Administrator configure a report for each sales rep to see their own Open Opportunities?
   a.   Create a report schedule for each Sales Rep.
   b.   Create a separate report for each Sales Rep.
   c.   Create a Summary report grouped by Sales Rep.
   d.   Create a report filtered by "My Opportunities".

162. What is a benefit of entering Trusted IP Ranges in the Network Access section?
   a.   Users that log in within the network will not be required to verify their identity.

b. All attempts to log in from outside the network will be denied.
c. App Exchange packages can communicate with an external site.
d. Users are unable to log in through the API on networks not marked as trusted.

163. Which two related lists should be added to the Opportunity page layout to track how Campaigns contribute to the overall Sales pipeline? Choose 2 answers
    a. Campaign Members
    b. Contact Roles
    c. Open Activities
    d. Campaign Influence

164. Which of the following objects cannot be imported via the Salesforce import wizard?
    a. Leads
    b. Accounts
    c. Opportunities
    d. Solutions

165. Which option can be added to Outlook Publisher Layouts?
    a. Custom Button
    b. Quick Actions
    c. Custom Fields
    d. Related List

166. The Universal Containers' CEO does not want to see the list of Contacts when viewing an Account page, but still needs to access Contact records. How should a System Administrator configure this?
    a. Set the Contact Org-Wide Default Sharing Settings to Private.
    b. Remove the Account Related List from the Contact page layout.
    c. Remove Read access permissions for Contacts from the CEO's Profile.
    d. Create an Account page layout without the Contacts Related List

167. The User Locale setting affects the format of (Choose 4 answers):
    a. Calendar
    b. Number fields
    c. Date/Time
    d. Dates
    e. Labels

168. A System Administrator created a workflow rule that sends email alerts when a Case with a high priority is created. A new Support Engineer who works remotely at Universal Containers complains about not receiving the email alerts. All other users at Universal Containers receive these email alerts. How can a Salesforce Administrator troubleshoot this issue?
    a. Check if the Workflow evaluation criteria is correct
    b. Check if the Workflow Rule is active.
    c. Check if the correct Email Template is used.
    d. Verify the user's email address

169. What are two Final Approval Actions in an Approval Process? Choose 2 answers
    a. Add an email alert

b. Create a chatter post
c. Call Apex
d. Send an outbound message

170. A custom field is made read only from the field level security and required from the page layout. The field will be:
    a. Read only for the user
    b. Required for the user
    c. Throws an error and don't allow to make read only field mandatory from page layout
    d. User is given a choice in a popup window

171. Universal Containers wants the sales team to access information about Closed Won Opportunities with a common competitor for all pending big deals. Which features should the System Administrator implement?
    a. Competitors and Similar Opportunities
    b. Sales Teams and Closed Won Opportunities
    c. Big Deal Alerts and Sales Teams
    d. Commonalities and Won Information

172. What can a System Administrator specify in the Company Information page?
    a. Primary Contact, Chatter Settings, Set Domains
    b. Business Hours, Translation Settings, Corporate Currency
    c. Fiscal Year, Password Policies, Default Time Zone
    d. Organization Name, Default Time Zone, Default Language

173. Universal Containers has a complex sales process with multiple record types, each shared with all Profiles. Some users complain about the Record Type selection screen when creating new Opportunities. Which action should the System Administrator take to allow these users to bypass choosing a Record Type?
    a. Remove the Record Type field from the users' Page Layout
    b. Remove Record Types from the users' Profiles.
    c. Instruct users to update the Default Record Type in My Settings.

174. Universal Containers created a new product line with a special sales team to sell the products. The sales process for the new line is more complex than the current sales process. The System Administrator added new picklist values to the Stage field for use by the new sales team. How should the System Administrator configure Salesforce to ensure only the appropriate stages are visible based on the product Line?
    a. Create a validation rule to display the appropriate Stages based on the User's role.
    b. Create a sales process and Opportunity record type for each product line.
    c. Create a validation rule to display the appropriate Stages based on product line.
    d. Create new Forecast categories and assign the new Stage picklist values to those categories.

175. Universal Containers uses a private sharing model for Cases. Each product line has several product specialists who want to have visibility to all Cases involving the Product line. How should the System Administrator meet this requirement?
a. Create a pre-defined Case Team for each group of product specialists and assign the team using Case Assignment Rules.

b. Change the Org-Wide Default for Cases to Controlled By Parent and add product specialists to Account Teams.
c. Add the product specialists to the Account Team for each Account that has purchased a product from the product line.
d. Create a criteria-based Case Sharing Rule to share corresponding Cases with the product specialist role.

176. Where can be conditional highlighting be used? Choose 2 answers
    a. Enhanced list views
    b. Matrix Reports
    c. Summary reports
    d. Tabular reports

177. Which set of Salesforce records is exported by choosing the "Export AII" option instead of "Export" in Data Loader?
    a. Records for a specified object and its child records.
    b. Records for a specified object including records in the recycle bin
    c. Records for a specified object and its parent records.
    d. Records for all standard objects in the org.

178. A Delegated Administrator at Universal Containers cannot edit the Created Date field for the Account record. What reason should the System Administrator give for why this is occurring?

    a. This user does not have Edit permissions on the Account object.
    b. This field is Read-Only in Field-Level Security settings.
    c. This field is defined as Read-Only on the Page Layout.
    d. This is a System Audit field and it is Read-Only for existing records.

179. The Password Policy shows that the length of time until passwords expire is 90 days. However, some users find that their passwords expire every 30 days. Where should the System Administrator change the password expiration period for these users?
    a. Roles assigned to the Users
    b. Permission Sets assigned to the Users
    c. Individual User records
    d. Profiles assigned to the Users

180. A marketing user needs to create a new campaign, but the New Button is NOT visible from the campaign home page. The system administrator has verified that the user has the "Create" profile permission for the campaign object. How should the system administrator resolve the issue?
    a. Select the Marketing User checkbox in the user record.
    b. Select the "Manage Campaigns" profile permission.
    c. Grant the user "Read" profile permission for the campaign.
    d. Add the New button to the page layout using the page layout

181. What can an administrator configure for users on the search results? (3 answers)
    a. Filters by which users can narrow down results
    b. Objects included in the search
    c. Fields being searched on for each object.

d. Number of records displayed for each object.
e. Columns displayed for each object

182. What user interface setting must be enabled for users to edit records in a list view? (2 answers)
    a. Enhanced lists
    b. Enhanced page layout editor
    c. Inline editing
    d. Enhanced profile list views

183. What type of field allows users to input text, images, and links?
    a. Input area
    b. Text and Image area
    c. Text area
    d. Text area (rich)

184. What type of record access can an administrator grant (2 answers)
    a. Read/Write only
    b. Read only
    c. Read/Write/Delete
    d. Read/Write/Transfer

185. Which statement is true if a custom fiscal year is enabled? (2 answers)
    a. The custom fiscal year automatically updates product schedules.
    b. The custom fiscal year must be defined manually
    c. The defined custom fiscal year only affects forecasts
    d. The custom fiscal year setting CANNOT be disabled

186. A system administrator at Universal Containers needs to transfer records from one user to another. What object can be transferred using the mass transfer tool? (2 answers)
    a. Leads
    b. Campaigns
    c. Quotas
    d. Accounts

187. What permission is set in a user's profile? (3 answers)
    a. Mass email
    b. Marketing user
    c. Active
    d. Run Reports
    e. Object Permissions

188. A user at Universal container reports an error message when attempting to log in. the administrator checks the user's login history, but there is no record of the attempted login. What could be cause of this issue?
    a. The user is attempting to log in outside of the profile login range
    b. The user is attempting to log in outside of the profile IP
    c. The user is attempting to log in with wrong username
    d. The user is attempting to log in with wrong password

189. A user profile has a login hour restriction set to Monday through A user profile has login hour restrictions set to Monday through Friday 8am to 5pm. It is Tuesday and it is now 5.01 PM. Which behavior of the application should the user expect?
   a. The user will be logged out and any unsaved work-in-progress will be lost
   b. The user will be logged out and any unsaved work-in-progress will be saved
   c. The user will be able to continue working and start new sessions
   d. The user will be able to continue working, but will be unable to start any new sessions

190. Universal Containers currently assigns its users from the facilities and IT teams to the same profile. Universal container recently created a custom object to track company cars and wants only users from the facilities team to have access to this new object.
How can an administrator meet this requirement?
   a. Modify the standard profile currently shared by both teams
   b. Configure field-level security on the new object for the facilities team.
   c. Assign the facilities team to a new role in the role hierarchy.
   d. Create a custom profile for users on the facilities team.

191. Universal containers set the organization-wide defaults for cases to private. When a case is escalated, case ownership changes to Tier 2 support agent. (Included)
How can a system administrator give the sales operation team read/write access to all escalated cases?
   a. Create a case escalation rule.
   b. Create a case assignment rule.
   c. Create a criteria-based sharing rule.
   d. Create an ownership-based sharing rule.

192. What is a method for adding content to Salesforce CRM content? (2 answers)
   a. Attachments
   b. Chatter files
   c. Libraries
   d. Documents

193. Where can the multilingual solution search feature be enabled? (2 answers)
   a. Public knowledge base
   b. Solution tab search
   c. Self-service portal
   d. Salesforce content

194. What item appears in a user's My Unresolved items after synchronization (2 answers)
   a. Contacts not assigned to an account
   b. Cases not assigned to a contact
   c. Note not associated to a record
   d. Emails not associated to a record

195. The marketing team at universal containers wants to send an email to each lead received from its website. The country of the incoming lead should determine the language of the email that will be sent to the lead. How can the system administrator automate this process?
a.   Create an email template for each language and an assignment rule to send appropriate template

b. Create an email template for each language and an auto response rule to send appropriate template
c. Create an email template for each language and a workflow alert to send appropriate template
d. Create a single email template and use the translation workbench to translate and send the appropriate template

196. What does a page layout allow an administrator to control?
a. The record types available to each role and profile
b. The fields users see on detail and edit pages
c. The business process and related picklist values displayed
d. The fields users see in reports and list views

197. How can a system administrator restrict users from viewing certain fields in list views, searches, page layouts and reports?
a. Set the field to hidden on the user role
b. Remove the field from page layouts
c. Set the field to hidden using field-level security
d. Remove the field from reports and list views

198. What feature allows a user to group campaigns within a specific marketing program or initiative?
a. Campaign members
b. Campaign lists
c. Campaign hierarchy
d. Campaign influence

Explanation:
A campaign hierarchy allows you to group campaigns together within a specific marketing program or initiative, which enables you to analyze related marketing efforts more efficiently.
https://help.salesforce.com/articleView?id=campaigns_viewhierarchy.htm&type=5

199. What is the purpose of the ideas community? (2 answers)
a. To invite customers, partners, and employees to submit ideas
b. To comment on and vote for ideas posted by other community members
c. To provide access to articles that answer questions around an idea theme
d. To post customer ideas by logging cases on the Ideas tab of the portal

200. When designing a Case management solution to increase agent productivity, which Service Cloud features should you consider first? Select 2 correct answers.
a. Case queues
b. Case assignment rules
c. Case dashboards
d. Case custom report

201. Universal Containers is designing a new case management process with the following requirements: - Both support agents and product managers need to participate in the case process. - Cases must be updated as they move through the steps in the process. - All changes to a case must be tracked. Which configuration steps are required for the new case management implementation? Select 2 correct answers.
a. Enable field tracking history for fields.
b. Create list views for each case queue.

c.   Update case comments using a trigger.
d.   Configure case status values.

202. Criteria-based sharing rules can be created for which objects? (3 answers)
a.   Leads
b.   Campaigns
c.   Contacts
d.   Opportunities
e.   Accounts

203. What is the purpose of the service cloud (customer) portal? (2 answers)
a.   To provide Web self-service by exposing knowledge articles
b.   To allow customers to log and check the status cases online
c.   To share support reports and dashboards with high profile accounts
d.   To allow partners to access contact records for case collaboration.

204. What is the capability of the service cloud (customer) portal? (2 answers)
a.   The portal and its users can be created without additional licenses.
b.   The portal can be customized with corporate branding.
c.   Customer can log, view, edit, and close their own cases.
d.   Customers can view and edit contacts related to their own accounts

205. How many columns can be added in a dashboard?
a.   3
b.   4
c.   5
d.   Advance system settings allow to add 10 columns.

206. How many components can be added in a single column of dashboard?
a.   10
b.   17
c.   23
d.   Unlimited

207. The VP of sales at universal containers requested that "Verbal Agreement" be added as a new opportunity stage. The Administrator added this new picklist value to the stage field but found that the new value was not available to users. What should the administrator do?
a.   Ensure the limit of 10 stage values was not exceeded
b.   Ensure the new value was marked as active
c.   Add the new value to the appropriate record type
d.   Add the new value to the appropriate sales process

208. Which accounts are automatically synchronized on Salesforce classic?
a.   Accounts that the users own
b.   **All recently accessed accounts**
c.   Accounts selected with the sync button
d.   Any account created in the last 30 days

209. The support team at Universal Containers wants to be more proactive about renewing support plans with customers. They would like the support representative dedicated to each account to be notified a month before the account`s support plan expires
What should an administrator configure to meet this requirement?
   a. Workflow rule
   b. Assignment rule
   c. Auto-Response rule
   d. Escalation rule

210. What dashboard component can be followed by users in chatter?
   a. A gauge with break points.
   b. A table with conditional highlights.
   c. A metric with conditional highlights.
   d. A dashboard component snapshot.

211. What option is available in when scheduling a dashboard refresh? (2 answers)
   a. Define refresh times for specific dashboard components
   b. View and remove a scheduled dashboard refresh
   c. Schedule the dashboard to refresh in different time zones
   d. Send a refresh notification to users with access to the dashboard.

212. Which Option is available when using the process visualizer? (2 answers)
   a. Share annotated approval process diagrams
   b. View approval processes as a flow chart
   c. Add approval steps from the process visualizer
   d. Edit the criteria used to trigger the approval process

213. Which permission is required to convert a lead?
   a. "Convert Lead" Profile permission
   b. "Create and Edit" access for leads, accounts, contact and opportunities
   c. "Import Lead" Profile permission
   d. Transfer access for leads, accounts, contact and opportunities

214. Universal containers has decided to implement Salesforce Einstein Analytics for a subset of its users. How should the administrator enable users with permissions to use Einstein Analytics features?
   a. Create new profiles for users that will have Einstein Analytics permissions.
   b. Create a sharing group for users, then add the Einstein Analytics permissions.
   c. Create a custom permissions set, then add the permission set to existing user profiles.
   d. Create a new permission set for each type of Einstein Analytics permissions, then assign users.

215. The System admin created a validation rule that will require a custom text field "details" to be updated based on the value of another picklist field "status". Which two action system admin will take before creating validation rule? (2 answers)
   1. Update the field types to be compatible with the validation rules
   2. Add the fields to the page layout
   3. Update the user's profile to read/write access to both fields
   4. Add the validation rule to the user profile

216. 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 have 2 new options on Stage field. How should the system administrator accomplish this task?
    a. Create a new Record type and a new sales process.
    b. Create a new Record type and a page layout.
    c. **Create a new Sales process**.
    d. Create a new Record Type.

217. A sales manager recently left universal containers and the system administrator has received the urgent request to deactivate their username. Because the sales manager was part of several approval processes, it is taking longer than expected. What should a system administrator do?
    a. **Freeze the user record**.
    b. Change the user profile.
    c. Reset the user password.
    d. Change the user's email address.

218. Which two ways can users access Salesforce from their mobile device? (Choose 2)
        A. Install Salesforce Connect for mobile
        B. **Use web browser on a mobile device**
        C. Use the downloadable Salesforce mobile application
        D. **Install the Salesforce mobile application**

219. A user with administrator privileges accidentally deleted a custom field in an org one day ago. What should the administrator consider to restore the field?
    a. The deleted field and its data can't be restored.
    b. The deleted field and its data can be restored up to 30 days after deletion.
    c. **The deleted field and its data can be restored up to 15 days after deletion.**
    d. The deleted fields can be restored up to 15 days after deletion, but all data will be lost.

220. A case is created from a web form. Who will assign ownership if no active assignment rules exist?
    a. Automated Case owner
    b. **Default Case Owner**
    c. System Administrator
    d. Default workflow user

221. Universal Container has Public Read Only sharing model on accounts. A new sales team has been created that will be dealing with high security customers. The system 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)
    a. Create Ownership-based sharing rules
    b. Change Organization-wide Default on accounts to Private
    c. Create a new account record type to separate both sales teams
    d. Change the new team role to be outside the company hierarchy

222. Which two methods can be used to share records using Sharing Rules? (Choose 2)
    a. **Public Groups**
    b. Profiles
    c. **Roles and subordinates**

d.   Queues

223. Universal containers has two separate sales process: one process for domestic and one for international. Both sales processes have different stages. The executive requires a single page layout to provide the sales team with the same view both for domestic and international. Which two actions should the administrator take to support these requirements? (Choose 2)
   a.   Create one record type for the page layout
   b.   Create one sales process displaying all stages to keep sales teams on the same page layout
   c.   Create one record type for each sales process
   d.   Create two sales processes displaying only the stages appropriate to each process

224. How should a System Administrator prevent a user from logging in if they are a running user of a dashboard?
   a.   Deactivate the user
   b.   Change user profile to Read Only.
   c.   Delete the user.
   d.   Freeze the user.

225. The support manager wants to send an automatic email to the case contact when a case is closed. Which automation tool can the system administrator use?
   a.   Sharing Rule
   b.   Validation Rule
   c.   Case Auto-response Rule
   d.   Workflow Rule

226. The system administrator has added the company IP address ranges to the Network section. What will happen when a user tries to log in from outside the company network?
   a.   Login attempts by all users are denied.
   b.   Users must enter a verification code.
   c.   Login Attempts using the API are denied.
   d.   Users are redirected to VPN.

227. 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.   Approval Process
   b.   Workflow Rule
   c.   Flow builder
   d.   Process builder

228. A sales user at universal container has updated the opportunity stage for an opportunity in the pipeline. What may be updated because of the stage change? Choose 2 answers
   1.   Sales Quota
   2.   Account Rating
   3.   Forecast Category
   4.   Probability

Explanation:

The Probability value is always updated by a change in the Stage value, even if Probability is marked as read only on your page layout. The Forecast category is tied to the opportunity Stage.

https://help.salesforce.com/articleView?id=opp_fields.htm&type=5