



Free Questions for [Advanced-Administrator](#) by [vceexamstest](#)

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Question 1

Question Type: MultipleChoice

A customer object was created at Universal Containers to store information employees will need for their annual reviews. Only the employees should be able to access their records. The administrator has set Organization-Wide Defaults (OWD) to private for the object. These records are accessible by the employee's manager.

What additional step should the administrator take to remove the manager access to these records?

Options:

- A) Enable Hide Personal Information in User Management Settings.
- B) Verify that Allow Search is unchecked on the custom object.
- C) Uncheck Grant Access using Hierarchies in Sharing Settings.
- D) Uncheck Allow Users to Access Privacy Data on each profile

Answer:

D

Question 2

Question Type: MultipleChoice

What is capability of Live Agent in the Service Cloud Console? Choose 3 answers

Options:

- A) Approval processes can be used to escalate cases in the chat window
- B) The articles tool can be used to search for Knowledge articles
- C) Multiple visitors can chat in one window
- D) Chats can be transferred to other agents
- E) The details tab can be used to see information about the visitor

Answer:

B, D, E

Question 3

Question Type: MultipleChoice

A sales manager would like access to the following information:

All closed/won opportunities in the last six months for each account the manager owns.

All cases created within the last six months for each account the manager owns.

How can the administrator meet these requirements?

Options:

- A) Create an Account report and add Opportunity and Case cross filters
- B) Create a custom report type to combine the data into a single report
- C) Create an Account report that groups by opportunities and cases
- D) Create a single report using the Joined Reports feature

Answer:

C

Question 4

Question Type: MultipleChoice

Universal Containers plans to migrate its existing knowledge base into Salesforce Lightning Knowledge. Which two statements must be considered? Choose 2 answers.

Options:

- A) Each article must be associated to a record type
- B) Article numbers change during migration
- C) Approval process history migrate to Lightning Knowledge
- D) Classic Knowledge Attachments are moved to the files related list

Answer:

A, D

Question 5

Question Type: MultipleChoice

Universal Containers uses Enterprise Territory Management to manage its sales territories. The sales managers want to see who the account is manually shared outside of territory rules.

How can the system administrator meet this requirement?

Options:

- A) Add the "Users in Assigned Territories" related list to the sales page layout
- B) Add the "Assigned Territories" related list to the sales page layout
- C) Add "Assign Territories" permission to the sales manager's profile
- D) Add "Manage Territories" permission to the sales manager's profile

Answer:

A

Question 6

Question Type: MultipleChoice

Which two values rolls up the hierarchy to the manager for and Collaborative Forecasts? Choose

2 answers.

Options:

- A) Expected revenue
- B) Product quantity
- C) Quota amount
- D) Opportunity amount

Answer:

A, D

Question 7

Question Type: MultipleChoice

What tool would you use if you wanted to create a report that would compare results over time based on specific criteria?

Options:

- A) analytic snapshots

- B) custom report types (CRT)
- C) Standard Report
- D) Exception Report

Answer:

A

Question 8

Question Type: MultipleChoice

System admin - wants to make sure that when an opportunity is closed - nobody can modify it.

Options:

- A) Change OWD setting read / write
- B) validation rule with priorvalue(isclosed) = true
- C) create workflow (isclosed) is true - if customer modifies it
- D) give read only permission on close opportunity

Answer:

B

Question 9

Question Type: MultipleChoice

What things should be specified by the admin to deploy changes from Sandbox to Production org using Force.com IDE? Choose 3

Options:

- A) Data to be included
- B) Username and password
- C) Change set connection settings
- D) Configuration that needs to be transferred
- E) Environment where changes will be transferred

Answer:

B, D, E

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