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Question 1

Question Type: MultipleChoice

Cloud Kicks (CK) typically sells its products direct to consumer and tracks sales using the Order object in Salesforce. The head of sales has now decided that CK will also sell to retail locations for resale. The administrator wants to leverage opportunities and opportunity products for these new deals.

What should the administrator do to track accurate sales data on opportunities?

Options:

- A- Create new Products with the new retail pricing.
- B- Add a new Order Process for Orders generated from opportunities.
- C- Create a new Price Book for the new retail pricing.
- D- Add a required lookup field from the Order to the opportunity.

Answer:

C

Explanation:

A price book is a list of products and their prices that can be added to an opportunity. A product can have different prices for different markets or segments, and these prices are stored in different price books. In this case, the administrator should create a new price book for the new retail pricing and add the products that are sold to retail locations for resale. This way, the users can select the appropriate price book and products for their opportunities based on the type of customer they are selling to. Reference:

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

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

Question 2

Question Type: MultipleChoice

AW Computing has implemented the Contacts to Multiple Accounts functionality. Users should be able to distinguish between contacts and related contacts.

What should the administrator do to configure the account page layout?

Options:

A- Display both the contacts and the related contacts related lists.

B- Display the related accounts related list on the page layout.

C- Display the related contacts related list and add the direct field.

D- Display the contacts related list and add the related field.

Answer:

C

Explanation:

Displaying the related contacts related list and adding the direct field will allow users to distinguish between contacts and related contacts. The related contacts related list shows all contacts that are related to an account, either directly or indirectly. The direct field indicates whether a contact is directly associated with an account or not. By adding this field to the related list, users can easily see which contacts are direct and which are not. Reference:

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

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

Question 3

Question Type: MultipleChoice

A custom object called Item has a many-to-many relationship with the Account and Quota objects. At Cloud Kicks, account owners are changed frequently while ownership of Quota records remains unchanged. When an account owner is updated, the new account owner can only see Item records if they are also the owner of the Quota record.

What step should the administrator take to give access to all Item records?

Change the data format of the Quota relationship field from master-detail to lookup.

Options:

- A- Re-assign the Quota master-detail to the primary and the
- B- Account master-detail to secondary.
- C- Create a Quota criteria-based sharing rule using ISCHANGED for the Account Owner field.
- D- Give the account owner Read access to both the Account and the Quota objects

Answer:

D

Explanation:

Giving the account owner Read access to both the Account and the Quota objects will give access to all Item records. Since Item is a junction object between Account and Quota, users need to have at least Read access to both parent objects to see Item records. If users have access to only one parent object, they will not be able to see Item records related to the other parent object. Reference:

Question 4

Question Type: MultipleChoice

Sales reps at Ursa Major Solar often give discounts depending on the configuration of the solar panel system. Customers want to know what the different configuration options are. Sales management wants to ensure the opportunity pipeline is as accurate as possible.

What should sales reps do to ensure their quotes and opportunities reflect their sales?

Options:

- A-** Update the quote record each time the customer requests a different product configuration, and clicks the sync button to update the opportunity.
- B-** Create a new quote record for each of the different product configurations. Sync the most likely to be purchased back to the opportunity.
- C-** Create new opportunities for each quote request. Change the forecast category to omitted for all except the most likely to be purchased.
- D-** Use the products related list to associate the different configurations with the opportunity. Update the Amount field with the most likely

purchase price.

Answer:

B

Explanation:

Creating a new quote record for each of the different product configurations and syncing the most likely to be purchased back to the opportunity will ensure that their quotes and opportunities reflect their sales. This way, sales reps can show customers different options and prices, and keep track of which one is most likely to close. Syncing a quote with an opportunity will update the opportunity amount, stage, and expected revenue fields based on the quote information. Reference:

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

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

Question 5

Question Type: MultipleChoice

Cloud Kicks has been tracking how many participants wear the company's shoes in each marathon. The administrator creates two custom objects: Races and Runners. There is a master-detail relationship between them as well as a Roll-up Summary field on the Races object to show the count of runners in each race. Requirements have changed, and the administrator wants to delete the Master-

detail Relationship field without deleting the Runners records.

What action should an administrator take before the Relationship field can be deleted?

Options:

- A- Change the field type to a Lookup Relationship.
- B- Select the 'Allow Reparenting' checkbox on the Master-detail field.
- C- Uncheck 'Delete this record also' to turn off cascading deletes.
- D- Delete the Roll-up Summary field on the parent.

Answer:

A

Explanation:

Changing the field type to a Lookup Relationship will allow deleting the Relationship field without deleting the Runners records. A lookup relationship creates a loose association between two objects, where the child records do not depend on the parent records for their existence. A lookup relationship can be deleted without affecting the child records, unlike a master-detail relationship that enforces cascading deletes. Reference: https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

Question 6

Question Type: MultipleChoice

Person accounts were recently activated at Cloud Kicks.

There are three record types for accounts:

- * B2B customer
- * B2C Customer
- * External Partner

There are two record types for leads:

- * B2B Lead
- * B2CLead

The test team finds that when the Convert button is clicked on a B2C Lead record, only the B2B Customer and External Partner account record types are available choices on the Conversion Layout.

What should the administrator do to correct this issue?

Options:

- A- Hide the Record Type field on the Account section of the Conversion Layout.
- B- Build a process that updates the record type field to B2C Customer after conversion.
- C- Use a validation rule to ensure the company name on B2C Leads is blank.
- D- Change organization-wide default settings for contacts to Controlled by Parent.

Answer:

B

Explanation:

Building a process that updates the record type field to B2C Customer after conversion will correct this issue. The conversion layout for person accounts does not allow selecting different record types for accounts and contacts. The default record type for person accounts is determined by the organization-wide default settings. However, a process can be triggered after conversion to update the record type field based on the lead record type or other criteria. Reference:

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

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

Question 7

Question Type: MultipleChoice

What would prevent a user from syncing a quote with an opportunity?

Options:

- A-** The quote has a validation rule preventing it from being updated.
- B-** Another quote is already synced with the opportunity and is awaiting approval.
- C-** Another quote is already synced with the opportunity.
- D-** The quote has already passed its expiration date.

Answer:

C

Explanation:

Another quote is already synced with the opportunity will prevent a user from syncing a quote with an opportunity. Only one quote can be synced with an opportunity at a time. If a user tries to sync another quote, they will get an error message saying that the opportunity already has a synced quote. Reference: https://help.salesforce.com/s/articleView?id=sf.quotes_syncing.htm&type=5

Question 8

Question Type: MultipleChoice

The accounting team at Universal Containers is looking to roll out two new custom objects: a parent Invoice object and a child Payment object. Whenever a Payment record is created, the Invoice object should be updated to reflect the current outstanding value of the Invoice.

What should the administrator do to build this functionality?

Options:

- A- Create a lookup-relationship on the Payment with a Roll-up Summary field on the Invoice.
- B- Create a lookup-relationship on the Payment and a workflow cross object field update.
- C- Create a master-detail relationship on the Payment and a workflow cross object field update.
- D- Create a master-detail relationship on the Payment with a Roll-up Summary field on the Invoice.

Answer:

D

Explanation:

Creating a master-detail relationship on the Payment with a Roll-up Summary field on the Invoice will build this functionality. A master-detail relationship creates a parent-child relationship between two objects, where the child records inherit the sharing and security settings of their parent. A Roll-up Summary field calculates values from related child records, such as count, sum, min, or max. In this case, the Roll-up Summary field on the Invoice can calculate the sum of all Payments related to it and subtract it from the Invoice amount to get the current outstanding value. Reference:

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

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

Question 9

Question Type: MultipleChoice

Cloud Kicks (CK) has a backup team of employees that helps short-staffed departments. These users could be working with sales one day and service the next. CK is implementing new Lightning record pages for each department so that they view records in a way that makes sense for each department.

How should the administrator ensure this is configured correctly?

Options:

- A-** Configure one app per department and activate record pages for each app.
- B-** Create permission sets for each department and assign them to the backup team users.
- C-** Adjust the profile of the backup users each day to align with the proper access they require.
- D-** Allow the backup team users to update their own profile with Delegated Administration.

Answer:

A

Explanation:

Configuring one app per department and activating record pages for each app will ensure that users view records in a way that makes sense for each department. An app is a collection of items that work together to serve a particular function. An app can have different record pages for different objects and profiles. By activating record pages for each app, the administrator can customize what users see based on their app context. Reference: https://help.salesforce.com/s/articleView?id=sf.app_manager_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.app_builder_customize_lex_pages_assign.htm&type=5

Question 10

Question Type: MultipleChoice

An administrator needs to Import a large amount of historical data (more than 100,000 records) from another system.

how should the administrator import the data?

Options:

- A- SOAP based API with Developer console
- B- Data Loader with Bulk API Enabled
- C- An AppExchange package
- D- Import Wizard with Add Only

Answer:

B

Explanation:

Data Loader with Bulk API Enabled is a tool that can import a large amount of historical data (more than 100,000 records) from another system. Data Loader can insert, update, delete, or export Salesforce records. Bulk API is an API that allows fast and parallel processing of large batches of records. Reference: https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.loader_api.htm&type=5

Question 11

Question Type: MultipleChoice

AW Computing created new multi-tier service plans. The primary difference between the packages is the length of the term. The company wants to capture start and end dates for each service plan sold, which can differ from the contract dates of the subscription.

How should an administrator ensure the data is captured properly?

Options:

- A- Build a validation rule on the Opportunity object to require custom date fields based on the product(s) selected.
- B- Configure formula fields to reflect the close date of the opportunity.
- C- Create a new price book for service plans with term lengths.
- D- Make a validation rule on the Opportunity Product object to require custom date fields based on the product family.

Answer:

D

Explanation:

A validation rule on the Opportunity Product object to require custom date fields based on the product family will ensure that the data is captured properly. A validation rule can check if the product family matches the service plan and if so, require the start and end date fields to be filled out. This way, AW Computing can capture the term length for each service plan sold. Reference: https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5

Question 12

Question Type: MultipleChoice

Management at Ursa Major Solar wants to understand how many accounts have opportunities in the overall pipeline.

What should the administrator use to create a report showing all open opportunities and the total number of accounts represented?

Options:

- A- The row count on a summary report grouped by account name
- B- A Cross Filter selecting opportunities with accounts
- C- A custom report type showing opportunities with accounts
- D- The Show Unique Count option on the account name column

Answer:

D

Explanation:

The Show Unique Count option on the account name column will create a report showing all open opportunities and the total number of accounts represented. This option will count each account only once, even if it has multiple opportunities. The report can be grouped by account name or any other field to show more details. Reference:

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

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