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**Shared by Sandoval on 18-01-2024**

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## Question 1

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**Question Type:** MultipleChoice

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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:**

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- A) Omni-Channel
- B) Escalation Rules
- C) Macros
- D) Knowledge Component

**Answer:**

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A

## Question 2

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**Question Type: MultipleChoice**

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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:**

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**D)** The order of flow execution is unpredictable

**Answer:**

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D

## Question 3

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**Question Type:** MultipleChoice

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A user at Universal Containers wants to load records into a custom object named Location from a .csv file. While using Data Loader, they cannot find the Location object.

What are two reasons this is happening?

Choose 2 answers

**Options:**

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- 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 user's profile needs create access to Location.

**Answer:**

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C, D

## Question 4

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**Question Type: MultipleChoice**

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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:**

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- A)** Enable the marketing user permission on the user record 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:**

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B

## Question 5

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**Question Type:** MultipleChoice

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

**Options:**

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- 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:**

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A, D, E

## Question 6

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**Question Type: MultipleChoice**

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An administrator at Universal Containers hat completed a new set of validation rule along with a Process Builder in a sandbox and wants to move these changes to production via a change set but they are currently unable to do so.

What are two configurations an administrator needs before they are able to deploy changes? Choose 2 answers

**Options:**

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- A) Create the Validation Rules in Production because they can't be deployed via Change Sets
- B) The Deploy Change Sets permission must be granted
- C) The Sandbox must be configured to Allow Outbound Changes to Production

**D)** The Production Org must be configured to Allow inbound Changes from the sandbox

**Answer:**

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C, D

## Question 7

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**Question Type: MultipleChoice**

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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:**

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- 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 field an opportunity is won.
- D)** Configure current customer as a text field and use an approval process to recalculate its value



**Answer:**

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B

## Question 8

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**Question Type: MultipleChoice**

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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:**

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- 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

**Answer:**

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C, D

## Question 9

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**Question Type:** MultipleChoice

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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:

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- 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:

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D

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