Free Questions for Salesforce-Certified-Administrator by actualtestdumps

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Question 1

Question Type: **MultipleChoice**

Ursa Major Solar has a path on Case. The company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from reverting the Case back to a previous status.

Which feature should an administrator use to fulfill this request?

Options:

A- Predefined Field Values

B- Global Value Picklists

C- Dependent Picklists

D- Validation Rules

Answer:

D

Explanation:

To require users to follow the status values as they are on the path and prevent them from reverting back to previous status values, the administrator should use validation rules that check if the status field value is changed from one value to another value that is not allowed by business logic. For example, if status values are New > In Progress > Closed, then a validation rule can check if status is changed from Closed to In Progress or New, and show an error message if true. Predefined Field Values, Global Value Picklists, and Dependent Picklists are not able to enforce status progression or prevent status reversion. Reference: https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5

Question 2

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 3

Question Type: MultipleChoice

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 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

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

LinkedIn dat

a. 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 6

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 7

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