Free Questions for ADX-211

Shared by Santiago on 20-10-2022

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Question 1

Question Type: MultipleChoice

Northern Trail Outfitters (NTO) has a private sharing model for records containing a customer's credit Information. These records should be visible to a sales rep's manager but hidden from their colleagues.

How should an administrator adjust NTO's sharing model to ensure the correct amount of confidentiality?

Options:

A- Use validation rules targeting the logged-in user.
B- Add View All access for the object via the managers profile.
C- Create sharing rules for each manager based on the record owner.
D- Grant access using hierarchies via the sharing settings.

Answer:

D

Explanation:

To ensure that sales reps' managers can view records containing customer's credit information but their colleagues cannot, NTO should grant access using hierarchies via the sharing settings. This option allows users above another user in the role hierarchy to have access to records owned by or shared with users below them in the hierarchy. Reference: https://help.salesforce.com/s/articleView?id=sf.admin_sharing.htm&type=5

Question 2

Question Type: MultipleChoice

An administrator at Clod Kicks has build a flow that delivers status update email to customers. Recently, there's been an increasae in support cases from customers reporting they had not received the email.

Where should the administrator look to investigate the issue?

Options:

A- Paused Flow Interviews
B- Process Automation Setting
C- Email Logs
D- Setup Audit Trail

Answer:

C

Explanation:

Email logs are files that provide information about email delivery and activity in your Salesforce org. Email logs contain details such as sender, recipient, subject, date, status, error code, and more for each email sent or received within a specified time range. You can use email logs to investigate issues with email delivery or performance in your org. In this case, you can use email logs to check if the status update emails were sent successfully or if there were any errors or failures. Reference: https://help.salesforce.com/s/articleView?id=sf.email_logs.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.email_logs_format.htm&type=5

Question 3

Question Type: MultipleChoice

An administrator has a request to write a report listing accounts that have sales from this year and that have a completed activity in the last 30 days.

What reporting feature should the administrator employ to provide only the list of accounts, without listing the details of the opportunities?

Options:

A- Joined Report
B- Cross-Filter
C- Summary Report
D- Filter Logic

Answer:

B

Explanation:

A cross-filter lets you filter records based on related objects and their fields. For example, you can filter accounts that have at least one opportunity from this year and at least one completed activity in the last 30 days. Reference: https://help.salesforce.com/s/articleView?id=sf.reports_cross_filters.htm&type=5

Question 4

Question Type: MultipleChoice

The administrator at AW Computing has been asked to review whether any users are making configuration changes directly in production.

Which item should the administrator review to find these details?

Options:

A- Setup Audit Trail
B- Field History Tracking
C- Login History
D- Organization-Wide Defaults

Answer:

A

Explanation:

The Setup Audit Trail is a tool that allows you to view and download a log of changes made in your org's Setup area. The log shows up to 20 fields of information for each change, such as who made it, when it was made, what type of change it was, and what values were changed. You can use the Setup Audit Trail to track configuration changes directly in production and identify any unauthorized or problematic changes. Reference: https://help.salesforce.com/s/articleView?id=sf.monitorsetup.htm&type=5

Question 5

Question Type: MultipleChoice

The Cloud Kicks security team has seen an increase in unattended device attacks, where hackers can view sensitive information when users leave devices unlocked in public settings. The security team wants to ensure Salesforce data cannot be viewed after 10 minutes of inactivity.

What is the recommended security setting to configure?

Options:

A- Enforce login IP ranges on every request.

B- Lock sessions to the domain in which they were first used.

C- Require a high assurance session.

D- Force logout on session timeout.

Answer:

D

Explanation:

Force logout on session timeout is the recommended security setting to configure because it prevents users from resuming their sessions after they time out due to inactivity, which reduces the risk of unauthorized access to Salesforce data from unattended devices. Reference: https://help.salesforce.com/s/articleView?id=sf.security_sessions_logout.htm&type=5

Question 6

Question Type: MultipleChoice

AW Computing created new multi-tier service plans. The primary difference between the packages Is the length of the term. The company wants to capture start and end dates for each service plan sold, which can direr from the contract dates of the subscription.

How should an administrator ensure the data is captured properly?

Options:

A- Build a validation rule on the Opportunity object to require custom date fields based on the product(s) selected.
B- Configure formula fields to reflect the close date of the opportunity.
C- Create a new price book for service plans with term lengths.
D- Make a validation rule on the Opportunity Product object to require custom date fields based on the product family.

Answer:

D

Explanation:

A validation rule on the Opportunity Product object to require custom date fields based on the product family will ensure that the data is captured properly. A validation rule can check if the product family matches the service plan and if so, require the start and end date fields to be filled out. This way, AW Computing can capture the term length for each service plan sold. Reference: https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5

Question 7

Question Type: MultipleChoice

The administrator at AW Computing implements multi-factor authentication using the Salesforce Authenticator app downloaded on company-provided iPhones. A sales rep breaks their phone and needs to update an opportunity record.

How should the administrator grant access for the sales rep?

Options:

A- Instruct the sales rep to log in from the company's VPN.
B- Delegate multi-factor identification to the sales rep.
C- Add the sales rep's IP address to the trusted IP ranges.
D- Generate a temporary identity verification code for the rep.

Answer:

D

Explanation:

To grant access for the sales rep who broke their phone and needs multi-factor authentication using Salesforce Authenticator app, the administrator can generate a temporary identity verification code for them. This code allows users who don't have their verification method available to log in securely without compromising their account security. Reference: https://help.salesforce.com/s/articleView?id=sf.identity_verification_codes.htm&type=5

Question 8

Question Type: MultipleChoice

Ursa Major Solar (UMS) wants to identify customers that need to install a new solar panel monitor system it recently released. UMS tracks the installed products as Asset records that art related to the Account. Sales management has asked the administrator to create a report for users.

What is the recommended method for the administrator to meet the requirement?

Options:

A- Use PREVGROUPVAL() in Report Builder.
B- Use Role Hierarchy filter to restrict related records.
C- Use a Summary report with Bucket Columns.
D- Use a Cross Filter with WITHOUT logic.

Answer:

D

Explanation:

A cross filter with WITHOUT logic is a method for creating a report that shows accounts that are missing certain related records. A cross filter is a filter that lets you include or exclude records in your report based on related objects and their fields. You can use cross filters to create reports on accounts with or without opportunities, contacts, cases, or other related objects. In this case, you can use a cross filter with WITHOUT logic to show accounts without assets that have a certain product name or code. This way, you can identify customers that need to install a new solar panel monitor system. Reference:
https://help.salesforce.com/s/articleView?id=sf.reports_cross_filters.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.reports_examples_cross_filters.htm&type=5

Question 9

Question Type: MultipleChoice

Sales reps at Ursa Major Solar often give discounts depending on the configuration of the solar panel system. Customers want to know what the different configuration options are. Sales management wants to ensure the opportunity pipeline is as accurate as possible.

What should sales reps do to ensure their quotes and opportunities reflect their sales?

Options:

A- Update the quote record each time the customer requests a different product configuration, and clicks the sync button to update the opportunity.
B- Create a new quote record for each of the different product configurations. Sync the most likely to be purchased back to the opportunity.
C- Create new opportunities for each quote request. Change the forecast category to omitted for all except the most likely to be purchased.
D- Use the products related list to associate the different configurations with the opportunity. Update the Amount field with the most likely purchase price.

Answer:

B

Explanation:

Creating a new quote record for each of the different product configurations and syncing the most likely to be purchased back to the opportunity will ensure that their quotes and opportunities reflect their sales. This way, sales reps can show customers different options and prices, and keep track of which one is most likely to close. Syncing a quote with an opportunity will update the opportunity amount, stage, and expected revenue fields based on the quote information. Reference:
https://help.salesforce.com/s/articleView?id=sf.quotes_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.quotes_syncing.htm&type=5

Question 10

Question Type: MultipleChoice

Cloud Kicks (CK) completed a project in a sandbox environment and wants to migrate the changes to production. CK split the deployment into two distinct change sets. Change set 1 has new custom objects and fields. Change set 2 has updated profiles and automation.

What should the administrator consider before deploying the change sets?

Options:

A- The Field-Level Security will not be deployed with the profiles in change set 2.

B- Change set 2 needs to be deployed first.

C- Automations need to be deployed in the same change set in order to be activated.

D- Both change sets must be deployed simultaneously.

Answer:

A

Explanation:

When deploying profiles using change sets, the field-level security settings are not included unless the fields themselves are also part of the change set. Therefore, the administrator should consider adding the new custom fields to change set 2 along with the profiles, or manually adjust the field-level security after deployment. Reference: https://help.salesforce.com/articleView?id=changesets_about_components.htm&type=5

Question 11

Question Type: MultipleChoice

At Ursa Major Solar, several different planetary teams handle leads depending on which planet the lead is coming from. While most of the teams only need a few fields filled out to work the lead, the Jupiter team requires additional information to be filled out, such as which moon the lead is coming from. The administrator needs to automate which team is allocated the lead record based on the planet and ensure that every team has all of the information they need.

Which two features will satisfy these requirements?

Choose 2 answers

Options:

A- Assignment Rules
B- Validation Rules
C- Matching Rules
D- Workflow Rules

Answer:

A, B

Explanation:

Assignment rules and validation rules are two features that can satisfy these requirements:

Assignment rules are used to automatically assign leads or cases to users or queues based on certain criteria. In this case, an assignment rule can be used to assign leads to different planetary teams depending on which planet the lead is coming from.

Validation rules are used to validate the data entered by users and prevent records from being saved if they do not meet certain criteria. In this case, a validation rule can be used to ensure that every team has all of the information they need by making certain fields required or dependent on other fields.

The other two options are incorrect because:

Matching rules are used to identify duplicate records based on certain fields or fuzzy logic. They do not assign records or validate data.

Workflow rules are used to automate tasks or actions based on certain criteria. They do not assign records or validate data.


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