



Free Questions for CRT-211 by dumpshq

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Question 1

Question Type: MultipleChoice

The administrator at Cloud Kicks recently replaced several case workflow rules with a single before save flow. Since this change, some cases are routing in unexpected ways.

What could be the cause or the changes to routing?

Options:

- A- The old workflow rules are still active and impacting routing.
- B- The flow precedes assignment rules; workflow rules are after assignment rules.
- C- Assignment rules no longer reference the correct fields.
- D- Multiple automation tools have been used and the automation is executed in a different order.

Answer:

D

Explanation:

Multiple automation tools have been used and the automation is executed in a different order. This could cause some cases to route in unexpected ways, because the before save flow might override or conflict with the assignment rules or other automation tools that run after the record is saved. The administrator should review the order of execution and ensure that the flow logic is consistent with the other automation tools. Reference: https://help.salesforce.com/s/articleView?id=sf.flow_concepts_trigger_order.htm&type=5
https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_triggers_order_of_execution.htm

Question 2

Question Type: MultipleChoice

The sales manager at Cloud Kicks (CK) wants to make sure the accounts that CK serves are happy. One way they track this is by how many open cases an account has with CK. The sales manager asks CK's administrator to build a report to show Accounts with Open Cases.

What report type would this be?

Options:

A- Bucket Report

B- Joined Report

C- Summary Report

D- Matrix Report

Answer:

B

Explanation:

A joined report is a type of report that allows you to create multiple report blocks that provide different views of your data. Each report block can have its own fields, columns, sorting, and filtering. A joined report can only be created from summary or matrix reports. You can use a joined report to show data from different report types or data sources on a single report. In this case, you can use a joined report to show Accounts with Open Cases by creating two report blocks: one for accounts and one for cases with a filter for open status. You can then join the two blocks by a common field such as Account ID or Account Name. Reference:

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

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

Question 3

Question Type: MultipleChoice

How should an administrator accomplish this?

Options:

- A- Make record-triggered flows whenever Equipment records are created, modified or deleted.
- B- Write record-triggered flows whenever Room records are related, modified, or deleted.
- C- Configure a roll-up summary field on Equipment.
- D- Create a roll-up summary field on Room.

Answer:

D

Explanation:

A roll-up summary field is a type of field that calculates values from related records and displays them on the parent record. A roll-up summary field can be used to count, sum, min, or max values from child records. You can create a roll-up summary field on an object that has a master-detail relationship with another object. In this case, you can create a roll-up summary field on Room that counts the number of Equipment records related to it. Reference:

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

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

Question 4

Question Type: MultipleChoice

A request was made to import a spreadsheet of new Campaign Members. The system administrator started Data Import Wizard but the Campaign Members object was unavailable as a choice. What is causing this to occur?

What is causing this to occur?

Options:

- A- The Salesforce ID field is required and was missing from the file.
- B- The marketing user feature license assignment is missing on the admin's user record.
- C- Import Wizard is only available for the Standard objects Accounts, Contacts, and Leads.
- D- The Campaign Member option is only available for Update.

Answer:

D

Explanation:

The Campaign Member option is only available for Update when using Data Import Wizard. This means that you can use Data Import Wizard to update existing campaign members with new or modified information, but you cannot use it to create new campaign members from a spreadsheet. To create new campaign members from a spreadsheet, you need to use other tools such as Data Loader, Import Wizard for Leads and Contacts, or Manage Members button on the campaign page. Reference:
https://help.salesforce.com/s/articleView?id=sf.campaigns_members_adding_parent.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.data_importer.htm&type=5

Question 5

Question Type: MultipleChoice

An administrator at Clod Kicks has build a flow that delivers status update email to customers. Recently, there's been an increasae in support cases from customers reporting they had not received the email.

Where should the administrator look to investigate the issue?

Options:

- A- Paused Flow Interviews
- B- Process Automation Setting

C- Email Logs

D- Setup Audit Trail

Answer:

C

Explanation:

Email logs are files that provide information about email delivery and activity in your Salesforce org. Email logs contain details such as sender, recipient, subject, date, status, error code, and more for each email sent or received within a specified time range. You can use email logs to investigate issues with email delivery or performance in your org. In this case, you can use email logs to check if the status update emails were sent successfully or if there were any errors or failures. Reference:

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

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

Question 6

Question Type: MultipleChoice

AW Computers has created a custom field called Government ID on a custom object. Most users with a custom Sales profile should be unable to access this field. A select group of Sales users called the Institutional Team should be able to access the Government ID field via reports.

How should an administrator accommodate this request?

Options:

- A-** Create a permission set with Read access to the field. Assign the permission set to the Institutional Team.
- B-** Configure a report type with the Government ID field. Assign this report type to the Institutional Team via a permission set.
- C-** Mark the field as Read Only on the sales profile. Create a permission set to re-enable reporting for the Institution Team.
- D-** Make a report with the Government ID field included. Share this report to the Institutional Team in a public reports folder.

Answer:

A

Explanation:

A permission set is a collection of settings and permissions that give users access to various tools and functions in Salesforce. A permission set can be used to extend users' functional access without changing their profiles. You can assign permission sets to individual users or groups of users based on their business needs. In this case, you can create a permission set with Read access to the Government ID field on the custom object and assign it to the Institutional Team users who need access to this field via reports.

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

Question 7

Question Type: MultipleChoice

Cloud Kicks (CK) has an email parsing tool. CK wants to ensure that when certain field are updated, the Case Owner is notified by email.

What should the administrator use to email the Case Owner?

Options:

- A- Email-to-Case
- B- Outbound Message
- C- Before Save Flow
- D- After Save Flow

Answer:

D

Explanation:

An after save flow is a type of flow that runs in the background after a record is saved and performs actions based on the record data or changes. An after save flow does not require user input or interaction and can be triggered by a record-triggered flow element or by an Apex trigger. In this case, you can create an after save flow that runs when a case record is updated and delivers status update email to customers based on certain criteria or conditions. Reference:

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

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

Question 8

Question Type: MultipleChoice

The administrator at Cloud Kicks noticed that a before trigger, which handles saving the original version of a record to an external database, fails. However, a flow configured for fast field updates runs successfully.

How should the administrator advise the developer?

Options:

- A- Record-triggered flows that are configured to run before save execute prior to all before triggers.
- B- A validation rule could be preventing records from ever meeting the conditions in the trigger.
- C- The trigger is writing the data to the wrong place in the external data archive.
- D- The code could be trying to create duplicates in the archive when it is unable to.

Answer:

D

Explanation:

One possible reason why the before trigger fails is that the code could be trying to create duplicates in the archive when it is unable to. A before trigger is a type of trigger that executes before a record is saved and can be used to validate or modify record data. In this case, the before trigger is supposed to save the original version of a record to an external database before it is updated or deleted in Salesforce. However, if the code does not handle errors or exceptions properly, it could try to create duplicate records in the external database when it is not allowed or possible. This could cause the trigger to fail and prevent the record from being saved in Salesforce.

Reference: https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_triggers.htm

https://developer.salesforce.com/docs/atlas.en-us.apexcode.meta/apexcode/apex_triggers_context_variables.htm

Question 9

Question Type: MultipleChoice

The sales department has asked to limit access to the Amount field on the Opportunity to only those users in the sales department and on the executive team. Northern Trail Outfitters uses six custom profiles including Sales User, Marketing user, call Center user, Executive User, Sales Manager user, and a call Center Manager user. Field-level access is removed from three of the profiles in the sandbox.

What action should an administrator take to make sure this change is in production?

Options:

- A-** Create a sandbox template and push it to production to reflect the update.
- B-** Manually restrict access to this field for each profile via Setup just like the sandbox.
- C-** Deploy a change set from the sandbox to production including the Amount field with all the custom profiles.
- D-** Process a change set with the profiles that should no longer have access to the field.

Answer:

C

Explanation:

A change set is a tool that allows you to send customizations from one Salesforce org to another. A change set can contain components such as objects, fields, profiles, permission sets, workflows, and more. You can use change sets to migrate changes from a sandbox org to a production org or between two sandbox orgs that are affiliated with the same production org. In this case, you can deploy a change set from the sandbox to production that includes the Amount field and all the custom profiles that need access to it. This way, you can update the field-level security settings for the field on each profile in one deployment. Reference:
<https://help.salesforce.com/s/articleView?id=sf.changesets.htm&type=5>
https://help.salesforce.com/s/articleView?id=sf.changesets_components_field.htm&type=5

Question 10

Question Type: MultipleChoice

A user at Universal Containers wants to load records into a custom object named Location from a .csv file. While using Data Loader, they cannot find the Location object.

What are two reasons this is happening?

Choose 2 answers

Options:

- A- The label of Location may have been changed.
- B- Data Loader should only be used with standard objects.
- C- Location has a master-detail field to Account.
- D- The users profile needs create access to Location.

Answer:

A, D

Explanation:

Two reasons why the user cannot find the Location object while using Data Loader are:

The label of Location may have been changed. The label of an object is the name that is displayed in the user interface and can be different from the API name that is used by Data Loader and other tools. If the label of Location has been changed to something else, such as Site or Venue, then the user may not be able to find it by searching for Location in Data Loader. The user should check the API name of the object in Object Manager or use the Describe Global operation in Data Loader to see all available objects and their labels.

The user's profile needs create access to Location. The user's profile determines what objects and fields they can access and what actions they can perform on them, such as creating, reading, updating, or deleting records. If the user's profile does not have create access to Location, then they will not be able to load records into that object using Data Loader. The user should check their profile permissions in Setup or ask their administrator to grant them create access to Location.

The other two options are incorrect because:

Data Loader should only be used with standard objects is not a reason because Data Loader can be used with both standard and custom objects, as long as they are accessible and queryable via the API.

Location has a master-detail field to Account is not a reason because having a master-detail field does not prevent an object from being available in Data Loader, as long as it meets the other requirements such as accessibility and queryability.

Question 11

Question Type: MultipleChoice

Cloud Kicks has organization-wide sharing defaults on the opportunity set to private. However, members of the finance team need to see closed won opportunities. The Drama team members all have roles under the finance director, while the sales team members have roles under the sales manager.

Which two options should the administrator use to meet these criteria?

Choose 2 answers

Options:

A- Share with roles and subordinates of the finance director role.

- B-** Make an owner-based sharing rule where the wnn field = true.
- C-** Create a criteria-based sharing rule where the won field = true.
- D-** Select all opportunities owned by the sales manager role.

Answer:

A, C

Explanation:

Two options that the administrator should use to meet these criteria are:

Share with roles and subordinates of the finance director role. This option allows you to grant access to records based on the role hierarchy of your org. You can share records with users who are in a specific role or in roles below that role in the hierarchy. In this case, you can share records with roles and subordinates of the finance director role, which includes all the members of the finance team.

Create a criteria-based sharing rule where the won field = true. This option allows you to grant access to records based on certain field values or formulas. You can create a criteria-based sharing rule on opportunities that grants access to records where the won field is true, which means that the opportunity stage is closed won.

The other two options are incorrect because:

Make an owner-based sharing rule where the won field = true is not an option because owner-based sharing rules do not allow you to specify field values or formulas as criteria. Owner-based sharing rules only allow you to share records based on who owns them or what role or group they belong to.

Select all opportunities owned by the sales manager role is not an option because it does not meet the criteria of sharing all closed won opportunities. It only shares opportunities that are owned by users who are in the sales manager role, regardless of their stage.

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