Free Questions for CRT-211 by dumpssheet

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Question 1

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 2

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:

Question 3

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 4

Question Type: **MultipleChoice**

What are three options available to the administrator to help with this issue? Choose 3 answers

Options:

A- Move some page components behind a tab.

B- Remove some of the fields displayed.

C- Deactivate unnecessary validation rules.

D- Convert all Process builders to flows.

E- Reduce the number of related lists displayed.

Answer:

A, B, E

Explanation:

To help with this issue, the administrator can do the following options:

Move some page components behind a tab. This will reduce the number of components that load initially and improve performance.

Remove some of the fields displayed. This will reduce the amount of data that needs to be retrieved and rendered on the page.

Reduce the number of related lists displayed. This will also reduce the amount of data that needs to be retrieved and rendered on the page. Reference: https://help.salesforce.com/s/articleView?id=sf.lex_performance_considerations.htm&type=5

Question 5

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

Question 6

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 7

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 8

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 direr 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 9

Ursa Major Solar has a junction object that connects Docs with Solar Panels. The administrator needs users to be able to see all the solar panels that a Dot is related to. Users already have access to the Bot and the Junction, but not the Solar Panel object.

What access docs the user need to be able to see the solar panel records?

Options:

A- Read permission is required on both master records.

B- Access permission Is not required on either master record.

C- Create permission Is required on both master records.

D- Read permission is required on at least are master record.

Answer:

D

Explanation:

Read permission is required on at least one master record to be able to see the solar panel records. Since Item is a junction object between Doc and Solar Panel, users need to have access to either Doc or Solar Panel to see Item records. If users have access to both Doc and Solar Panel, they can see all Item records related to either object. Reference: https://help.salesforce.com/s/articleView?id=sf.relationships_manytomany.htm&type=5

Question 10

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

Question 11

Question Type: MultipleChoice

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