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Question 1

Question Type: MultipleChoice

An administrator created two record types on the Account object: Internal Customers and External Customers. A custom profile called Sales has the External Customers record type assigned. The sharing rules for Accounts arm set to Public Read Only. On occasion. Sales users notice that an Account record has the wrong record type assigned. The administrator has created a screen flow that will change the record type on the user's behalf.

What will happen to the Sales user's record access after running this flow?

Options:

A- Read access will be lost to the record.

B- Edit access will be lost to the record.

C- Record Access remains the same.

D- A new record owner will be assigned.

Answer:

C

Explanation:

Changing the record type of a record does not affect the record access of a user. Record access is determined by the organization-wide default, role hierarchy, sharing rules, manual sharing, teams, and ownership. Record type only affects the page layout and picklist values that are available for the record. Therefore, if a user has access to a record before changing its record type, they will still have the same access after changing its record type. Reference: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.security_sharing_overview.htm&type=5

Question 2

Question Type: MultipleChoice

Users at AW Computing are receiving a duplicate message when they enter contacts with common first and last names. Management wants to improve the user experience but also keep the data Integrity of contacts.

What should an administrator implement for this issue?

Options:

A- Update the matching method on the rule from fuzzy to exact for First Name and Last Name.
B- Change the duplicate rule to report Instead of alert so the message is avoided.
C- Include the Email field to the existing matching rule for a more exact match.
D- Add a secondary matching rule to the duplicate rule to match on the associated customer.

Answer:

C

Explanation:

A matching rule is a rule that defines how records are compared for duplication based on certain fields or fuzzy logic. By including more fields or changing the matching method, you can make the matching rule more or less strict and reduce false positives or negatives. In this case, including the email field to the existing matching rule for contacts can help avoid duplicate messages for common names by checking if the email addresses are also identical. Reference:
https://help.salesforce.com/s/articleView?id=sf.matching_rules_create.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.matching_rules_considerations.htm&type=5

Question 3

Question Type: MultipleChoice

Cloud Kicks (CK) has an email parsing tool. CK wants to ensure that when certain field are updated, the Case Owner is notified by email.

What should the administrator use to email the Case Owner?

Options:

A- Email-to-Case
B- Outbound Message
C- Before Save Flow
D- After Save Flow

Answer:

D

Explanation:

An after save flow is a type of flow that runs in the background after a record is saved and performs actions based on the record data or changes. An after save flow does not require user input or interaction and can be triggered by a record-triggered flow element or by an Apex trigger. In this case, you can create an after save flow that runs when a case record is updated and delivers status update email to customers based on certain criteria or conditions. Reference:
https://help.salesforce.com/s/articleView?id=sf.flow_trigger_types.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_concepts_trigger.htm&type=5

Question 4

Question Type: MultipleChoice

DreamHouse Realty currently deals only with single-family homes but is expanding its business it include condos in large cities. There are some features and amenities that inly apply to condos, such as the amount of a deposit and concierge services.

How should an administrator configure the Opportunity object to ensure that only relevant fields are displayed on the record?

How should an administrator configure the Opportunity object to ensure that only relevant fields are displayed on the record?

Options:

A- Build a Lightning component to display fields that only apply to condos.
B- Create a Record Type for the type of property and custom page layouts for each.
C- Configure a validation rule to display fields based on the type of property the user is viewing.
D- Make is custom Lightning page to display specific fields based on the type of property.

Answer:

B

Explanation:

A record type allows administrators to offer different business processes, picklist values, and page layouts to different users based on their profiles. By creating a record type for the type of property (single-family home or condo), DreamHouse Realty can assign different page layouts to each record type that display only relevant fields for each property type. The record type can also determine which sales process and path are available for each opportunity. Reference: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

Question 5

Question Type: MultipleChoice

AW Computing continues to grow and has concerns about the volume of sensitive data being stored in its org. The administrator suggests utilizing Salesforce Shield.

What should the team consider before Implementing Salesforce Shield?

Options:

A- Encrypted f elcz art j-ab e to be referenced in flows.

B- Einstein Lead Scoring is available on encrypted fields.

C- Paused flows can cause data to be saved in an unencrypted state.

D- Shield Platform Encryption can be used with custom metadata types.

Answer:

C

Explanation:

Paused flows can cause data to be saved in an unencrypted state because when a flow pauses, Salesforce saves its state and any data it has collected in a flow interview object, which is not encrypted by Shield Platform Encryption. Reference: https://help.salesforce.com/s/articleView?id=sf.security_pe_considerations_flows.htm&type=5

Question 6

Question Type: MultipleChoice

An administrator has been tasked with sending an email notification to all project team members when project status is changed to Allocated. Project teams contain users from different departments and different roles.

How should an administrator ensure the proper users will receive the email?

Options:

A- Configure a queue for the project team and have members view the queue's list view.
B- Use sharing rules to automatically share with the individual users in the project team.
C- Move the project users to the same role and send the email alert to everyone in the role.
D- Create public groups for each project team and send the email alert to the project group.

Answer:

D

Explanation:

Public groups let you share records with a set of users defined by criteria such as role, profile, or individual users. You can use public groups as recipients for email alerts in workflow rules or process builder. Reference: https://trailhead.salesforce.com/en/content/learn/modules/administration_essentials_for_new_admins_in_lightning_experience/administration_essentials_for_new_admins_in_lightning_experience_security_sharing

Question 7

Question Type: MultipleChoice

A user accidentally created a duplicate opportunity and is unable to delete the duplicate record.

What should an administrator do to troubleshoot this issue?

Options:

A- Run a report of all opportunities to identify other possible duplicates.
B- Check the user profile permissions on the Opportunity object to see if they have permission to delete.
C- Advise the user to mark the duplicate opportunity Closed Lost and keep it in the system.
D- Change the user's profile to System Administrator so they have full permissions to delete

object records.

Answer:

B

Explanation:

The user profile permissions on the Opportunity object is the item that the administrator should review to find out why the user is unable to delete the duplicate record. The user profile permissions determine what users can do with records and objects in Salesforce, such as creating, editing, deleting, viewing, or sharing. In this case, the administrator should check if the user has the Delete permission on the Opportunity object, which allows them to delete opportunity records that they own or have access to. If not, the administrator can either grant them this permission or delete the record for them. Reference:
https://help.salesforce.com/s/articleView?id=sf.admin_general_permissions.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_object_permissions.htm&type=5