

# Exam Questions ADM-201

Administration Essentials for New Admins

<https://www.2passeasy.com/dumps/ADM-201/>



#### NEW QUESTION 1

Ursa Major Solar wants to know which of its marketing efforts are helping the team win Opportunities. What should an administrator configure to provide these insights?

- A. Campaign Hierarchy.
- B. Campaign Influence
- C. Map Custom Lead Fields
- D. List Email Activities

**Answer:** B

#### Explanation:

Campaign influence is a feature that allows users to track how campaigns have influenced opportunities and measure their return on investment (ROI) of marketing efforts. Users can see which campaigns have influenced an opportunity on the related list and assign different attribution models to calculate the campaign influence. References: [https://help.salesforce.com/s/articleView?id=sf.campaigns\\_influence.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.campaigns_influence.htm&type=5)

#### NEW QUESTION 2

The events manager at Dream House Realty has a hot lead from a successful open house that needs to become a contact with an associated opportunity. How should this be accomplished from the campaign keeping the associated campaign member history?

- A. Delete the lead and create a new contact and opportunity.
- B. Clone the lead and convert the cloned record to a contact.
- C. Convert the lead from the campaign member detail page.
- D. Add a contact from a campaign member detail page.

**Answer:** C

#### Explanation:

To create a contact and an opportunity from a lead that is associated with a campaign, and keep the campaign member history, the administrator should convert the lead from the campaign member detail page. This will automatically create a contact, an account, and an opportunity that are linked to the campaign. Deleting, cloning, or adding a contact will not preserve the campaign member history. References: [https://help.salesforce.com/s/articleView?id=sf.campaigns\\_leads.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.campaigns_leads.htm&type=5)

#### NEW QUESTION 3

An administrator gets a rush request from Human Resources to remove a user's access to Salesforce immediately. The user is part of a hierarchy field called Direct Manager. What should the administrator do to fulfill the request?

- A. Freeze the user to prevent them from logging in while removing them from being referenced in the Direct Manager field.
- B. Deactivate the user and delete any records where they are referenced in the Direct Manager field.
- C. Change the user's profile to read-only while removing them from being referenced in the Direct Manager Field.
- D. Delete the user and leave all records where they are referenced in the Direct Manager Field without changes.

**Answer:** A

#### Explanation:

Freezing a user is a way to temporarily prevent them from logging in to Salesforce without deactivating their user record. This is useful when you need to perform some cleanup tasks before deactivating a user, such as removing them from being referenced in a hierarchy field like Direct Manager. References: [https://help.salesforce.com/s/articleView?id=sf.users\\_freeze.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.users_freeze.htm&type=5)

#### NEW QUESTION 4

Which tool should an administrator use to review recent configuration changes made in their org?

- A. Critical Updates
- B. Debug logs
- C. Setup Audit Trail
- D. Field History Tracking

**Answer:** C

#### Explanation:

Setup audit trail is a tool that allows administrators to review recent configuration changes made in their org. It shows a list of up to 180 days of setup changes made by anyone in the org, including the date, time, user, and type of change. It can help administrators track who made what changes and when, and troubleshoot any issues caused by configuration changes. Critical updates are notifications that inform administrators of new features or enhancements that may impact their org; they do not show configuration changes made by users. Debug logs are records of database operations, system processes, and errors that occur when executing a transaction or running unit tests; they do not show configuration changes made by users either. Field history tracking is a feature that allows administrators to track changes to the values of certain fields on records; it does not show configuration changes made in setup. References: <https://help.salesforce.com/s/articleView?id=sf.monitorsetup.htm&type=5>

#### NEW QUESTION 5

Northern Trail Outfitters wants to track ROI for contacts that are key stakeholders for opportunities. The VP of Sales requested that this information be accessible on the opportunity and available for reporting. Which two options should the administrator configure to meet these requirements? Choose 2 answers

- A. Customize Campaign Member Role.
- B. Add the Campaign Member related list to the Opportunity page layout.
- C. Customize Campaign Role.
- D. Customize Opportunity Contact Role.
- E. Add the Opportunity Contact Role related list to the Opportunity page layout.

**Answer:** DE

**Explanation:**

Opportunity contact roles allow you to track ROI for contacts that are key stakeholders for opportunities. You need to customize the contact role field and add the related list to the opportunity page layout.

References: [https://help.salesforce.com/s/articleView?id=sf.opportunity\\_contact\\_roles.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.opportunity_contact_roles.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.customize\\_opportunity\\_contact\\_role.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_opportunity_contact_role.htm&type=5)

**NEW QUESTION 6**

Ursa Major Solar wants its sales reps to be aware when they are speaking with high-profile customers. Which two options should be added to the Lightning record pages to achieve this? Choose 2 answers

- A. Custom Component
- B. Highlight Panel
- C. Action and Recommendations
- D. Component Visibility Filter
- E. Rich Text Area

**Answer:** AD

**Explanation:**

Two options that should be added to Lightning record pages to make sales reps aware when they are speaking with high-profile customers are:

? Custom Component, which can display a custom message or icon on the record page based on certain criteria such as account rating or industry. For example, an administrator can create a custom Lightning Web Component that shows a star icon on account record pages if account rating is Hot or Warm.

? Component Visibility Filter, which can control when a component is visible on a record page based on field values of that record. For example, an administrator can add a component visibility filter to an existing component such as Path or Highlights Panel that makes it visible only if account rating is Hot or Warm. Highlight Panel, Action and Recommendations, and Rich Text Area are not options that can be used to make sales reps aware when they are speaking with high-profile customers. References: [https://developer.salesforce.com/docs/component-library/documentation/en/lwc/lwc.create\\_components](https://developer.salesforce.com/docs/component-library/documentation/en/lwc/lwc.create_components)

[https://help.salesforce.com/s/articleView?id=sf.dynamic\\_forms\\_component\\_visibility.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.dynamic_forms_component_visibility.htm&type=5)

**NEW QUESTION 7**

Which tool should an administrator use to identify and fix potential session vulnerabilities?

- A. Field History Tracking
- B. Setup Audit Trail
- C. Security Health Check
- D. Organization-Wide Defaults

**Answer:** C

**Explanation:**

Security Health Check is a tool that can be used to identify and fix potential session vulnerabilities. Security Health Check scans the security settings in an org and compares them to a baseline set of standards, such as the Salesforce Baseline Standard or the Salesforce Optimized Standard. Security Health Check provides a health check score and a list of issues and recommendations for improving the security

settings. References: [https://help.salesforce.com/s/articleView?id=sf.security\\_health\\_check.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.security_health_check.htm&type=5)

**NEW QUESTION 8**

Universal Containers is trying to improve the user experience when searching for the tight status on a case. The company currently has one support process that is used for all record types on cases. The

support process has 10 status values. Service reps say they never need more than five depending on what kind of case they are working on.

How should the administrator improve on the current implementation?

- A. Reduce the number of case status values to five.
- B. Create a Screen Flow that shows only the correct values for status and surface the flow in the utility bar of the console.
- C. Review which status choices are needed for each record type and create support processes for each that is necessary.
- D. Edit the status choices directly on the record type.

**Answer:** C

**Explanation:**

Support processes allow you to define different status values for different record types on cases.

References: [https://help.salesforce.com/s/articleView?id=sf.customize\\_support\\_process.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_support_process.htm&type=5)

**NEW QUESTION 9**

User at Cloud Kicks want to see information more useful for their role on the Case page. How should an administrator make the pages more dynamic and easier to use?

- A. Add Component visibility filters to the Components.
- B. Remove fields from the record details component.
- C. Delete the extra component from the page.
- D. Include more tab components with filters.

**Answer:** A

**Explanation:**

Component visibility filters are a way to make the record pages more dynamic and easier to use by showing or hiding components based on certain criteria. For example, users can see different components based on their profile, role, record type, or field values. References: [https://help.salesforce.com/s/articleView?id=sf.app\\_builder\\_component\\_visibility.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.app_builder_component_visibility.htm&type=5)

**NEW QUESTION 10**

A team of support users at Cloud Kicks is helping inside sales reps make follow-up calls to prospects that filled out an interest form online. The team currently does not have access to the lead object. How should an administrator provide proper access?

- A. Create a new profile
- B. Configure permission sets.
- C. Assign a new role.
- D. Set Up Manual Sharing

**Answer:** B

**Explanation:**

Permission sets are a flexible way to grant additional access to users without changing their profiles. To provide access to the lead object for a team of support users, create a permission set that includes the appropriate object and field permissions for leads, and then assign it to the users. References: [https://help.salesforce.com/s/articleView?id=sf.perm\\_sets\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5)

**NEW QUESTION 10**

Users at Cloud Kicks are reporting different options when uploading a custom picklist on the Opportunity object based on the kind of opportunity. Where should an administrator update the option in the picklist?

- A. Fields and relationships
- B. Related lookup filters
- C. Record Type
- D. Picklist value sets

**Answer:** C

**Explanation:**

Record types allow you to update the options in a picklist based on the kind of opportunity. References: [https://help.salesforce.com/s/articleView?id=sf.customize\\_recordtype.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5)

**NEW QUESTION 13**

Executives at Cloud Kicks have reported that their dashboards are showing inaccurate data. The administrator has discovered they have been changing the source reports. Which two actions should the administrator take to preserve the integrity of the source reports? Choose 2 answers

- A. Create a new report folder with viewer access.
- B. Move the dashboard to the user's private folder.
- C. Move the dashboard reports to the view-only folder.
- D. Change the dashboard to be a dynamic dashboard

**Answer:** AC

**Explanation:**

Report folders are used to organize and secure reports in Salesforce. You can set different levels of access for different users or groups on each report folder. To preserve the integrity of the source reports for dashboards, you can create a new report folder with viewer access only and move the dashboard reports to that folder. This way, users can view the reports but not edit them. References: [https://help.salesforce.com/s/articleView?id=sf.reports\\_folders.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_folders.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.reports\\_dashboard\\_folder\\_access.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_dashboard_folder_access.htm&type=5)

**NEW QUESTION 16**

Cloud Kicks needs to change the owner of a case when it has been open for more than 7 days. How should the administrator complete this requirement?

- A. Auto - Response Rules
- B. Validation Rule
- C. Escalation Rule
- D. Assignment Rule

**Answer:** C

**Explanation:**

An escalation rule is a tool that allows administrators to automatically escalate cases based on certain criteria and time triggers. For example, an escalation rule can change the owner of a case, send an email notification, or update a field value when a case has been open for more than 7 days. An escalation rule consists of multiple rule entries that define the criteria and actions for each escalation scenario. References: [https://help.salesforce.com/s/articleView?id=sf.case\\_escalation.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5)

**NEW QUESTION 21**



An administrator is planning to use Data Loader to mass import new records to a custom object from a new API. What will the administrator need to do to use the Data Loader?

- A. Add a permission set that allows them to import data.
- B. Append their security token at the end of their password to login.
- C. Use the Data Import Tool to mass import custom object records.
- D. Reset their password and their security token.

**Answer: B**

**Explanation:**

To use Data Loader to mass import new records to a custom object from a new API, the administrator will need to append their security token at the end of their password to login. The security token is an alphanumeric code that is required for API access when logging in from an IP address that is not trusted by Salesforce. The security token can be obtained from the user's personal settings or by resetting it via email. Adding a permission set, resetting the password and the security token, or using the Data Import Tool are not necessary for using Data Loader. References:

[https://help.salesforce.com/s/articleView?id=sf.data\\_loader.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5)[https://help.salesforce.com/s/articleView?id=sf.security\\_token.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.security_token.htm&type=5)

**NEW QUESTION 22**

The IT manager at Universal Containers is doing an audit of the systems security. How should the administrator provide a summary of the org's security health?

- A. Change the Organization-Wide Default to private to restrict visibility.
- B. Turn on Event Monitoring to track user events.
- C. Download the last six months of user login data.
- D. Run a Health Check to identify vulnerabilities.

**Answer: D**

**Explanation:**

To provide a summary of org's security health, an administrator should run a Health Check that compares org's settings against baseline settings defined by Salesforce Security Baseline Standard or industry standards such as CIS (Center for Internet Security) Benchmark Standard. Health Check generates an overall health score based on how org's settings match with baseline settings for various security categories such as Password Policies, Network Access, Session Settings etc. Health Check also provides recommendations for improving org's security health score by adjusting settings that do not match with baseline settings. Changing Org-Wide Default to private, turning on Event Monitoring, or downloading user login data will not provide a summary of org's security health. References: [https://help.salesforce.com/s/articleView?id=sf.security\\_health\\_check.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.security_health_check.htm&type=5)

**NEW QUESTION 25**

The marketing team at Ursa Major Solar wants to send a personalized email whenever a lead fills out the web-to-Lead form on their website. They want to send different Message based on the Lead Industry Field Value. What should an administrator configure to meet this requirement?

- A. Use Validation rule to trigger workflow to email to Lead.
- B. Configure an auto response rule to email the lead.
- C. Add a public group and process builder to email the lead.
- D. Create an assignment rule to email the lead

**Answer: B**

**Explanation:**

Auto response rules are a way to automatically send email responses to leads or cases based on certain criteria such as lead source, industry, etc. They can be used to send personalized emails whenever a lead fills out a web-to-lead form on a website and send different messages based on the lead industry field value. Using validation rule to trigger workflow to email the lead is not possible because validation rules cannot trigger workflows or send emails; they only prevent records from being saved if they do not meet certain criteria. Adding a public group and process builder to email the lead is unnecessary because auto response rules can handle this requirement without additional configuration or customization. Creating an assignment rule to email the lead is also unnecessary because assignment rules are used to assign leads or cases to users or queues based on certain criteria, not send emails; although they can have email alerts as part of their actions, they are not as flexible as auto response rules for personalizing email messages. References: [https://help.salesforce.com/s/articleView?id=sf.customize\\_leadsauto\\_response.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_leadsauto_response.htm&type=5)

**NEW QUESTION 26**

A sales rep at Ursa Major Solar has launched a series of networking events. They are hosting one event per month and want to be able to report on campaign ROI by month and series. How should the administrator set up the Campaign to simplify reporting?

- A. Add different record types for the monthly event types.
- B. Create individual Campaigns that all have the same name.
- C. Configure campaign Member Statuses to record which event members attended.
- D. Use Campaign Hierarchy where the monthly events roll up to a parent Campaign

**Answer: D**

**Explanation:**

Campaign hierarchy is a feature that allows administrators to organize campaigns into a parent-child relationship, where the parent campaign represents a larger initiative and the child campaigns represent smaller or more specific activities within that initiative. Using campaign hierarchy can help Ursa Major Solar report on campaign ROI by month and series by creating a parent campaign for the series of networking events and creating individual child campaigns for each monthly event. The parent campaign can show the aggregated metrics and ROI for the entire series, while the child campaigns can show the metrics and ROI for each month. Adding different record types for the monthly event types, creating individual campaigns that all have the same name, or configuring campaign member statuses to record which event members attended are not solutions for reporting on campaign ROI by month and series; they either do not group campaigns into a hierarchy or do not track campaign metrics or ROI. References: [https://help.salesforce.com/s/articleView?id=sf.campaigns\\_hierarchy.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.campaigns_hierarchy.htm&type=5)

#### NEW QUESTION 29

An administrator at Universal Containers needs a simple way to trigger an alert to the director of sales when opportunities reach an amount of \$500,000. What should the administrator configure to meet this requirement?

- A. Set up Big Deal Alerts for the amount.
- B. Enable Opportunity Update Reminders
- C. Opportunity warning in Kanban View.
- D. Key Deals component on the homepage

**Answer:** A

#### Explanation:

Big Deal Alerts allow you to notify users when an opportunity reaches a certain amount or probability. References: [https://help.salesforce.com/s/articleView?id=sf.forecasts3\\_big\\_deal\\_alerts.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.forecasts3_big_deal_alerts.htm&type=5)

#### NEW QUESTION 34

Sales and Customer Care at Ursa Major Solar need to see different fields on the Case related list from the Account record. Sales users want to see Case created date and status while Customer Care would like to see owner, status, and contact. What should the administrator use to achieve this?

- A. Related Lookup Filters
- B. Compact Layout Editor
- C. Page Layout editor
- D. Search Layout Editor

**Answer:** C

#### Explanation:

Page layout editor is a tool that allows you to customize the layout and organization of detail and edit pages for a specific object and record type combination. You can also use page layout editor to customize related lists on detail pages by adding or removing fields, changing column order, sorting records, etc. To meet the requirement of showing different fields on the Case related list from the Account record for Sales and Customer Care users, you need to use page layout editor to modify the related list properties for each page layout assigned to those users. References: [https://help.salesforce.com/s/articleView?id=sf.customize\\_layoutrelatedlists.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_layoutrelatedlists.htm&type=5)

#### NEW QUESTION 37

Cloud Kicks wants to track shoe designs by products. Shoe designs should be unable to be deleted, and there can be multiple design for one product across various stages. Which two steps should the administration configure to meet this requirement? Choose 2 answers

- A. Create a Custom Object for shoe design.
- B. Configure a Custom Lookup Field for shoe design on the product object.
- C. Add a custom master detail field for shoe design on the Product Object.
- D. Use the Standard Object for designs.

**Answer:** AC

#### Explanation:

Custom object and master detail field are two steps that should be configured to meet this requirement. Custom object can be used to create a new object for shoe design that can store information about different designs and stages. Master detail field can be used to create a relationship between Product and Shoe Design that prevents deletion of Shoe Design records and allows multiple designs for one product. References: [https://help.salesforce.com/s/articleView?id=sf.customize\\_customobjects.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_customobjects.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.relationships\\_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5)

#### NEW QUESTION 39

Once an opportunity reaches the negotiation stage at Cloud Kicks, the Amount field becomes required for sales users. Sales managers need to be able to move opportunities into this stage without knowing the amount. How should the administrator require this field during the negotiation stage for sales users but allow their managers to make changes?

- A. Make the field required for all users.
- B. Create a formula field to fill in the field for managers.
- C. Assign the administrator profile to the managers.
- D. Configure a validation rule to meet the criteria.

**Answer:** D

#### Explanation:

To require the Amount field during the negotiation stage for sales users but allow their managers to make changes, the administrator should configure a validation rule that checks if the user profile is not a sales manager, the stage is negotiation, and the amount is blank. This will prevent sales users from saving the record without entering an amount, but allow sales managers to do so. Making the field required for all users will not meet the requirement. Creating a formula field or assigning the administrator profile to the managers will not affect field requirement. References: [https://help.salesforce.com/s/articleView?id=sf.validation\\_rules\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5)

#### NEW QUESTION 42

An administrator creates a custom text area field on the Account object and adds it to the service team's page layout. The service team manager loves the addition of this field and wants it to appear

in the highlights panel so that the services reps can quickly find it when on the Account Page  
How should the administrator accomplish this?

- A. Create a new page layout and a new section titled highlights panel.
- B. In the Account object manager, create a custom compact layout.
- C. From the page layout editor, drag the field to the highlights panel.
- D. Make the field required and move it to the top of the page.

**Answer:** B

**Explanation:**

Compact layouts determine which fields appear in the highlights panel on record pages and in the Salesforce mobile app. To create a custom compact layout, go to the Account object manager and select Compact Layouts from the sidebar menu. Then click New and add the desired fields to the layout. References: [https://help.salesforce.com/s/articleView?id=sf.compact\\_layouts\\_create.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.compact_layouts_create.htm&type=5)

**NEW QUESTION 45**

New Leads needs to be routed to the correct sales person based on the lead address. How should the administrator configure this requirement?

- A. Create formula field.
- B. Use lead assignment rules.
- C. Assign with an escalation rule.
- D. Configure a validation rule

**Answer:** B

**Explanation:**

Toroute new leads to the correct sales person based on the lead address, the administrator should use lead assignment rules that specify criteria based on lead fields such as City, State/Province, or Country, and assign leads that match those criteria to queues or users. Lead assignment rules can be triggered automatically when leads are created or manually by users. Creating a formula field, assigning with an escalation rule, or configuring a validation rule will not route leads to sales people. References: [https://help.salesforce.com/s/articleView?id=sf.leads\\_assignment\\_rules.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.leads_assignment_rules.htm&type=5)

**NEW QUESTION 48**

Ursa Major Solar wants to assist users with a guided expense report process to simplify submissions, routing, and authorizations.  
Which two tools should an administrator use to build this solution? Choose 2 answers

- A. Validation Rule
- B. Flow Builder
- C. Approval Process
- D. Quick Action

**Answer:** AC

**Explanation:**

Flow builder and approval process are twotools that can be used by Ursa Major Solar to assist users with a guided expense report process to simplify submissions, routing, and authorizations. Flow builder is a tool that allows administrators to create flows, which are guided processes that collect data and perform actions in Salesforce; it can be used to create a screen flow that guides users through the steps of submitting an expense report, such as entering expense details, uploading receipts, etc. Approval process is a tool that allows administrators to create approval processes, which are automated processes that require approval from one or more approvers; it can be used to create an approval process that routes expense reports to the appropriate managers for authorization based on certain criteria, such as amount, type, etc. Validation rule, quick action are not tools for building a guided expense report process; they are used for different purposes such as enforcing data quality or creating records. References: [https://help.salesforce.com/s/articleView?id=sf.flow\\_builder.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5)[https://help.salesfor ce.com/s/articleView?id=sf.approvals\\_considerations.htm&type=5](https://help.salesfor ce.com/s/articleView?id=sf.approvals_considerations.htm&type=5)

**NEW QUESTION 51**

The sales manager at Cloud Kicks wants to set up a business process where opportunity discounts over 30% need to be approved by the VP of sales. Any discounts above 10% need to be approved by the user's manager. The administrator has been tasked withcreating an approval process. Which are two considerations the administrator needs to review before setting up this approval process?  
Choose 2 answers

- A. Create a custom Discount field on the opportunity to capture the discount amount
- B. Populate the Manager standard field on the sales users' User Detail page.
- C. Configure two separate approval processes.
- D. Allow the submitter choose the approver manually.

**Answer:** AC

**Explanation:**

Discount is not a standard field on the Opportunity object, so you need to create a custom field to capture the discount amount or percentage for each opportunity. To set up an approval process where opportunity discounts over 30% need to be approved by the VP of sales, and any discounts above 10% need to be approved by the user's manager, you need to configure two separate approval processes with different entry criteria based on the discount field value and different approvers based on their roles. References: [https://help.salesforce.com/s/articleView?id=sf.approvals\\_getting\\_started.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.approvals_getting_started.htm&type=5)

**NEW QUESTION 54**

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?

- 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 pagelayout editor and drag and drop the Knowledge related list to the appropriate section on the page layout. References:

[https://help.salesforce.com/s/articleView?id=sf.knowledge\\_lightning\\_component.htm&type=5](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](https://help.salesforce.com/s/articleView?id=sf.knowledge_related_list.htm&type=5)

**NEW QUESTION 57**

The VP of sales at Dreamhouse Realty has requested a dashboard to visualize enterprise sales across the different teams. The key place of data is the total of all sales for the year and the progress to the enterprise sales goal.

What dashboard component will effectively show this number and the proximity to the total goal as a single value?

- A. Table
- B. Stacked Bar
- C. Donut
- D. Gauge

**Answer:** D

**Explanation:**

A gauge component shows a single value along with its percentage of a total value within predefined ranges using colors (red-yellow-green). It is useful for showing key performance indicators (KPIs) such as total sales amount and progress towards sales goal. References:

[https://help.salesforce.com/s/articleView?id=sf.dashboards\\_gauge\\_component\\_type.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.dashboards_gauge_component_type.htm&type=5)

**NEW QUESTION 61**

Universal Containers has enabled Data Protection and Privacy for its org.

Which page layouts will have the Individual field available for tracking data privacy information?

- A. Case and Opportunity
- B. Account and User
- C. Contact, Lead, and Person Account
- D. Individual, User, and Account

**Answer:** C

**Explanation:**

Contact, lead, and person account are three objects that will have the individual field available for tracking data privacy information when data protection and privacy is enabled for an org. The individual object is an object that stores data privacy preferences and requests for customers who are subject to privacy regulations such as GDPR; it can be linked to contact, lead, or person account records using the individual field. Case and opportunity, account and user, or individual, user, and account are not combinations of objects that will have the individual field available for tracking data privacy information; they either do not store customer data or do not support individual object relationships. References:

[https://help.salesforce.com/s/articleView?id=sf.individual\\_object.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.individual_object.htm&type=5)

**NEW QUESTION 65**

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 org?

- 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. References:

[https://help.salesforce.com/s/articleView?id=sf.users\\_profiles\\_permissions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.users_profiles_permissions.htm&type=5)

**NEW QUESTION 68**

An administrator is building a Lightning app and sees a message that a My Domain must be set up first.

What should the administrator take into consideration when enabling My Domain?

- A. Single sign-on must be disabled prior to implementing MyDomain.
- B. The login for all internal and external users changes to the My Domain login
- C. A deployed My Domain is irreversible and renaming is unavailable.
- D. The URL instance for a My Domain stays the same for every release

**Answer:** B

**Explanation:**



My Domain is a feature that allows administrators to create a custom domain name for their Salesforce org that replaces their instance URL (such as na35.salesforce.com). My Domain provides benefits such as improved security; enhanced branding; faster navigation; access to Lightning components; etc. However, one of the considerations when enabling My Domain is that it changes how users log in to Salesforce - instead of using their instance URL login (such as login.salesforce.com), they have to use their My Domain login (such as mydomain.my.salesforce.com). This applies to all internal and external users who access Salesforce via web browser or mobile app.  
References: [https://help.salesforce.com/s/articleView?id=sf.domain\\_name\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.domain_name_overview.htm&type=5)

#### NEW QUESTION 72

Which three aspects of standard fields should an administrator customize? Choose 3 answers

- A. Picklist Values
- B. Help Text
- C. Field history tracking
- D. Decimal Places
- E. Field name

**Answer:** ABD

#### Explanation:

Picklist values, help text, and decimal places are three aspects of standard fields that an administrator can customize to suit their business needs. Picklist values are the options that users can choose from a picklist field; they can be added, edited, or deleted by administrators. Help text is the text that appears when users hover over a field; it can be customized by administrators to provide additional information or guidance for users. Decimal places are the number of digits that appear after the decimal point in a number or currency field; they can be changed by administrators to adjust the precision of the field values. Field history tracking and field name are not aspects of standard fields that can be customized; they are only available for custom fields. References:

[https://help.salesforce.com/s/articleView?id=sf.customize\\_picklists.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_picklists.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.customize\\_fields\\_edit.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_fields_edit.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.customize\\_fields\\_number.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_fields_number.htm&type=5)

#### NEW QUESTION 77

What data loss considerations should an administrator keep in mind when changing a custom field type from Text to Picklist?  
Choose 2 answers

- A. There will be no data loss with use of a global value set.
- B. Assignment and escalation rules may be affected.
- C. Auto updates will be made to Visualforce references to prevent data loss.
- D. Any list view based on the custom field is deleted.

**Answer:** BD

#### Explanation:

Two data loss considerations when changing a custom field type from Text to Picklist are:

? Assignment and escalation rules may be affected, because the values in the picklist may not match the values that were previously entered in the text field, and the rules may not trigger as expected.

? Any list view based on the custom field is deleted, because the filter criteria for the list view may not be valid for the new field type, and the list view cannot be displayed. There will be no data loss with use of a global value set or auto updates to Visualforce references, because these are not related to changing a custom field type from Text to Picklist. References: [https://help.salesforce.com/s/articleView?id=sf.fields\\_changing\\_type\\_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fields_changing_type_considerations.htm&type=5)

#### NEW QUESTION 79

Cloud Kicks is working on a better way to track its product shipments utilizing Salesforce. Which field type should an administrator use to capture coordinates?

- A. Geolocation
- B. Geofence
- C. Custom address
- D. External lookup

**Answer:** A

#### Explanation:

Geolocation fields allow you to store the latitude and longitude coordinates of a location. They can be used to calculate distances between records and display maps of accounts, contacts, leads, or other custom objects. References: [https://help.salesforce.com/s/articleView?id=sf.customize\\_geoloc.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_geoloc.htm&type=5)

#### NEW QUESTION 84

Universal container has a contact Lightning record Page with a component that shows LinkedIn data. The sales team would like to only show this component to sales users when they are on their mobile phones. Choose 2 Answers.

- A. Filter the component visibility with User > Profile > name = sales User.
- B. Filter the component visibility with Form Factor = phone
- C. Filter the component visibility with view = Mobile/Tablet.
- D. Filter the component visibility with User > Role > Name = Sales User.

**Answer:** AB

#### Explanation:

To show a component that shows LinkedIn data only to sales users when they are on their mobile phones, the administrator should filter the component visibility with two conditions:

? User > Profile > name = sales User, which checks if the user's profile name is "sales User"

? Form Factor = phone, which checks if the user's device is a phone Filtering with view or role will not achieve the desired result. References:

[https://help.salesforce.com/s/articleView?id=sf.app\\_builder\\_page\\_visibility\\_rules.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.app_builder_page_visibility_rules.htm&type=5)

#### NEW QUESTION 86

The DreamHouse Realty team has a master-detail relationship set up with open house as the parent object and visitors as the child object.

What type of field should the administrator add to the openhouse object to track number of visitors?

- A. Roll-up Summary.
- B. Multi-select Picklist
- C. Cross-object formula field
- D. Indirect lookup

**Answer:** A

#### Explanation:

A roll-up summary field is a type of field that calculates values from related records, such as the count of child records or the sum of a field on child records. In this case, the administrator can add a roll-up summary field to the open house object to track the number of visitors by counting the child records on the visitors object. References: [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_about_roll_up_summary_fields.htm&type=5)

#### NEW QUESTION 91

An administrator at Cloud Kicks wants to deactivate a User who has left the company. What are two reasons that would prevent a user from being deactivated? Choose 2 answers

- A. The user is part of a territory hierarchy.
- B. The User is in a Custom hierarchy field.
- C. The User is assigned in workflow email alert.
- D. The User is the highest role in the role hierarchy

**Answer:** AC

#### Explanation:

Two reasons that would prevent a user from being deactivated are that the user is part of a territory hierarchy or that the user is assigned in workflow email alert. A territory hierarchy is a structure that defines how territories are related to each other in Salesforce; if a user is part of a territory hierarchy, they cannot be deactivated until they are removed from all territories. A workflow email alert is an action that sends an email to one or more recipients when a workflow rule is triggered; if a user is assigned in workflow email alert, they cannot be deactivated until they are removed from all email alerts. The user being in a custom hierarchy field or being the highest role in role hierarchy are not reasons that would prevent deactivation; they may affect data visibility or record ownership after deactivation, but they do not block deactivation itself. References: [https://help.salesforce.com/s/articleView?id=sf.users\\_deactivate\\_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.users_deactivate_considerations.htm&type=5)

#### NEW QUESTION 96

The administrator for Cloud Kicks needs to give access to a new custom object with custom fields to more than one user.

Which two options should an administrator use to meet this requirement? Choose 2 answers

- A. Add to manual sharing list
- B. Assign permission set group to Users
- C. Create a Permission Set
- D. Edit organization-wide defaults

**Answer:** BC

#### Explanation:

A permission set group is a collection of permission sets that can be assigned to users as one unit; it simplifies permission management by reducing the number of permission assignments needed for users who require multiple permission sets. A permission set is a collection of settings and permissions that give users access to various tools and functions in Salesforce; it can be used to extend users' access beyond their profile without changing their profile. Creating permission sets and assigning permission set groups can help Cloud Kicks give access to new custom object with custom fields to more than one user by creating permission sets that include access to new custom object with custom fields and assigning permission set groups that contain those permission sets to users who need them. Adding users to manual sharing list or editing organization-wide defaults are not options for giving access to new custom object with custom fields to more than one user; they either do not apply to custom objects or do not grant object-level access. References: [https://help.salesforce.com/s/articleView?id=sf.perm\\_sets\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.perm\\_set\\_groups\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.perm_set_groups_overview.htm&type=5)

#### NEW QUESTION 101

An administrator at AW Computing has been asked to help the Support team with report folders. They want a folder called Support Reports and two folders underneath called Helpdesk and R&D. The Support organization uses public groups for Support Agents, R&D, and Managers. Support agents should be able to run Helpdesk reports, but should not be able to view R&D reports. Support managers should be able to view and edit all reports.

Which two ways should these folders be shared? Choose 2 answers

- A. Share the R&D folder with Support Managers with Edit Access.
- B. Share the Helpdesk folder with Support Agents with View access.
- C. Share the Support Reports folder with Support Managers with Edit Access.
- D. Share the Support Reports folder with Support Agents with View Access.

**Answer:** BC

#### Explanation:

To share report folders with different groups of users with different levels of access, an administrator can use folder sharing settings under setup. Folder sharing settings allow administrators to share report folders with public groups, roles, roles and subordinates, territories, or portal roles with view or edit access. In this case, the administrator can share the Helpdesk folder with Support Agents with view access so they can run Helpdesk reports but not edit them; and share the R&D folder with Support Managers with edit access so they can view and edit R&D reports. References: [https://help.salesforce.com/s/articleView?id=sf.reports\\_builder\\_folders\\_sharing.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_builder_folders_sharing.htm&type=5)

#### NEW QUESTION 106

Dream house realty needs to use consistent picklist values in the category field on accounts and cases, with values respective to record types. Choose 2 options

- A. Multi-select picklist
- B. Dependent picklist
- C. Global picklist
- D. Custom picklist

**Answer:** BC

#### Explanation:

Dependent picklist and global picklist are two options that can be used to meet this requirement. Dependent picklist allows users to create a conditional relationship between two picklist fields, where the available values in one field depend on the value selected in another field. Global picklist allows users to create a set of picklist values that can be shared across multiple fields and objects, ensuring consistent values and reducing maintenance. References:

[https://help.salesforce.com/s/articleView?id=sf.fields\\_about\\_dependent\\_picklists.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fields_about_dependent_picklists.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.picklist\\_global\\_picklists.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.picklist_global_picklists.htm&type=5)

#### NEW QUESTION 109

An administrator is on a tight deadline to create dashboards for the sales and marketing teams at AW Computing.  
What should the administrator do to meet the deadline without increasing the budget?

- A. Train someone on the sales and marketing teams to build dashboards.
- B. Check the AppExchange for prebuilt Solution that can be easily customized.
- C. Hire a Consultant to build the custom dashboards.
- D. Build the dashboards manually to meet the deadline.

**Answer:** B

#### Explanation:

To save time and budget, you can check the AppExchange for prebuilt solutions that can be easily customized for your needs. AppExchange is a marketplace for apps, components, and consulting services that extend Salesforce functionality. References: <https://appexchange.salesforce.com/>

#### NEW QUESTION 112

An administrator has been asked to update a flow that was created as part of a recent update. When the administrator opens the flow for editing, the Flow toolbox offers only four elements: Assignment, Decision, Get Records, and Loop. What would cause this?

- A. The flow is a screen flow.
- B. The version of the flow is inactive.
- C. The flow is a before save flow.
- D. The version of the flow is activated.

**Answer:** C

#### Explanation:

Before save flows only support four elements: Assignment, Decision, Get Records, and Loop. References: [https://help.salesforce.com/s/articleView?id=sf.flow\\_ref\\_elements.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements.htm&type=5)

#### NEW QUESTION 117

AW Computing (AWC) occasionally works with independent contractors, who the company stores as Contacts in Salesforce. Contractors often change agencies, and AWC wants to maintain the historical accuracy of the record.  
What should AWC use to track Contacts?

- A. Use a partner community to track the Contacts.
- B. Create a new Contact record for each agency.
- C. Create a Junction object to track many-to-many relationship.
- D. Enable Contacts to multiple Accounts.

**Answer:** D

#### Explanation:

Contacts to multiple accounts is a feature that allows you to associate a single contact with multiple accounts, both business and person accounts. This way, you can maintain the historical accuracy of the contact record without creating duplicate records for each account. References: [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.htm&type=5)

#### NEW QUESTION 118

DreamHouse reality has an approval process. A manager attempts to approve the record but receives an error.  
What should an administrator review to troubleshoot this request?

- A. Add a delegated approver for the next approver in the process.
- B. Update the field level security to view on fields that are updated in the process.
- C. Check if the user in the next approver is inactive or missing
- D. Review the page layout to ensure, the fields updated in the process are visible

**Answer:**

C

**Explanation:**

One possible reason why a manager receives an error when trying to approve a record is that the user in the next approver step is inactive or missing, which means there is no valid user to assign the record to after approval. To troubleshoot this issue, an administrator should check if the user in the next approver step is active and exists in Salesforce; if not, they should activate or create the user or change the approval process to assign the record to another user. Adding a delegated approver for the next approver in the process does not solve this issue because delegated approvers are only used when approvers are unavailable; they do not replace approvers who are inactive or missing. Updating the field level security to view on fields that are updated in the process does not solve this issue because field level security does not affect approval processes; it only affects what fields users can see or edit on page layouts. Reviewing the page layout to ensure fields updated in the process are visible does not solve this issue because page layouts do not affect approval processes; they only affect what fields users can see or edit on page layouts. References: [https://help.salesforce.com/s/articleView?id=sf.approvals\\_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5)

**NEW QUESTION 121**

Universal Containers (UC) would like to count the number of open cases associated with each account and update the account with this value every Friday evening. UC has several hundred open cases at any given time. What should the administrator use to complete this request?

- A. Use a record trigger flow.
- B. Use a scheduled process builder.
- C. Use a Roll-Up summary.
- D. Use a scheduled flow

**Answer: D**

**Explanation:**

A scheduled flow is a type of flow that runs at scheduled times on batches of records that meet certain criteria. It can be used to count the number of open cases associated with each account and update the account with this value every Friday evening by using an assignment element to loop through the accounts and cases and assign the count value to a field on the account record. Using a record trigger flow, a scheduled process builder, or a roll-up summary field are not suitable options for this requirement because they would not run at scheduled times or on batches of records; they would run every time a record is created or updated, which may not reflect the accurate count of open cases at the end of each week. References: [https://help.salesforce.com/s/articleView?id=sf.flow\\_concepts\\_scheduled.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled.htm&type=5)

**NEW QUESTION 126**

Universal Container wants to increase the security of their org by requiring stricter user passwords. Which two of the following should an administrator configure? Choose 2 answers

- A. Password different than username
- B. Prevent common words
- C. Minimum password length.
- D. Password complexity requirement.

**Answer: CD**

**Explanation:**

Minimum password length and password complexity requirement are two settings that administrators can configure to increase the security of user passwords in Salesforce. They determine how long and how complex the passwords must be to meet the security standards. Password different than username and prevent common words are not valid settings in Salesforce, although they are good practices for creating strong passwords. References: [https://help.salesforce.com/s/articleView?id=sf.admin\\_password\\_policies.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.admin_password_policies.htm&type=5)

**NEW QUESTION 131**

Cloud Kicks wants to try out an app from the AppExchange to ensure that the app meets its needs. Which two options should the administrator suggest? Choose two answers

- A. Test Drive in a production org.
- B. Download into a Trailhead Playground.
- C. Install in a sandbox.
- D. Check edition compatibility.

**Answer: BC**

**Explanation:**

A Trailhead Playground is a free, online learning environment that allows you to try out Salesforce features and apps. You can use a Trailhead Playground to test out an app from the AppExchange before you install it in your production org. A sandbox is a copy of your production org that you can use to test changes and new features. You can install an app from the AppExchange in a sandbox to see how it works in your environment. Testing an app in a production org is not recommended, as it could affect your live data. Checking edition compatibility is important, but it is not a way to try out an app.

**NEW QUESTION 132**

Northern Trail Outfitters has requested that when the Referral Date field is updated on the custom object Referral Source, the parent object Referral also needs to be updated. Which automation solution should an administrator use to meet this request?

- A. Lightning Web Component
- B. Approval Process
- C. Workflow Field Update
- D. Process Builder



**Answer:** D

**Explanation:**

Process Builder is an automation tool that allows you to create processes that perform actions based on criteria that you specify. You can use Process Builder to update fields on related records when a record is created or updated. To meet the requirement of updating the parent object Referral when the Referral Date field is updated on the custom object Referral Source, you need to create a process that triggers when a Referral Source record is updated, checks if the Referral Date field has changed, and updates the Referral Date field on the related Referral record. References: [https://help.salesforce.com/s/articleView?id=sf.process\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5)

**NEW QUESTION 134**

Northern Trail Outfitters has a custom quick action on Account that creates a new Case. How should an administrator make the quick action available on the Salesforce mobile app?

- A. Create a custom Lightning App with the action.
- B. Modify compact Case page layout to include the action.
- C. Include the action in the Salesforce Mobile Navigation menu.
- D. Add the Salesforce Mobile and Lightning Experience action to the page layout.

**Answer:** D

**Explanation:**

To make a quick action available on the Salesforce mobile app, you need to add it to the Salesforce Mobile and Lightning Experience Actions section of the page layout. You can use the Page Layout Editor to drag and drop the quick action onto the section. References: [https://help.salesforce.com/s/articleView?id=sf.actions\\_in\\_lex.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.actions_in_lex.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.customize\\_page\\_layouts.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_page_layouts.htm&type=5)

**NEW QUESTION 136**

Which two actions should an administrator perform with Case escalation rules? Choose 2 answers

- A. Re-open the Case.
- B. Send email notifications.
- C. Change the Case Priority.
- D. Re-assign the Case.

**Answer:** BD

**Explanation:**

Case escalation rules are used to escalate cases that havenot been resolved within a certain time frame by changing the case owner, sending email notifications, or triggering workflow actions. You can use these actions to alert the appropriate users or groups when a case needs urgent attention or escalation. References: [https://help.salesforce.com/s/articleView?id=sf.customize\\_caseesc.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_caseesc.htm&type=5)

**NEW QUESTION 139**

Northern Trail Outfitters wants to encourage employees to choose secure and appropriate passwords for their Salesforce accounts. Which three password policies should an administrator configure? Choose 3 answers

- A. Maximum invalid login attempts
- B. Prohibited password values
- C. Require use of Password Manager App
- D. Password complexity requirements
- E. Number of days until expiration

**Answer:** ADE

**Explanation:**

Maximum invalid login attempts, password complexity requirements, and number of days until expiration are three password policies that an administrator can configure to encourage employees to choose secure and appropriate passwords for their Salesforce accounts. Maximum invalid login attempts determines how many times a user can enter an incorrect password before being locked out of Salesforce. Password complexity requirements determine how complex a user's password must be based on criteria such as length, case sensitivity, alphanumeric characters, etc. Number of days until expiration determines how often users must change their passwords. References: [https://help.salesforce.com/s/articleView?id=sf.security\\_password\\_policies.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.security_password_policies.htm&type=5)

**NEW QUESTION 144**

Cloud Kicks users are seeing error messages when they use one of their screen flows. The error messages are confusing but could be resolved if the users entered more information on the Account before starting the flow. How should the administrator address this issues?

- A. Remove validation rules so that the users are able to process without complete records.
- B. Create a permission set to allow users to bypass the error.
- C. use a fault connector and display a screen with text explaining what went wrong and how to correct it.
- D. Uncheck the end user Flow Errors box in setup.

**Answer:** C

**Explanation:**

Fault connector and screen component are two features that can be used to address the issue of users seeing error messages when they use one of their screen flows. Fault connector can be used to handle errors that occur when a flow element fails, such as a record create or update element. Screen component can be used to display a message to the user with text explaining what went wrong and how to correct it. References: [https://help.salesforce.com/s/articleView?id=sf.flow\\_](https://help.salesforce.com/s/articleView?id=sf.flow_)

ref\_elements\_connector\_fault.htm&type=5[https://help.salesforce.com/s/articleView?id=sf.flow\\_ref\\_elements\\_screencmp\\_display\\_text.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screencmp_display_text.htm&type=5)

#### NEW QUESTION 149

The administrator at Universal Container has created two objects: Containers\_c Purchase\_c, Management has requested that all container records display on purchase records in Salesforce.

Which type of relationship between Containers\_c and Purchase\_c should satisfy the requirement?

- A. Roll-Up Summary field
- B. Formula field
- C. Master-detail field
- D. Lookup field

**Answer:** D

#### Explanation:

A lookup field is a type of field that allows administrators to create a relationship between two objects by linking records from one object to another object. For example, a lookup field can link an account record to a purchase record by storing the account ID on the purchase record. A lookup field allows users to select an existing record from a pop-up window or create a new record from the same

window. References: [https://help.salesforce.com/s/articleView?id=sf.relationships\\_lookup.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.htm&type=5)

#### NEW QUESTION 150

The administrator at Cloud Kicks has a Custom picklist field on Lead, Which is missing on the Contact when leads are converted.

Which two items should the administrator do to make sure these values are populated? Choose 2 answers

- A. Create a custom picklist field on Contact.
- B. Update the picklist value with a validation rule.
- C. Map the picklist field on the Lead to the Contact.
- D. Set the picklist field to be required on the Lead Object.

**Answer:** AC

#### Explanation:

To make sure the custom picklist field values are populated on contact when leads are converted, you need to create a custom picklist field on contact and map it to the corresponding field on lead.

References: [https://help.salesforce.com/s/articleView?id=sf.convert\\_lead\\_mapping.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.convert_lead_mapping.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.customize\\_fields.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_fields.htm&type=5)

#### NEW QUESTION 153

Cloud Kicks (CK) is partnering with a used shoe store and second-hand bicycle emporium. CK has an automated business process it wants to run once a week to count the number of open cases related to an account. How should the administrator recommend automating this business process?

- A. Create a workflow rule with an outbound message.
- B. Set up a scheduled process in Process Builder.
- C. Configure a scheduled flow in flow Builder.
- D. Use a process to update the account when it is edited

**Answer:** C

#### Explanation:

Flow Builder supports creating a scheduled flow that can run at specified intervals and perform actions on a set of records that meet certain criteria. References:

[https://help.salesforce.com/s/articleView?id=sf.flow\\_builder\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.flow\\_concepts\\_scheduled\\_start.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled_start.htm&type=5)

#### NEW QUESTION 155

Sales reps at Ursa Solar are having difficulty managing deals. The leadership team has asked the administrator to help sales reps prioritize and close more deals. What should the administrator and close more deals.

- A. Einstein Lead Scoring
- B. Einstein Search Personalization
- C. Einstein Activity Capture
- D. Einstein Opportunity Scoring

**Answer:** D

#### Explanation:

Einstein Opportunity Scoring is a feature that helps sales reps prioritize and close more deals by assigning each opportunity a score from 1 to 99 based on how likely it is to be won. The score is calculated using artificial intelligence and machine learning based on historical data and patterns from similar opportunities. Sales reps can use the score to focus on high-value opportunities and take actions to improve low-scoring ones.

References: [https://help.salesforce.com/s/articleView?id=sf.einstein\\_sales\\_oppty\\_scoring.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.einstein_sales_oppty_scoring.htm&type=5)

#### NEW QUESTION 160

Cloud Kicks wants a reports to categorize accounts into small, medium, and large based on the dollar value found in the Contract Value Field.

What feature should an administrator use to meet this request?

- A. Detail Column

- B. Bucket Column
- C. Group Rows
- D. Filter Logic

**Answer:** B

**Explanation:**

Bucket column allows you to categorize report data into groups without creating a formula or custom field. You can create buckets for different ranges of values and assign labels to them.

References: [https://help.salesforce.com/s/articleView?id=sf.reports\\_bucketing\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_bucketing_overview.htm&type=5)

**NEW QUESTION 161**

Ursa Major Solar has a path on Case. The Company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from preventing the case back to a previous status.

Which Feature Should an administrator use to fulfill this request?

- A. Validation rules.
- B. Global Value Picklists
- C. Predefined field Values.
- D. Dependent Picklists.

**Answer:** A

**Explanation:**

Validation rules are a way to enforce data quality and business logic by preventing users from saving records that do not meet certain criteria. They can be used to require users to follow the status values as they are on the path and prevent them from reverting the case back to a previous status by using formulas that compare the old and new values of the status field. Global value picklists are a way to create and maintain picklist values that can be shared across multiple fields, but they do not enforce any logic or order on the values. Predefined field values are a way to set default values for fields on path settings, but they do not prevent users from changing them later. Dependent picklists are a way to filter the values of one picklist based on the value of another picklist, but they do not prevent users from going back to a previous value. References: [https://help.salesforce.com/s/articleView?id=sf.validation\\_rules.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5)

**NEW QUESTION 164**

Cloud Kicks has a custom object called Shipments. The Company wants to see all the shipment items from an Account page. When an Account is deleted, the shipments should remain. What type of relationship should the administrator make between Shipments and Account?

- A. Shipments should have a lookup to Account.
- B. Accounts should have a lookup to Shipments.
- C. Shipments should have a master-detail to Accounts.
- D. Accounts should have a master-detail to Shipments.

**Answer:** A

**Explanation:**

A lookup relationship is a type of relationship that links two objects together, but does not affect security or deletion. It can be used to create a relationship between shipments and accounts where shipments should have a lookup to accounts; this way, shipments can show related account information on their records, but when an account is deleted, the shipments remain. Accounts should have a lookup to shipments is not a valid option because it does not match the requirement of seeing all shipment items from an account page; it would show related account information on shipment records instead. Shipments should have a master-detail to accounts or accounts should have a master-detail to shipments are not valid options either because they do not match the requirement of keeping shipments when an account is deleted; they would delete shipments along with their master account records. References: [https://help.salesforce.com/s/articleView?id=sf.relationships\\_lookup.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.htm&type=5)

**NEW QUESTION 165**

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.

- A. Any metadata changes to the package have to be recreated in production.
- B. The installation link has to be modified to test.salesiorcc.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:** BC

**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. References:

[https://help.salesforce.com/s/articleView?id=sf.distribution\\_installing\\_packages.htm&type=5](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](https://help.salesforce.com/s/articleView?id=sf.data_sandbox_implementation_tips.htm&type=5)

**NEW QUESTION 170**

Northern Trail Outfitters has asked an administrator to ensure that when a contact with a title

of CEO is created, the contact's account record gets updated with the CEO's name. Which feature should an administrator use to implement this request?

- A. Quick Action
- B. Workflow Rule
- C. Process Builder
- D. Validation Rule

**Answer:** C

**Explanation:**

Process Builder is a tool that can be used to implement this request. Process Builder can create record-triggered flows that execute actions when certain conditions are met. In this case, Process Builder can create a flow that executes when a contact with a title of CEO is created and updates the contact's account record with the CEO's name. References: [https://help.salesforce.com/s/articleView?id=sf.process\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5)

**NEW QUESTION 173**

Sales managers would like to know what could be implemented to surface important values based on the stage of the opportunity. Which tool should an administrator use to meet the requirement?

- A. Dynamic forms
- B. Path key fields
- C. Opportunity processes
- D. Workflow rules

**Answer:** B

**Explanation:**

To surface important values based on the stage of the opportunity, the administrator should use path key fields that display fields relevant to each stage along with guidance for success. Path key fields can be customized for each stage and can help users focus on key information and actions as they move opportunities through the sales process. Dynamic forms, opportunity processes, and workflow rules are not designed to show values based on stages. References: [https://help.salesforce.com/s/articleView?id=sf.path\\_key\\_fields.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.path_key_fields.htm&type=5)

**NEW QUESTION 176**

Dreamhouse realty wants to offer a form on its experience cloud site where inspectors will submit findings from a property inspection. Which feature should an administrator place on the page to fulfill this requirement?

- A. Related List
- B. Autolaunched Flow
- C. Record Detail
- D. Screen Flow

**Answer:** D

**Explanation:**

Screen flow allows you to create a form that collects user input and performs actions based on that input. You can use screen components to display questions and instructions, and use flow logic to update records or send notifications.

References: <https://trailhead.salesforce.com/content/learn/modules/screen-flows/get-started-with-screen-flows>  
[https://help.salesforce.com/s/articleView?id=sf.flow\\_builder\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5)

**NEW QUESTION 178**

An administrator at Cloud Kicks is building a flow that needs to search for records that meet certain conditions and store values from those records in variable for use later in the flow. What flow element should the administrator add?

- A. Assignment
- B. Get Records
- C. Create Records
- D. Update Records

**Answer:** B

**Explanation:**

Get Records is a flow element that allows you to retrieve one or more records from an object that meet certain conditions and store them in a collection variable or a record variable for use later in the flow. You can also choose which fields from those records you want to store in variables. References: [https://help.salesforce.com/s/articleView?id=sf.flow\\_ref\\_elements\\_data\\_getrecords.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_data_getrecords.htm&type=5)

**NEW QUESTION 180**

An analytics user at Cloud Kicks needs Read, Create, and Edit access for objects and Should be restricted from deleting any records. What should the administrator do to meet this requirement?

- A. Assign the standard System Administrator profile to the analytical user.
- B. Give the user View all access and assign them to the highest role in the role hierarchy.
- C. Create and assign a custom profile with Delete access removed for each object.
- D. Create and assign a permission set that includes Read, Create, and Edit access

**Answer:** C

**Explanation:**



A custom profile is a profile that can be created and customized by administrators to define what users can see and do in Salesforce based on their job function or role. It can be used by Cloud Kicks to give read, create, and edit access for objects and restrict users from deleting any records by creating and assigning a custom profile with delete access removed for each object in the object settings. Assigning the standard system administrator profile to analytical user, giving user view all access and assigning them to highest role in role hierarchy, or creating and assigning permission set that includes read, create, and edit access are not solutions for giving read, create, and edit access for objects and restricting users from deleting any records; they either give too much access or do not remove delete access. References: [https://help.salesforce.com/s/articleView?id=sf.users\\_profiles.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.users_profiles.htm&type=5)

#### NEW QUESTION 183

The marketing director at Northern Trail Outfitters has requested that the budget field is populated in order for the Lead Status field to be marked as qualified. What tool should the administrator use to fulfill this request?

- A. Lead Conversion.
- B. Require Field.
- C. Workflow Rule
- D. Validation Rule

**Answer:** D

#### Explanation:

Validation rule is a tool that can be used to enforce data quality and business logic by preventing users from saving records that do not meet certain criteria. In this case, a validation rule can be created on the Lead object to display an error message if the Lead Status field is marked as qualified and the Budget field is blank. References: [https://help.salesforce.com/s/articleView?id=sf.fields\\_about\\_validation\\_rules.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5)

#### NEW QUESTION 186

An administrator at Universal Container needs an automated way to delete records based on field values. What automated solution should the administrator use?

- A. Workflow
- B. Process Builder
- C. Flow Builder
- D. Automation Studio

**Answer:** C

#### Explanation:

Flow Builder is a tool that can be used to create an automated way to delete records based on field values. Flow Builder can create flows that define the logic and actions for deleting records, such as finding records that match certain criteria and deleting them in bulk. Flows can be scheduled to run at regular intervals or triggered by other events or processes. References: [https://help.salesforce.com/s/articleView?id=sf.flow\\_builder.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.flow\\_concepts\\_delete.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_concepts_delete.htm&type=5)

#### NEW QUESTION 188

An administrator at Cloud Kicks has a flow in production that is supposed to create new records. However, no new records are being created. What could the issue be?

- A. The flow is read only.
- B. The flow is inactive.
- C. The flow URL is deactivated.
- D. The flow trigger is missing.

**Answer:** B

#### Explanation:

A flow can be active or inactive depending on whether you want it to run or not. An inactive flow cannot be run by users or processes until you activate it. If a flow in production is supposed to create new records but it is not doing so, it could be because the flow is inactive and needs to be activated. References: [https://help.salesforce.com/s/articleView?id=sf.flow\\_distribute\\_activation.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_distribute_activation.htm&type=5)

#### NEW QUESTION 192

The Cloud Kicks sales manager wants to boost productivity by providing insights at the start of each day. Which three sales-specific standard Lightning components should administrator add to the homepage to meet this requirement? Choose 3 Answers.

- A. Activities
- B. Path
- C. Assistant
- D. Key Deals
- E. Performance chart.

**Answer:** ACD

#### Explanation:

To boost productivity by providing insights at the start of each day, the administrator should add three sales-specific standard Lightning components to the homepage:

? Activities, which shows tasks and events related to records that matter most to users

? Assistant, which provides personalized suggestions and reminders for key updates and actions

? Key Deals, which highlights important opportunities that need attention or are close to closing Path and Performance Chart are not standard Lightning components, but custom components that can be added to specific objects or pages. References:

[https://help.salesforce.com/s/articleView?id=sf.home\\_components.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.home_components.htm&type=5)

#### NEW QUESTION 194

The administrator for AW Computing is working with a user who is having trouble logging in to salesforce. What should the administrator do to identify why the user is unable to login?

- A. Review the Security token.
- B. Review the password history.
- C. Review the Password policies.
- D. Review the Login history

**Answer:** D

#### Explanation:

The login history is a tool that allows administrators and users to view information about recent login attempts, such as date, time, status, source IP address, browser type, platform, application, and login type. Administrators can use this tool to identify why a user is unable to login to Salesforce by checking for any failed login attempts and their corresponding error messages or reasons. References: [https://help.salesforce.com/s/articleView?id=sf.monitoring\\_login\\_history.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.monitoring_login_history.htm&type=5)

#### NEW QUESTION 198

Ursa Solar Major is evaluating Salesforce for its service team and would like to know what objects were available out of the box. Which three of the standard objects are available to an administrator considering a support use case? Choose 3 answers

- A. Contract
- B. Case
- C. Ticket
- D. Request
- E. Account

**Answer:** ABE

#### Explanation:

Contract is a standard object that represents a contractual agreement between your company and a customer. Case is a standard object that represents a customer's question or problem that needs to be resolved by your support team. Account is a standard object that represents an individual or an organization involved in your business, such as customers, competitors, partners, etc. These three objects are commonly used for service use cases in Salesforce. References: [https://help.salesforce.com/s/articleView?id=sf.contract\\_fields.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.contract_fields.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.case\\_fields.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.case_fields.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.account\\_fields.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.account_fields.htm&type=5)

#### NEW QUESTION 203

Which setting on a profile makes a tab hidden in the All App Launcher or visible in any app, but still allows a user to view records that would normally be found under this tab?

- A. Object Permissions
- B. App Permissions
- C. Org wide Defaults
- D. Tab Settings

**Answer:** D

#### Explanation:

To make a tab hidden in the All App Launcher or visible in any app, but still allow a user to view records that would normally be found under this tab, the administrator should use Tab Settings on a profile. Tab Settings control the visibility and default behavior of tabs for each app in an org. The administrator can set a tab to Hidden, which means it will not appear in any app or in the All App Launcher, but users can still access records via other means such as search or reports. Object Permissions, App Permissions, and Org- Wide Defaults are not related to tab visibility. References: [https://help.salesforce.com/s/articleView?id=sf.customize\\_tabs.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_tabs.htm&type=5)

#### NEW QUESTION 207

DreamHouse Realty regularly processes customer requests for warranty work and would like to offer customers a self-serve option to generate cases. Which two solutions should an administrator use to meet this request? Choose 2 answers

- A. Web-to-Case
- B. Case Escalation
- C. Case Queues
- D. Email-to-Case

**Answer:** AD

#### Explanation:

Web-to-Case and Email-to-Case are two solutions that allow customers to create cases from a web form or an email. Web-to-Case generates HTML code for a web form that you can place on your website. Email-to-Case converts incoming emails into cases. References: [https://help.salesforce.com/s/articleView?id=sf.customizesupport\\_web\\_to\\_case.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customizesupport_web_to_case.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.customizesupport\\_email\\_to\\_case.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customizesupport_email_to_case.htm&type=5)

#### NEW QUESTION 210

What are three Settings an administrator should configure to make it easy for approvers to respond to approval requests?

Choose 3 Answers.

- A. Update the organizations chatter setting to allow approvals.
- B. Enable the organizations Email approval response setting.
- C. Specify initial submission actions within the approval process.
- D. Add the Items to approve component to the approvers home page.
- E. Create a flow to automatically approve all records.

**Answer:** ACD

**Explanation:**

To make it easy for approvers to respond to approval requests, the administrator should configure three settings:

? Update the organization's chatter setting to allow approvals, which enables approvers to approve or reject requests from chatter feeds or email notifications

? Enable the organization's Email approval response setting, which allows approvers to reply to approval request emails with keywords such as APPROVE or REJECT

? Add the Items to approve component to the approvers home page, which shows a list of pending approval requests that can be acted upon with one click

Specifying initial submission actions within the approval process will not affect how approvers respond to requests. Creating a flow to automatically approve all records will bypass the approval process altogether. References: [https://help.salesforce.com/s/articleView?id=sf.approvals\\_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.approvals\\_email.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.approvals_email.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.approvals\\_one\\_click.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.approvals_one_click.htm&type=5)

**NEW QUESTION 214**

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?

- 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:** CD

**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. References:

[https://help.salesforce.com/s/articleView?id=sf.users\\_passwords.htm&type=5](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](https://help.salesforce.com/s/articleView?id=sf.users_unlock.htm&type=5)

**NEW QUESTION 217**

Northern Trail Outfitters has two different sales processes: one for business opportunities with four stages and one for partner opportunities with eight stages. Both processes will vary in page layouts and picklist value options.

What should an administrator configure to meet these requirements?

- A. Validation rules that ensure that users are entering accurate sales stage information.
- B. Different page layouts that control the picklist values for the opportunity types.
- C. Public groups to limit record types and sales processes for opportunities.
- D. Separate record types and Sales processes for the different types of opportunities.

**Answer:** D

**Explanation:**

Record types and sales processes allow you to have different page layouts, fields, required fields, and picklist values for different types of opportunities.

References: <https://www.salesforceben.com/salesforce-record-types/> <https://trailhead.salesforce.com/content/learn/projects/create-an-opportunity-record-type-for-npsp/create-and-manage-stages-and-sales-processes>

**NEW QUESTION 218**

DreamHouse Realty regularly holds open houses for the selling of both houses and condominiums. For condominium open houses, there are a few extra steps that need to be taken. Agents need to be able to submit requests and receive approvals from the homeowners' association.

How can the administrator ensure these extra steps only appear when creating open house records for condominiums?

- A. Create one page layout
- B. Use record types to ensure the proper status picklist values display.
- C. Create two page layout
- D. Use business processes and record types to display the appropriate picklist values.
- E. Create one page layout
- F. Use business processes to ensure the proper status picklist values display.
- G. Create two page layouts, one with a House Status field and the other with a Condominium Status field.

**Answer:** B

**Explanation:**

To ensure extra steps only appear when creating open house records for condominiums, an administrator can use two methods: create two page layouts; and use business processes and record types to display appropriate picklist values. A page layout is a feature that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. An administrator can create two page layouts for open house records - one for houses and one for condominiums - and include different fields or sections for each page layout based on their requirements. A business process is a feature that allows administrators to define and enforce stages that records must go through based on their record type such as lead status or opportunity stage. A record type is a feature that allows administrators to offer different business processes, picklist values, page layouts etc., to different users based on their profile or role. An administrator can create two record types for openhouse records - one for houses and one for condominiums - and assign different business processes and

picklist values for each record type based on their requirements. References:  
[https://help.salesforce.com/s/articleView?id=sf.customize\\_pagelayouts\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type=5)  
[https://help.salesforce.com/s/articleView?id=sf.customize\\_recordtype.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5)

#### NEW QUESTION 221

The VP of Sales at Cloud Kicks is receiving an error message that prevents them from saving an Opportunity. The administrator attempted the same edit without receiving an error. How can the administrator validate the error the user is receiving?

- A. Edit the page layout.
- B. View the setup audit trail.
- C. Log in as the user
- D. Review the sharing model

**Answer: C**

#### Explanation:

Log in as the user is a feature that can be used to validate the error the user is receiving. Log in as the user allows an administrator to access Salesforce as another user and perform actions on their behalf, such as editing an opportunity. This can help troubleshoot issues that are specific to a user's profile, role, or permissions. References: [https://help.salesforce.com/s/articleView?id=sf.admin\\_login.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.admin_login.htm&type=5)

#### NEW QUESTION 226

The administrator at Cloud Kicks is trying to debug a screen flow that creates contacts. One of the variables in the flow is missing on the debug screen. What could cause this issue?

- 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. References: [https://help.salesforce.com/s/articleView?id=sf.flow\\_ref\\_variables.htm&type=5](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](https://help.salesforce.com/s/articleView?id=sf.flow_debugging.htm&type=5)

#### NEW QUESTION 228

An administrator at Universal Containers has been asked to prevent users from accessing Salesforce from outside of their network. What are two considerations for this configuration? Choose 2 answers

- A. IP address restrictions are set on the profile or globally for the org.
- B. Users can change their password to avoid login IP restrictions.
- C. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.
- D. Single sign-on will allow users to log in from anywhere.

**Answer: AC**

#### Explanation:

IP address restrictions allow you to prevent users from accessing Salesforce from outside of their network. You can set IP address restrictions on the profile level or globally for the org. To enforce IP restrictions for API logins, you must select Enforce Login IP Ranges on Every Request in Session Settings. References: [https://help.salesforce.com/s/articleView?id=sf.security\\_networkaccess.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.security_networkaccess.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.security\\_enforce\\_ip\\_ranges.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.security_enforce_ip_ranges.htm&type=5)

#### NEW QUESTION 229

An administrator wants to create a form in Salesforce for users to fill out when they lose a client. Which automation tool supports creating a wizard to accomplish this goal?

- A. Process Builder
- B. Approval Process
- C. Outbound Message
- D. Flow Builder

**Answer: D**

#### Explanation:

Flow Builder supports creating a wizard that can collect user input and perform actions. References: [https://help.salesforce.com/s/articleView?id=sf.flow\\_builder\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5)

#### NEW QUESTION 232

An administrator at Northern Trail Outfitters is unable to add a new user in Salesforce. What could cause this issue?

- A. The username is already in use in another organization.
- B. The username is restricted to a domain specific to my domain.
- C. The email address used for the username has a contact record.



D. The email used for the username is not a corporate email address.

**Answer:** A

**Explanation:**

One of the possible causes for being unable to add a new user in Salesforce is that the username is already in use by another organization. Usernames must be globally unique across all Salesforce orgs, so if another user has claimed that username before, it cannot be used again. To fix this issue, choose a different username that is not taken by anyone else. The username is not restricted to a domain specific to my domain unless specified by an administrator. The email address used for the username does not have to match a contact record. The email used for the username can be any valid email address. References: [https://help.salesforce.com/s/articleView?id=sf.admin\\_usermgmt\\_add.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.admin_usermgmt_add.htm&type=5)

**NEW QUESTION 235**

Northern trail Outfitter wants to use contract hierarchy in its or to display contact association. What should the administrator take into consideration regarding the contact hierarchy?

- A. Contacts displays in the contact hierarchy are limited to record-level access by User.
- B. Contact Hierarchy is limited to only 3,000 contacts at one time.
- C. Customizing hierarchy columns changes the recently viewed Contacts list view.
- D. Sharing settings are ignored by contacts displayed in the Contact Hierarchy.

**Answer:** A

**Explanation:**

The contact hierarchy is a feature that allows users to view contacts related to an account in a hierarchical tree structure based on their role or position within the account. The contact hierarchy respects record-level access by user, meaning that users can see only those contacts that they have access to based on their profile permissions and sharing settings. The other options are incorrect because contact hierarchy is not limited to 3,000 contacts at one time (it can display up to 5,000 contacts), customizing hierarchy columns does not change the recently viewed contacts list view (it only affects how contacts are displayed in the hierarchy), and sharing settings are not ignored by contacts displayed in the contact hierarchy (they determine which contacts are visible to users). References: [https://help.salesforce.com/s/articleView?id=sf.contacts\\_hierarchy.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.contacts_hierarchy.htm&type=5)

**NEW QUESTION 237**

The standard Lead Rating field has picklist values of Hot, Warm, and Cold. A list of new leads was importance without errors even though several records had the value of Unrated in the Rating field. How were these records added without error?

- A. The Restricted picklist checkbox was unchecked.
- B. Field-level security was set to Visible for all profiles.
- C. A global picklist value set was used to populate the picklist.
- D. The Add to All Record Types checkbox was selected.

**Answer:** A

**Explanation:**

A restricted picklist is a type of picklist that enforces the integrity of the picklist values by allowing only values defined in the picklist during data entry or import operations. If the restricted picklist checkbox is checked for a picklist field, then any records with values not defined in the picklist will cause errors during import operations. However, if the restricted picklist checkbox is unchecked for a picklist field, then any records with values not defined in the picklist will be imported without errors. References: [https://help.salesforce.com/s/articleView?id=sf.picklist\\_limitations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.picklist_limitations.htm&type=5)

**NEW QUESTION 238**

Cloud Kicks need to be able to show different picklist values for sales and marketing users. Which two options will meet this requirement? Choose 2 answers

- A. One page layout, two record types, one picklist
- B. Two page layouts, one record type, two picklists
- C. Two permission sets, one record type, one picklist
- D. One record type, two profiles, one picklist

**Answer:** AD

**Explanation:**

To show different picklist values for sales and marketing users, you can either use record types or profiles. Record types allow you to have different picklist values for different page layouts assigned to different profiles. Profiles allow you to restrict picklist values based on user permissions.

References: [https://help.salesforce.com/s/articleView?id=sf.customize\\_recordtype.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5)  
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**NEW QUESTION 239**

What are three characteristics of a master-detail relationship? Choose 3 answers

- A. The master object can be a standard or custom object.
- B. Permissions for the detail record are set independently of the master.
- C. Each object can have up to five master-detail relationships.
- D. Roll-up summaries are supported in master-detail relationships.
- E. The owner field on the detail records is the owner of the master record.

**Answer:** ABC

**Explanation:**

A master-detail relationship is a parent-child relationship in which the master object controls certain behaviors of the detail object. The master object can be a

standard or custom object, but not all standard objects support being a master. Roll-up summaries are fields that calculate the sum, count, min, or max of child records. The owner field on the detail records is not available and is automatically set to the owner of the master record. References:

<https://www.forcetalks.com/blog/master-detail-relationship-in-salesforce/>

[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_about_roll_up_summary_fields.htm&type=5)

#### NEW QUESTION 240

Northern Trail Outfitters is using one profile for all of its marketing users, providing read-only access to the Campaign object. A few marketing users now require comprehensive edit access on Campaigns.

How should an administrator fulfil this request?

- A. Permission sets
- B. Organization-wide defaults
- C. Marketing user checkbox
- D. Field-level security

**Answer:** A

#### Explanation:

Permission sets are used to grant additional permissions and access settings to individual users without changing their profiles or requiring a new profile to be created. You can use permission sets to extend users' functional access without changing their existing profiles. To meet the request of giving comprehensive edit access on Campaigns to a few marketing users who have read-only access by default, you need to create a permission set with edit access on Campaigns and assign it to those users. References: [https://help.salesforce.com/s/articleView?id=sf.perm\\_sets\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5)

#### NEW QUESTION 245

Which two solutions could an administrator find on the AppExchange to enhance their organization?

Choose 2 answers

- A. Communities
- B. Consultants
- C. Components
- D. Customers

**Answer:** AB

#### Explanation:

The AppExchange is an online marketplace where you can find solutions to enhance your Salesforce organization. Some of the solutions you can find on the AppExchange are consultants and components. Consultants are certified professionals who can help you with your Salesforce projects, such as implementation, customization, integration, training, etc. Components are reusable building blocks that you can use to create apps or pages in Salesforce, such as charts, calendars, maps, buttons, etc. References: <https://appexchange.salesforce.com/consultants> <https://appexchange.salesforce.com/components>

#### NEW QUESTION 248

Northern Trail Outfitters has hired interns to enter Leads Into Salesforce and has requested a way to identify these new records from existing Leads.

What approach should an administrator take to meet this requirement?

- A. Create a separate Lead Lightning App.
- B. Define a record type and assign it to the interns.
- C. Set up Web-to-Lead for the interns' use.
- D. Update the active Lead Assignment Rules.

**Answer:** B

#### Explanation:

To identify new leads entered by interns from existing leads, the administrator should define a record type and assign it to the interns. This will allow them to select a different record type when creating leads, and distinguish them from other leads based on record type. Creating a separate Lead Lightning App or updating the active Lead Assignment Rules will not affect lead identification. Setting up Web-to-Lead form will not work if the interns are entering leads manually in Salesforce. References: [https://help.salesforce.com/s/articleView?id=sf.customize\\_recordtype.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5)

#### NEW QUESTION 253

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 is no longer able to access records the user worked on before leaving the company.

What is the likely cause?

- 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 manually 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. References: [https://help.salesforce.com/s/articleView?id=sf.sharing\\_manual.htm& type=5](https://help.salesforce.com/s/articleView?id=sf.sharing_manual.htm& type=5)

#### NEW QUESTION 256

Cloud Kicks has decided to delete a custom field.  
What will happen to the data in the field when it is deleted?

- A. The data in the field is stored for 20 days.
- B. The data is permanently deleted.
- C. The data associated with the field is required.
- D. The data is restorable from the recycle bin.

**Answer:** A

#### Explanation:

When you delete a custom field, the data in that field is stored for 20 days before it is permanently deleted. During this time, you can restore the field and its data from the Recycle Bin or use Data Loader to export the data. References: [https://help.salesforce.com/s/articleView?id=sf.customize\\_del\\_field.htm&t ype=5](https://help.salesforce.com/s/articleView?id=sf.customize_del_field.htm&t ype=5)

#### NEW QUESTION 259

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

- A. Create and Edit for Campaign Member
- B. Marketing user feature license
- C. Customize Application permission
- D. Edit permission for campaigns

**Answer:** BD

#### 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. References: [https://help.salesforce.com/s/articleView?id=sf.campaigns\\_enable.htm&type=5](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](https://help.salesforce.com/s/articleView?id=sf.campaigns_member_status.htm&type=5)

#### NEW QUESTION 260

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