Question 1

The administrator at Universal Containers recently rolled out Email-to-Case functionality. Even though a new record type was created and specified in the Email-to-Case settings, all incoming cases are receiving a different record type.

What is likely causing the record type discrepancy?

Options:

A- The new Case Owner needs permissions to the new record type.

B- The Automated Case User needs permissions to the new record type.

C- A Case assignment rule is preventing the record type from being updated.

D- A validation rule is preventing the record type from being updated.

Answer:

B

Explanation:

The Automated Case User is the default user for cases created via Email-to-Case. This user needs to have permissions to the new record type in order to assign it to the incoming cases. If the Automated Case User does not have the permissions, the cases will receive a different record type based on the organization-wide default settings. Reference:

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

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

Question 2

Question Type: MultipleChoice

AW Computing uses a custom Invoice object to track invoices related to accounts. The administrator wants to use roll-up summary fields to view high-level information at a glance on the account record.

Which two considerations should an administrator remember about roll-up summary fields?

Choose 2 answers

Options:

A- Roll-up types include COUNT, SUM, and AVG.

B- Roll-up summary fields are created on the master side of a master-detail relationship.

C- Roll-up summary fields prevent the conversion of a master-detail relationship to a lookup.

D- Rollup fields are calculated prior to save.

Answer:

A, B

Explanation:

Two considerations that the administrator should remember about roll-up summary fields are:

Roll-up types include COUNT, SUM, and AVG. A roll-up type is a function that determines how the data from the child records is aggregated and displayed on the parent record. The available roll-up types are COUNT, which counts the number of child records; SUM, which adds up the values of a numeric field on the child records; AVG, which calculates the average value of a numeric field on the child records; MIN, which displays the lowest value of a field on the child records; and MAX, which displays the highest value of a field on the child records.

Roll-up summary fields are created on the master side of a master-detail relationship. A master-detail relationship is a type of relationship that links two objects together such that the master object controls certain behaviors of the detail object, such as security and deletion. A roll-up summary field is a type of field that displays a value that is calculated from child records related to a parent record. Roll-up summary fields can only be created on the master object of a master-detail relationship or on a lookup relationship if it is set as required.

The other two options are incorrect because:

Roll-up summary fields do not prevent the conversion of a master-detail relationship to a lookup. They only prevent it if they reference a formula field that includes another relationship.

Rollup fields are not calculated prior to save. They are calculated after save and may take some time to update.

Question 3

A user accidentally created a duplicate opportunity and is unable to delete the duplicate record.

What should an administrator do to troubleshoot this issue?

Options:

A- Run a report of all opportunities to identify other possible duplicates.

B- Check the user profile permissions on the Opportunity object to see if they have permission to delete.

C- Advise the user to mark the duplicate opportunity Closed Lost and keep it in the system.

D- Change the user's profile to System Administrator so they have full permissions to delete object records.

Answer:

B

Explanation:

The user profile permissions on the Opportunity object is the item that the administrator should review to find out why the user is unable to delete the duplicate record. The user profile permissions determine what users can do with records and objects in Salesforce, such as creating, editing, deleting, viewing, or sharing. In this case, the administrator should check if the user has the Delete permission on the Opportunity object, which allows them to delete opportunity records that they own or have access to. If not, the administrator can either grant them this permission or delete the record for them. Reference:

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

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

Question 4

Question Type: **MultipleChoice**

The administrator at Cloud Kicks needs to set up automation to update three fields on the Shipment custom object. Because of the effect these updates will have on some programmatic customizations, they need to happen in a very specific order.

How should the administrator configure the field updates to ensure the proper order.

Options:

A- Create three workflow rules in order, one workflow rule for each field update.

B- Create a process with one criteria node and three field updates in the correct order.

C- Create a process with three criteria nodes and stop after each action.

D- Create a workflow rule with three field updates entered in the correct order.

Answer:

D

Explanation:

A workflow rule with three field updates is a way of setting up automation to update three fields on the Shipment custom object in a very specific order. A workflow rule is a rule that triggers one or more actions when a record meets certain criteria. A field update is an action that updates the value of a field on a record. In this case, you can create a workflow rule that evaluates the Shipment records when they are created or edited, and specify the criteria for triggering the rule. Then, you can add three field updates as the actions for the rule, and enter them in the correct order. The order of the field updates determines the order of execution, and you can change it by using the arrows on the workflow page. Reference: https://help.salesforce.com/s/articleView?id=sf.workflow_rules.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.workflow_field_update_considerations.htm&type=5

Question 5

The sales manager at Cloud Kicks wants a way to report on information from a form their clients fill out during the sales cycle. Once a form has been submitted, the client is unable to access it. This form may need to be filled out more than once during the sales cycle. There are more than 30 fields on this form, and the sales team needs to be able to see what changed from one submission to the next.

Which two options should an administrator use to solve this scenario?

Choose 2 answers

Options:

A- Add forms as attachments.

B- Make custom fields.

C- Create a custom object.

D- Turn on Field Tracking.

Answer:

C, D

Explanation:

Two options that the administrator can use to solve this scenario are:

Create a custom object. A custom object is an object that you define to store information that is specific to your organization or industry. In this case, you can create a custom object for the form that has more than 30 fields and relates to the account or opportunity object. This way, you can store multiple submissions of the form for each account or opportunity and track their changes over time.

Turn on Field Tracking. Field tracking is a feature that allows you to monitor changes to certain fields on an object and display them in a history related list. In this case, you can turn on field tracking for the fields on the form custom object and see what values were changed from one submission to another.

Question 6

Question Type: MultipleChoice

The finance director at Cloud Kicks asks the administrator for an exception report that shows all B2C accounts that are missing the credit card number. The credit card number is a classic encrypted field.

What action should the administrator take to meet this requirement?

Options:

A- Add 'View Encrypted Fields' to a permission set assigned to Finance and system administrators and a summary report filtered by credit card number.

B- Unmask the encrypted credit card number field to make it available and add a custom filter to a report where credit card number is blank.

C- Build a custom checkbox called Has Credit Card' that Finance checks when a credit card is recorded and a tabular report filtered on the checkbox equal to false.

D- Create a summary report that includes a cross-filter to the Account object with a sub-filter for credit card number equal to null.

Answer:

D

Explanation:

A summary report with a cross-filter is a type of report that allows you to summarize data by grouping rows and columns and applying filters based on related objects and fields. A cross-filter is a filter that lets you include or exclude records in your report based on related objects and their fields. In this case, you can create a summary report that includes a cross-filter to the Account object with a sub-filter for credit card number equal to null. This will show you all B2C accounts that are missing the credit card number, regardless of whether it is encrypted or not. Reference: https://help.salesforce.com/s/articleView?id=sf.reports_summary_charts.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.reports_cross_filters.htm&type=5

Question 7

Northern Trail Outfitters requires the sales user to input a use case before moving the opportunity stage to qualified. A consultant has reviewed the business requirement and ran a report to check the state of data completion. When pulling a report for opportunities in the qualified stage or beyond, it appears that only 30% of records have a use case filled out with varying text strings.

What should the administrator recommend?

Options:

A- Write a record-triggered flow that populates the Use Case field when an opportunity is closed.

B- Create a validation rule and add the Use Case field to the Stage Guidance in Path.

C- Make the Use Case field required on the master Opportunity layout.

D- Use a quick action with the Use Case field in the layout, and add it as a Lightning component.

Answer:

B

Explanation:

A validation rule and a stage guidance in Path are two features that can help ensure that users input a use case before moving the opportunity stage to qualified.

A validation rule is a formula that validates the data entered by users and prevents records from being saved if they do not meet certain criteria. In this case, a validation rule can be used to check if the Use Case field is blank when the Stage field is changed to Qualified, and display an error message if so.

A stage guidance in Path is a feature that displays helpful information or tips for each stage of a sales process on an opportunity record page. In this case, adding the Use Case field to the stage guidance in Path can remind users to fill out this field before moving to the next stage.

Question 8

Question Type: **MultipleChoice**

Universal Containers' support team wants to use Salesforce Knowledge to allow customers and the support team to have access to the product documentation. There are many different types of documentation with usage across the globe.

What feature should the administrator configure?

Options:

A- Enable the Case Feed.

B- Create article types.

C- Define data categories and visibility.

D- Setup record types and page layouts.

Answer:

C

Explanation:

Data categories and visibility are features that allow you to organize and control access to your Salesforce Knowledge articles based on different topics or criteria. Data categories are logical groupings of articles that reflect your business needs and processes. You can create a data category group and assign it to one or more article types, and then create data categories and subcategories within that group. Data category visibility is a setting that determines which data categories users can access based on their profiles or permission sets. You can use data categories and visibility to provide relevant and appropriate product documentation to your customers and support team. Reference: https://help.salesforce.com/s/articleView?id=sf.knowledge_categories.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.knowledge_category_visibility.htm&type=5

Question 9

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

Question 10

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.