# SET -1

Soru 1. The administrator at Cloud Kicks has created an approval process for time off requests. Which two automated actions are available to be added as part of the approval process?

Choose 2 answers

1. Chatter Post
2. Field Update
3. Auto Launched Flow
4. Email Alert

Soru 2. Support agents at Cloud Kicks are spending too much time finding resources to solve customer cases. The agents need a more efficient way to find documentation and similar cases from the Case page layout. How should an administrator meet this requirement?

1. Use an interview flow to capture Case details.
2. Configure Knowledge with articles and data categories.
3. Direct users to Global Search to look for similar cases.
4. Create a custom object to capture popular Case resolutions.

New Q Soru 3 . A user at Northern Trail Outfitters is having trouble logging into Salesforce. The user’s login history shows that this person has attempted to log in multiple times and has been locked out of the organization. Which two ways should the administrator help the user log into salesforce?

1. Click Reset Password on the user’s record detail page.
2. Log in as the user and enter a new password.
3. Click unlock on the user’s record detail page.
4. Send an email to the user containing the user’s password.

Soru 4. Once an opportunity reaches the negotiation stage at cloud kicks, The Amount field becomes required for sales users. Sales managers need to be able to move opportunities into this

stage without knowing the amount. How should the administrator require this field during the negotiation stage for sales users but allow their managers to make changes?

1. Make the field required for all users.
2. Create a formula field to fill in the field for managers.
3. Assign the administrator profile to the managers.
4. Configure a validation rule to meet the criteria.

New Q Soru 5 . A Sales user is trying to manage Campaign Members for an upcoming networking event. The user can view the Campaign, but CAN’T add new Campaign Members or update Member statuses. How can an administrator troubleshoot this problem?

1. Create a permission set to allow the user to edit Campaign Members.
2. Provide the user access to both Leads and Contacts to edit all Members.
3. Make sure the Marketing User Checkbox is checked on the user record page.
4. Run a Campaign report and update any Member information via Data Loader.

Soru 6. The administrator at AW Computing wants to send off client welcome tasks and a welcome email to the primary contact automatically when an Opportunity is closed won. What automation tool best accomplishes this?

1. Validation Rule
2. Outbound Message
3. Approval Process
4. Process Builder

Soru 7. Northern Trail Outfitters has a new flow that automatically sets the field values when a new account is created. That the flow is launched by a process, But the flow is not working properly. What should the administrator do to identify the problem?

1. Use the native debug feature in the flow builder.
2. Review debug logs with the login level.
3. View the setup audit Trail and review for errors.
4. Setup Email logs and review the send error log.

New Q Soru 8) Ursa Major Solar offers amazing experiences for all of its employees. The employee committee wants to post updates restricting other employees from posting.

1. Chatter Stream
2. Chatter Recommendations
3. Chatter Broadcast Group
4. Chatter Unlisted Group

Soru 9. When users log in to Salesforce via the user interface, which two settings does the system check for authentication? Choose 2 answers

1. The user’s Two-Factor Authentication for API Logins permission
2. The role IP address restrictions
3. The user’s profile login hours restrictions
4. The user’s Two-Factor Authentication for User Interface Logins permission

Soru 10. Sales Users at Cloud Kicks are requesting that the data in the industry field on the Account object displays on the Opportunity page layout. Which type of the field should an administrator create to accomplish this?

1. Custom Account Field
2. Standard Account Field.
3. Cross Object Formula Field
4. Master detail relationship Field

New Q Soru 11) Ursa major solar provides a 1- year warranty on all of the panels it installs. installation details, along with the warranty information, a.. captured on a custom object called installation. The installation record is created by the installer from the mobile app. Customers som.. receive a longer warranty as a way of increasing customer satisfaction when an installation gets delayed or has issues. How should the administrator configure Salesforce to capture the expiration date of warranty?

1. Use a formula as the default value of the warranty Expiration Date field.
2. Create a formula field to display 1 year from the warranty purchased
3. Add a validation rule to ensure the Expiration Date field is populated
4. İnclude the warranty EXPIRATION DATE field on the mobile page layout.

New Q Soru 12) The IT manager at UNIVERSAL CONTAINERS is doing an audit of the system’s security. How should the administrator provide a summary of the org’s security health?

1. Change the Organization-Wide Default to private to restrict health?
2. Turn on Event Monitoring to track user events
3. Download the six months of user login data
4. Run a health check to identify vulnerabilities.

New Q Soru 13) Cloud kicks is introducing a new shoe model and wants to advertise on TV,radio, print and social media under the banner of a new brand called New Runners. In addition, total statistics for this marketing effort need to be aggregated and visible.

1. Junction Object.
2. Lookup Relationship
3. Cross-object formula field..
4. Master-detail relationship

New Q Soru 14) AW Computing has added a new custom text field called market segment on the lead object. When a lead is converted the new field is not getting copied to the account record. What should the administrator do to ensure the market segment field from a lead is coupled to the converted account record in routine?

1. Ensure the market segment field on the lead is mapped to the right field on account.
2. Ensure Account has a field that has the exact same name as the new Lead field.
3. Write a Validation Rule to ensure the Account has a value in that field.
4. Write a record-triggered flow to copy the custom field from Lead to Account.

Soru 15. Universal Containers has enabled Data Protection and Privacy for its org. Which page layouts will have the Individual field available for tracking data privacy information?

1. Case and Opportunity
2. Account and User
3. Contact, Lead, and Person Account
4. Individual, User, and Account

Soru 16. An Administrator at DreamHouse Realty wants an easier way to assign an agent capacity and skill set. Which feature should the administrator enable to meet this requirement?

1. Knowledge Management.
2. Omni-Channel
3. Escalation Rules
4. Territory Management.

Soru 17. An administrator at Universal Container needs an automated way to delete records based on field values. What automated solution should the administrator use?

1. Workflow
2. Process Builder
3. Flow Builder
4. Automation Studio

Soru 18. What are three characteristics of a master-detail relationship? Choose 3 answers

1. The master object can be a standard or custom object
2. Permissions for the detail record are set independently of the master.
3. Each object can have up to five master-detail relationships.
4. Roll-up summaries are suppоrted in master-detail relationships.
5. The owner field on the detail records is the owner of the master record.

Soru 19. Cloud Kicks wants a report to categorize accounts into small, medium, and large based on the dollar value found in the Contract Value Field. What feature should an administrator use to meet this request?

1. Detail Column
2. Bucket Column
3. Group Rows
4. Filter Logic

Soru 20. The administrator at Ursa Major Solar needs to make sure the unassigned cases from VP customers get transferred to the appropriate service representative within 5 hours. VIP Customers have access to support 24 hours a day. How should this be configured?

1. Assignment Rules.
2. Business Hours.
3. Case Queues
4. Escalation Rules

Soru 21. The administrator at Cloud Kicks has a Custom picklist field on Lead, Which is missing on the Contact when leads are converted. Which two items should the administrator do to make sure these values are populated? Choose 2 answers

1. Create a custom picklist field on Contact
2. Update the picklist value with a validation rule.
3. Map the picklist field on the Lead to the Contact
4. Set the picklist field to be required on the Lead Object.

New Q Soru 22) At Universal Containers, there is a custom field on the Lead named Product Category. Management would like this information to be part of the opportunity upon lead conversion.

What action should the administrator take to satisfy the request?

1. Create a custom field on the Opportunity and map the two fields.
2. Create a workflow to update opportunity fields based on the lead.
3. Configure the product categories picklist field on the product.
4. Map the lead custom field to the product' product category field.

Soru 23. Cloud Kicks has a custom object called Shipments. The Company wants to see all the shipment items from an Account page. When an Account is deleted, the shipments should remain.

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

1. Shipments should have a lookup to Account.
2. Accounts should have a lookup to Shipments.
3. Shipments should have a master-detail to Accounts.
4. Accounts should have a master-detail to Shipments.

Que 24. An administrator has been asked to change the data type of an autonumber to a text field. What should the administrator be aware of before changing the field?

1. Existing field values will be deleted.
2. Existing Auto Number field to Text is prevented.
3. Existing field values will remain unchanged.
4. Existing field values will be converted.

Soru 25. Cloud Kicks has a screen flow with two questions on the same screen, but only one is necessary at a time. The administrator has been asked to show only the question that is needed.

How should an administrator complete this?

1. Use conditional visibility to hide the unnecessary question.
2. Use branching in the flow screen to show the proper scenario.
3. Use a decision element and a new screen to show the proper question.
4. Use a new version of the flow for each scenario.

Soru 26. Cloud Kicks needs to change the owner of a case when it has been open for more than 7 days. How should the administrator complete this requirement?

1. Auto - Response Rules
2. Validation Rule
3. Escalation Rule
4. Assignment Rule

Soru 27. Cloud Kicks needs to be able to show different picklist values for sales and marketing users. Which two options will meet this requirement? Choose 2 answers

1. Two page layouts, one record type, two picklists
2. One page layout, two record types, one picklist
3. Two permission sets, one record type, one picklist
4. One record type, two profiles, one picklist

Soru 28. The business development team at Cloud Kicks thinks the account creation process has too many fields to fill out and the page feels cluttered. They have requested the administrator to simplify the process. Which automation tool should an administrator use?

1. Approval process
2. Workflow rule
3. Flow builder
4. Validation rule

Soru 29. Northern Trail Outfitters wants to encourage employees to choose secure and appropriate passwords for the Salesforce accounts. Which three password policies should an administrator configure? Choose 3 answers

1. Number of days until expiration
2. Password complexity requirements
3. Require use of Password Manager App
4. Prohibited password values
5. Maximum invalid login attempts

Soru 30. The administrator at cloud kicks has been asked to change the company’s Shoe style field to prevent users from selecting more than one style on a record. Which two steps should an administrator do to accomplish this?

Choose 2 answers

1. Reactivate the appropriate Shoe Style values after the field type changes.
2. Select the “Choose only one value “checkbox on the pick list field.
3. Back-up the Shoe Style values in existing records.
4. Change the field type from a multi-select picklist field to a picklist field.

Soru 31. Cloud kicks intends to protect with backups by using the data by using the data export Service. Which two considerations should the administrator remember when Scheduling the export?

Choose 2 Answers.

1. Metadata Backups are limited to sandbox refresh intervals.
2. Data Backups are limited to weekly or monthly intervals.
3. Data export service should be run from a sandbox.
4. Metadata backups must be run via a separate process.

Soru 32. Users at Cloud Kicks want to see information more useful for their role on the Case page. How should an administrator make the pages more dynamic and easier to use?

1. Add Component visibility filters to the Components.
2. Remove fields from the record details component.
3. Delete the extra component from the page.
4. Include more tab components with filters.

Soru 33. The administrator for Cloud Kicks has created a screen flow to help service reps ask the same set of questions when customers call in with issues. This screen should be visible from cases. How should the screen flow be distributed?

1. Page Layout
2. Component Filter
3. Lightning page
4. Home page

Soru 34 An administrator has assigned a permission set group with the two factor authentication for User Interface Logins permissions and the two-factor authentication for API Logins permission to a group of users. Which two prompts will happen when one of the users attempts to log in to Data Loader? Choose 2 answers

1. Users need to download and install an authenticator app on their mobile device.
2. Users need to enter a verification code from email or SMS, whichever has higher priority.
3. Users need to connect an authenticator app to their Salesforce account.
4. Users need to get a security token from a trusted network using Reset My Security Token.

Soru 35. Universal Containers has three separate lines of business. Each line has specific fields that must be displayed to users. However, the fields needed by the sales team are different from the fields needed by the service team. How should the administrator configure this requirement?

1. Create two record types, each with 3 page layouts.
2. Create three record types, each with 2 page layouts.
3. Create six record types, each with 1 page layout.
4. Create one record type with six Page Layouts.

Soru 36. An administrator at Northern Trail Outfitters is creating a validation rule. Which two functions should the administrator use when creating a validation rule? Choose 2 answers

1. Error message location
2. Error condition formula
3. Formula return type
4. Rule active date

Soru 37. A team of support users at Cloud Kicks is helping inside sales reps make follow up calls to prospects that filled an interest form online. The team currently does not have access to the Lead object. How should an administrator provide proper access?

1. Configure permission sets
2. Create a new profile
3. Set up Manual sharing
4. Assign a new role

Soru 38. Cloud Kicks has a Customer success agent going on leave and needs to change ownership on multiple cases. Which two users are able to fulfill this request? Choose 2 answers

1. A user with Read Permission on account
2. A user with a manager role above the agent.
3. A user with the System Administrator profile.
4. A user with the Manage Cases Permission.

Soru 39. Northern Trail Outfitters has a custom quick action on Account that creates a new Case. How should an administrator make the quick action available on the Salesforce mobile app?

1. Add the Salesforce Mobile and Lightning Experience action to the page layout.
2. Create a custom Lightning App with the action.
3. Include the action in the Salesforce Mobile Navigation menu.
4. Modify compact Case page layout to include the action.

New Q Soru 40) Sales manager would like to know what could be implemented to surface important values based on the stage of the opportunity. Which tool should an administrator use to meet this requirement?

1. Opportunity Processes
2. Dynamic Forms
3. \*Path Key Fields
4. Workflow Rules

Soru 41. The administrator has been asked to automate a simple field update on the account. When a support agent changes the status of the account to ‘Audited’, they would like the system to automatically update the Audited date field on the account with today’s date. Which tool should the administrator use to complete this automation?

1. Approval process
2. Formula Field
3. Flow Builder
4. Validation Rule

Que 42. At Cloud Kicks, sales reps use discounts on the opportunity record to help win sales on particular products. When an opportunity is won, they then have to manually apply the discount to the related opportunity products. The sales manager has asked if there is a way to automate this time- consuming task. What should the administrator use to deliver this requirement?

1. Approval Process
2. Pre built Macro
3. Flow Builder
4. Formula Field

New Q Soru 43) Support reps at cloud kicks (CK) are reporting that when they try to close a case, the Closed option in the Case Status picklist is missing. CK has asked the administrator to find a solution. Why are the support reps unable to see the Closed option in the specified picklist?

1. The Case record type is missing Closed as a picklist value.
2. The Close Case page layout must be used to close a case.
3. The Show Close Statuses in Case Status Field checkbox is set to the default.
4. The Support Process being used omits Closed as a status choice

Soru 44. Northern trail Outfitter wants to use contract hierarchy in its or to display contact association. What should the administrator take into consideration regarding the contact hierarchy?

1. Contacts displays in the contact hierarchy are limited to record-level access by User.
2. Contact Hierarchy is limited to only 3,000 contacts at one time.
3. Customizing hierarchy columns changes the recently viewed Contacts list view.
4. Sharing settings are ignored by contacts displayed in the Contact Hierarchy.

Soru 45. Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on Pacific Time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support. How should an administrator solve this issue?

1. Adjust the current business hours to accommodate the Eastern Time Zone.
2. Set temporary business hours for each time zone.
3. Create one set of business hours per time zone.
4. Allow the reps to set business hours manually.

Soru 46. Universal Containers requires a different Lightning page to be displayed when Accounts are viewed in the Sales Console and in the Service Console. How should an administrator meet this requirement?

1. Update page layout assignments.
2. Define multiple record types.
3. Assign Lightning pages as app default.
4. Create different user profiles

Soru 47. 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?

1. Create an auto-response rule and a public group.
2. Create a predefined case team and an assignment rule.
3. Create a user-based sharing rule and an ad-hoc case team.
4. Create a queue and a criteria-based sharing rule.

Soru 48. The administrator at Ursa Major Solar imported records into an object by mistake. Which two tools should be used to undo this import? Choose 2 answers

1. Weekly Data Export
2. Mass Delete Records
3. Data Loader
4. Data Import Wizard

New Q Soru 49) 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?

1. The pending Chatter post will be canceled.
2. The pending Chatter post will be sent on the 10th of the month.
3. The pending Chatter post will be paused
4. The pending Chatter post will be sent in 30 days

Soru 50. Northern Trail Outfitters wants to calculate how much revenue has been generated for each of its marketing campaigns. How should an administrator deliver this information?

1. Perform periodic data jobs to update campaign records.
2. Create a roll-up summary field on Opportunity to Campaign.
3. Add a Total Value field on Campaign and use a workflow rule to update the value when an opportunity is won.
4. Design a standard Campaign report and add the Value Won Opportunities in the Campaign field.

Soru 51. Cloud Kicks wants to try out an app from the AppExchange to ensure that the app meets its needs. Which two options should the administrator suggest? Choose two answers

1. Test Drive in a production org.
2. Download into a Trailhead Playground.
3. Install in a sandbox.
4. Check edition compatibility.

Soru 52. Sales raps at Ursa Solar are having difficulty managing deals. The leadership team has asked the administrator to help sales reps prioritize and close more deals. What should the administrator do and close more deals.

1. Einstein Lead Scoring
2. Einstein Search Personalization
3. Einstein Activity Capture
4. Einstein Opportunity Scoring

Soru 53. Dream House Realty needs to use consistent picklist values in the Category field on Accounts and Cases, with values respective to record types. Which two features should the administrator use to fulfill this requirement? Choose 2 answers

1. Custom picklist
2. Dependent picklist
3. Multi-select picklist
4. Global picklist

Soru 54. AW Computing has six sales teams in a region. These teams always consist of the same account manager, engineer, and assistant. What should the administrator configure to make it easier for teams to collaborate with the same customer?

1. Enable and configure standard opportunity teams with splits.
2. Enable account teams and show the users how to set up a default account team.
3. Create a queue for each team and assign account ownership to the queue.
4. Propose the users manually share all their accounts with their teammates.

Soru 55. An administrator creates a custom text area field on the Account object and adds it to the service team's page layout. The service team manager loves the addition of this field and wants it to appear in the highlights panel so that the service reps can quickly find it when on the Account page. How should the administrator accomplish this?

1. In the Account object manager, create a custom compact layout.
2. From the page layout editor, drag the field to the highlights panel.
3. Make the field required and move it to the top of the page.
4. Create a new page layout and a new section titled highlights panel.

New Q - Soru 56 )Which two objects are customizable in the Stage Setup Flow?

Choose 2 answers.

1. Campaigns
2. Opportunıtıes

c) Campaign Members

D) Leads

Soru 57. Sales reps miss key fields when filling out an opportunity record through the sales process. Reps need to move forward in stages but are unable to enter a previous stage. Which three options should the administrator use to address this need? Choose 3 answers

1. Use validation rules.
2. Use Flow to mark fields required.
3. Mark fields required on the page layout.
4. Configure Opportunity Path.
5. Enable guided selling.

Soru 58. An administrator installed a managed package that contains a permission set group. The permission set group that was installed includes Delete access on several objects, and the administrator needs to prevent users in the permission set group from being able to delete records.

What should the administrator do to control Delete access?

1. Edit the profile for the users to remove Delete access from the objects.
2. Create a new permission set that has Delete access deselected for the objects.
3. Use a muting permission set with a permission set group to mute selected permissions.
4. Create a new role that prevents Delete permissions from rolling up to the users.

Soru 59. Ursa Major Solar is noticing a decrease in deals with a cross-sell opportunity type and wants to share all cross-sell opportunities with a team of subject matter experts in their organization. The company has different roles, and the organization wide default opportunity is set to private. How should the administrator accomplish this?

1. Add the subject matter experts to a public group and give them access to records with a criteriabased sharing rule.
2. Change the organization-wide default for opportunity from private to public Read/Write to open up access for subject matter experts.
3. Enable territory management, assign the subject matter experts to the same territory, and give them access to the records with manual sharing.
4. Create a new role for the subject matter experts and give them access to the records with the owner-based sharing rule.

Soru 60. AW Computing would like to improve its Case Lightning record page by including:

* A filtered component to display a message in bold font when a case is saved as a critical record type.
* A quick way to update the account status from the case layout.

Which two components should an administrator use to satisfy these requests? Choose 2 Answers

1. Related List
2. Related Record
3. Record details
4. Rich text

Soru 61. The VP of sales at Dream House Realty has requested a dashboard to visualize enterprise sales across the different teams. The key piece of data is the total of all sales for the year and the progress to the enterprise sales goal. What dashboard component will effectively show this number and the proximity to the total goal as a single value?

1. Stacked Bar
2. Donut
3. Table
4. Gauge

Soru 62. Cloud Kicks wants to give credit to Opportunity team members based on the level of effort contributed by each person toward each deal. What feature should the administrator use to meet this requirement?

1. List Views
2. Stages
3. Splits
4. Queues

Soru 63. Northern Trail Outfitters uses a custom object Invoice to collect customer payment information from an external billing system. The Billing System field needs to be filled on every Invoice record. How should an administrator ensure this requirement?

1. Make the field universally required.
2. Create a Process Builder to set the field.
3. Define an approval process for the child.
4. Require the field on the record type.

Soru 64. The support manager at Cloud Kicks wants to respond to customers as quickly as possible. They have requested that the response include the top five troubleshooting tips that could help solve the customer's issue. What should the administrator suggest to meet these requirements?

1. Assignment Rules
2. Knowledge Articles
3. Email Alerts
4. Auto-Response Rules

Soru 65. Cloud kicks has the organization-wide sharing default set to private on the shoe object. The sales manager should be able to view a report containing shoe records for all of the sales reps on their team. Which 3 items should the administrator configure to provide appropriate access to the report? Choose 3 answers A. Custom report type.

1. Folder access
2. Report subscription
3. Field level security
4. Role hierarchy

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# SET -2

Que 1. Ursa Major Solar wants to assist users with a guided expense report process to simplify submissions, routing, and authorizations.

Which two tools should an administrator use to build this solution? Choose 2 answers

1. Validation Rule
2. Quick Action
3. Approval Process
4. Flow Builder

Que 2. The administrator at universal containers has a screen flow that helps users create new leads. When lead source is “Search Engine”, the administrator needs to require the user to choose a specific a search engine from a picklist. If lead source is not “Search Engine”, this picklist should be hidden.

How should the administrator complete this requirement?

1. Configure a picklistforspecific search engine, and use a validation rule to conditionally show only

when lead source is “Search Engine”

1. Use an assignment element, one for when lead source is “Search Engine” and one for everything

else.

1. Assign a decision element to direct the user to a second screen to hold specific search engine only

when a lead source is “Search Engine”.

1. Create a picklist for specific search engine, and set conditional visibility so that is only shown when

lead source is “Search Engine”.

Que 3. Cloud Kicks need to be able to show different picklist values for sales and marketing users. Which two options will meet this requirement? Choose 2 answers

1. One record type, two profiles, one picklist
2. One page layout, two record types, one picklist
3. Two permission sets, one record type, one picklist
4. Two page layouts, one record type, two picklists

Que 4. The administrator has created new users for ten new employees at Northern Trail Outfitters. Why are these users unable to accsess the account object in Salesforce org ?

1. Users’ profile requires a sharing rule for Accounts.
2. Users’ profile requires permission to the Account object.
3. Users’ roles are low on the role hierarchy
4. Organization wide defaults are set to private

Que 5. Cloud kicks (CK) stores information about specific customer in Contacts and information about shoes and accessories in a custom Merchandise object.

What should the CK administrator use represent that Contacts can be interested in multiple pieces of Merchandise?

1. Hierarchy column
2. Lookup Filter
3. Formula Field
4. Junction Object

Que 6. Universal Containers is trying to improve the user experience when searching for the tight status on a case. The company currently has one support process that is used for all record types on cases. The[www.salesforcekeeda.com](http://www.salesforcekeeda.com/) Telegram: @salesforcekeeda support process has 10 status values. Service reps say they never need more than five depending on what kind of case they are working on. How should the administrator improve on the current implementation?

1. Review which status choices are needed for each record type and create support processes for each that is necessary.
2. Create a Screen Flow that shows only the correct values for status and surface the flow in the utility bar of the console.
3. Edit the status choices directly on the record type.
4. Reduce the number of case status values to five.

Que 7 . Cloud Kicks (CK) is partnering with a used shoe store and second-hand bicycle emporium. CK has an automated business process it wants to run once a week to count the number of open cases related to an account.

How should the administrator recommend automating this business process?

1. Configure a scheduled flow in flow Builder.
2. Set up a scheduled process in Process Builder.
3. Create a workflow rule with an outbound message. (pdf)
4. Use a process to update the account when it is edited

Que 8. At Universal Containers, there is a custom field on the Lead named Product Category. Management wants this information to be part of the Opportunity upon lead conversion.

What action should the administrator take to satisfy the request?

1. Create a custom field on the Opportunity and map the two fields.
2. Create a custom field on the Opportunity and map the two fields.
3. Configure the product categories picklist field on the product.
4. Map the lead custom filed to the product's product category field.

Que 9. Universal Containers has two sales teams, Sales team A and Sales team B. Each team has their own role in the role hierarchy. Both roles are subordinates of the

same Manager role.

How Should the administrator share records owned by sales team A with Sales team B?

1. Hierarchical sharing
2. Use Manual sharing
3. Criteria based sharing
4. Owner based sharing

Que 10. An administrator at Cloud Kicks has a flow in production that is supposed to create new records. However, no new records are being created.

What could the issue be?

1. The flow is read only.
2. The flow is inactive.
3. The flow URL is deactivated.
4. The flow trigger is missing.

Que 11 . The administrator at Universal Containers has created two objects: Containers c and Purchase c Management has requested that all container records display on purchase records in Salesforce.

Which type of relationship between Containers and Purchase c should satisfy the requirement?

* 1. Roll-Up Summary field
  2. Formula field
  3. Master-detail field
  4. Lookup field

Que 12 . An administrator at DreamHouse Realty needs to create customized pages for the Salesforce mobile app.

Which two types of pages could an administrator build and customize using the Lightning App Builder?

1. App page
2. User page
3. Dashboard page
4. Record page

Que 13. The service manager at Ursa Major Solar wants to let customers know that they have received their cases via email and their websites. Medium-priority and

high-priority cases should receive different email notifications than low-priority cases. The administrator has created three email templates for this purpose.

How should an administrator configure this requirement?

1. Include three assignment rules that fire when cases are created. Add a filter for case priority. Select the appropriate email template for each rule.
2. Create one auto-response rule. Configure three rule entry criteria and set a filter for case priority. Select the appropriate email template for each rule entry.
3. Configure one workflow rule that fires when cases are created. Add a filter for case priority. Select the appropriate email template for the rule.
4. Add three auto-response rules. Configure one rule entry criteria for each rule and set a filter for case priority. Select the appropriate email template for each rule entry.

Que 14. An administrator at DreamHouse Realty wants an easier way to assign cases based on agent capacity and skill set. Which feature should the administrator enable to meet this requirement?

1. Omni channel
2. Territory management
3. Escalation rules
4. Knowledge management

Que 15. The administrator at Cloud Kicks has a Custom picklist field on Lead, which is missing on the Contact when leads are converted. Which two items should the administrator do to make sure these values are populated? Choose 2 answers

1. Set the picklist field to be required on the Lead Object
2. Create a custom picklist field on Contact.
3. Update the picklist value with a validation rule.
4. Map the picklist field on the Lead to the Contact.

Que 16. An analytics user at Cloud Kicks needs Read, Create, and Edit access for objects and should be restricted from deleting any records. What should the administrator do to meet this requirement?

1. Give the user View all access and assign them to the highest role in the role hierarchy.
2. Create and assign a custom profile with Delete access removed for each object.
3. Assign the standard System Administrator profile to the analytical user.
4. Create and assign a permission set that includes Read, Create, and Edit access.

Que 17. Which two solutions could an administrator find on the AppExchange to enhance their organization?

Choose 2 answers

1. Communities
2. Consultants
3. Components
4. Customers

Que 18. Ursa Major Solar offers amazing experiences for all of its employees. The Employee engagement committee wants to post updates while restricting other

employees from posting. What should the administrator create to meet this request?

1. Chatter Stream.
2. Chatter Broadcast Group
3. Chatter Recommendations.
4. Chatter Unlisted Group
5. Northern Trail Outfitters has a custom quick action on Account that creates a new case.

How should an administrator make the quick action available on the Salesforce mobile app?

1. Create a custom Lightning App with the action.
2. Include the action in the Salesforce Mobile Navigation menu.
3. Modify compact Case page layout to include the action.
4. Add the Salesforce Mobile and Lightning Experience action to the page layout.
5. When a sales rep clicks a button on an opportunity, a simple discount calculator screen should be launched.

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

1. Flow Builder
2. Platform Event
3. Process Builder
4. Workflow Rule
5. Sales reps at Northern Trail Outfitters have asked for a way to change the Probability field value of their Opportunities.

What should an administrator suggest to meet this request?

1. Make the field editable on page layouts
2. Create a custom field on Opportunity
3. Define a new Stage picklist value
4. Configure forecasting support
5. The administrator at Ursa Major Solar has been asked to change the Work Item and Project custom object relationship from a master-detail to a lookup.

Which scenario could prevent the administrator from *fulfilling* this requirement?

1. Roll-up summary fields exist on the master object
2. A junction object is required to support the lookup
3. The lookup field is required for saving records
4. The lookup field in all the records contains a value
5. The Marketing team at Cloud Kicks uses campaigns to generate product interest. They want

custom picklist values for the campaign members…(kayıp) Status field for each camping they run.

Currently, they ask the administrator to add or delete picklist values, but this is very time-consuming.

Which two user permissions should allow the Marketing team to customize the campaign *member status picklist values themselves*?

Choose 2 answers

1. Create and Edit for Campaign Member
2. Marketing user feature license
3. Customize Application permission
4. Edit permission for campaigns
5. Cloud Kicks wants its reports to show a Fiscal Year that starts on February 1 and has 12 months.

How should the administrator address this requirement?

1. Set the Fiscal Year to Standard and the *duration* to 12 months.
2. Set the Fiscal Year to Custom and the *starting month* as February.
3. Set the Fiscal Year to Custom and the *duration* to 4 quarters.
4. Set the Fiscal Year to Standard and the *starting month* as February.
5. Universal Container wants to prevent its service team from accessing deal records. While service users are unable to access deal list views, they are able to find the deal records via a search.

What options should the administrator adjust to fully restrict access?

* 1. Permissions and tab visibility
  2. Record setting and search index
  3. Page layouts and field- level security
  4. App permissions and search terms.

1. Universal Containers requires that when an Opportunity is closed won, all other open opportunities on the same account must be marked as closed lost.

Which automation solution should an administrator use to implement this request?

* 1. Outbound Message
  2. Flow Builder
  3. Quick Action
  4. Workflow Rule

1. An administrator at Universal Containers has been asked to prevent users from accessing Salesforce from outside of their network.

What are two considerations for this configuration? Choose 2 answers

1. IP address restrictions are set on the profile or globally for the org.
2. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.
3. Restrict U2f Security Keys on the user’s profile to enforce login hours.
4. Assing single sign-on to a permission set to allow users to log in when outside the network
5. The marketing director at Northern Trail Outfitters has requested that the budget field is populated in order for the Lead Status field to be marked as qualified.

What tool should the administrator use to fulfill this request?

1. Lead Conversion.
2. Require Field.
3. Workflow Rule
4. Validation Rule
5. Users have noticed that when they click on a report in a dashboard to view the report details, the values in the report are different from the values displayed on the dashboard.

What are the two reasons this is likely to occur? Choose 2 answers

1. The dashboard needs to be refreshed.
2. The running dashboard user and viewer have different permissions.
3. The report needs to be refreshed.
4. The current user does not have access to the report folder.
5. What are three Setting an administrator should configure to make it easy for approvers to respond to approval requests?

Choose 3 Answers.

1. Update the organizations chatter setting to allow approvals.
2. Specify initial submission actions within the approval process.
3. Enable the organizations Email approval response setting.
4. Create a flow to automatically approve all records
5. Add the Items to approve component to the approvers home page.
6. The Human resources department at Northern Trail outfitters wants employees to provide feedback about the manager using a custom object in Salesforce. It is important that managers are unable to see the feedback records from their staff.

How should an administrator configure the custom object to meet this requirement?

1. Uncheck grant access using Hierarchies.
2. Set the default external access to private.
3. Configure an owner-based sharing rules.
4. Define a criteria-based sharing rules.
5. Cloud Kicks is working on a better way to track its product shipments utilizing Salesforce.

Which field type should an administrator use to capture coordinates? A.External lookup

* 1. Geofence
  2. Custom address
  3. Geolocation

1. Universal Containers introducet 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?

1. Create a user-based shaning rule and an ad-hoc case team.
2. Create an auto-responise rule and a public group.
3. Create a predefined caseteam and an assignment rule.
4. Create a queue and criteria-based sharing rule.
5. A user at Cloud Kicks is having issues logging in to Salesforce. The user asks the administrator to reset their password.

Which two options should the administrator consider when resetting the user’s password?

Choose 2 answers

1. Resetting the password will change the user’s password policy..
2. Resetting a locked-out user’s password automatically unlocks the user’s account.
3. After resetting a password, the user may be required to activate their device to successfully login to Salesforce.
4. Single sign-on users can reset their own passwords using the forgot password link
5. An administrator has been asked to change the data type of an auto number to text field. What should the administrator be aware of before changing the field?
   1. Existing field values will retain unchanged. B.Existing field values will be Converted. C.Existing field values will be deleted.

D.Existing auto number field to Text is prevented.

1. The Client services and customer support teams share the same profile but have different permission sets. The Custom Object Retention related list needs to be restricted to the client services team on the Lightning record page layout.

What should the administrator use to fulfil this request?

1. Record Type Assignment
2. Sharing settings
3. Page Layout Assignment
4. Component Visibility
5. The standard Lead Rating field picklist values of Hot, Warm, and Cold. Alist of new lead was imported without errors even though several records has the value of Unrated in the rating field.

How were these records added without errors?

1. The Restricted picklist checkbox was unchecked
2. The Add to All Record Types checkbox was selecked.
3. Field-Level security was set to Visible for all profiles.
4. A global picklist value set was used to populate the picklist.
5. NorthernTrail Outfitters uses a custom object Invoice to collect customer payment information from an external billing system. The Billing System field needs to be filled on every invoice record.

How should an adminisrator ensure this requirement?

1. Create a process builder to set the field.
2. Recuire the field on the record type.
3. Define an approval process fort he field.
4. Maket he field universally required.
5. Cloud Kicks wants to track shoe designs by products. Shoe designs should be unable to be deleted , and there can be multiple designs for one product across various stages.

Which two steps should be adminisrator configure to meet this requirement? Choose two answers

1. Create a custom object for shoe designs.
2. Configure a custom lookup field for shoe designs on the Product object.
3. Add a custom master-detail field for shoe designs on the Product object.
4. Use the standard object for designs.
5. The support manager at Cloud Kicks want o respond to customers as quickly as possible. They have requested that the response include the top five troubleshooting tips that could be help solve the customer’s issue.

What should the administrator suggest to meet these requirements?

1. Email Alerts
2. KnowledgeAarticles
3. Assignment Rules
4. Auto-ResponseRules
5. Universal Containers wants to provide reseller partners with discounted prices on the products they purchase.

How should an administrator configure this requirement?

1. Add a Partner\_Discount\_c field to the Opportunity.
2. Build seperate reseller partner products.
3. Use a different Opprotunity record type.
4. Create a seperate PriceBook for reseller partners.
5. Cloud Kicks has a custom object called Shipments. The company wants to see all the shipment items from an Account page. When an account deleted, the shipments should remain.

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

1. Shipments should have a lookup to Account.
2. Accounts should have a lookup to Shipments.
3. Shipments should have a master-detail to Accounts.
4. Accounts should have a master-detail to Shipments.
5. The administrator at cloud kicks has been ask to change the company’s Shoe style field to prevent users from selecting more than one style on a record. Which two steps should an administrator do to accomplish this? Choose 2 answers
6. Reactivate the appropriate Shoe Style values after the field type changes.
7. Select the “Choose only one value “checkbox on the pick list field.
8. Back-up the Shoe Style values in existing records.
9. Change the field type from a multi-select picklist field to a picklist field
10. Northern Trail Outfitters has two different sales processes: one for business opportunities with four stages and one for partner opportunities with eight stages. Both processes will vary in page layouts and picklist value options. What should an administrator configure to meet these requirements?
    1. Validation rules that ensure that users are entering accurate sales stage information.
    2. Different page layouts that control the picklist values for the opportunity types.
    3. Public groups to limit record types and sales processes for opportunities.
    4. Separate record types and Sales processes for the different types of opportunities.
11. Executives at Cloud Kicks have reported that their dashboards are showing inaccurate data. The administrator has discovered been changing the source reports. Which two actions should the administrator take to preserve the integrity of the source reports?

Choose 2

* 1. Create a new report folder with viewer access.
  2. Move the dashboard to the user’s private folder.
  3. Move the dashboard reports to the view-only folder.
  4. Change the dashboard to be a dynamic dashboard

1. What are three characteristics of a masterdetail relationship?

Choose 3 answers

1. The master object can be a standard or custom object.
2. Permissions for the detail record are set independently of the master.
3. Each object can have up to five master-detail relationships.
4. Roll-up summaries are supported in master-detail relationships.
5. The owner field on the detail records is the owner of the master record
6. AW Computing (AWC) occasionally works with independent contractors, who the company stores as Contacts in Salesforce. Contractors often change agencies, and AWC wants to maintain the historical accuracy of the record.

What should AWC use to track Contacts?

* 1. Use a partner community to track the Contacts.
  2. Create a new Contact record for each agency.
  3. Create a Junction object to track many-to-many relationship.
  4. Enable Contacts to multiple Accounts.

1. The adminisrator at Clout Kicks updated the custom object Event to indude a lookup field to the primary contact fort he event. When running an event report, they want to reference fields from the associated contact record.

What should the administratordo to pull contact fields into the custom repert?

1. Edit the custom Event report type and add fields related via lookup.
2. Create a new report type with Event as the primary object and Contact as a related object.
3. Usa a dashboard with fielters to Show Event and contact data as requested.
4. Configure formula fieldes on Event to populate contact information.
5. Ursa Major Solar has service level agreements (SLA) that are routed to support queues. Cases that meet the 24 hour SLA need to be automatically re-assigned to the next tier quene.

Which feature should be used to fulfill this requirement?

1. Auto-response rule
2. Case escalation rule
3. Eistein Case Routing
4. Case assignment rule
5. Cloud Kicks wants users to only be able to choose Opportunity stage closed won if the Lead source has been selected.

How should the administrator accomplish this goal?

1. Change the Opportunity stage field to read only on the page layout.
2. Configure a validation rule requiring Lead Source when the stage is set to closed won.
3. Make Lead Source a dependent picklist to the Opportunity stage field.Report subscription
4. Modify the Opportunity stage a dependent picklist to the Lead source field.
5. What should an administrator use as an identifier when importing and updating records from a separate financial system?
6. Rich text field
7. External ID
8. Auto-Number field
9. Record ID
10. An administrator at Cloud Kicks needs to export a file of closed won opportunities from the last 90 days. The file should include the Opportunity Name, ID, Close Date, and Amount.

How should the administrator export this file?

1. Data Export Service.
2. Data Export Wizard.
3. Data İmport Wizard.
4. Data Loader
5. Sales users at Universal Containers are reporting that it is taking a long time to edit opportunity records. Normally, the only field they are editing is the Stage field.

Which two options should the administrator recommend to help simplify the process? Choose 2 answers

1. Configure an auto launched flow for Opportunity editing.
2. Add a path for stage to the opportunity record page.
3. Create a simplified Opportunity page layout.
4. Use a Kanban list view for Opportunity.
5. Northern Trail outfitters has hired interns to enter Leads into Salesforce and has requested a way to is identify these new records from existing Leads.

What approach should an administrator take to meet this requirement?

1. Create a separate Lead Lightning App.
2. Define a record type and assign it to the interns.
3. Update the active Leas Assignment Rules.
4. Set up Web-to-Lead form the interns use.
5. The VP of Sales at Cloud Kicks is receiving an error message that prevents them form saving an Opportunity. The administrator attempted the same edit without receiving an error.

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

* 1. Review the sharing model.
  2. View the setup audit trail.
  3. Edit the page layout.
  4. Log in as the user

1. Users at Cloud Kicks want to be able to create a task that will repeat every two weeks. What should an administrator do to meet the requirement?
2. Workflow rule to create recurring tasks.
3. Enable Creation of Recurring Tasks.
4. Flow to create recurring tasks.
5. Turn on Recurring Activities.
6. Ursa Major Solar classifies its accounts as Silver, Gold or Platinum Level When a new case is created for a Silver or Gold partner, it should go to the Regular Support Queue. When an account is Platinum Level, it should automatically go to the Prierity Support Queue.

What should the administrator use to achieve this?

1. Assignment Rules
2. Case Rules
3. Workflow Rules
4. Escalation Rules
5. The Sales director at Cloud Kicks wants to be able to predict upcoming revenue in the next several fiscal quarters so they can set goals and benchmark how reps are performing.

Which two features should the administrator configure? Choose 2 answers

* 1. Opportunity List View
  2. Forecasting
  3. Opportunity Stages
  4. Sales Quotes

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

What flow element should the administrator add?

1. Get Records
2. Update Records
3. Assignment
4. Create Records
5. Support agents at Cloud Kicks are spending too much time finding resources to solve cases. The agents need a more efficient way to find documentation and similar cases from the Case page layout.

How should an administrator meet this requirement?

A. Use an interview flow to capture Case details.

C. Configure Knowledge with articles and data categories

B. Create a custom object to capture popular case resolutions.

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

1. Northern Trail Outfitters has asked an administrator to ensure that when a contact with a tale of

CEO is created, the contact’s account record gets updated with the CEO’s name.

Which feature should an administrator use to implement this request?

1. Validation Rule
2. Process Builder
3. Quick Action
4. Workflow Rule
5. The call center manager at Ursa Major Solar wants to provide agents with a case dashboard that can be drilled down by case origin, status, and owner.

What should an administrator add to the dashboard to fullfill the request?

* 1. Dashboard Filter
  2. Bucket Columns
  3. Dashboard Component
  4. Combination Chart

1. The events manager at DreamHouse Realty has a hot lead from a successful open house that needs to become a Contact with an associated Opportunity.

How should this be accomplished from the Campaign keeping the associated Campaign Member History?

* 1. Clone the lead and convert the cloned record to a Contact.
  2. Delete the lead and create a new Contact and Opportunity
  3. Add a Contact from the Campaign Member Detail Page
  4. Convert the lead from the Campaign Member Detail Page

64- An Administrator supporting a global team of Salesforce users has been asked to configure company settings.

Which two options should the administrator configure? Choose 2 answers

1. Login Hours
2. Password Policy
3. Currency Locate
4. Default Language

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

Which two automation tools should an administrator use to accomplish this request? Choose 2 answers.

1. Process Builder
2. Flow Builder
3. Workflow Rule
4. Approval Process

# SET -3

1 of 65.

DreamHouse Realty needs to use consistent picklist values in the Category field on Accounts and Cases, with values respective to record types.

Which two features should the administrator use to fulfill this requirement? Choose 2 answers

A. Dependent picklist B. Custom picklist

C. Multi-select picklist D. Global picklist

2 of 65.

Universal Container's administrator has been asked to create a many-to-many relationship between two existing custom

Which two steps should the administrator take when enabling the many-to-many relationship? Choose 2 answers

A.Create two master-detail relationships on the new object. B.Create two lookup relationships on the new object.

C.Create URL fields on a custom object. D.Create a junction with a custom object.

3 of 65.

Cloud Kicks has two different support teams with different case stages and data points they need to capture for resolution.

How can an administrator configure this?

1. Make the data points collected required fields for their respective team to ensure they are filled in upon case closure.
2. Add the users for the support processes into two different queues to access the correct case types.
3. Set up one support process with the case stages from both teams so that everyone can use the same page layout.
4. create two support processes with different stages and page layouts to capture the necessary information.

4 of 65.

Ursa Major Solar uses Opportunity to track sales of solar energy products. The company has two separate sales teams thi

energy markets. The services team also wants to use Opportunity to track installation. All three teams will need to use dit

stages,

How should the administrator configure this requirement?

Á. Create three sales processes. Create three record types and three page layouts,

1. Create one sales process. Create three record types and three page layouts.
2. Create three sales processes. Create three record types and one page layout.
3. Create one sales process. Create one record type and three page layouts.

5 of 65.

An administrator creates a custom text area field on the Account object and adds it to the service team's page layout. The

manager loves the addition of this field and wants it to appear in the highlights panel so that the service reps can quickly fir

Account page

How should the administrator accomplish this?

1. In the Account object manager, create a custom compact layout.
2. Make the field required and move it to the top of the page.
3. From the page layout editor, drag the field to the highlights panel.
4. Create a new page layout and a new section titled highlights panel.

set 3 soru 6 An

administrator at Northern Trail Outfitters is creating a validation rule.

Which two functions should the administrator use when creating a validation rule? Choose 2 answers

1. Error condition formula
2. Rule active date
3. Error message locatıon
4. Formula return type

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set 3 soru 7 Users

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

Where should an administrator update the option in the picklist?

1. Fields and relationships
2. Related lookup filters
3. Plcklist value sets
4. Record type

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set 3 soru 8 ( soru şekli aynı değil fakat cevap doğru ) 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? "

1. Object Permissions
2. App Permissions
3. Org-wide Defaults
4. Tab settıngs

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set 3 soru 9

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

Which feature should be used to fulfill this requirement?

1. Einstein Case Routing
2. Case Assignment Rule
3. Case escalation rules
4. Auto-response rule

Büşra hocamın dokümanında doğru cevap C olarak görünüyor.!!

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set 3 soru 10

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

Which two ways should these folders be shared? Choose 2 answers

1. Share the support reports folder wıth support managers wıth edıt access.
2. Share the Support Reports folder with Support Agents with View Access.
3. Share the helpdesk folder wıth support agents wıth vıew access.
4. Share the R&D folder with Support Managers with Edit Access.

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set 3 soru 11

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

Which two options could cause this issue? Choose 2 Answers

1. The custom report type is in development.
2. The report ıs saved ın a prıvate folder
3. The user's profıle ıs mıssıng vıew access.
4. The org has reached its limit of custom report types.

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set 3 soru 12

Cloud Kicks (CK) has a new administratorwho is asked to put together a memo detailing Salesforce usage to budget for upcoming license purchases.

Where should the administrator go to find out what type of licenses CK has purchased and how many are available?

1. Search for licenses types in setup
2. User licenses related list in company information.
3. SageNbASSR entitlements related list in company information
4. User management settings in setup in setup

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set 3 soru 13 Cloud

Kicks executives have noticed the opportunity Expected revenue Field displays incorrect values. How Should the administrator correct this?

1. Update the expected revenue associated with the stage.
2. Adjust the forecast category associated with the stage.
3. Change the probabılıty assocıated wıth the stage.
4. Modify the closed won value associated with the stage.

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set 3 soru 14

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

1. Include the action in the Salesforce Mobile Navigation menu.
2. Create a custom Lightning App with the action.
3. Add the Salesforce mobıle and lıghtnıng experıence actıon to the page layout.
4. Modify compact Case page layout to include the action.

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set 3 soru 15

The Marketing team at Cloud Kicks uses campaigns to generate product interest. They want custom picklist values for the campaign member Status field for each campaign they run, currently, they ask the administrator to add or delete values, but this is very time consuming.

Which two user permission should allow the Marketing team to customize the campaign member status picklist values themselves?

Choose 2 answers Options:

A.Create and Edit for Campaign Member B.Marketing User Feature Lıcense C.Customize Application permission

D.Edit Permission For Campaıgns

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set 3 soru 16

DreamHouse Realty has an approval process. A manager attempts to approve the record but receives an error.

What should the administrator review to troubleshoot this request?

1. Check if the user in the next approver is ınactıve or missing.
2. Review the page layout to ensure the fields updated in the process are visible.
3. Update the field-level security to view on fields that are updated in the process.
4. Add a delegated approver for the next approver in the process.

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set 3 soru 17

An administrator has been asked to change the data type of an auto number to text field. What should the administrator be aware of before changing the field?

1. Existing field values will be deleted.
2. Existing field values will be Converted.
3. Existing auto number field to Text is prevented.
4. Existing field values will remain unchanged.

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set 3 soru 18

Sales reps miss key fields when filling out on opportunity record through the process. Reps need tomove forward Win unable to enter previous stage. Which three options should the administrator use to address this need?

1. Enable guided selling.
2. Use valıdatıon rules.
3. Confıgure opportunıty path.
4. Use Flow to mark fields required.
5. Mark fıelds requıred on the page layout.

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set 3 soru 19

Which two actions should an administrator perform with Case escalation rules? Choose 2 answers A . Change the Case Priority.

B. Re-open the Case.

C . Re-assıgn the case.

D . Send emaıl notıfıcatıons

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set 3 soru 20

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

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

1. Public Dashboards
2. Dashboard Subscriptions
3. Dynamıc dashboards
4. Dashboard Filters
5. Clod Kicks has a screen flow with two questions on the same screen, but only one is necessary at a time. The administrator has been asked to show only the questions that is needed.

How should an administrator complete this?

1. Use a decision element and a new screen to show the proper question
2. Use a conditional visibility to hide the unnecessary question
3. Use a new version of the flow for each scenario.
4. Use branching in the flow screen to show the proper scenario,
5. The administrator at AW Consulting has created a custom picklist field. Business users have requested that it be a text field. The administrator attempts to change the field type but, is unable to because it is referenced by other functionalities.

Which functionality is preventing the field type from being changed?

1. Visualforce
2. Javascript
3. Formula fields
4. Record types
5. Sales and Customer Care at Ursa Major Solar need to see different fields on the Case related list from the Account record. Sales users want to see Case created date and status while Customer Care would like to see owner, status, and contact.

What should the administrator use to achieve this?

1. Page layout editor
2. Search Layout Editor
3. Compact Layout Editor
4. Related Lookup Filters
5. An analytics user at Cloud Kicks needs Read, Create, and Edit access for objects and Should be restricted from deleting any records.

What should the administrator do to meet this requirement?

1. Give the user View all access and assign them to the highest role in the role hierarchy.
2. Assign the standard System Administrator profile to the analytical user.
3. Create and assign a custom profile with delete access removed for each object.
4. Create and assign a permission set that includes Read, Create, and Edit access
5. Northern Trail Outfitters wants to know the average stage duration for all closed opportunities. How should an administrator support this request?
6. Add formula fields to track Stages on each Opportunity.
7. Refresh weekly reporting shapshots for Closed Opportunities.
8. Run the opportunity stage duration report.
9. Use Process Builder to capture the daily average on each Opportunity.
10. The call center manager at Ursa Major Solar wants to provide agents with a case dashboard that can be drilled down by case origin, status, and owner.

What should an administrator add to the dashboard to fulfill the request?

1. Combination Chart
2. Dashboard Component
3. Bucket Column
4. Dashboard filter
5. Universal Containers has a private sharing model for Opportunities and uses Opportunity Teams. Criteria- based sharing rules are not used. A sales rep at Universal Containers leaves the company and their user record is deactivated. The rep is later rehired in the same rile. The Salesforce administrator activates the old user record. The user is added to the same default Opportunity Teams, but is no longer able to see the same records the user worked on before leaving the company.

What is the likely cause?

1. The records were manually shared with the user.
2. Permission sets were removed when the user was deactivated.
3. The Stage of the Opportunity records was changed to Closed Lost.
4. The Record Type of the Opportunity records was changed.
5. Which tool should an administrator use to identify and fix potential session vulnerabilities?
6. Organization-Wide Defaults
7. Setup Audit Trail
8. Security health check
9. Field History Tracking
10. An administrator is planning to use Data Loader to mass import new records to a custom object from a new API.

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

1. Reset their password and their security token.
2. Append their security token at the end of their password to login.
3. Use the Data Import Tool to mass import custom object records.
4. Add a permission set that allows them to import data.
5. At 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?

1. Create a custom field on the opportunity and map the two fields.
2. Map the lead custom field to the product' product category field.
3. Crete a workflow to update opportunity fields based on the lead.
4. Configure the product categories picklist field on the product.
5. Universal Containers (UC) has a queue that is used for managing tasks that need to be worked by the UC customer support team. The same team will now be working some of UC's Cases. Which two options should the administrator use to help the support team?

Choose 2 answers

1. Add Cass to the existing queue as available object.
2. Create a new queue and add Cases as an available object.
3. Configure a flow to assign the cases to the queue.
4. Use assignment rules to set the queue as the owner of the case.
5. The administrator at Ursa Major Solar need to make sure the unassigned cases from VP customers get transferred to the appropriate service representative within 5 hours. VIP Customers have access to support 24 hours a day.

How should this be configured?

1. Assignment rules.
2. Business Hours.
3. Case Queues
4. Escalation Rules
5. Cloud Kicks has the organization wide defaults for Opportunity set to private. Which two features should the administrator use to open up access to Opportunity records for sales users working on collaborative deals?

Choose 2 answers:

1. Sharing set
2. Role hierarchy
3. Sharing rules
4. Profiles
5. A sales rep has a list of 300 accounts with contacts that they want to load at one time. Which tool should the administrator utilize to import the records to salesforce?
6. Dataloader.io
7. Data Loader
8. Manual Import
9. Data ımport wizard
10. Northern Trail Outfitters wants to track ROI for contacts that are key stakeholders for opportunities. The VP of Sales requested that this information be accessible on the opportunity and available for reporting.

Which two options should the administrator configure to meet these requirements?

Choose 2 answers:

1. Add the opportunity contact role related list to the opportunity page layout.
2. Customize Campaign Member Role.
3. Add the Campaign Member related list to the Opportunity page layout.
4. Customize Campaign Role.
5. Customize opportunity contact role.
6. at Cloud Kicks wants to respond to customers as quickly as possible. They have requested that the response include the top five troubleshooting tips that could help solve the customer’s issue.

What should the administrator suggest to meet these requirement?

1. Knowledge Articles
2. Email Alerts
3. Auto-response rules
4. Assignment Rules
5. The administrator at Aw Computing wants Account Details, related list and chatter feeds to each appear on separate tabs when reviewing an account. Which type of page should the administrator create?
6. Lightning app page.
7. Lightning page tab.
8. Lightning record page.
9. Lightning page Component.
10. An administrator at Cloud Kicks wants to deactivate a User who has left the company. What are two reasons that would prevent a user from being deactivated?

Choose 2 answers

1. The user is in a custom hierarchy field.
2. The user is assigned in workflow email alert.
3. The User is the highest role in the role hierarchy.
4. The use is part of a territory hierarchy.
5. Ursa Solar Major is evaluating Salesforce for its service team and would like to know what objects were available out of the box. Which three of the standard objects are available to an administrator considering a support use case?

Choose 3 answers

1. Contract
2. Case
3. Account
4. Ticket
5. Northern Trail Outfitters wants to calculate how much revenue has been generated for each of its marketing campaigns. How should an administrator deliver this information?
6. Create a roll-up summary field on Opportunity to Campaign.
7. Perform periodic data job to update campaign records.
8. Design a standard campaign report and add the value won opportunities in campaign field.
9. Add a Total Value Field on campaign and use a workflow rule to update the value when an opportunity is won.
10. Cloud Kicks users are seeing error messages when they use one of their screen flows. The error messages are confusing but could be resolved if the users entered more information on the account before starting the flow.

How should the administrator address this issues?

1. Use a fault connector and display a screen with text explaining what went wrong and how to correct it.
2. Create a permission set to allow users to bypass the error.
3. Remove validation rules so that the users are able to process without complete records.
4. Uncheck the end user Flow Errors box in setup.
5. Cloud Kicks needs to change the owner of a case when it has been open for more than 7 days. How should the administrator complete this requirement?
6. Auto - Response Rules
7. Validation Rule
8. Escalation rule
9. Assignment Rule
10. Dreamhouse realty wants to offer a form on its experience cloud site where inspectors will submit

findings from a property inspection. Which feature should an administrator place on the page to fulfill this requirement?

1. Related List
2. Autolaunched Flow
3. Record Detail
4. Screen flow
5. DreamHouse Realty (DHR) wants a templated process with a mortgage calculator that generated leads

for loans. DHR needs to complete the project within 30 days and has maxed out its budget for the year.

Which AppExchange item should help the administrator to meet the request?

1. Bolt Solutions
2. Lightning Community
3. Lightning Data
4. Flow solutions
5. Northern Trail Outfitters has requested that when the Referral Date field is updated on the custom

object Referral Source, the parent object Referral also needs to be updated. Which automation solution should an administrator use to meet this request?

1. Workflow Field Update
2. Process builder
3. Approval Process
4. Lightning Web Component
5. Aw Computing needs to capture a loss reason in rich text field when an opportunity is Closed lost. How should an administrator configure this requirement?
6. Check the required checkbox on the Loss Reason field in Object Manager.
7. Select the requirement checkbox next to the loss reason field on the page layout.
8. Create a validation rule to display an error if stage is closed lost and loss reason is blank.
9. Configure a workflow rule to display an error if Loss Reason is blank.
10. Ursa Major Solar offers amazing experiences for all of it employees. The Employee engagement committee

wants to post updates while restricting other employees from posting. What should the administrator create to meet this request?

1. Chatter broadcast group
2. Chatter Recommendations.
3. Chatter Unlisted Group
4. Chatter Stream.

NEW 48. The Sales manager at DreamHouse Realty wants the sales users to have a quick way to view and edit the Opportunities in their pipeline expected to close in the next 90 days.

What should an administrator do to accomplish this request?

1. Create a custom report and schedule the sales users to receive it each day as a reminder to update their opportunities.
2. Enable Sales Console and show users how to open a tab for each opportunity in the pipeline that meets the requirements.
3. Create a list view on the opportunity object and recommend users switch the view to kanban to edit by drag and drop.
4. Make a new Sales dashboard and add a component that shows all opportunities that meet the criteria.
5. An administrator wants to create a form in Salesforce for users to fill out when they lose a client. Which automation tool supports creating a wizard to accomplish this goal?
6. Approval Process
7. Outbound Message
8. Flow buılder
9. Process Builder
10. What are two considerations an administrator should keep in mind when working with Salesforce objects?

Choose 2 answers

1. Only standard objects support master-detail relationships.
2. A new standard object can be created.
3. Standard objects are included with salesforce.
4. Custom and standard objects have standard fields

NEW 51. DreamHouse Realty (DR) develops town center projects all over the country and would like to use Salesforce to track this development. DR needs to track the full properties and the buildings on each property.

How should the administrator relate the two objects to each other?

1. Create a lookup relationship from the building to the property.
2. Create a master-detail relationship from the building to property. C . Create a junction relationship between the building and property.

D. Create a hiererchical relationship form the building to property.

1. Cloud Kicks wants to update a screen flow so that if the checkbox field High Value Customer is set to

true, the first screen is skipped and the user is directed to the second screen. How should the administrator configure the decision element?

1. Use the equals operator and {!$globalconstant.true} as the value.
2. Use the equals operator and “High Value Customer” as the value.
3. Use the contains operator and {!$GlobalConstant.False} as the value.
4. Use the contains operator and “High Value Customer” as the value.
5. The marketing team at Ursa Major Solar wants to send a personalized email whenever a lead fills out the

web-to-Lead form on their website. They want to send different Message based on the Lead Industry Field

Value. What Should an administrator configure to meet this requirement?

1. Use Validation rule to trigger workflow to email to Lead.
2. Configure an auto response rule to email the lead.
3. Add a public group and process builder to email the lead.
4. Create an assignment rule to email the lead
5. Universal container has a contact Lightning record Page with a component that shows LinkedIn data. The sales team would like to only show this component to sales users when they are on their mobile phones.

Which two solutions should the administrator use to fulfill this requirement?

Choose 2 Answers.

1. Filter the component visibility with User > Role > Name = Sales User.
2. Filter the component visibility with view = Mobile/Tablet.
3. Filter the component visibility with form factor = phone.
4. Filter the component visibility with user > profile > name = sales user.
5. The administrator at cloud kicks has been told that users are unable to add repeating tasks in salesforce. Which two solutions the administrator use to ensure users are able to do this?

Choose 2 Answers

1. Disable shares Activities.
2. Enable creation of recurring tasks in activity settings
3. Turn on Task Notifications service
4. Add create recurring series of tasks field on page layouts

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The administrator for AW Computing is working with a user who is having trouble logging in to Salesforce. What should the administrator do to identify why the user is unable to log in?

1. Pull the password history to ensure the password policy was followed.
2. Review the login history for the user
3. Reset the security token for the profile
4. Check the attempted logins by running the setup audit trail.

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Northern Trail Outfitters wants to initiate expense reports from Salesforce to the external HR system, This process needs to be managers and directors.

Which two tools should an administrator configure? Choose 2 answers

1. Quick Action
2. Email Alert Action
3. Outbound Message
4. Approval Process 58 of 65.

Ursa Major Solar has a path on Case. The company wants to require its users to follow the status values as they are on the should be prohibited from reverting the Case back to a previous status. Which feature should an administrator use to fulfill this request?

1. Predefined Field Values
2. Global Value Picklists
3. Dependent Picklists
4. Validation Rules

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What data loss considerations should an administrator keep in mind when changing a custom field type from Text to Picklist?

Choose 2 answers

1. Auto updates will be made to Visualforce references to prevent data loss.
2. There will be no data loss with use of a global value set.
3. Any list view based on the custom field is deleted.
4. Assignment and escalation rules may be affected. 60 of 65.

Cloud Kicks has a customer success agent going on leave and needs to change ownership on multiple cases. Which two users are able to fulfill this request?

Choose 2 answers

1. A user with the System Administrator profile.
2. A user with Read permission on the account.
3. A user with a manager role above the agent.
4. A user with the Manage Cases permission, 61 of 65.

An administrator at Universal Containers needs an automated way to delete records based on field values. What automated solution should the administrator use?

1. Process Builder
2. Automation Studio
3. Workflow
4. Flow Builder

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

What should the administrator configure to meet this requirement?

1. Set up Big Deal Alerts for the amount.
2. Opportunity warnings in Kanban View
3. Key Deals component on the homepage
4. Enable Opportunity Update Reminders, 63 of 65.

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

Which tool should an administrator use to accomplish this?

A. Mass Transfer Tool B. Dataloader.io

C. Data Import Wizard D. Data Loader 64 of 65.

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

A. Process Builder B. Recorded-triggered flow

C. Task Assignment D. Case Auto-Response Rule 65 of 65.

An administrator has reviewed an upcoming critical update.

How should the administrator proceed with activation of the critical update?

1. Activate the critical update in production.
2. Activate the critical update in a sandbox.
3. Allow the critical update to auto-activate in a sandbox.
4. Allow the critical update to auto-activate.