Free Questions for Advanced-Administrator by dumpshq

Shared by Delaney on 18-01-2024

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Question 1

Cloud kicks has received feedback that customers are frustrated with the amount of time it takes to reach a support agent by area of expertise according to product information after a new case has been submitted.

Which feature should administrator configure in order to improve the case management process?

Options:

A) Omni-Channel

B) Escalation Rules

C) Macros

D) Knowledge Component

Answer:

A

Question 2

The administrator at Universal Containers does a soft launch of the Salesforce Authenticator app

and allows users to optionally use it to log in. The administrator would now like to look at how

many users have successfully used it since it was rolled out.

What are two ways the administrator can get this information?

Choose 2 answers

A.

Run a session setting report, specifying login methods by user.

B.

Open the Login Access Policies in Setup which shows how many users are using MFA.

C.

Create a new view in Identity Verification History, specifying Method.

Options:

D) The order of flow execution is unpredictabl

Question 3

Question Type: MultipleChoice

A user at Universal Conta ners wants to load records Intc a custom object named Location drom a .csv file. While using Data Loader, they cannot find the Location object.

What are two reasons this is happening?

Choose 2 answers

Options:

A) The label of Location may have been changed.

B) Data Loader should only be used with standard objects.

C) Location has a master-detail field to Account.

D) The users orofile needs create access to Location.

Answer:

C, D

Question 4

Question Type: **MultipleChoice**

The marketing department at universal containers regularly changes the

page layout requirements for its custom marketing objects. The VP of

Marketing has asked the administrator for permission to configure only

these objects.

What can the administrator do to meet this request?

Options:

A) Enable the marketing user permission on the user recrord for the VP of
Marketing

B) Create a custom profile with edit permission on the custom marketing objects
and assign to the VP of marketing.

C) Set up the VP of Marketing as a delegated administrator for the custom marketing objects.

D) Grant the VP of marketing the ability to log in as a user who is a system administrator.

Answer:

B

Question 5

Question Type: **MultipleChoice**

What should an administrator consider when enabling territory management? choose 3

Options:

A) It is permanent and cannot be disabled.(100%)

B) Users can only be a member of one territory at a time.

C) Territory hierarchy must match the organization's role hierarchy.

D) It limits the type of forecasting that can be used.(100%)

E) Sharing for accounts,contacts, opportunities and cases is impacted.(100%)

Answer:

A, D, E

Question 6

Question Type: MultipleChoice

The sales team has requested that a new field be added to accounts called Current Customer. The default value will be No and will change 'Yes' if any related opportunity is successfully closed as won.

What can an admin do to meet this requirement?

Options:

A) Configure current customer as a roll-up summary field that will recalculate whenever an opportunity is won

B) Use an Apex trigger on the Account object that sets the Current customer field when an opportunity is won.

C) Use a workflow rule on the Opportunity object that sets the current customer filed an opportunity is won.

D) Configure current customer as a text field and use an approval process to recalculate its value

Answer:

B

Question 7

Question Type: **MultipleChoice**

When a sales rep at Northern Trail tiers to submit a discount request on an opportunity they receive an error:

Which two consideration would cause this error?

Options:

A) This field updated is on a cross-object.

B) The approval process is assigned to a queue.

C) A validation rule prevents the field update

D) The approval assigned in the process is inactive

Question 8

Question Type: **MultipleChoice**

The Marketing Manager has requested that a field be added to each account that displays the number of contacts associated with that account. The manager wants to use this field as part of an email marketing segmentation strategy. How can this requirement be met?

Options:

A) Create a custom field on the account. Use a workflow rule to update the field when contacts are added or deleted.

B) Create a custom field on the account. Use an Apex trigger to update the field when contacts are added or deleted.

C) Create a custom formula field on the account using the count() function to count the number of related contacts.

D) Create a roll-up summary field that counts the number of contacts and displays that count on the account.

Answer:

D

Question 9

Universal Containers purchased Field Service Lightning Licenses in Production and wants to make these license available in an active development sandbox with the minimum development impact.

How should an administrator create these licenses in the sandbox?

Options:

A) Merge Production and the sandbox using a template.

B) Use the Match Production Licenses tool.

C) Refresh the sandbox from production.

D) Submit a Salesforce support case.

Answer:

C

Question 10

What should an administrator consider when moving approval processes using a change set?

Options:

A) Change sets do not include the approval and rejection actions from the source organization

B) Custom fields on standard objects will need to be manually added in the target organization.

C) The Unique Name of the approval process is not allowed to be changed once deployed in the target organization.

D) Change Sets do not include the order of active approval processes from the source organization.

Answer:

A

Question 11

Question Type: **MultipleChoice**

Universal Containers has a Positions object that represents job Positions and a Applications object that represent people that have applied to the position. The Job Application object has a lookup to position. They want to run a report that shows all Positions that do

NOT have any child job Applications.

Which solution would meet the requirements?

Options:

A) Use a custom report type that only displays job Application without Positions.

B) Use the standard Job Application with Position report type.

C) Use the standard Position report type with a cross filters.

D) Use the standard Position without job Application report type.

Answer:

A

Question 12

Question Type: **MultipleChoice**

Support agents at Cloud Kicks associate Cases and Bugs so that can report on how many Cases are related to a Bug. A Bug is required to have a Case in order to be created.

Which type of object relationship will meet this requirement?