Question 1

DreamHouse Realty (DHR) wants a templated process with a mortgage calculator that

generated leads for loans. DHR needs to complete the project within 30 days and has maxed out its

budget for the year.

Which AppExchange item should help the administrator to meet the request?

Options:

A- Lightning Data

B- Lightning Community

C- Flow Solutions

D- Bolt Solutions

Answer:

C

Explanation:

Flow Solutions are pre-built flows or templates that can be installed from AppExchange and customized to meet specific business needs. For example, Flow Solutions can provide common use cases such as lead generation, document generation, payment processing, and more. In this case, the administrator can use a Flow Solution that provides a mortgage calculator and generates leads for loans. Flow Solutions are easy to install and configure, and can help save time and budget for projects. Reference: https://help.salesforce.com/s/articleView?id=sf.flow_solutions.htm&type=5

Question 2

Question Type: MultipleChoice

Aw computing wants to prevent user from updating the Account Annual Revenue field to be

a negative value or an amount more than $100 billion.

How should an administrator accomplish this request?

Options:

A- Create a validation rule that displays an error if Account revenue is below 0 or greater than 100

billion.

B- Build a scheduled report displaying Account with Account revenue that is negative or greater than 100 billion.

C- Make the Account Revenue field required on the page layout.

D- Enable the Account Revenue limits in setup, with 0 as minimum and 100 billion as maximum

Answer:

A

Explanation:

A validation rule is a tool that allows administrators to enforce data quality and integrity by preventing users from saving records that do not meet certain criteria or conditions. For example, a validation rule can display an error message if a user enters an invalid value in a field. In this case, the administrator can create a validation rule on the account object that displays an error if the account annual revenue field is below 0 or greater than 100 billion. Reference: https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

Question 3

Question Type: **MultipleChoice**

The administrator has been asked to automate a simple field update on the account. When a

support agent changes the status of the account to 'Audited', they would like the system to

automatically update the Audited date field on the account with today's date.

Which tool should the administrator use to complete this automation?

Options:

A- Approval process

B- Formula Field

C- Flow Builder

D- Validation Rule

Answer:

B

Explanation:

A formula field is a type of field that calculates a value based on an expression or formula that references other fields or constants. For example, a formula field can display today's date by using the TODAY() function. In this case, the administrator can create a formula

Question 4

Question Type: **MultipleChoice**

Cloud Kicks needs to change the owner of a case when it has been open for more than 7 days.

How should the administrator complete this requirement?

Options:

A- Auto - Response Rules

B- Validation Rule

C- Escalation Rule

D- Assignment Rule

Answer:

C

Explanation:

An escalation rule is a tool that allows administrators to automatically escalate cases based on certain criteria and time triggers. For example, an escalation rule can change the owner of a case, send an email notification, or update a field value when a case has been open for more than 7 days. An escalation rule consists of multiple rule entries that define the criteria and actions for each escalation scenario. Reference: https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5

Question 5

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 6

Dreamhouse Realty agents are double-booking open house event nights. The evet manager

wants to event submission process to help agents fill in event details and request dates.

How should an administrator accomplish the request?

Options:

A- Create a workflow role to update the Event Date Field.

B- Create an approval process on the Campaign object.

C- Create a sharing rule so that other agents can view events.

D- Create a campaign for agents to request event dates.

Answer:

B

Explanation:

To help agents fill in event details and request dates for open house events without double-booking them, the administrator should create an approval process on the Campaign object, which is used to manage marketing events in Salesforce. The approval process can define entry criteria based on campaign fields such as type or status, specify initial submission actions such as sending email alerts or updating fields, assign approvers who can review and approve event requests, and specify final approval actions such as creating tasks or updating fields. Creating a workflow rule, a sharing rule, or a campaign will not help agents request event dates or prevent double-booking. Reference: https://help.salesforce.com/s/articleView?id=sf.campaigns_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5

Question 7

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 8

Question Type: MultipleChoice

Universal container has a contact Lightning record Page with a component that shows

LinkedIn data. The sales team would like to only show this component to sales users when they are on

their mobile phones.

Choose 2 Answers.

Options:

A- Filter the component visibility with User > Profile > name = sales User.

B- Filter the component visibility with Form Factor = phone

C- Filter the component visibility with view = Mobile/Tablet.

D- Filter the component visibility with User > Role > Name = Sales User.

Answer:

A, B

Explanation:

To show a component that shows LinkedIn data only to sales users when they are on their mobile phones, the administrator should filter the component visibility with two conditions:

User > Profile > name = sales User, which checks if the user's profile name is "sales User"

Form Factor = phone, which checks if the user's device is a phone Filtering with view or role will not achieve the desired result.
Reference: https://help.salesforce.com/s/articleView?id=sf.app_builder_page_visibility_rules.htm&type=5

Question 9

Question Type: **MultipleChoice**

An Administrator at DreamHouse Realty wants an easier way to assign an agent capacity and

skill set. Which feature should the administrator enable to meet this requirement?

Options:

A- Knowledge Management.

B- Omni-Channel

C- Escalation Rules

D- Territory Management

Answer:

B

Explanation:

To assign agent capacity and skill set, the administrator should enable Omni-Channel, which is a feature that allows agents to work on multiple cases or chats at once based on their availability and expertise. Omni-Channel can route work items to agents based on their predefined capacity and skills, ensuring that they are working on the right tasks at the right time. Knowledge Management, Escalation Rules, and Territory Management are not related to agent capacity and skill set. Reference: https://help.salesforce.com/s/articleView?id=sf.omnichannel_overview.htm&type=5

Question 10

Question Type: **MultipleChoice**

New Leads needs to be routed to the correct sales person based on the lead address.

How should the administrator configure this requirement?

Options:

A- Create formula field.

B- Use lead assignment rules.

C- Assign with an escalation rule.

D- Configure a validation rule

Answer:

B

Explanation:

To route new leads to the correct sales person based on the lead address, the administrator should use lead assignment rules that specify criteria based on lead fields such as City, State/Province, or Country, and assign leads that match those criteria to queues or users. Lead assignment rules can be triggered automatically when leads are created or manually by users. Creating a formula field, assigning with an escalation rule, or configuring a validation rule will not route leads to sales people. Reference: https://help.salesforce.com/s/articleView?id=sf.leads_assignment_rules.htm&type=5

Question 11

Question Type: **MultipleChoice**

What are three Setting an administrator should configure to make it easy for approvers to

respond to approval requests?

Choose 3 Answers.

Options:

A- Update the organizations chatter setting to allow approvals.

B- Enable the organizations Email approval response setting.

C- Specify initial submission actions within the approval process.

D- Add the Items to approve component to the approvers home page.

E- Create a flow to automatically approve all records.

Answer:

A, B, D

Explanation:

To make it easy for approvers to respond to approval requests, the administrator should configure three settings:

Update the organization's chatter setting to allow approvals, which enables approvers to approve or reject requests from chatter feeds or email notifications

Enable the organization's Email approval response setting, which allows approvers to reply to approval request emails with keywords such as APPROVE or REJECT

Add the Items to approve component to the approvers home page, which shows a list of pending approval requests that can be acted upon with one click Specifying initial submission actions within the approval process will not affect how approvers respond to requests. Creating a flow to automatically approve all records will bypass the approval process altogether. Reference: https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.approvals_email.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.approvals_one_click.htm&type=5

Question 12

Question Type: **MultipleChoice**

The Cloud kicks sales manager wants to boost productivity by providing insights at the start

of each day.

Which three sales-specific standard Lightning components should administrator add to the homepage

to meet this requirement?

Choose 3 Answers.

A- Activities

B- Path

C- Assistant

D- Key Deals

E- Performance chart.

Answer:

A, C, D

Explanation:

To boost productivity by providing insights at the start of each day, the administrator should add three sales-specific standard Lightning components to the homepage:

Activities, which shows tasks and events related to records that matter most to users

Assistant, which provides personalized suggestions and reminders for key updates and actions

Key Deals, which highlights important opportunities that need attention or are close to closing Path and Performance Chart are not standard Lightning components, but custom components that can be added to specific objects or pages. Reference: https://help.salesforce.com/s/articleView?id=sf.home_components.htm&type=5