

Salesforce Admin 201

1. Ursa Major is onboarding 15 new employees in three weeks. The administrator needs to create user records in Salesforce without activating them. Which two methods allow the administrator to achieve this goal? Choose 2 Answers

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

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

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

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

2. Sales Rep A and Sales Rep B view an Account report for All Accounts without any filters. The company uses a private sharing model. Each rep sees a different number of results. What is the explanation for the discrepancy in the reports?

A. Sales Rep B needs to be assigned to the Sales Rep queue.

B. Sales Rep B needs to be assigned to the Sales Rep profile.

C. Sales Rep B needs to be assigned to the Sales Rep permission set.

D. Sales Rep B needs to be assigned to the Sales Rep role.

3. Campaign member can be associated with which two objects? Choose 2 Answers

A. Account.

B. Opportunity.

C. Contact.

D. Lead

4. 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?

- A. The active checkbox is unchecked by default.
- B. The user was given the delegated administrator group access.

C. The System administrator profile is unavailable under the Salesforce Platform license.

D. The role needs to be specified on the user record.

5. Universal Containers uses Salesforce Content to store technical manuals and videos used by support agents when troubleshooting product issues. They would like to organize these files by product to make it easier to find the correct information and limit access to support agents only. Which content feature can be used to organize these files?

- A. Data Categories.
- B. Featured Topics.
- C. Group.
- D. Libraries.**

6. An Universal Containers, there is a custom field on the Lead named: Product_Category__c. Management would like this information to be part of the Opportunity upon Lead conversion.

What action should the administrator take to satisfy the request?

- A. Configure the product categories picklist field on the product.
- B. Map the lead custom field to the product's product category field.
- C. Create a workflow to update opportunity fields based on the lead.

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

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

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

**Which two automation solutions would be able to accomplish these tasks?
Choose 2 answers**

- A. One Process Builder that calls one Flow** B. One Flow that calls One Process Builder
- C. One Flow** D. One Process Builder

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

9. Ursa Major Solar wants to assign feature licenses to user records in Salesforce. Which two feature licenses can be assigned to a user record in Salesforce? Choose 2 answers

- A. ~~X~~ Console User. **B. Knowledge User.** C. ~~O~~portunity User. **D. Service Cloud User**

10. 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.

11. Ursa Major (UH) 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. An approval action defines the result of record approval or rejection.

C. UM can use an assignment rule to define the approver for each step in the process.

D. A delegated approver can reassign approval requests.

12. The VP of marketing has asked the administrator to restrict marketers from deleting campaign records. The marketers are currently assigned to the marketing user profile. What action should the administrator take to satisfy the request?

A. Create a validation rule to prevent delete for marketing users only.

B. Assign a permission set with campaign create, read and edit permissions.

C. Update the current profile by removing the campaign delete permission.

D. Use a custom profile with the campaign delete permission disabled.

13. A System Administrator attempts to deactivate a user but receives the error message "You CANNOT deactivate this user". What is the reason the Administrator is unable to deactivate the user?

A. The user is not assigned to a role. B. The user is logged into Salesforce.

C. The user is listed as the default Case Owner.

D. The user is still the owner on open opportunities.

14. 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?

A. Modify Field Level Security. B. Use Custom Report Types.

C. Run the report as a specified user. **D. Lock report filters**

15. A user's profile can be controlled by which three settings? Choose 3 answers

A. Locale settings. **B. Record type assignment.** C. Feature license assignment

D. Security at the field-level. **E. Assigned apps**

16. 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

17. Ursa Major Solar has a million new Account records to upload into Salesforce. What is the recommended method for uploading this data?

A . Request help from Salesforce.

B . Utilize the Data Loader.

C . Utilize the Data Import Wizard.

D . Utilize an AppExchange app

18. 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 Only C. Public Read/Write D. Private

19. 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

20. What describes the relationship among the case, asset and contact objects?

- A. Case and asset are the children, contact is the parent.
B. Case is the Child, contact and asset are the parents.
C. Case and asset are the parents, contact is the child.
D. Case is the parent, asset and contact are the children.

21. 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

- 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?

22. Ursa Major Solar uses data from the grand total of a custom report to create their dashboard. Which two components will populate the grand total properly? Choose 2 answers

- A. ~~Chart~~** B. Gauge **C. ~~Table~~** D. Metric

****23. 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 Chatter.

B. Users can create records, attach receipts as photos, and submit for approval.

Calculator

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 Chatter.

24. 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 a new permission set for each type of Einstein Analytics permissions, then assign users.

B. Create a custom permission set, then add the permission set to existing user profiles.

C. Create a sharing group for users, then add the Einstein Analytics permissions.

D. Create new profiles for users that will have Einstein Analytics permissions.

25. High Priority cases at Ursa Major Solar need to get a response in less than 3 hours or escalated to a queue called "High Priority Queues". An administrator needs to configure the case management process to implement this requirement. How should the administrator achieve this goal?

A. 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 3 hours.

B. 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 3 hours.

C. Create an escalation rule to assign all cases where status = high to the high priority queue based on when the case is created.

D. Create an assignment rule to assign all cases where status = high to the high priority queue

26. Ursa Major Solar plans to offer a partner its services at a discounted rate applied to all opportunities. The administrator needs to ensure that the appropriate prices are applied to services on opportunities for this partner. What should the administrator do to achieve this goal?

- A. Create a new discount record type on the service object.
- B. Create a custom price book with the discounted list prices.**
- C. Create a custom object for the discounted services.
- D. Create a new price on the standard price book.

27. Anytime an opportunity is moved to Closed Won, Sales reps at Universal Containers (UC) are supposed to create a record on a child object of Opportunities called Survey Request. This action, however, does not always occur. Sales reps do not always populate all fields correctly.

Which two tools should be used to remove permissions from Sales to create these records and automate record creation?

- A. ~~X~~Workflow**
- B. ~~X~~Approvals.**
- C. Process Builder**
- D. ~~Flow~~

28. Ursa Major Solar sales team needs a simple method for allowing their team members to see when they are taking time off, An administrator needs fulfill this request as quickly as possible.

What should the administrator do?

- A. User Process Builder to add the user's Time of dates to the department calander.
- B. Ensure that Outlook Sync with Salesforce is enabled.
- C. Create a workflow rule to send an email alert about the user's Time Off dates.
- D. In Chatter, enable the "Out of Office Message" functionality.**

29. Which three can be modified on standard fields?

Choose 3 answers

- A. Default text
- B. Label**
- C. Help Text**
- D. Field type
- E. Picklist Values**

30. 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**

****31. Which object must be related in order to create an opportunity record?**

- A. Quote
- B. Account**
- C. Lead
- D. Contact

32. 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 be restored up to 15 days after deletion.**
- B. The deleted field and its data can be restored up to 30 days after deletion.
- C. The deleted field and its data CANNOT be restored.
- D. The deleted field and its restored up to 5 days after deletion, but all data will be lost.

33. A new approval process is being adapted by Ursa Major Solar. After an opportunity has been approved, the contract is sent to the customer for signature as the final step in that process. How can the administrator implement this functionality?

- A. Hire a consulting firm to develop a document signing workflow.
- B. Check the “Send PDF” box on the approval process setup.
- C. Use the Salesforce Autosign flow.
- D. Install an app from AppExchange.**

34. Ursa Major Solar’s default, organization-wide sharing for accounts is set to public read/write. The administrator needs to ensure that marketing never modifies an account record. Which action should the administrator take to accomplish this goal?

- A. Switch Organization-wide default sharing to public read only.
- B. Remove edit access on accounts from the custom marketing profile.**
- C. Separate the marketing role hierarchy from the sales role hierarchy.
- D. Assign a permission set to marketing users which remove edit permission.

35. Ursa Major Solar agents want to utilize Knowledge. What are two capabilities of Knowledge?

- A. Users can rate helpfulness of articles.
- B. Knowledge articles integrated with Service Console.**
- C. Knowledge articles are always publicly available for customers.**
- D. Any user can write and publish articles.

36. A customer created a case using web to case. They contacted phone support to get an update on the case two days later. The support agent cannot find the case although the customer is positive that it was created and logged. What should the administrator reference to troubleshoot this issue?

- A. Contact email address.
- B. Setup Audit Trail.**
- C. Assignment Rules.
- D. Validation Rules.

37. Ursa Major Solar has a social marketing team set up as a public group. A sales representative would like to engage the social marketing team on one opportunity. What should the sales representative do to ensure the social marketing team can access the opportunity.

- A. Manually share the record with the public group.**
- B. Change the opportunity owner to the public group.
- C. Add the public group to an opportunity queue.
- D. Add the public group to the opportunity team.

****38. Ursa Major Solar's support team currently has a very high call volume. They want to decrease this volume by creating a self-service community that will host published articles with Frequently Ask Questions (FAQs), and provide a chat with Help Desk representatives. Which two features should be used to fulfill this goal?**

- A. Content B. SOS C. Knowledge D. Chat

39. What should an administrator take into consideration when creating Content tags?

- A. Tags are case insensitive B. Tags are updatable.
C. Tags combine singular and plural versions D. Tags are case sensitive.

40. An administrator at Ursa Major Solar (UMS) has created a new Lightning record page for the sales team to display a report chart embedded on the account page. No record types exist for an account at this time.

Which action should the administrator perform to make this page the default view of the UMS app for the sales team without impacting the support team?

- A. Make the page default object record page for the UMS app.
B. Make the page the org default.
C. Create an account record type and make the page the default object record page.
D. Make the page the default object record page for the UMS app the sales profile.

41. Ursa Major Solar wants to use the Salesforce approval process. What are two characteristics that make a sales process a good fit for the Salesforce approval process?

- A. The first level approval can be denied and automatically routed to the Sales VP for final approval.
B. The approval manager is randomly assigned from a public group of managers, and there is a second approval by the Sales VP.
C. There are approvals for all Opportunities by a Sales VP where a Sales VP is allowed to delegate their approval to someone else.
D. There is an approval to a queue member for all Opportunities and an additional approval by a Sales VP for Opportunity over a certain amount.

42. The Administrator at Ursa Major Solar has just finished creating new hot Account reports that filter Accounts that were modified this year with a rating of hot. The report was shared with the entire sales team. Some users are seeing some Accounts that have NOT been modified since last year and other Accounts where the rating is cold.

What should the administrator do to ensure that the report works as intended for all users?

- A. Lock the report filters. B. User a cross-object filter.
C. Create a filter using bucketing. D. Create the report in a private folder.

43. Ursa Major Solar (UMS) is configuring the lead conversion process. Which two factor should UMS consider before setting up the process?

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

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

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

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

44. Users at Universal Containers need the ability to save email templates in the following folder: “Unfiled Public Email Templates” Currently, users are unable to do so.

Which action should an administrator take to allow users to save email to this folder?

A. Navigate to the profile of each user and check the box for manager public templates.

B. Navigate to the email templates and manually share each with the profile of the specific users.

C. Navigate to the email templates and manually share each with the specific users.

D. Navigate to the user record and check the box for manage public templates.

45. Which two methods can be used to share records using sharing rules?

Choose 2 answers

A. Queues

B. Public Groups

C. Profiles

D. Roles and Subordinates

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

What should an administrator do to satisfy this requirement?

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

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

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

D. Create a predefined case team and as assignment rule.

47. The administrator has created new users for 10 employees at Universal Containers. Why are these users unable to access the account object in Salesforce org?

A. User’s roles are low on the Role hierarchy.

B. User’s profile requires a sharing rule for accounts.

C. User’s profile requires permission to the account object.

D. Organization-wide defaults are set to private.

48. What are two ways to customize basic reports using Lightning Experience?

Choose 2 Options

A. By adding a Lightning Component
C. By adding links to external pages.

B. By adding a filter.
D. By adding a chart.

49. The Support Manager wants to send an automatic email to the Case Contact when a case is closed. Which automation tool can the administrator use?

A. Sharing Rule. B. Validation Rule. C. Case Auto-Response Rule. **D. Workflow rule.**

Note: Workflow email alert - workflow rule Runs when a case or lead is created or edited.
Auto-response rule - Runs when a case or lead is created

50. Universal Containers has a new sales rep who will be responsible for the government vertical. All existing government accounts should be moved to the new rep using mass transfer for Accounts. Which two records will also be transferred from the current account owner to the new rep in this scenario?

A. All Open Opportunity. B. All Activities. **C. All Contacts.** D. All Open Cases.

51. Ursa Major Solar needs to transfer records from one user to another user during a mass transfer of account records. Which two record types can be used for this transfer?

A. Closed cases. B. Related custom object records. **C. Open cases.** D. Closed activities.

52. An administrator for Ursa Major Solar wants to allow internal users to view a dashboard as a sales manager within a given sales regions. How can this be configured?

A. Create a dashboard with multiple components.
B. Create a dashboard for all opportunities in the region.
C. Create a dashboard to run as a specific user.
D. Create a dashboard to run as the logged-in user.

**53. The Ursa Major Solar administrator is editing the page layout for a new custom object. A text area field is accidentally removed from the page layout, and it needs to be restored back to the page layout.
What are three methods for achieving this goal?**

A. Click the Undo button or the cancel button.
B. From the field palette, drag the field into the same position.
C. Clone the layout from a different profile and use save as.
D. Restore original page layout from a sandbox.
E. Restore from the recycle bin within 15 days.

54. Ursa Major Solar wants to customize Activities (tasks and events). What are three of customization that occur?

- A. Field Tracking.
- B. Validation Rules.**
- C. Workflow Rules.**
- D. Assignment Rules.
- E. Custom Fields.**

**55. Universal Containers frequently uses Case escalation and want the ability to track any Cases that has been escalated. The administrator has found that when any escalated Cases are closed, the escalated checkbox automatically unchecked?
What two actions should the administrator configure to meet this requirement?**

- A. Use a Process Builder to update the field.**
- B. Select show closed statuses in Case status field in support settings.
- C. Modify the time criteria in the escalation rule.
- D. Create a custom checkbox field called Has_Been_Escalated__c**

**56. An administrator needs to configure Ursa Solar's Salesforce Mobile app with the company's brand-specific images and color schemes.
Which set of branding options should the administrator use?**

- A. Tab Colors, Action Colors, Loading Logo.
- B. Individual Page Color, Multiple Loading Page Logo.
- C. Loading Page Logo, Brand Color, Loading Page Color.**
- D. Loading Page Color, Action Color, Loading Page Logo.

57. An administrator at Ursa Major Solar is setting up case feed. What should the administrator consider?

- A. The service Cloud user feature license is required for case feed.
- B. The user Case feed permission is automatically active for all profiles.
- C. Chatter feed tracking much be enabled for the case object.**
- D. By default, the case feed replaces the standard case detail page.

58. Which two statements apply when custom fiscal year is enabled? Choose 2 answers

- A. The custom fiscal year automatically updates product schedules.
- B. The defined custom fiscal year only affects forecasts.
- C. The custom fiscal year setting CANNOT be disabled.**
- D. The custom fiscal year must be defined manually.**

59. Users at Universal Containers have reported that the related lists on the Lightning record page for Accounts are showing only four fields. They would like more fields to be visible.

Which customization should an administrator use to allow for up to ten fields on related lists?

- A. Change the related list type to default.
- B. Change the related list type to list view.**
- C. Change the related list type to enhanced list.
- D. Change the related list type to custom.

60. An administrator at Northern Trail Outfitters is creating a validation rule. Which two functions should the administrator use when creating a validation rule?

- A. Error Message Location.**
- B. Error Condition Formula.**
- C. Formula return type.
- D. Rule Active Date.

61. 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 consideration should the administrator take into account when create a user record? Choose 2 answers

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

62. A user at Ursa Mojar Solar 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.

What occurs as a result of this scenario?

- A. The user will be able to log in after the computer is activated.
- B. The user will be able to log in after answering one security question.
- C. The user will be unable to log in at all.**
- D. The user will be able to log in without activating the computer.

63. Sales rep at Ursa Major Solar are working on opportunities and need to see how their colleagues have effectively managed other opportunities with comparable products, competing against the same competitors. Which two features should an administrator use to allow for this?

- A. Opportunity update reminders.
- B. Big deal alerts.
- C. Opportunity Dashboard.**
- D. Chatter Groups.**

64. At Universal Containers, if an account is consistently late or defaults on payments, users should be prevented from creating new opportunities for that account. The administrator has created a custom checkbox called Account_Credit_Alert__c on the Account object. What should the administrator do to prevent new opportunities from being created if the Account_Credit_Alert__c checkbox is checked?

- A. Create a Process Builder and a field update on Opportunities.
- B. Create a crossObject formula on Accounts.
- C. Create a criteria-based sharing rule on Accounts.

D. Create a validation rule on Opportunities.

65. Ursa Major Solar recently acquired a company whose sales team has a unique sales process, with stages that are different from the current setup of stages in Salesforce. The Chief Technology Officer (CTO) has decided that the new sales team should NOT change their process at all. What should the administrator do to incorporate the new sales team's process?

A. Create new values for the opportunity stage field; 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 a custom field for the new stages.

- C. Create new values for the opportunity stage field; order them so that the new Sales team's values are at the bottom of the picklist.
- D. Create new values for the opportunity stage field and use field-level security to control which teams see which fields.

**66. Ursa Major uses the following: Private data access model for cases
Support agents, who own cases
Product specialists who occasionally need access to cases in their product line
What are two actions that will appropriate access in this scenario?**

- A. A case escalation rule assigns ownership to product specialists.
- B. Case owners configure pre-defined case teams.
- C. Case owners manually add product specialists to ad hoc case teams.**
- D. Administrators configure pre-defined case teams and assignment rules.**

67. Universal Containers created a new job posting on the first of the month. It triggered a process scheduled action that will send a Chatter post to the department VP in 30 Days if the position is still open and the status is NOT equal to Interviewing. On the 10th of the month, an applicant interviews, and the job posting status is updated to Interviewing. What will happen to the Chatter post in this situation?

- A. The pending Chatter post will be paused.
- B. The pending Chatter post will be sent on the 10th of the month.
- C. The pending Chatter post will be sent in 30 days.

D. The pending Chatter post will be canceled.

68. 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. Case team routing.
- B. Workflow field update.

C. Assignment rules. D. Case escalation rules.

69. 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. Ensure opportunity teams are created for customers.

D. Add customers to private Chatter groups.

70. Ursa Major Solar users want to utilize Salesforce Knowledge. Which statement accurately describes knowledge?

A. A Knowledge base comprised of article that can be written and utilized by support agents.

- 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 that uses Machine Learning to generate an article to solve customer support issues.

71. Ursa Major Solar (UMS) has a Web-to-Case form on its Lightning Customer Community. USM wants to separate Cases into the following products categories:

*** Residential * Lots/Land * Commercial**

USM has added a picklist field to store this data. How can the Case be automatically placed in the correct queue upon submission?

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.

72. Ursa Major Solar has an existing process for their solar panel Opportunities that include the following stages: Prospecting; Value Proposition; Negotiating/Review; Closed Won; Closed Lost

They want to implement a new process for their battery Opportunities using the following stages:

Qualification; Value Proposition; Negotiating/Review; Closed Won; Closed Lost

What should the administrator configure to implement these changes?

A. Update the existing Opportunities sales process to include qualification as a valid stage.

B. Edit stage field on Opportunity and activate qualification as a value.

C. Create a new battery record type on Opportunity and add the appropriate values to the stage picklist.

D. Create a new sales process that includes the relevant stages and assign it to the new battery record type on Opportunity.

73. A sales ops user has been identified as the dashboards expert within Cloud Kicks. This user needs to be able to update dashboard folder access for all non-private folders.

Which permission should the administrator assign to the user?

- A. Create dashboard folders.
- B. Manage reports in public folders.
- C. Create and customize dashboards.

D. Manage dashboards in public folders.

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

View their open Opportunities grounded by Stage

View their open Opportunities grounded by source report on a dashboard component.

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

A. Summary B. Tabular C. Joined D. Matrix.

75. Ursa Major Solar placed a time-dependent action in workflow queue when the record was created.

What are two situations that will cause this action to be removed from the queue?

A. If the record no longer matched the rule criteria.

B. If another record triggers the same workflow rules.

C. If the action is deleted from the workflow queue.

D. If the validation rule is triggers for the record.

76. Ursa Major Solar is using products and price books. Which two items should an administrator take into considerations about these features? Choose 2 answers

A. A product can have a different list price in different price books.

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 more than one currency.

D. If the price books contain assets, they can NOT contain products.

77. 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. Login attempts by all users are denied.

C. Users are redirected to the VPN.

D. Users must enter a verification code.

**78. Ursa Major Solar is a Canadian company that has the following set up in Salesforce:
They have activated Web-to-Case on their corporate website.**

Auto-Response is configured so that customers are thanked for logging the case and activated Assignment Rules based on the province (CANADA) in which the customer resides.

Case ownership is therefore determined and routed to the corresponding queue – North, South, East, or West.

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

Which solution will satisfy this requirement?

A. Using a Trigger, change the owner of Cases outside CANADA to Queue – World.

B. Using a workflow Rule, change the owner of new Cases outside CANADA to Queue – World.

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

D. In Case Support setting, change Default Case Owner to Queue - World.

79. Supervisors at Universal Containers have read access to contacts through their profiles. Sales reps have a separate profile that allows them to edit Contacts. Some sales reps are attending a conference for a week and supervisors will need to fill in to update Contact details while they are out.

How should an administrator grant proper access to the supervisors?

- A. Update the supervisor profile with edit permission on Contact.
- B. Create a sharing rule to grant read/write access on Contact to the supervisor role.
- C. Change the supervisor user's profiles to be sales rep.

D. Assign a permission set with the edit permission on contact to the supervisors that need it.

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

Choose 2 answers

- A. App
- B. Profile**
- C. Role
- D. Record Type**

81. The managers at Ursa Major Solar asked the administrator to quickly provide access to sales reports and dashboards. How can this be done?

- A. Log a case to Salesforce Support.

B. Search the AppExchange for free adoption report apps.

- C. Use the Salesforce Auto-Report Builder.
- D. Build reports and Dashboards.

82. The sales operations team at Universal Containers purchased a list of shipping companies they would like to be imported into the Salesforce org using the Data Import Wizard. Some companies on the list may already be customers.

Which fields should the administrator use to prevent duplicates when importing these Account records?

- A. Owner Name and Account Name.
- B. Account Name and Account Site.**
- C. Account Name and Billing Address.
- D. Account Name and Created Date.

83. 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 layout, 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 tasks used for Accounts, Contacts, and Opportunities.

B. Inform the user to manually enter the meeting details in the account comments.

C. Inform the user to manually enter the meeting details in the description field on Accounts, Contacts, and Opportunities.

D. Add a new value to the type field on Accounts, Contacts, and Opportunities.

84. Ursa Major Solar wants all Sales Users to see a dashboard that displays Total Closed/Won Opportunity Amount by User on a monthly basic. The Opportunity sharing model is private. What should the administrator do to fulfill this request?

A. Create the Dashboard from the Opportunities by User Report, choose the Sales Manager as RunAs User and Save in the private Dashboard Folder.

B. Create the Dashboard from the Opportunities by User Report, then save it in the shared Dashboard Folder as a Dynamic Dashboard.

C. Request for the Sales Manager to create the Dashboard from the Opportunities by User Report and save it to her private Dashboards Folder.

D. Request for 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.

85. The administrator creates a validation rule that will require a custom text field called “Details” be updated based on the value of another picklist field called “Status.” Which two actions should the administrator take before activating the validation rule? Choose 2 answers

A. Update the field types to be compatible with validation rules.

B. Update the user’s profile to read/write access to both fields.

C. Add the fields to the page layout.

D. Add the validation rule to the user’s profile.

86. 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 separate task, call, or activity on the account.

B. Post customer interactions on Chatter on the account.

C. Enter comments into the notes section on the account.

D. Log a case on the account.

87. What two valid assignment options should an administrator use to configure case assignment rules?

Choose 2 answers

A. Public Group

B. Case Team

C. Queue

D. User

88. Ursa Major Solar needs to fulfill the following requirements:

*** A custom object must be created to capture account survey data.**

*** Users need the ability to select an account from the survey record and view related surveys on the account record.**

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

Choose 2 answers

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

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

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

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

89. Ursa Major Solar wants to ensure that unique data is always input into a specific field. Which two field properties should the administrator configure? Choose 2 answers

A. Required.

B. Data Type.

C. Default Value.

D. Unique.

90. What does campaign influence allow a user to do?

A. Report on the campaigns that have contributed to an opportunity.

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

C. View the entire campaign hierarchy.

D. Summarize campaign member statistics on a campaign.

91. 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. Create a new account report folder, go to share, and then add the new fields.

B. Create a new account report and add the new field from the Report Builder.

C. From the custom Report Type, Edit Object Relationships, then add the new fields to the report.

D. From the custom Report Type, Edit Layout, then add the new fields to the report.

92. 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?

A. Grant super user access to appropriate external users.

B. Delete the Executive and Manager roles.

C. Use sharing sets.

D. Create a new custom partner profile.

93. Ursa Major Solar wants to add charts to a Salesforce dashboard. What are three standard chart types that are available?

- A. Heat maps. **B. Tables.** C. Venn Diagram. **D. Bar Charts.** **E. Gauge Charts**

94. Ursa Major Solar's administrator needs to create a custom field to track a specific Tier 2 support user on a case record. What is the appropriate data type to utilize when creating this custom field?

- A. Hierarchical Relationship **B. Lookup Relationship**
C. Formula. D. Lookup Filter

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

Where should a System 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

96. Ursa Major Solar is bringing a new type of solar panel to market. An administrator needs to create a sales process for this new product. What are three considerations for the administrator in this scenario?

- A. The record type name assignment becomes permanent upon save of a new record type.
B. An opportunity record type will need to be created and assigned to the sales process.
C. Adding a new value to the record type master picklist value list adds the value to all existing record type picklists.
D. All picklist values on the page layout must be added to the master picklist value list or be active values.
E. The record type's page layout is assigned to users through their profile assignments.

97. Previous Ursa Major Solar sales representatives worked on approximately 180 accounts with billing addresses in California. These sales representatives need to retain viewing and editing access to these accounts for 1-3 months. An administrator needs to easily provide view and edit access to these users for the 180 accounts. What should the administrator do to achieve this goal?

A. Configure a new account sharing rule for these users with criteria based on billing state equals California.

B. Configure a new account sharing rule for the Sales Rep profile with criteria based on billing state equals to California.

C. Configure a new profile for these users with criteria based on billing state equals California.

D. Configure a new account folder for these users with criteria based on billing state equals California.

98. An administrator at Ursa Major Solar is configuring password requirements for the company's users. Which three actions are administrators able to configure?

A. Set requirement that passwords must be unique for each user.

B. Set the length of time before passwords expire.

C. Set prohibited password values.

D. Set maximum invalid login attempts.

E. Set password complexity requirements.

99. Ursa Major Solar has selected report folders that are shared with a small group of users who are on Lightning Experience. The administrator needs to prevent these users from customizing the information in the reports. What should the administrator do to achieve this goal?

A. Run the report as a specified user.

B. Lock report filters.

C. Change Field Level Security.

D. Utilize Custom Report Types.

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

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

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

- A. Permission Set. **B. Support Processes.** C. Field-Level Security
D. Record Types. **E. Page Layouts.**

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

- A. They are automatically assigned to another user.
B. They are automatically assigned to the administrator.
C. They are automatically deleted.
D. They are assigned to the deactivated user until reassigned.

102. Ursa Major Solar is looking into backup methods. Which set of small and large data backup methods are available in native Salesforce?

- A. Data Loader Exports, Report Exports, and Weekly Data Export Service.**
B. Data Loader Exports, Mass Exports, and Weekly Data Export Service.
C. Mass Export Wizard, Weekly Data Export Service, and Data Loader Exports.
D. Report Exports, Dashboard Exports, and Weekly Data Export Service.

103. An administrator at Ursa Major Solar wants to allow a sales user to relate an opportunity to a campaign. What are two ways to accomplish this goal? Choose 2 answers

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

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

A. Field-Level Security access determines which fields will be visible.

B. Importing data into checkbox fields allows for the use of TRUE/FALSE.

C. Validation rules do NOT execute when importing data.

D. Unrestricted picklist, a new picklist value will be applied but will NOT be added to the picklist.

E. Restricted picklists, a new picklist value will be ignored and the default value applied.

105. At Ursa Major Solar, a workflow rule is in place that sends a reminder email 30 days before the warranty expiration date. A customer renews their warranty for another three years. What is the expected behavior for the email workflow rule?

A. The email is NOT sent because the record no longer meets the criteria.

B. The email is locked in the job queue until it meets the criteria.

C. The email is sent with the 30 day reminder criteria.

D. The email is NOT sent because the customers email address was missing.

106. Ursa Major Solar tracks both user issues and customer issues.

A user issue can be logged as:

- New
- Waiting for reply
- Closed

A customer issues can be logged as:

- New
- Working
- Closed

Ad administrator needs to track both case types:

Which features should be used?

A. Workflow and Automated Case Users.

B. Page Layouts and Record Types.

C. Record Types and Support Processes.

D. Page Layouts and Process Builder

107. Universal Containers uses a private sharing model for Accounts. Accounts are assigned to a region using a custom Account. A manager from Europe has requested that the entire set of EMEA users be able to work on all EMEA Accounts. Which two actions should an administrator take to complete this request?

Choose 2 answers

A. Create a sharing rule on Account that shares Accounts where region = EMEA with the EMEA users profile.

B. Create a sharing rule on Account that shares Accounts where region = EMEA with the EMEA users public group.

C. Create a sharing rule on Account that shares Accounts where region = EMEA with the EMEA users queue.

D. Create a sharing rule on Account that shares Accounts where region = EMEA with the EMEA users role.

108. Sales Reps at Universal Containers want to prioritize and flag at-risk deals. What feature should an administrator suggest to meet this requirement?

A. Einstein Opportunity Scoring.

B. Einstein Activity Capture.

✗ Einstein Opportunity Insights.

D. Einstein Lead Scoring.

109. What are two valid use cases for Salesforce Communities?

Choose 2 answers

A. External customers can track their purchases and open support cases.

B. External partners can track the status of joint Opportunities.

C. External customers can gain full user rights to Salesforce.

D. Internal users can replicate Salesforce automation without license fees.

110. At Cloud Kicks, new public articles must be approved before publishing. Users are asked to click the submit for approval button to begin the process but sometimes the user forgets. How should an administrator automate submission so all new public articles will enter the approval process?

A. Update Initial Actions.

B. Default the Submit for Approval button.

C. Create a new record type and page layout.

D. Use Process Builder.

111. Where does an Administrator control field-level security for users?

A. Role. B. User. **C. Profile.** D. Sharing Rule

112. Ursa Major Solar is experiencing quality assurance issues with a product line. An administrator needs to use a standard object to track the extent of the problem. Which standard object should be used?

A. Account.

B. Case.

C. Opportunity.

D. Product.

113. A marketing user has received a file of leads to import into Salesforce. Which tool can be used to avoid duplicate lead records?

A. Data Loader. B. Validation Rules. **C. Data Import Wizard.** D. Merge Leads Function

114. 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

115. An administrator at Ursa Major Solar is using sharing rules to grant record access to users. 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

116. A user has created and customized 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. Manage custom report types
- B. Create report folders
- C. Manage dashboards in public folders**
- D. Create and customize reports

117. At Ursa Major Solar, an administrator has set up a new user. The user needs to activate the account before the email link expires by default. How long does the user have before the link expires?

- A. 6 days
- B. 7 days**
- C. 10 days
- D. 14 days

118. Which setting on a profile makes a tab not accessible on the All Tabs page or visible in any app, but still allows a user Multiple Books to view records that would normally be found under this tab?

- A. Object Permissions.
- B. App Permissions.
- C. Org-wide Defaults.
- D. Tab Settings**

119. An administrator is creating a new user. Which two aspects should be considered when creating the username? Choose 2 answers

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

120. The Administrator at Ursa Major Solar needs to provide information for Total Salesforce Licenses, Used Licenses, and the Remaining Salesforce licenses. Where in setup can this information be found?

- A. Company Information.**
- B. Users
- C. Profiles.
- D. Critical Updates

121. A senior retalor at Ursa Major Solar has received a long list of new residential homes to sell to for the spring. Management needs the spreadsheet of the new residential homes and a separate spreadsheet of pricebooks loaded into Salesforce. Which Salesforce data tool will meet this request?

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

122. Sales management at Ursa Major Solar wants to allow users to create new account records with prepopulated values. Which feature should an administrator use to meet this requirement?

Answer: Default field values

123. Ursa Major Solar is importing data and has many records that do NOT meet the data validation criteria. What will occur?

- A. The import process will require user authentication in order to import the invalid records.
- B. The import process will ignore the data validation criteria.
- C. The import process will abort when it encounters the first invalid record.

D. The import process will fail, but only for the records with invalid data.

124. The sales manager at Universal Containers wants three users to have Read and Edit access to Campaigns. How should the Administrator fulfill this requirement?

A. Add Read and Edit access for Campaigns to the Sales User profile.

B. Create a Permission Set with Read and Edit access for Campaigns.

C. Assign users to a System Administrator profile to provide full access.

D. Clone the Sales User profile and set up Read and Edit access for Campaigns.

125. 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. Email Alert. **B. Subscribe.** C. Approval Process. D. Validation Rules.

126. 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. Cloud Flow Designer. B. Approval Process. C. Workflow Rule. D. Process Builder

127. A sales executive at Universal Containers wants to be notified whenever high-value opportunities are created for hot accounts. What should an administrator do to meet this requirement?

- A. Create an escalation rule based on the opportunity amount.
- B. Create a workflow rule on the opportunity object.**
- C. Create a validation rule that evaluates the account rating.
- D. Creating an auto-response rule on the opportunity object.

128. Universal Containers has two sales groups. Each group has its own unique sales process. How can an administrator ensure that sales representatives have access to only the stages relevant to their process when working on opportunities?

- A. Multi-select picklists.
- B. Record types.**
- C. Page layouts.
- D. Roles

129. 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 three.)

- A. Case Feed.**
- B. Workflow Email Alerts.
- C. Case Group.**
- D. Case Comments.
- E. Events**

130. A manager has a new report folder called “Awesome Team Reports” to store the reports that are relevant for the team. The manager wants to let the team lead add new reports to the folder and share access to the folder with the rest of the team. Which level of access to the folder does the team lead need in order to complete this task?

- A. Editor.
- B. Manage.**
- C. Administrator.
- D. Viewer

131. The Administrator has created new users for 10 new employees at Universal Containers. Why are these users unable to access the Account Object in the Salesforce org?

- A. Organization-Wide Defaults are set to Private.
- B. Users’ Profile requires permission to the Account object.**
- C. Users’ Roles are low on the Role Hierarchy.
- D. Users’ Profile requires a Sharing Rule Accounts.

132. Universal Containers needs to synchronize data between Salesforce and an external financial system. What should an administrator do to accomplish this?

- A. Use the data loader to match records between the systems.
- B. Use an external ID field to match records between the systems.**
- C. Use the Excel connector to export records from both systems onto Excel.
- D. Use the data loader to match Salesforce records with the financial system.

133. When opening a case with Salesforce support, the case requestor is asked to include the Organization ID of the org with the issue. Where in Salesforce Setup will an Administrator find the Salesforce Org ID?

- A. My Domain. B. Setup Home. C. Org Details. **D. Company Information**

134. A user profile has login hour restrictions set to Monday through Friday, 8:00 a.m. to 5:00 p.m. The user logged in at 4:30 p.m. on a Tuesday and it is now 5:01 p.m. Which application behavior should the user expect?

- A. The user will be able to continue working and start new sessions.
- B. The user will be logged out and any unsaved work-in-process will be saved.
- C. The user will be logged out and any unsaved work-in-process will be lost.
- D. The user will be able to continue working, but will be unable to start any new sessions.**

135. A Sales Manager at Ursa Major Solar needs to rename and delete dashboards in the Nevada Dashboards Folder. What should the Administrator do to achieve this goal?

- A. Go to the Nevada Sales Dashboards Folder, Share, and choose Create access for the Sales Manager.
- B. Go to the Nevada Sales Dashboards Folder, Share, and choose Manage access for the Sales Manager.**
- C. Go to the Nevada Sales Dashboards Folder, Share, and choose Delegated access for the Sales Manager.
- D. Go to the Nevada Sales Dashboards Folder, Share, and choose View access for the Sales Manager's Profile.

136. A previous Administrator is no longer at Universal Containers, but still owns many records and is the Default Workflow user. Which security measure should the new Administrator take?

- A. Delete the previous Administrator user.
- B. Reset the password for the previous Administrator user.
- C. Freeze the previous Administrator user.**
- D. Deactivate the previous Administrator user.

****137. The head of marketing at Ursa Major Solar uses a spreadsheet of email addresses obtained from the company website. The Administrator needs to ensure that this spreadsheet stays updated by using the Data Import Wizard. Which set of fields are required to update the contact with the new email address?**

- A. Contact ID and Account ID
- B. Contact Name and Account ID
- C. User ID and Account ID
- D. Contact Email Address and Account ID**
- E. Contact Email Address and Contact ID**
- F. Contact Name and Account Name

138. Users are trying to create Opportunities and are receiving errors when populating a custom picklist field. When users select either of the 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?

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

139. Dream House Realty uses Content to store files for Marketing collateral. The Marketing VP wants the Collateral _ID__c this field required and for the ID, it must contain a minimum of ten characters. What should an Administrator suggest to meet these requirements?

A. Mark Collateral_ID__c as required on the page layout

B. Create Collateral_ID__c as a formula field

C. Workflow Rules

D. Validation Rules

140. Ursa Major Solar has an opportunity record with a close date of November 15, which fulfills the criteria of a time-dependent workflow rule. The time-dependent action is scheduled for November 8. The opportunity is edited before November 8, however, and no longer meets the criteria. What happens to the time-dependent action?

A. It will execute on November 15.

B. It will execute on November 8.

C. It is automatically removed from the queue.

D. It is put on hold.

141. A Sales executive at Universal Containers (UC) is utilizing Collaborative Forecasting to track sales rep quote attainment and wants to be alerted when an Opportunity Stage is moved backward in the sales process. Which feature should the Administrator use to fulfill this request?

A. Field History Tracking report

B. Big Deal Alert

C. Validation Rule

D. Workflow Rule

142. 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 System Administrator use to meet this goal? (Choose three.)

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

143. Which of the following statements is true about person accounts in backup exports?

A. If your organization uses person accounts and you're exporting contacts, person account records are included in the contact data. However, the contact data only includes the fields shared by contacts and person accounts.

B. If your organization uses person accounts and you're exporting contacts, person account records are not included in the contact data.

C. If your organization uses person accounts and you're exporting contacts, person account records are included in the contact data. The export includes all fields from person accounts.

.....

40. Sales management at Ursa Major Solar wants to allow users to create new account records with prepopulated values. Which feature should an administrator use to meet this requirement?

Answer: Default field values

41. A user has created and customize dashboards permissions. Which additional permission will the user need to rename a dashboard another user has saved to the department's publicly shared dashboards and reports folder?

Answer: Create and Customize~~X~~Reports

76. The head of marketing at Ursa major Solar uses a spreadsheet of email addresses obtained from the company website. The administrator needs to ensure that this spreadsheet stays updated by using the Data Import Wizard. Which set of fields are required to update the contact with the new email address?

Answer: Contact Email Address and Contact~~XD~~

85. Ursa Major Solar wants all Sales users to see a dashboard Total Closed/Won Opportunity Amount by User on a monthly basis. The Opportunity sharing model is private.

What should the administrator do to fulfil this request?

Answer: Create the Dashboard from the Opportunities by User Report, Choose the Sales Manager as RunAs User and Save in the private~~X~~Dashboard Folder.

87. 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?

Answer: B, C and D (Record types, Support processes, Page layouts)

88. Ursa Major Solar needs to ensure compliance with a platinum service level agreement; therefore, cases that stay in the Tier 1 queue for longer than 4 hours must be re-assigned to the Tier 3 queue. Which Salesforce feature should be used to fulfil this requirement?

Answer: Case escalation rule

89. 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?

Answer: A Lookup relationship with a Criteria Based Sharing Rule

90. Ursa Major Solar is changing from quarterly sales performance reviews to monthly sales reviews. Which feature of Collaborative Forecasts allows an administrator to ensure that Collaborative Forecasting aligns with the company's new monthly sales performance review?

Answer: Configure Forecast Types

91. Ursa Major Solar recently acquired a company whose sales team has a unique sales process, with stages that are different from the current setup of stages in Salesforce.

The Chief Technology Officer (CTO) has decided that the new sales team should NOT change their process at all.

What should the administrator do to incorporate the new sales team's process?

Answer: Create new values for the opportunity stage field; create a new sales process assigned to a custom record type for the new sales team.

92. Ursa Major Solar customers are starting to request custom-sized solar panels, which are currently unavailable in the standard inventory. Management has decided to add custom sizing as an add-on item in Salesforce.

The administrator needs to allow sales users to add custom sizing to the total opportunity sale.

What should the administrator do to achieve this goal?

Answer: Add custom sizing as a new product in an Order.

93. Every Salesforce user at Ursa Major Solar uses predefined actions. Several new actions have been created for the Sales, Marketing, and Support departments, and are waiting to be assigned to the users in these departments.

An administrator needs to override the predefined actions, create a new customized set of actions, and assign the new customized action layout.

Where should the administrator go to accomplish these tasks?

Answer: Publisher layouts

94. 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?

Answer: Summary

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

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

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

Answer: Page Layouts | Support Processes | Record Types

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

- ❖ A new custom object named Regulations__c is a child of the account object.
- ❖ All users need the ability to view Regulations__c when viewing accounts with the sales account page layout.

How should an administrator provide access to Regulations__c on the sales account page layout?

Answer: By adding a new related list for Regulations__c to the sales account page layout

97. 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?

Answer: Add a new value to the type on tasks used for accounts, contacts, and opportunities.

98. Universal Containers has purchased additional licences for five new sales representatives that will start in 30 days. The email accounts for the new representatives will NOT be active until they start. The new users should be set up ahead of time to assign records, list views, and other Salesforce utilities needed on the day they start.

Which method should a System administrator use to set up the new users without sending a notification?

Answer: Create the new users, and then assign a permission set with a start date for 30 days ahead.

103. Ursa Major Solar is using the content delivery feature of Salesforce Content.

What are two benefits of this feature?

Answer: A--> Associate the content delivery with a Salesforce record.

D--> Use Password protection for content deliveries that contain proprietary information.

104. Universal Containers has two business groups, products and Services. Both groups will be using opportunities to track deals, but different fields are required by each group.

In which two ways should an administrator meet this requirement?

Answer: A--> Create two record types

C--> Create two-page layouts

105. 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?

Answer: B--> Use Salesforce Files to post presentation in Chatter.

D--> Add customers to private Chatter groups.

106. In which two ways should knowledge articles be used?

Answer: A--> TO resolve customer cases

B--> TO display for customer self-service

108. Ursa Major Solar (UMS) is using the workflow field update.

Which two actions can UMS complete with this feature?

Answer: A→ Apply a specific value to a field.

C→ Modify the record type of a record

109. At Ursa Major Solar, a manager has asked the administrator to grant all users in the marketing user profile the view all permission for campaigns.

Answer: Assign a permission set to all marketing users.

Change the Marketing User profile.

110. Ursa Major (UM) is using an approval process.

Which two statements are correct about this scenario?

**Answer: An approval action defines the result of record approval or rejection.
To track the process, UM can use the approval history related list.**

111. Ursa Major Solar (UMS) is configuring the lead conversion process.
Which two factors should UMS consider before setting up the process?

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

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

113. Ursa Major Solar placed a time-dependent action in the workflow queue when the record was created.

What are two situations that will cause this action to be removed from the queue?

Answer: B→ If the record no longer matches the rule criteria

C→ If the action is deleted from the workflow queue

114. Ursa Major Solar wants to use the Salesforce approval process.

What are two characteristics that make a sale process a good fit for the Salesforce approval process?

Answer: B--> There are approvals for all Opportunities by a Sales VP where a Sales VP is allowed to delegate their approval to someone else.

C--> The first level approval can be denied and automatically routed to the Sales VP for final approval.✗

115. What are two valid use cases for Salesforce Communities?

Answer: Internal users can replicate Salesforce automation without license fees.

External Customers can track their purchases and open support cases.

117. Which two groups of objects can be created when converting a lead?

Answer: B --> Account, Contact, Opportunity

C--> Person account, Opportunity

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

Answer: B→ Use the Lightning Experience in web browser.

C→ Use the downloadable Salesforce mobile application.

120. Ursa Major Solar agents want to utilize knowledge.

What are two capabilities of knowledge?

Answer: Users can rate the helpfulness of articles.

Knowledge articles are always publicly available for customers.

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

What are two ways to accomplish this goal?

Answer: Use the campaign hierarchy related list on the opportunity.

Choose the primary campaign source for the opportunity.

122. Ursa Major Solar uses a validation rule to prevent invalid data.

What are three conditions where this rule is used?

Answer: A--> When records are imported

D--> When records are using web-to-lead

E--> When records are edited and saved by a user

123. Ursa Major Solar's administrator created a new account record type, but when marketing users are creating new account records, they are unable to choose the new record type.

What are two potential causes of this issue?

Answer: C→ The record type is disabled on the marketing user profile.

D→ The record type is deactivated.

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

Answer: A→ Field-Level Security access determines which fields will be visible.

B→ Importing data into checkbox fields allows for the use of TRUE/FALSE.

D→ Unrestricted picklist, a new picklist value will be applied but will NOT be added to the picklist.

125. Sales representatives at Ursa major Solar are working on opportunities and need to see how their colleagues have effectively managed other opportunities with comparable products, competing against the same competitors.

Which two features should an administrator use to allow for this?

Answer: C→ Opportunity Dashboard
D→ Chatter groups

130. Ursa Major Solar is using products and price books,
Which two items should an administrator take into considerations about these features?

Answer: A product can have a different list price in different price books.
The standard and list price for a product can be listed in more than one currency.

131. Recently, one of Ursa Major Solar's (UMS) competitors lost critical data after a powerful hurricane caused multiple power outages.

UMS need to ensure that its Salesforce data is backed up and protected from such an event.
Which two statements are true regarding this goal?

Answer: UMS can download an app from the AppExchange.
UMS can use Salesforce's weekly or monthly backup service, which is provided via a zip file.

133. Ursa Major Solar is bringing a new type of solar panel to market. An administrator needs to create a sales process for this new product.

What are three considerations for the administrator in this scenario?

Answer: A→ The Record type's page layout is assigned to users through their profile assignments.

B→ Adding a new value to the record type master picklist value list adds the value to all existing record type picklists.

D→ All picklist values on the page layout must be added to the master picklist value list or be active values.

134. 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 fulfil these requirements?

Answer: Log a separate task, call, or activity on the account.

135. Users at Universal Containers (UC) adhere to the following process for expense reports.

- Create the expense report
- Attach receipts in an Expenses app
- Send the report to the accountant to review and approve

An administrator needs to enable this app for Salesforce Mobile.

What should the administrator consider from the User's perspective?

Answer: A user can create records, attach receipts as photos, and submit for approval

136. Anytime an Opportunity is moved to Closed Won, Sales reps at Universal Containers (UC) are supposed to create a record on a child object of Opportunities called Survey Request.

This action, however, does not always occur, Sales reps do not always populate all fields correctly.

Which two tools should be used to remove permissions from Sales to create these records and automate record creation?

Answer: Process Builder Flow

137. Ursa Major Solar uses the following:

- Private data access model for cases
- Support agents, who own cases
- Product specialists who occasionally need access to cases in their product line.

What are two actions that will allow the appropriate access in this Salesforce?

Answer: Case owners manually add product specialists to ad hoc case teams.

Administrators configure pre-defined case teams and assignment rules.

138. 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.

Which action should an administrator take to ensure this requirement is met?

Answer: Confirm Feedback object is set to Private and Unlock 'Grant Access Using Hierarchies' in Organization-wide sharing.

141. Ursa Major Solar is a Canadian company that has the following set up in Salesforce:

- They have activated Web-to-Case on their corporate website.
- Auto-Response is configured so that customers are thanked for logging the case and activated Assignment Rules based on the province (CANADA) in which the customer resides.
- Case ownership is therefore determined and routed to the corresponding queue - North, South, East and West.

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

Which solution will satisfy this equipment?

Answer: In Case Support Settings, change Default Case Owner to Queue - World.

144. 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?

Answer: Configure a PROFILE to -- GRANT account edit access

145. What are two considerations for sharing email template folders?

Answer: Sharing a folder shares all subfolders in that folder

Sharing on Lightning email templates is inherited from the folder it is in.

146. What can an Administrator use to create different content pages for a FAQ and a Help Article for the support team?

Answer: Knowledge data categories

147. Dashboard components can be sorted by how many levels?

Answer: 2

148. Ursa Major Solar wants to assign feature licenses to user records in Salesforce.
What are two features licenses that can be assigned in this situation?

Answer: Service Cloud user

Console~~user~~

149. What are two considerations for the Org Recycle Bin?

Answer: You can restore reports and dashboards.

Deleted records remain in the recycle bin for 15 days.

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