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Question 1

Question Type: MultipleChoice

An administrator is building a Lightning app and sees a message that a My Domain must be set up first.

What should the administrator take into consideration when enabling My Domain?

Options:

- A- Single sign-on must be disabled prior to implementing My Domain.
- B- The login for all internal and external users changes to the My Domain login
- C- A deployed My Domain is irreversible and renaming is unavailable.
- D- The URL instance for a My Domain stays the same for every release

Answer:

B

Explanation:

My Domain is a feature that allows administrators to create a custom domain name for their Salesforce org that replaces their instance URL (such as na35.salesforce.com). My Domain provides benefits such as improved security; enhanced branding; faster navigation; access to Lightning components; etc. However, one of the considerations when enabling My Domain is that it changes how users log in to Salesforce - instead of using their instance URL login (such as login.salesforce.com), they have to use their My Domain login (such as mydomain.my.salesforce.com). This applies to all internal and external users who access Salesforce via web browser or mobile app. Reference: https://help.salesforce.com/s/articleView?id=sf.domain_name_overview.htm&type=5

Question 2

Question Type: MultipleChoice

An administrator at Ursa Major Solar just learned about the AppExchange and how helpful it can be to the company's business.

Which two actions can be accomplished via the AppExchange?

'Choose 2 answers

Options:

A- Find certified developers and consultants.

- B-** Download the Dataloader data tool.
- C-** Install industry-specific solution templates.
- D-** Download standard Lightning components.

Answer:

A, C

Explanation:

The AppExchange is an online marketplace where customers can find apps, components, consultants, developers, and more to extend Salesforce functionality or solve specific business challenges. Some of the actions that can be accomplished via AppExchange are finding certified developers and consultants who can help with custom development or implementation projects; installing industry-specific solution templates that provide preconfigured apps, dashboards, reports etc., for various industries such as manufacturing or healthcare; downloading free tools or components that enhance productivity or user experience; browsing reviews or ratings from other customers who have used certain products or services; etc. Reference: <https://appexchange.salesforce.com/>

Question 3

Question Type: MultipleChoice

DreamHouse Realty regularly holds open houses for the selling of both houses and condominiums. For condominium open houses, there are a few extra steps that need to be taken. Agents need to be able to submit requests and receive approvals from the homeowners' association.

How can the administrator ensure these extra steps only appear when creating open house records for condominiums?

Options:

- A-** Create one page layout. Use record types to ensure the proper status picklist values display.
- B-** Create two page layouts. Use business processes and record types to display the appropriate picklist values.
- C-** Create one page layout. Use business processes to ensure the proper status picklist values display.
- D-** Create two page layouts, one with a House Status field and the other with a Condominium Status field.

Answer:

B

Explanation:

To ensure extra steps only appear when creating open house records for condominiums, an administrator can use two methods: create two page layouts; and use business processes and record types to display appropriate picklist values. A page layout is a feature that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. An administrator can create two page layouts for open house records - one for houses and one for condominiums - and include different

fields or sections for each page layout based on their requirements. A business process is a feature that allows administrators to define and enforce stages that records must go through based on their record type such as lead status or opportunity stage. A record type is a feature that allows administrators to offer different business processes, picklist values, page layouts etc., to different users based on their profile or role. An administrator can create two record types for open house records - one for houses and one for condominiums - and assign different business processes and picklist values for each record type based on their requirements. Reference:
https://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

Question 4

Question Type: MultipleChoice

The Support team at Ursa Major Solar prefers using split list views on the case homepage. Occasionally, the team views shipments from another support application.

What should the administrator configure to allow the team to use the split list view?

Options:

A- Filter by a single shipment record type in the list view.

- B-** Include the Shipments tab on the app's navigation bar.
- C-** Split views are only available on standard objects.
- D-** Add the Manage List Views permission for support users.

Answer:

C

Explanation:

Split views are a feature that allows users to view records as a split list on object home pages in Lightning Experience apps that use console navigation. Split views show records in two panes: a list view pane on the left and a record detail pane on the right. Users can switch between different list views and records without losing context or scrolling. However, split views are only available on standard objects such as accounts, contacts, leads, opportunities, cases, etc., and not on custom objects such as shipments. Reference: https://help.salesforce.com/s/articleView?id=sf.lex_split_view.htm&type=5

Question 5

Question Type: MultipleChoice

Cloud Kicks (CK) captures whether an opportunity should be reviewed by someone in product engineering with a checkbox field called Needs Review. CK also has a picklist field on the opportunity for Product Type. When a sales rep saves an opportunity, they need to select the Product Type or check the Needs Review box.

What should an administrator use to accomplish this?

Options:

- A- Before Save flow
- B- Validation rule
- B- Workflow rule
- D- Required fields

Answer:

B, B

Explanation:

A validation rule is a feature that allows administrators to define criteria for data entry or import operations and display an error message when those criteria are not met. For example, a validation rule can require users to select a product type or check a needs review box when saving an opportunity by using an OR function that evaluates both fields. If neither field is populated, then the validation rule will prevent users from saving records with an error message. Reference:

Question 6

Question Type: MultipleChoice

The administrator at Cloud Kicks writes an assignment rule to send all cases created via email or the web to the Automated Cases Queue. Any manually created cases should be owned by the agent creating them, however, the manually created cases now show the administrator as the owner.

What will the administrator find when troubleshooting this issue?

Options:

- A-** An escalation rule is changing the case owner on case creation
- B-** The Assignment Rule checkbox is selected by default.
- C-** Another assignment rule is giving ownership to the administrator
- D-** The Owner field is missing on the webform and email template.

Answer:

B

Explanation:

The Assignment Rule checkbox is a checkbox that appears on manual case creation pages when assignment rules are defined for cases. The Assignment Rule checkbox determines whether or not to apply assignment rules to manually created cases. If the Assignment Rule checkbox is selected by default, then any manually created cases will be assigned according to assignment rules instead of being owned by the agent creating them. To prevent this from happening, an administrator can either deselect the Assignment Rule checkbox when creating cases manually; or change the default setting for this checkbox under setup by selecting or deselecting Use active assignment rules by default. Reference:

https://help.salesforce.com/s/articleView?id=sf.customize_casesupport_assign.htm&type=5

Question 7

Question Type: MultipleChoice

DreamHouse Realty requires that house showings be scheduled within the current year to prevent too many future showings from stacking up.

How can they make sure Showing Date is only populated with a date this years?

Options:

- A- Sync the users' Showing Calendar to Salesforce and filter it to only look at this year.
- B- Create a report that shows any Showing Dates not scheduled in the current year to the updated.
- C- Add Help Text so the user knows to only add a Showing Date within the current year.
- D- Create a validation rule that ensures Showing Date contains a date within the current year.

Answer:

D

Explanation:

A validation rule is a feature that allows administrators to define criteria for data entry or import operations and display an error message when those criteria are not met. For example, a validation rule can ensure that house showings are scheduled within the current year by comparing the showing date field with a formula that returns the current year. If the showing date field contains a date outside of the current year, then the validation rule will prevent users from saving or importing records with an error message. Reference: https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5

Question 8

Question Type: MultipleChoice

Brokers at DreamHouse Realty need to see certain information about one or more cases when referencing the contact record. This record case Name, Case ID, Customer Name, Case Reason, Case Status, and Case Creation Date.

Which two changes in Setup should the administrator make?

Options:

- A-** Use the page layout editor to change the related list type to Enhanced List.
- B-** Edit the Related List component in the Lightning App Builder and choose Related List as the related list type.
- C-** Edit the Related List component in the Lightning App Builder and choose Enhanced List as the related list type.
- D-** Use the page layout editor to include the appropriate column in the Cases related list.

Answer:

B, D

Explanation:

To see certain information about one or more cases when referencing the contact record, an administrator can use two methods: edit the Related List component in the Lightning App Builder and choose Related List as the related list type; and use the page layout editor to include the appropriate column in the Cases related list. The Related List component is a component that allows users to view and edit

records related to a parent record on a record page. The Related List component has two types: Related List and Enhanced List. The Related List type shows records in a table format with columns that match the page layout of the parent record. The Enhanced List type shows records in a compact format with fewer columns and actions. To change the type of the Related List component, an administrator can use the Lightning App Builder and select either Related List or Enhanced List from the properties panel. The page layout editor is a tool that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. To include appropriate columns in a related list, such as case name, case ID, customer name, case reason, case status, and case creation date for cases related to contacts, an administrator can use the page layout editor and drag and drop the desired fields from the palette to the Cases related list on the contact page layout. Reference:

https://help.salesforce.com/s/articleView?id=sf.lex_related_lists_component.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type=5

Question 9

Question Type: MultipleChoice

Customer service accesses articles with the Knowledge Lightning component on the Service Cloud Console. Billing department users would like similar functionality on the case record without using the console.

How should the administrator configure this request?

Options:

- A- Add the knowledge component to the page layout.
- B- Add the Knowledge component list to the page layout.
- C- Add the Knowledge related list to the page layout.
- D- Add the knowledge related list to the record page

Answer:

C

Explanation:

The Knowledge Lightning component is a component that allows users to access articles from the Service Cloud Console app. However, if users want to access articles from a different app that does not use the console, they can use the Knowledge related list instead. The Knowledge related list shows articles related to a record based on data categories and shows article details such as title, summary, rating, and view count. To add the Knowledge related list to a record page, an administrator can use the page layout editor and drag and drop the Knowledge related list to the appropriate section on the page layout. Reference:

https://help.salesforce.com/s/articleView?id=sf.knowledge_lightning_component.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.knowledge_related_list.htm&type=5

Question 10

Question Type: MultipleChoice

Cloud Kicks (CK) needs a new sales application. The administrator there is an application package on the AppExchange and wants to begin testing it in a sandbox to see if it addresses CK's needs.

What are two considerations when installing a managed package in a sandbox?

Choose 2 answers.

Options:

- A- Any metadata changes to the package have to be recreated in production.
- B- The installation link has to be modified to test.salesiorcc.com.
- C- Install for Admins Only will be the only Install option available.
- D- The package will be removed any time the sandbox is refreshed.

Answer:

B, D

Explanation:

Two considerations when installing a managed package in a sandbox are:

The installation link has to be modified to test.salesforce.com, because the default installation link points to login.salesforce.com which is for production orgs. To install a package in a sandbox org, the administrator has to replace login with test in the installation URL before clicking it.

The package will be removed any time the sandbox is refreshed, because refreshing a sandbox replaces its current data and metadata with those from its source org. If the source org does not have the package installed, then the sandbox will lose it after refresh. Any metadata changes to the package do not have to be recreated in production, because they are preserved during upgrades unless overwritten by the package developer. Install for Admins Only is not the only install option available; there are also Install for All Users and Install for Specific Profiles options. Reference:

https://help.salesforce.com/s/articleView?id=sf.distribution_installing_packages.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.data_sandbox_implementation_tips.htm&type=5

Question 11

Question Type: MultipleChoice

Cloud Kicks generates leads for its different product categories (shoes, apparel, and accessories) through many different sources. While some lead sources are used for all three categories, other lead sources are specific to a single category. The VP of marketing requests that only the proper lead sources be displayed based on the product category chosen.

How should the administrator configure Salesforce to meet this requirement?

Options:

- A- Create a page layout for each category and filter the Lead Source field based on category.
- B- Create a dependency between the Product Category field and Lead Source field.
- C- Create business processes and record types for each of the three product categories.
- D- Create a single business process, then create record types for each product category.

Answer:

B

Explanation:

To display only the proper lead sources based on the product category chosen, an administrator should create a dependency between the Product Category field and Lead Source field on Lead object. A dependency is a relationship between two picklist fields that restricts the values available in one picklist based on the value selected in another picklist. For example, an administrator can create a dependency that shows only Online Store and Social Media as lead sources if Product Category is Shoes, but shows only Trade Show and Magazine as lead sources if Product Category is Apparel. Creating a page layout for each category, creating business processes and record types for each category, or creating a single business process with record types for each category will not display only the proper lead sources based on the product category chosen. Reference:

https://help.salesforce.com/s/articleView?id=sf.customize_dependent.htm&type=5

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