Question 1

The Administrator at Cloud Kicks need to automatically route support cases, regardless of

how they are created, to a queue based on case priority.

What tool should the administrator use?

Options:

A- Email-to-Case

B- Assignment Rules

C- Auto-Response Rules

D- Web-to-case

Answer:

B

Explanation:

Assignment rules are tools that allow administrators to automatically route records to users or queues based on certain criteria. For example, an assignment rule can assign cases to different queues based on case priority, origin, type, or other fields. Assignment rules can be triggered when records are created manually, via email, web, or API. Assignment rules consist of multiple rule entries that define the criteria and actions for each assignment scenario. Reference:
https://help.salesforce.com/s/articleView?id=sf.customize_leadrules.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_casesupport_assign.htm&type=5

Question 2

Question Type: **MultipleChoice**

An Administrator supporting global team of salesforce users has been asked to configure the

company settings

Which two options should the administrator configure?

Choose 2 Answers

Options:

A- Login Hours

B- Password Policy

C- Default Language

D- Currency Local

Answer:

C, D

Explanation:

Default language and currency locale are two options that an administrator should configure in the company settings to support a global team of Salesforce users. Default language determines the language that is used for labels, buttons, tabs, help text, and messages in Salesforce for all users unless they override it in their personal settings. Currency locale determines the format of currency fields and numbers in Salesforce for all users unless they override it in their personal settings or enable multiple currencies. Reference: https://help.salesforce.com/s/articleView?id=sf.admin_supported_languages.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.admin_supported_currencies.htm&type=5

Question 3

Question Type: **MultipleChoice**

The Administrator at Universal Container wants to add branding to salesforce.

Which two considerations should the administrator keep in mind?

Choose 2 Answers

Options:

A- Only one theme can be active at a time, and a theme applies to the entire org.

B- Themes apply to salesforce classic and to the salesforce mobile app.

C- Up to 150 custom themes can be created, modified, or cloned from the built-in themes.

D- Chatter external users see the built-in Lightning theme only.

Answer:

A, D

Explanation:

Themes are a way to customize the look and feel of Salesforce by changing the colors, images, and logos that appear on Lightning Experience pages. However, there are some limitations and considerations when using themes, such as: only one theme can be active at a time, and a theme applies to the entire org; themes apply only to Lightning Experience and do not affect Salesforce Classic or the Salesforce mobile app; up to 300 custom themes can be created, modified, or cloned from the built-in themes; Chatter external users

Question 4

Question Type: MultipleChoice

AW Computing would like to improve its Case Lightning record page by including:

* A filtered component to display a message in bold font when a case is saved as acriticalrecord

type.

* A quick way to update the account status from the case layout.

Which two components should an administrator use to satisfy these requests?

Choose 2 Answers

Options:

A- Related List

B- Related Record

C- Record details

D- Rich text

Answer:

B, D

Explanation:

A related record component is a type of component that allows users to view and edit fields from a parent record on a child record page without leaving the page. For example, a related record component can allow users to update the account status from the case layout by selecting an account record from a drop-down list. A rich text component is a type of component that allows users to display formatted text on a record page using rich text editor tools such as bold font, bullet points, images, and links. For example, a rich text component can display a message in bold font when a case is saved as acriticalrecord type by using conditional visibility rules. Reference: https://help.salesforce.com/s/articleView?id=sf.lightning_page_components_related_record.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.lightning_page_components_rich_text.htm&type=5

Question 5

Clod Kicks has a screen flow with two questions on the same screen, but only one is necessary

at a time. The administrator has been asked to show only the questions that is needed.

How should an administrator complete this?

Options:

A- Use a new version of the flow for each scenario.

B- Use a decision element and a new screen to show the proper question

C- Use a conditional visibility to hide the unnecessary question

D- Use branching in the flow screen to show the proper scenario

Answer:

C

Explanation:

Conditional visibility is a feature that allows administrators to show or hide screen components in a flow based on certain conditions or criteria. For example, conditional visibility can show only one question on a screen depending on the value of another field or variable.

Question 6

Question Type: **MultipleChoice**

Ursa Major Solar is noticing a decrease in deals with a cross-sell opportunity type and wants

to share all cross-sell opportunities with a team of subject matter experts in their organisation. The

company has different roles, and the organisation wide default opportunity is set to private.

How should the administrator accomplish this?

Options:

A- Add the subject matter experts to a public group and give them access to records with a criteriabased sharing rule.

B- Change the organisation-wide default for opportunity from private to public Read/Write to open
up access for subject matter experts.

C- Enable territory management, assign the subject matter experts to the same territory, and give them access to the records with manual sharing.

D- Create a new role for the subject matter experts and give them access to the records with the owner-based sharing rule

Answer:

A

Explanation:

A criteria-based sharing rule is a tool that allows administrators to share records with certain users based on field values rather than ownership. For example, a criteria-based sharing rule can share all opportunities with a cross-sell opportunity type with a specific group of users. A public group is a collection of individual users, roles, roles and subordinates, or other groups that can be used to simplify sharing settings and other processes. In this case, the administrator can add the subject matter experts to a public group and give them access to records with a criteria-based sharing rule that matches the cross-sell opportunity type. Reference:
https://help.salesforce.com/s/articleView?id=sf.sharing_criteria_rules.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.public_groups.htm&type=5

Question 7

Question Type: **MultipleChoice**

Universal Container wants to prevent its service team from accessing deal records. While

service users are unable to access deal list views, they are able to find the deal records via a search.

What options should the administrator adjust to fully restrict access?

Options:

A- Record setting and search index

B- Permissions and tab visibility

C- App permissions and search terms

D- Page layouts and field- level security

Answer:

B

Explanation:

Permissions and tab visibility are two options that administrators can adjust to fully restrict access to records for certain users or profiles. Permissions determine what users can do with records, such as create, read, edit, delete, view all, or modify all. Tab visibility determines whether users can see a specific object tab in their app launcher or navigation bar. By setting permissions and tab visibility to none or hidden for deal records for service users or profiles, administrators can prevent them from accessing deal records via search or other

methods. Reference: https://help.salesforce.com/s/articleView?id=sf.users_profiles_permissions.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.customize_tabs.htm&type=5

Question 8

Question Type: **MultipleChoice**

The Call centre manager in Ursa Major Solar wants to provide agents with a case dashboard

that can be drilled down by case origin, status and owner.

What should an Administrator add to the dashboard to fulfil the request?

Options:
A- Dashboard Filter

B- Bucket column

C- Dashboard component

D- Combination Chart

Answer:

A

Explanation:

A dashboard filter is a feature that allows users to filter dashboard components by one or more field values without changing the underlying report data. For example, a dashboard filter can allow users to view cases by origin, status, or owner. A dashboard filter consists of a filter name, one or more source fields, and one or more filter values. Users can apply one or more filters to see different views of the dashboard data. Reference: https://help.salesforce.com/s/articleView?id=sf.dashboards_filters.htm&type=5

Question 9

Question Type: MultipleChoice

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 10

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 11

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 field on the account object that updates the audited date field with today's date when the status of the account is changed to 'Audited'. Reference: https://help.salesforce.com/s/articleView?id=sf.fields_about_formulas.htm&type=5

Question 12

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