Free Questions for Salesforce-Certified-Administrator

Shared by Bowman on 06-06-2022

Question 1

Question Type: MultipleChoice

The Marketing team at Cloud Kicks uses campaigns to generate product interest. They want custom picklist values for the campaign member Status field for each campaign they run, currently, they ask the administrator to add or delete values, but this is very time consuming.

Which two user permission should allow the Marketing team to customize the campaign member status picklist values themselves?

Choose 2 answers

Options:

A- Create and Edit for Campaign Member
B- Marketing user feature license
C- Customize Application permission
D- Edit permission for campaigns

Answer:

B, D

Explanation:

To customize the campaign member status picklist values themselves, marketing users need two things: a marketing user feature license and edit permission for campaigns. A marketing user feature license enables users to create, edit, and delete campaigns; manage campaign members; and update campaign history via the import wizards or API. Edit permission for campaigns allows users to modify existing campaigns and their related records such as campaign members and campaign member statuses. Reference:
https://help.salesforce.com/s/articleView?id=sf.campaigns_enable.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.campaigns_member_status.htm&type=5

Question 2

Question Type: MultipleChoice

Northern Trail outfitters has hired interns to enter Leads into Salesforce and has requested a way to is identify these new records from existing Leads.

What approach should an administrator take to meet this requirement?

Options:

A- Set up Web-to-Lead form the interns use.
B- Define a record type and assign it to the interns.
C- Create a separate Lead Lightning App.
D- Update the active Leas Assignment Rules.

Answer:

B

Explanation:

To identify new leads entered by interns from existing leads, the administrator should define a record type and assign it to the interns. This will allow them to select a different record type when creating leads, and distinguish them from other leads based on record type. Setting up Web-to-Lead form will not work if the interns are entering leads manually in Salesforce. Creating a separate Lead Lightning App or updating the active Lead Assignment Rules will not affect lead identification. Reference:
https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

Question 3

Question Type: MultipleChoice

The CTO of AW Computing has defined a new policy for cases to improve customer satisfaction. All cases submitted with a Case Reason of Installation must be acknowledged immediately via email and assigned to the appropriate agents. Any cases that are still in the New status after 4 hours must be escalated to support management.

What case management tools need to be utilized for this requirement?

Options:

A- Auto-response rules, Macros, Entitlements
B- Auto-response rules, Queues, Macros

C- Auto-response rules, Queues, Escalation Rules

D- Auto-response rules, Entitlements, Escalation Rules

Answer:

B

Explanation:

To advertise on TV, radio, print, and social under one banner called New Runners and aggregate total statistics for this marketing effort, an administrator should use Parent campaign field on Campaign object. This field allows creating hierarchical relationships between campaigns by specifying one campaign as parent of another campaign. Parent campaigns roll up statistics from child campaigns such as number of leads generated, amount of revenue won etc. For example, an administrator can create four child campaigns for TV, radio, print and social ads respectively and link them to one parent campaign called New Runners using Parent campaign field. Junction object, lookup relationship, and master-detail relationship are not features related to Campaign object or hierarchy. Reference:
https://help.salesforce.com/s/articleView?id=sf.campaigns_parent.htm&type=5

Question 4

Question Type: MultipleChoice

At cloud kicks sales reps use discounts on the opportunity record to help win sales on

products. When an opportunity is won, they then have to manually apply the discount up the related

opportunity products. The sales manager has asked if three is a way to automate this time consuming

task.

What should the administrator use to deliver this requirement?

Options:

A- Flow Builder

B- Approval Process

C- Prebuild Macro.

D- Formula field

Answer:

A

Explanation:

To automate applying discounts on opportunity products when an opportunity is won, the administrator should use Flow Builder, which is a tool that allows creating complex business processes with clicks. The administrator can create an autolaunched flow that runs when an opportunity is updated, checks if its stage is ''Closed Won'', and updates its related opportunity products with discounts from a formula or variable. Approval Process, Prebuilt Macro, and Formula Field are not able to update related records based on criteria. Reference: https://help.salesforce.com/s/articleView?id=sf.flow_build_overview.htm&type=5

Question 5

Question Type: MultipleChoice

The Human resources department at Northern Trail outfitters wants employees to provide

feedback about the manager using a custom object in Salesforce. It is important that managers are

unable to see the feedback records from their staff.

How should an administrator configure the custom object to meet this requirement?

Options:

A- Uncheck grant access using Hierarchies.
B- Define a criteria-based sharing rules.
C- Set the default external access to private.
D- Configure an owner-based sharing rules.

Answer:

A

Explanation:

Grant access using Hierarchies is a setting that can be used to configure the custom object to meet this requirement. Grant access using Hierarchies determines whether access to records of the custom object is granted through the role hierarchy. If this setting is unchecked, managers are unable to see the feedback records from their staff, unless they are given access by other means, such as sharing rules or manual sharing. Reference: https://help.salesforce.com/s/articleView?id=sf.security_sharing_owd_custom_objects.htm&type=5

Question 6

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 7

Question Type: MultipleChoice

The sales team at Ursa Major Solar has asked the administrator to automate an outbound

message.

What should the administrator utilize to satisfy the request?

Options:

A- Process builder
B- Task assignment
C- Workflow rule
D- Flow builder

Answer:

C

Explanation:

To automate an outbound message, the administrator should use a workflow rule that defines the criteria for sending the message and the actions to perform when those criteria are met. One of the actions available for workflow rules is sending an outbound message to a designated endpoint URL with specified fields as parameters. Process builder, task assignment, and flow builder are not able to send outbound messages directly. Reference:
https://help.salesforce.com/s/articleView?id=sf.workflow_define.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.workflow_action_outboundmessaging.htm&type=

5

Question 8

Question Type: MultipleChoice

Universal Containers administrator has been asked to create a many-to-many relationship

between two existing custom objects.

Which two steps should the administrator take when enabling the many-to-many relationship?

Choose 2 answers

Options:

A- Create a junction with a custom object.

B- Create two master detail relationships on the new object.

C- Create two lookup relationships on the new object.

D- Create URL fields on a custom object.

Answer:

A, B

Explanation:

To create a many-to-many relationship between two existing custom objects, the administrator needs to create a junction object that has two master-detail relationships, one to each of the custom objects. This will allow each record of one object to be linked to multiple records from another object and vice versa. Reference:
https://help.salesforce.com/s/articleView?id=sf.relationships_manytomany.htm&type=5