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Question 1

Question Type: MultipleChoice

An administrator is building a Lightning app and sees a message that a My Domain must be set up first.

What should the administrator take into consideration when enabling My Domain?

Options:

- A- Single sign-on must be disabled prior to implementing My Domain.
- B- The login for all internal and external users changes to the My Domain login
- C- A deployed My Domain is irreversible and renaming is unavailable.
- D- The URL instance for a My Domain stays the same for every release

Answer:

B

Explanation:

My Domain is a feature that allows administrators to create a custom domain name for their Salesforce org that replaces their instance URL (such as na35.salesforce.com). My Domain provides benefits such as improved security; enhanced branding; faster navigation; access to Lightning components; etc. However, one of the considerations when enabling My Domain is that it changes how users log in to Salesforce - instead of using their instance URL login (such as login.salesforce.com), they have to use their My Domain login (such as mydomain.my.salesforce.com). This applies to all internal and external users who access Salesforce via web browser or mobile app. Reference: https://help.salesforce.com/s/articleView?id=sf.domain_name_overview.htm&type=5

Question 2

Question Type: MultipleChoice

An administrator at Ursa Major Solar just learned about the AppExchange and how helpful it can be to the company's business.

Which two actions can be accomplished via the AppExchange?

'Choose 2 answers

Options:

A- Find certified developers and consultants.

- B-** Download the Dataloader data tool.
- C-** Install industry-specific solution templates.
- D-** Download standard Lightning components.

Answer:

A, C

Explanation:

The AppExchange is an online marketplace where customers can find apps, components, consultants, developers, and more to extend Salesforce functionality or solve specific business challenges. Some of the actions that can be accomplished via AppExchange are finding certified developers and consultants who can help with custom development or implementation projects; installing industry-specific solution templates that provide preconfigured apps, dashboards, reports etc., for various industries such as manufacturing or healthcare; downloading free tools or components that enhance productivity or user experience; browsing reviews or ratings from other customers who have used certain products or services; etc. Reference: <https://appexchange.salesforce.com/>

Question 3

Question Type: MultipleChoice

The Support team at Ursa Major Solar prefers using split list views on the case homepage. Occasionally, the team views shipments from another support application.

What should the administrator configure to allow the team to use the split list view?

Options:

- A- Filter by a single shipment record type in the list view.
- B- Include the Shipments tab on the app's navigation bar.
- C- Split views are only available on standard objects.
- D- Add the Manage List Views permission for support users.

Answer:

C

Explanation:

Split views are a feature that allows users to view records as a split list on object home pages in Lightning Experience apps that use console navigation. Split views show records in two panes: a list view pane on the left and a record detail pane on the right. Users can switch between different list views and records without losing context or scrolling. However, split views are only available on standard objects such as accounts, contacts, leads, opportunities, cases, etc., and not on custom objects such as shipments. Reference: https://help.salesforce.com/s/articleView?id=sf.lex_split_view.htm&type=5

Question 4

Question Type: MultipleChoice

Cloud Kicks (CK) captures whether an opportunity should be reviewed by someone in product engineering with a checkbox field called Needs Review. CK also has a picklist field on the opportunity for Product Type. When a sales rep saves an opportunity, they need to select the Product Type or check the Needs Review box.

What should an administrator use to accomplish this?

Options:

- A- Before Save flow
- B- Validation rule
- B- Workflow rule
- D- Required fields

Answer:

B, B

Explanation:

A validation rule is a feature that allows administrators to define criteria for data entry or import operations and display an error message when those criteria are not met. For example, a validation rule can require users to select a product type or check a needs review box when saving an opportunity by using an OR function that evaluates both fields. If neither field is populated, then the validation rule will prevent users from saving records with an error message. Reference:

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

Question 5

Question Type: MultipleChoice

The administrator at Cloud Kicks writes an assignment rule to send all cases created via email or the web to the Automated Cases Queue. Any manually created cases should be owned by the agent creating them, however, the manually created cases now show the administrator as the owner.

What will the administrator find when troubleshooting this issue?

Options:

- A- An escalation rule is changing the case owner on case creation
- B- The Assignment Rule checkbox is selected by default.
- C- Another assignment rule is giving ownership to the administrator
- D- The Owner field is missing on the webform and email template.

Answer:

B

Explanation:

The Assignment Rule checkbox is a checkbox that appears on manual case creation pages when assignment rules are defined for cases. The Assignment Rule checkbox determines whether or not to apply assignment rules to manually created cases. If the Assignment Rule checkbox is selected by default, then any manually created cases will be assigned according to assignment rules instead of being owned by the agent creating them. To prevent this from happening, an administrator can either deselect the Assignment Rule checkbox when creating cases manually; or change the default setting for this checkbox under setup by selecting or deselecting Use active assignment rules by default. Reference:

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

Question 6

Question Type: MultipleChoice

DreamHouse Realty requires that house showings be scheduled within the current year to prevent too many future showings from stacking up.

How can they make sure Showing Date is only populated with a date this years?

Options:

- A-** Sync the users' Showing Calendar to Salesforce and filter it to only look at this year.
- B-** Create a report that shows any Showing Dates not scheduled in the current year to the updated.
- C-** Add Help Text so the user knows to only add a Showing Date within the current year.
- D-** Create a validation rule that ensures Showing Date contains a date within the current year.

Answer:

D

Explanation:

A validation rule is a feature that allows administrators to define criteria for data entry or import operations and display an error message when those criteria are not met. For example, a validation rule can ensure that house showings are scheduled within the current year by comparing the showing date field with a formula that returns the current year. If the showing date field contains a date outside of the

current year, then the validation rule will prevent users from saving or importing records with an error message. Reference: https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5

Question 7

Question Type: MultipleChoice

Customer service accesses articles with the Knowledge Lightning component on the Service Cloud Console. Billing department users would like similar functionality on the case record without using the console.

How should the administrator configure this request?

Options:

- A- Add the knowledge component to the page layout.
- B- Add the Knowledge component list to the page layout.
- C- Add the Knowledge related list to the page layout.
- D- Add the knowledge related list to the record page

Answer:

C

Explanation:

The Knowledge Lightning component is a component that allows users to access articles from the Service Cloud Console app. However, if users want to access articles from a different app that does not use the console, they can use the Knowledge related list instead. The Knowledge related list shows articles related to a record based on data categories and shows article details such as title, summary, rating, and view count. To add the Knowledge related list to a record page, an administrator can use the page layout editor and drag and drop the Knowledge related list to the appropriate section on the page layout. Reference:

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

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

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