Free Questions for Salesforce-Certified-Administrator

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Question 1

Question Type: MultipleChoice

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 piclist?

Options:

A- The Case record type is missing Closed as a picklist value.

B- The Close Case page layout must be used to close a case.

C- The Show Closed Statuses m Case Status Field checkbox is set to the default.

D- The Support Process being used omits Closed as a status choice.

Answer:

D

Explanation:

A support process is a feature that allows administrators to define and enforce the stages that a case or work order must go through based on its record type. A support process determines which values are available for the status field for each record type. If a support process omits a certain value for the status field, such as Closed, then users will not be able to see or select that value when working with cases or work orders of that record type. Reference: https://help.salesforce.com/s/articleView?id=sf.customize_supporthome.htm&type=5

Question 2

Question Type: MultipleChoice

Northern Trail Outfitters (NTO) has deployed my domain. The Chief Marketing Officer wants to make sure that all of the Salesforce users log in using the branded login URL. There needs to be a grace period for the user's bookmarks to be updated.

How should the administrator configure the policies in my domain settings?

Options:

A- Set the login policy to require login from https://nto.my.salesforce.com

B- Set the Redirect policy to Do Not redirect.

C- Set the redirect policy to Redirect with a warning to the same page within the domain.

D- Set the login policy to prevent login from https://login.salesforce.com

Answer:

C

Explanation:

To make sure that all of the Salesforce users log in using the branded login URL after deploying my domain, and give them a grace period for updating their bookmarks, the administrator should set the Redirect policy to Redirect with a warning to the same page within the domain. This will redirect users who try to log in from https://login.salesforce.com or another domain to https://nto.my.salesforce.com, and show them a warning message that they need to update their bookmarks. Setting the Login policy or preventing login from https://login.salesforce.com will not redirect users or give them a warning. Filtering with Form Factor will not affect login URL.
Reference: https://help.salesforce.com/s/articleView?id=sf.domain_mgmt_redirect.htm&type=5

Question 3

Question Type: MultipleChoice

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

Options:

A- Formula return type

B- Error condition formula

C- Error message location

D- Rule active date

Answer:

B, C

Explanation:

Two functions that an administrator should use when creating a validation rule are:

Error condition formula, which defines when an error should occur based on record fields and values

Error message location, which specifies where on the page layout an error message should appear when triggered by an error condition formula Formula return type and rule active date are not functions used for validation rules. Reference: https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5

Question 4

Question Type: MultipleChoice

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.

Options:

A- Metadata Backups are limited a sandbox refresh intervals.
B- Data Backups are limited to weekly or monthly intervals.
C- Data export service should be run from a sandbox.
D- Metadata backups must be run via a separate process.

Answer:

B, D

Explanation:

To protect data with backups by using Data Export Service, two considerations that the administrator should remember when scheduling export are:

Data Backups are limited to weekly or monthly intervals depending on edition and license type

Metadata backups must be run via a separate process such as Metadata API or change sets because Data Export Service only exports data (records) Metadata backups are not limited by sandbox refresh intervals. Data Export Service should be run from production orgs unless testing purposes require otherwise. Reference:
https://help.salesforce.com/s/articleView?id=sf.data_export.htm&type=5

Question 5

Question Type: MultipleChoice

A Sales user is trying to manage Campaign Members for an upcoming networking event. The user can view the Campaign, but add new Campaign Members or update Member statuses.

How can an administrator troubleshoot this problem?

Options:

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

Answer:

C

Explanation:

To allow a user to add new Campaign Members or update Member statuses, the administrator should make sure that Marketing User Checkbox is checked on the user record page. This checkbox enables users to create, edit, and delete campaigns, configure advanced campaign setup, import leads, manage campaign members, and update campaign history via mass update. The checkbox also requires users to have Read and Edit permissions on campaigns and leads/contacts. Creating a permission set, providing access to both Leads and Contacts, or running a Campaign report will not enable users to manage Campaign Members. Reference:
https://help.salesforce.com/s/articleView?id=sf.campaigns_enable.htm&type=5

Question 6

Question Type: MultipleChoice

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 son 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 the warranty?

Options:

A- Use a formula as the default value of the warranty Expiration Date field.
B- Create a formula field to display I year from the warranty purchased.
C- Add a validation rule to ensure the Expiration Date field is populated.
D- Include the warranty Expiration Date field on the mobile page layout.

Answer:

A

Explanation:

To capture the expiration date of warranty based on installation date and warranty length (1 year by default), the administrator should use a formula as the default value of Warranty Expiration Date field on Installation object. The formula can calculate one year from installation date using DATE function or DATEVALUE function. For example, DATE(YEAR(Installation_Date__c) + 1 , MONTH(Installation_Date__c) , DAY(Installation_Date__c)) will return one year from installation date. Creating a formula field, adding a validation rule, or including Warranty Expiration Date field on mobile page layout will not capture expiration date based on installation date and warranty length. Reference:
https://help.salesforce.com/s/articleView?id=sf.formula_using_date_datetime.htm&type=5

Question 7

Question Type: MultipleChoice

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?

Options:

A- Use a new version of the flow for each scenario.
B- Use a decision element and a new screen to show the proper question
C- Use a conditional visibility to hide the unnecessary question
D- Use branching in the flow screen to show the proper scenario

Answer:

C

Explanation:

Conditional visibility is a feature that allows administrators to show or hide screen components in a flow based on certain conditions or criteria. For example, conditional visibility can show only one question on a screen depending on the value of another field or variable. Conditional visibility consists of one or more rules that define when to show or hide a component based on an expression that evaluates to true or false. In this case, the administrator can use conditional visibility to hide the unnecessary question on the screen flow based on the scenario. Reference: https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screencmp.htm&type=5

Question 8

Question Type: MultipleChoice

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?

Options:

A- Log in as the user to unlock the user and reset the password.
B- Reset the password policies to allow the user to login.
C- Reset password on the user's record detail page.

D- Use the unlock button on the user's record detail page.

Answer:

C, D

Explanation:

To help a user who has attempted to log in multiple times and has been locked out of Salesforce, the administrator should reset password on the user's record detail page and use the unlock button on the user's record detail page. Resetting password will generate a new temporary password and send it to the user's email address. Using unlock will restore access for a locked-out user without changing their password or waiting for lockout period to end. Logging in as the user or resetting the password policies will not help a locked-out user log in to Salesforce.
Reference: https://help.salesforce.com/s/articleView?id=sf.users_passwords.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.users_unlock.htm&type=5

Question 9

Question Type: MultipleChoice

The administrator at Ursa Major Solar has Created a new record type for customer warranty cases

which two assignments should the administrator use to display the new record type to users?

Choose 2 answers

Options:

A- Profile Assignment
B- Role Assignment
C- App Manager Assignment.
D- Page layout Assignment.

Answer:

A, D

Explanation:

Profile assignment and page layout assignment are two assignments that should be used to

display a new record type to users. Profile assignment determines which profiles can access a record type and which record type is the default for each profile. Page layout assignment determines which page layout is assigned to each record type and profile combination.
Reference:
https://help.salesforce.com/s/articleView?id=sf.customize_recordtype_assign.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_recordtype_pagelayoutassign.htm&type=5

Question 10

Question Type: MultipleChoice

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

Choose 2 answers

Options:

A- There will be no data loss with use of a global value set.
B- Assignment and escalation rules may be affected.
C- Auto updates will be made to Visualforce references to prevent data loss.
D- Any list view based on the custom field is deleted.

Answer:

B, D

Explanation:

Two data loss considerations when changing a custom field type from Text to Picklist are:

Assignment and escalation rules may be affected, because the values in the picklist may not match the values that were previously entered in the text field, and the rules may not trigger as expected.

Any list view based on the custom field is deleted, because the filter criteria for the list view may not be valid for the new field type, and the list view cannot be displayed. There will be no data loss with use of a global value set or auto updates to Visualforce references, because these are not related to changing a custom field type from Text to Picklist. Reference:
https://help.salesforce.com/s/articleView?id=sf.fields_changing_type_considerations.htm&type=5


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