Free Questions for TVB-201

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Question 1

Question Type: MultipleChoice

The administrator has created new users for ten new employees at Northern Trail Outfitters.

Why are these users unable to access the account object in the Salesforce or?

Options:

A- Users' profile requires a sharing rule for Accounts.
B- Users' profile requires permission to the Account object.
C- Users' roles are low on the role hierarchy.
D- Organization-wide defaults are set to private.

Answer:

B

Explanation:

To access the account object in Salesforce, users need to have permission to the account object on their profile or permission set. Permission to an object determines what users can do with records of that object, such as create, read, edit, delete, view all, or modify all. If users do not have permission to an object, they will not be able to see or access that object in Salesforce.
Reference:
https://help.salesforce.com/s/articleView?id=sf.users_profiles_permissions.htm&type=5

Question 2

Question Type: MultipleChoice

Brokers at DreamHouse Realty need to see certain information about one or more cases when referencing the contact record. This record case Name, Case ID, Customer Name, Case Reason, Case Status, and Case Creation Date.

Which two changes in Setup should the administrator make?

Options:

A- Use the page layout editor to change the related list type to Enhanced List.
B- Edit the Related List component in the Lightning App Builder and choose Related List as the related list type.
C- Edit the Related List component in the Lightning App Builder and choose Enhanced List as the related list type.
D- Use the page layout editor to include the appropriate column in the Cases related list.

Answer:

B, D

Explanation:

To see certain information about one or more cases when referencing the contact record, an administrator can use two methods: edit the Related List component in the Lightning App Builder and choose Related List as the related list type; and use the page layout editor to include the appropriate column in the Cases related list. The Related List component is a component that allows users to view and edit records related to a parent record on a record page. The Related List component has two types: Related List and Enhanced List. The Related List type shows records in a table format with columns that match the page layout of the parent record. The Enhanced List type shows records in a compact format with fewer columns and actions. To change the type of the Related List component, an administrator can use the Lightning App Builder and select either Related List or Enhanced List from the properties panel. The page layout editor is a tool that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. To include appropriate columns in a related list, such as case name, case ID, customer name, case reason, case status, and case creation date for cases related to contacts, an administrator can use the page layout editor and drag and drop the desired fields from the palette to the Cases related list on the contact page layout. Reference:
https://help.salesforce.com/s/articleView?id=sf.lex_related_lists_component.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type=5

Question 3

Question Type: MultipleChoice

The Marketing team at Cloud Kicks uses campaigns to generate product interest. They want custom picklist values for the campaign member Status field for each campaign they run, currently, they ask the administrator to add or delete values, but this is very time consuming.

Which two user permission should allow the Marketing team to customize the campaign member status picklist values themselves?

Choose 2 answers

Options:

A- Create and Edit for Campaign Member

B- Marketing user feature license

C- Customize Application permission

D- Edit permission for campaigns

Answer:

B, D

Explanation:

To customize the campaign member status picklist values themselves, marketing users need two things: a marketing user feature license and edit permission for campaigns. A marketing user feature license enables users to create, edit, and delete campaigns; manage campaign members; and update campaign history via the import wizards or API. Edit permission for campaigns allows users to modify existing campaigns and their related records such as campaign members and campaign member statuses. Reference:

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

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

Question 4

Question Type: MultipleChoice

Support reps at Cloud Kicks (CK) are reporting that when they try to close a case, the Closed option in the Case Status picklist is missing. CK has asked the administrator to find a solution.

Why are the support reps unable to see the Closed option in the specified piclist?

Options:

A- The Case record type is missing Closed as a picklist value.

B- The Close Case page layout must be used to close a case.

C- The Show Closed Statuses m Case Status Field checkbox is set to the default.

D- The Support Process being used omits Closed as a status choice.

Answer:

D

Explanation:

A support process is a feature that allows administrators to define and enforce the stages that a case or work order must go through based on its record type. A support process determines which values are available for the status field for each record type. If a support process omits a certain value for the status field, such as Closed, then users will not be able to see or select that value when working with cases or work orders of that record type. Reference: https://help.salesforce.com/s/articleView?id=sf.customize_supporthome.htm&type=5

Question 5

Question Type: MultipleChoice

A user at Northern Trail Outfitters Is having trouble logging into Salesforce. The user's login history shows that this person has attempted to log in multiple times and has been locked out of the organization.

Which two ways should the administrator help the user log into Salesforce?

Options:

A- Log in as the user to unlock the user and reset the password.
B- Reset the password policies to allow the user to login.
C- Reset password on the user's record detail page.
D- Use the unlock button on the user's record detail page.

Answer:

C, D

Explanation:

To help a user who has attempted to log in multiple times and has been locked out of Salesforce, the administrator should reset password on the user's record detail page and use the unlock button on the user's record detail page. Resetting password will generate a new temporary password and send it to the user's email address. Using unlock will restore access for a locked-out user without changing their password or waiting for lockout period to end. Logging in as the

user or resetting the password policies will not help a locked-out user log in to Salesforce.
Reference: https://help.salesforce.com/s/articleView?id=sf.users_passwords.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.users_unlock.htm&type=5

Question 6

Question Type: MultipleChoice

Universal Containers has a private sharing model for Opportunities and uses Opportunity teams. Criteria-based sharing rules a sales rep at Universal Containers leaves the company and their user record is deactivated. The rep is later rehired in V administrator activates the old user record. The user is added to the same default Opportunity teams but h no longer able records the user worked on before leaving the company.

What is the likely cause?

Options:

A- The stage of the Opportunity records was changed to closed lost.

B- Permission sets were removed when the user was deactivated.

C- The record type of the Opportunity records was changed.

D- The records were manual shared with the user.

Answer:

D

Explanation:

The likely cause for why a rehired user is no longer able to access records they worked on before leaving the company is that the records were manually shared with the user. Manual sharing allows granting access to individual records to specific users or groups. However, manual sharing is removed when a record owner changes or when a user's role changes. When a user is deactivated, their role is removed and any manual sharing involving that user is deleted. When a user is reactivated, their role is restored but manual sharing is not. Therefore, the rehired user will not have access to records that were manually shared with them before deactivation. The stage of Opportunity records, permission sets, or record type of Opportunity records are not likely causes for why a rehired user is no longer able to access records they worked on before leaving the company. Reference:
https://help.salesforce.com/s/articleView?id=sf.sharing_manual.htm&type=5

Question 7

Question Type: MultipleChoice

Universal Containers has two sales teams, Sales team A and Sales team B. Each team has their own

role in the role hierarchy. Both roles are subordinates of the same Manager role.

How Should the administrator share records owned by sales team A with Sales team B?

Options:

A- Hierarchical sharing
B- Use Manual sharing
C- Criteria based sharing
D- Owner based sharing

Answer:

B

Explanation:

Manual sharing allows record owners to share individual records with other users or groups. This is useful when one-off sharing is needed for a specific situation. Hierarchical sharing, criteria-based sharing and owner-based sharing are not suitable for this scenario because they are based on predefined rules or roles that do not match the requirement. Reference: https://help.salesforce.com/s/articleView?id=sf.sharing_overview.htm&type=5

Question 8

Question Type: MultipleChoice

Customer service accesses articles with the Knowledge Lightning component on the Service Cloud Console. Billing department users would like similar functionality on the case record without using the console.

How should the administrator configure this request?

Options:

A- Add the knowledge component to the page layout.
B- Add the Knowledge component list to the page layout.
C- Add the Knowledge related list to the page layout.
D- Add the knowledge related list to the record page

Answer:

C

Explanation:

The Knowledge Lightning component is a component that allows users to access articles from the Service Cloud Console app. However, if users want to access articles from a different app that does not use the console, they can use the Knowledge related list instead. The Knowledge related list shows articles related to a record based on data categories and shows article details such as title, summary, rating, and view count. To add the Knowledge related list to a record page, an administrator can use the page layout editor and drag and drop the Knowledge related list to the appropriate section on the page layout. Reference:
https://help.salesforce.com/s/articleView?id=sf.knowledge_lightning_component.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.knowledge_related_list.htm&type=5

Question 9

Question Type: MultipleChoice

Cloud Kicks (CK) needs a new sales application. The administrator there is an application package on the AppExchange and wants to begin testing it in a sandbox to see If it addresses CK's needs.

What are two considerations when installing a managed package in a sandbox?

Choose 2 answers.

Options:

A- Any metadata changes to the package have to be recreated in production.
B- The installation link has to be modified to test.saiesiorcc.com.
C- Install for Admins Only will be the only Install option available.
D- The package will be removed any time the sandbox is refreshed.

Answer:

B, D

Explanation:

Two considerations when installing a managed package in a sandbox are:

The installation link has to be modified to test.salesforce.com, because the default installation link points to login.salesforce.com which is for production orgs. To install a package in a sandbox org, the administrator has to replace login with test in the installation URL before clicking it.

The package will be removed any time the sandbox is refreshed, because refreshing a sandbox replaces its current data and metadata with those from its source org. If the source org does not have the package installed, then the sandbox will lose it after refresh. Any metadata changes to the package do not have to be recreated in production, because they are preserved during upgrades unless overwritten by the package developer. Install for Admins Only is not the only install option available; there are also Install for All Users and Install for Specific Profiles options.
Reference:
https://help.salesforce.com/s/articleView?id=sf.distribution_installing_packages.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.data_sandbox_implementation_tips.htm&type=5

Question 10

Question Type: MultipleChoice

Cloud Kicks executives have noticed the opportunity Expected revenue Field displays

incorrect values.

How Should the administrator correct this?

Options:

A- Update the expected revenue associated with the stage.
B- Adjust the forecast category associated with the stage.
C- Modify the closed won value associated with the stage.
D- Change the probability associated with the stage.

Answer:

D

Explanation:

Expected revenue is calculated as Amount x Probability. If the expected revenue field displays incorrect values, it means that the probability associated with the stage is not accurate. The administrator should change the probability to reflect the actual likelihood of closing the opportunity at that stage. Reference:
https://help.salesforce.com/s/articleView?id=sf.forecasts3_expected_revenue.htm&type=5

Question 11

Question Type: MultipleChoice

Marketing users at Cloud Kicks should be able to view and edit converted leads. The administrator has assigned them permission set with the View and edit Converted Leads permission.

Which two ways can the marketing users now access converted leads for editing?

Choose 2 answers

Options:

A- Find them in the global search result.
B- Search the Recent Records component on the homepage.
C- Utilize a list view where lead status equals Qualified.
D- Use the Data Import Wizard,

Answer:

A, C

Explanation:

Two ways that marketing users can now access converted leads for editing are:

Find them in the global search result, by entering the lead name or other keywords in the global search box and selecting Leads from the drop-down menu. Converted leads will appear in the search result with a check mark icon next to them.

Utilize a list view where lead status equals Qualified, by creating or modifying a list view on the Leads tab and adding a filter for Lead Status equals Qualified. Converted leads will have Qualified as their lead status and will be visible in the list view. Searching the Recent Records component

on the homepage or using Data Import Wizard will not allow users to access converted leads for editing. Reference:
https://help.salesforce.com/s/articleView?id=sf.leads_view_converted.htm&type=5

Question 12

Question Type: MultipleChoice

The administrator at cloud kicks is trying to debug a screen flow that create contacts. One of the variables in the flow is missing on the debug screen.

What could cause this issue?

Options:

A- The available for input checkbox was unchecked.
B- The flow is an inactive version
C- The field type is unsupported by debugging.
D- The available for output checkbox was unchecked.

Answer:

A

Explanation:

To debug a screen flow that creates contacts, one of the possible causes for a variable missing on the debug screen is that the available for input checkbox was unchecked for that variable. This means that variable cannot be set by external sources such as debug inputs or URL parameters. To fix this issue, check this checkbox for any variable that needs to be set externally. The flow version or field type does not affect variable availability for input. The available for output checkbox only affects whether variables can be passed out of flows or subflows. Reference:
https://help.salesforce.com/s/articleView?id=sf.flow_ref_variables.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_debugging.htm&type=5