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Shared by Berger on 15-04-2024

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Question 1

Question Type: **MultipleChoice**

The administrator at AW Computing has been asked to review whether any users are making configuration changes directly in production.

Which item should the administrator review to find these details?

Options:

A- Setup Audit Trail

B- Field History Tracking

C- Login History

D- Organization-Wide Defaults

Answer:

A

Explanation:

The Setup Audit Trail is a tool that allows you to view and download a log of changes made in your org's Setup area. The log shows up to 20 fields of information for each change, such as who made it, when it was made, what type of change it was, and what values were changed. You can use the Setup Audit Trail to track configuration changes directly in production and identify any unauthorized or problematic changes. Reference: https://help.salesforce.com/s/articleView?id=sf.monitorsetup.htm&type=5

Question 2

Question Type: **MultipleChoice**

AW Computing has been advertising a new keyboard that was released at the beginning of the month. The sales team has an additional incentive to add the keyboards to every sale. The administrator already added the product to Salesforce but the reps are unable to select the product on the opportunity.

Which two options should an administrator check to ensure the product is available?

Choose 2 answers

Options:

A- Confirm the correct price book is selected on the opportunity.

B- Make sure the price book Is in the company currency.

C- Ensure the product is associated with the correct price book.

D- Verify the product has a start date entered.

Answer:

A, C

Explanation:

Two options that the administrator should check to ensure the product is available are:

Confirm the correct price book is selected on the opportunity. A price book is a list of products and their prices that can be added to an opportunity. An opportunity can have only one price book at a time, and the products that are available for selection depend on the price book that is chosen. Therefore, the administrator should check if the opportunity has the right price book that contains the new keyboard product.

Ensure the product is associated with the correct price book. A product is a good or service that can be sold in Salesforce. A product can be associated with one or more price books, depending on how it is priced for different markets or segments. Therefore, the administrator should check if the new keyboard product is added to the appropriate price book that is used by the opportunity.

The other two options are incorrect because:

Making custom fields does not affect the availability of products on an opportunity. Custom fields are used to store additional information or calculations on an object, but they do not determine which products can be selected from a price book.

Turning on field tracking does not affect the availability of products on an opportunity. Field tracking is used to monitor changes to certain fields on an object and display them in a history related list, but it does not determine which products can be selected from a price book.

Question 3

Question Type: **MultipleChoice**

An administrator has a request to write a report listing accounts that have sales from this year and that have a completed activity in the last 30 days.

What reporting feature should the administrator employ to provide only the list of accounts, without listing the details of the opportunities?

Options:

A- Joined Report

B- Cross-Filter

C- Summary Report

D- Filter Logic

Answer:

B

Explanation:

A cross-filter lets you filter records based on related objects and their fields. For example, you can filter accounts that have at least one opportunity from this year and at least one completed activity in the last 30 days. Reference: https://help.salesforce.com/s/articleView?id=sf.reports_cross_filters.htm&type=5

Question 4

Question Type: **MultipleChoice**

AW Computing has a new requirement from its security team where audit information relating to an account must be recorded in a new custom object called Audit. Audit records need to be preserved for 10 years and only accessible by the audit team.

What relationship should be used to relate the Audit object to the Account object?

Options:

A- Master-Detail

B- Lookup

C- Many-To-Many

D- Self

Answer:

B

Explanation:

A lookup relationship creates a link between two objects. The child object can have its own security settings and does not inherit them from the parent object. This is suitable for audit records that need to be preserved and accessed by a specific team. Reference: https://trailhead.salesforce.com/en/content/learn/modules/data_modeling/relationships

Question 5

Question Type: **MultipleChoice**

A sales rep needs to help cross-sell an opportunity but is unable to make updates on the record or update the opportunity team.

Which two options would be required for a sales rep to add a rep to the opportunity team?

Choose 2 answers

Options:

A- Transferred ownership of the Opportunity to the sales rep

B- A permission with Edit access on the Account object

C- A role above the Opportunity owner in the role hierarchy

D- Transferred ownership of the Account to the sales rep

Answer:

B, C

Explanation:

To add a user to an opportunity team, you need Edit access on the account associated with the opportunity and either own the opportunity or be above the owner in the role hierarchy. Reference:
https://help.salesforce.com/s/articleView?id=sf.teams_adding.htm&type=5

Question 6

Question Type: MultipleChoice

An administrator has been tasked with sending an email notification to all project team members when project status is changed to Allocated. Project teams contain users from different departments and different roles.

How should an administrator ensure the proper users will receive the email?

Options:

A- Configure a queue for the project team and have members view the queue's list view.

B- Use sharing rules to automatically share with the individual users in the project team.

C- Move the project users to the same role and send the email alert to everyone in the role.

D- Create public groups for each project team and send the email alert to the project group.

Answer:

D

Explanation:

Public groups let you share records with a set of users defined by criteria such as role, profile, or individual users. You can use public groups as recipients for email alerts in workflow rules or process builder. Reference: https://trailhead.salesforce.com/en/content/learn/modules/administration_essentials_for_new_admins_in_lightning_experience/administration_essen

Question 7

Question Type: MultipleChoice

The distributors at Cloud Kicks are eligible for support based on a specific service contract-How should the administrator show this in Salesforce?

Options:

A- Use entitlement management.

B- Add a service contract to the record.

C- Turn on Service Cloud.

D- Build a new custom object.

Answer:

A

Explanation:

Entitlement management lets you create and maintain service contracts that specify the support terms for each account. You can use entitlement processes to automatically apply the correct service contract to a case based on criteria you define. Reference: https://trailhead.salesforce.com/en/content/learn/modules/entitlements/entitlements_overview

Question 8

Question Type: **MultipleChoice**

An administrator at AW Computing is trying to track the login history for a specific user. The AW Computing org has 150,000 users and multi-factor authentication (MFA) is enabled and enforced for all users. In reviewing the Identity Verification History data, the administrator is unable to find any information for the mentioned user. The user used to log in regularly but has been inactive this quarter.

Which two reasons explain why the user's data is missing from Identity Verification History?

Choose 2 answers

Options:

A- Identity Verification History stores the last year's worth of data.

B- User belongs to a specific role for which identity verification data is not stored.

C- Up to 20,000 records of users' identity verification attempts are stored.

D- The last 6 months worth of data is stored in the Identity Verification History.

Answer:

C, D

Explanation:

Identity Verification History stores up to 20,000 records of users' identity verification attempts for various features that require MFA, such as logging in from an unknown browser or device, resetting a password, or changing personal information. The data is stored for up to 6 months and then deleted automatically. Therefore, if a user has been inactive for more than 6 months or if there are more than 20,000 records in total, their data may be missing from Identity Verification History. Reference: https://help.salesforce.com/articleView?id=sf.identity_verification_history.htm&type=5

Question 9

Question Type: MultipleChoice

The administrator at Cloud Kicks (CK) is troubleshooting why users are missing expected email alerts from an automated process. The investigation shows that CK is hitting its daily limit.

What should the administrator review to resolve the issue?

Options:

A- Email Logs

B- HTML Email Status Report

C- Notification Delivery Settings

D- Outbound Messages

Answer:

A

Explanation:

Email logs provide information about email delivery, such as the sender, recipient, date and time, delivery status, and any error messages. The administrator can use email logs to troubleshoot why users are missing expected email alerts and identify which emails are hitting the daily limit. Reference: https://help.salesforce.com/articleView?id=email_logs.htm&type=5

Question 10

Question Type: **MultipleChoice**

Cloud Kicks (CK) completed a project in a sandbox environment and wants to migrate the changes to production. CK split the deployment into two distinct change sets. Change set 1 has new custom objects and fields. Change set 2 has updated profiles and automation.

What should the administrator consider before deploying the change sets?

Options:

A- The Field-Level Security will not be deployed with the profiles in change set 2.

B- Change set 2 needs to be deployed first.

C- Automations need to be deployed in the same change set in order to be activated.

D- Both change sets must be deployed simultaneously.

Answer:

A

Explanation:

When deploying profiles using change sets, the field-level security settings are not included unless the fields themselves are also part of the change set. Therefore, the administrator should consider adding the new custom fields to change set 2 along with the profiles, or manually adjust the field-level security after deployment. Reference:
https://help.salesforce.com/articleView?id=changesets_about_components.htm&type=5