



Salesforce

Exam Questions Salesforce-Administrator

Salesforce Certified Administrator

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NEW QUESTION 1

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: BC

NEW QUESTION 2

The administrator at Ursa Major Solar has been asked to change the work Item and Project Custom Object Relationship from a master detail to a Lookup. Which Scenario Could prevent the administrator from fulfilling this requirement?

- A. A junction object is required to support the lookup.
- B. The lookup field in all the records contains a value.
- C. The Look-Up field is required for Saving Records.
- D. Roll-Up summary field exist on the master object.

Answer: D

NEW QUESTION 3

The administrator at AW Computing wants to send off client welcome tasks and a welcome email to the primary contact automatically when an Opportunity is Closed won. What automation tool best accomplishes this?

- A. Validation Rule
- B. Outbound Message
- C. Approval Process
- D. Process Builder

Answer: D

NEW QUESTION 4

Ursa Major Solar provides a 1-year warranty on all of the panels it installs. Installation details, along with the warranty information, is captured on a custom object called Installation. The installation record is created by the installer from the mobile app. Customers soon receive a longer warranty as a way of increasing customer satisfaction when an installation gets delayed or has issues.

How should the administrator configure Salesforce to capture the expiration date of the warranty?

- A. Use a formula as the default value of the warranty Expiration Date field.
- B. Create a formula field to display 1 year from the warranty purchased.
- C. Add a validation rule to ensure the Expiration Date field is populated.
- D. Include the warranty Expiration Date field on the mobile page layout.

Answer: B

NEW QUESTION 5

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

NEW QUESTION 6

An administrator Creates a custom text area field on the Account object and adds it to the service team's page layout. The services 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

NEW QUESTION 7

At cloud kicks sales reps use discounts on the opportunity record to help win sales on products. When an opportunity is won, they then have to manually apply the discount up the related opportunity products. The sales manager has asked if there is a way to automate this time consuming task.

What should the administrator use to deliver this requirement?

- A. Flow Builder
- B. Approval Process
- C. Prebuild Macro.
- D. Formula field

Answer: A

NEW QUESTION 8

The administrator at Aw Computing wants Account Details, related list and chatter feeds to each appear on separate tabs when reviewing an account. Which type of page should the administrator create?

- A. Lightning app page.
- B. Lightning page Tab.
- C. Lightning record page.
- D. Lightning page Component.

Answer: B

NEW QUESTION 9

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

NEW QUESTION 10

A user at Cloud Kicks is having issues logging in to Salesforce. The user asks the administrator to reset their password. Which two options should the administrator consider when resetting the user's password? Choose 2 answers

- A. Resetting the password will change the user's password policy.
- B. Single sign-on users can reset their own passwords using the forgot password link.
- C. Resetting a locked-out user's password automatically unlocks the user's account.
- D. After resetting a password, the user may be required to activate their device to successfully log in to Salesforce.

Answer: CD

NEW QUESTION 10

An administrator at Universal Containers is reviewing current security settings in the company's Salesforce org. What should the administrator do to prevent unauthorized access to Salesforce?

- A. Disable TLS requirements for sessions.
- B. Enable multi factor authentication
- C. Customize organization wide default
- D. Enable caching and autocomplete on login page

Answer: B

NEW QUESTION 11

Universal Containers has two sales teams, Sales team A and Sales team B. Each team has their own role in the role hierarchy. Both roles are subordinates of the same Manager role.

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

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

Answer: D

NEW QUESTION 16

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: CD

NEW QUESTION 18

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

NEW QUESTION 21

An administrator at Cloud Kicks needs to export a file of closed won opportunities from the last 90 days. The file should include the Opportunity Name, ID, Close Date, and Amount.

How should the administrator export this file?

- A. Data Export Wizard.
- B. Data Import Wizard.
- C. Data Export Wizard.
- D. Data Loader.

Answer: D

NEW QUESTION 25

The administrator at Ursa Major Solar has Created a new record type for customer warranty cases which two assignments should the administrator use to display the new record type to users? Choose 2 answers

- A. Profile Assignment
- B. Role Assignment
- C. App Manager Assignment.
- D. Page layout Assignment.

Answer: AD

NEW QUESTION 27

A user at Universal Containers left the company. The administrator needs to create new user for their replacement, but they have assigned all available users licenses.

What should the administrator do to free up users licenses for the new users?

- A. Deactivate the former employees user record.
- B. Delete former employees user record.
- C. Freeze former employees user record.
- D. Change the formers users record to the new user.

Answer: D

NEW QUESTION 30

Universal Containers wants to provide reseller partners with discounted prices on the products they purchase. How should an administrator configure this requirement?

- A. Add a Partner_Discount_c field to the Opportunity
- B. Build separate reseller partner products.
- C. Use a different Opportunity record type.
- D. Create a separate PriceBook for reseller partners.

Answer: D

NEW QUESTION 35

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

NEW QUESTION 39

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 fulfil 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 referenced in the Direct Manager Field without changes.

Answer: A

NEW QUESTION 42

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: B

NEW QUESTION 43

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: AC

NEW QUESTION 48

Cloud Kicks (CK) has new administrator who is asked to put together a memo detailing salesforce uses to budget for upcoming license purchases. Where Should the administrator go to find out what type of licenses CK Has purchased and how many are available.

- A. Search for licenses types in setup.
- B. User Licenses Related List in Company information.
- C. User Management settings in setup.
- D. Usage based entitlement related list in company information.

Answer: B

NEW QUESTION 51

Which two objects are customizable the Stage Setup Flow? Choose 2 answers

- A. Leads
- B. Campaigns
- C. Opportunities
- D. Campaign Members

Answer: AC

NEW QUESTION 55

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

NEW QUESTION 56

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

NEW QUESTION 60

The sales team at Ursa Major Solar has asked the administrator to automate an outbound message. What should the administrator utilize to satisfy the request?

- A. Process builder
- B. Task assignment
- C. Workflow rule
- D. Flow builder

Answer: D

NEW QUESTION 61

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 this requirement?

- A. Opportunity Processes
- B. Dynamic Forms
- C. Path Key fields
- D. Workflow Rules

Answer: C

NEW QUESTION 65

Universal Containers has three separate lines of business. Each line has specific fields that must be displayed to users. However, the fields needed by the sales team are different than the fields needed by the service team. How should the administrator configure this requirement?

- A. Create two record types, each with 3 page layouts.
- B. Create one record type with six Page Layouts.
- C. Create three record types, each with 2 page layouts.
- D. Create six record types, each with 1 page layout.

Answer: C

NEW QUESTION 66

The CTO of AW Computing has defined a new policy for cases to improve customer satisfaction. All cases submitted with a Case Reason of Installation must be acknowledged immediately via email and assigned to the appropriate agents. Any cases that are still in the New status after 4 hours must be escalated to support management.

What case management tools need to be utilized for this requirement?

- A. Auto-response rules, Macros, Entitlements
- B. Auto-response rules, Queues, Macros
- C. Auto-response rules, Queues, Escalation Rules
- D. Auto-response rules, Entitlements, Escalation Rules

Answer: C

NEW QUESTION 70

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: D

NEW QUESTION 75

An administrator at Ursa Major Solar needs to send information to an external accounting system. What workflow action should the administrator use to accomplish this?

- A. Assign Task
- B. Outbound Message
- C. Create Record
- D. Custom Notification

Answer: B

NEW QUESTION 80

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 permissions 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

NEW QUESTION 85

The Sales director at Cloud Kicks wants to be able to predict upcoming revenue in the next several fiscal quarters so they can set goals and benchmark how reps are performing.

Which two features should the administrator configure? Choose 2 answers

- A. Sales Quotes
- B. Opportunity List View
- C. Forecasting
- D. Opportunity Stages

Answer: AC

NEW QUESTION 88

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: D

NEW QUESTION 90

Cloud Kicks has asked the administrator to test a new screen flow that create contacts. What are two key components of testing the flow? Choose 2 answers

- A. Set Up a flow interview to test the flow.
- B. Run the flow using it to create contacts.
- C. Use Debug to test the flow in Flow Builder.
- D. Test the flow in a sandbox.

Answer: BD

NEW QUESTION 92

Northern Trail Outfitters wants to initiate expense reports from Salesforce to the external HR system. This process needs to be reviewed by managers and directors.

Which two tools should an administrator configure? Choose 2 answers

- A. Quick Action
- B. Outbound Message
- C. Approval Process
- D. Email Alert Action

Answer: BC

NEW QUESTION 95

An administrator at Dreamhouse Reality needs to Create Customized pages for the salesforce mobile app.

Which two types of pages could an administrator build and customize using the Lightning App Builder? Choose 2 Answers

- A. User Page
- B. Dashboard page
- C. App page
- D. Record Page

Answer: CD

NEW QUESTION 97

When a Sales rep clicks a button on an opportunity, a simple discount calculator screen should be launched. Which automation tool should an administrator use to build this discount calculator screen?

- A. Flow Builder
- B. Workflow Rule
- C. Platform Event
- D. Process Builder

Answer: A

NEW QUESTION 99

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: A

NEW QUESTION 104

The CTO of AW Computing has defined a new policy for cases to improve customer satisfaction. All cases submitted with a Case Reason of Installation must be acknowledged immediately via email and assigned to the appropriate agents. Any cases that are still in the New status after 4 hours must be escalated to support management.

What case management tools need to be utilized for this requirement?

- A. Auto-response rules, Macros, Entitlements
- B. Auto-response rules, Queues, Macros
- C. Auto-response rules, Queues, Escalation Rules
- D. Auto-response rules, Entitlements, Escalation Rules

Answer: B

NEW QUESTION 109

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

NEW QUESTION 112

The administrator at AW Consulting has created a custom picklist field. Business users have requested that it be a text field. The administrator attempts to change the field type but, is unable to because it is referenced by other functionalities.

Which functionality is preventing the field type from being changed?

- A. Formula fields
- B. Record types
- C. Visualforce
- D. Javascript

Answer: D

NEW QUESTION 113

Ursa Major Solar is noticing a decrease in deals with a cross-sell opportunity type and wants

to share all cross-sell opportunities with a team of subject matter experts in their organisation. The company has different roles, and the organisation wide default opportunity is set to private.

How should the administrator accomplish this?

- A. Add the subject matter experts to a public group and give them access to records with a criteria-based sharing rule.
- B. Change the organisation-wide default for opportunity from private to public Read/Write to open up access for subject matter experts.
- C. Enable territory management, assign the subject matter experts to the same territory, and give them access to the records with manual sharing.
- D. Create a new role for the subject matter experts and give them access to the records with the owner-based sharing rule

Answer: A

NEW QUESTION 114

Cloud Kicks is introducing a new shoe model and wants to advertise on TV, radio, print, and social under the banner of a called New Runners. In addition, total statistics for this marketing effort need to be aggregated and visible.

Which feature should the administrator use to implement this functionality?

- A. Junction object
- B. Parent campaign field
- C. Lookup relationship
- D. Master-detail relationship

Answer: D

NEW QUESTION 117

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

Answer: B

NEW QUESTION 120

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

NEW QUESTION 124

AW Computing would like to improve its Case Lightning record page by including:
• A filtered component to display a message in bold font when a case is saved as acriticalrecord type.
• A quick way to update the account status from the case layout.
Which two components should an administrator use to satisfy these requests? Choose 2 Answers

- A. Related List
- B. Related Record
- C. Record details
- D. Rich text

Answer: AD

NEW QUESTION 125

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: BC

NEW QUESTION 130

CloudKicks 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: D

NEW QUESTION 133

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

NEW QUESTION 135

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

NEW QUESTION 140

Clod Kicks has a screen flow with two questions on the same screen, but only one is necessary at a time. The administrator has been asked to show only the questions that is needed. How should an administrator complete this?

- A. Use a new version of the flow for each scenario.
- B. Use a decision element and a new screen to show the proper question
- C. Use a conditional visibility to hide the unnecessary question
- D. Use branching in the flow screen to show the proper scenario

Answer: C

NEW QUESTION 141

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. Assign single sign-on to a permission set to allow users to log in when outside the network.
- C. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.
- D. Restrict U2F Security Keys on the user's profile to enforce login hours.

Answer: AC

NEW QUESTION 142

Cloud Kicks has a custom object named shoe. The administrator has been asked to ensure that when a relationship is created between Account and shoe to prevent orphaned shoe records. What should the administrator do to complete this requirement?

- A. Create an indirect lookup
- B. Create an encrypted lookup
- C. Create a hierarchical lookup
- D. Create a master-detail lookup.

Answer: D

NEW QUESTION 143

Sales reps at Cloud Kicks want to be notified when they have a high likelihood of winning an opportunity over \$1,000,000. Which feature meets this requirement?

- A. Key Deals
- B. Big Deal Alerts
- C. Activity Timeline.
- D. Performance chart.

Answer: B

NEW QUESTION 144

Ursa Major classifies its accounts as Silver, Gold, or Platinum Level. When a new case is created for a Silver or Gold partner, it should go to the Regular Support Queue. When an account is Platinum Level, it should automatically go to the Priority Support Queue. What should the administrator use to achieve this?

- A. Assignment Rules
- B. Case Rules
- C. Workflow Rules
- D. Escalation Rules

Answer: A

NEW QUESTION 148

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

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

Answer: B

NEW QUESTION 150

Cloud Kicks needs to ensure appropriate shipping details are used in orders. Reps should have a streamlined solution to update the shipping address on selected orders associated with an account when the shipping address is changed on the account. How should the administrator deliver this requirement?

- A. An autolaunched flow on the order page that updates all open orders shipping addresses whenever the account shipping addresses changes.
- B. An autolaunched flow on the account page that updates all open orders shipping addresses whenever the account shipping addresses changes.
- C. A screen flow on the order page that lets the reps choose the updated account shipping address in all open associated orders
- D. A screen flow on the account page that lets the reps choose the updated account shipping address in all open associated orders

Answer: B

NEW QUESTION 155

An Administrator at DreamHouse Realty wants an easier way to assign an agent capacity and skill set. Which feature should the administrator enable to meet this requirement?

- A. KnowledgeManagement.
- B. Omni-Channel
- C. Escalation Rules
- D. Territory Management

Answer: B

NEW QUESTION 158

An administrator at Northern Trail Outfitters is creating a validation rule.

Which two functions should the administrator use when creating a validation rule? Choose 2 answers

- A. Formula return type
- B. Error condition formula
- C. Error message location
- D. Rule active date

Answer: BC

NEW QUESTION 163

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

NEW QUESTION 166

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

NEW QUESTION 167

The Client services and customer support teams share the same profile but have different

permission sets. The Custom Object Retention related list needs to be restricted to the client services team on the Lightning record page layout.

What should the administrator use to fulfil this request?

- A. Sharing settings
- B. Page Layout Assignment
- C. Component Visibility
- D. Record Type Assignment

Answer: C

NEW QUESTION 168

Aw computing wants to prevent user from updating the Account Annual Revenue field to be a negative value or an amount more than \$100 billion.

How should an administrator accomplish this request?

- A. Create a validation rule that displays an error if Account revenue is below 0 or greater than 100 billion.
- B. Build a scheduled report displaying Account with Account revenue that is negative or greater than 100 billion.
- C. Make the Account Revenue field required on the page layout.
- D. Enable the Account Revenue limits in setup, with 0 as minimum and 100 billion as maximum

Answer: A

NEW QUESTION 172

DreamHouse Reality needs to use consistent picklist value on a category filed on accounts and cases, with value respective to record types.

Which two features should the administrator use to fulfill this requirement? Choose 2 Answers

- A. Dependent Picklist
- B. Global Picklist
- C. Multi-Select Picklist
- D. Custom Picklist

Answer: BD

NEW QUESTION 173

The administrator at Cloud Kicks has been asked to replace two old workflow rules that are doing simple field updates when a lead is created to improve processing time.

What tool should the administrator use to replace the workflow rules?

- A. Quick Action Flow
- B. Before Save Flow
- C. Scheduled Flow
- D. Screen Flow

Answer: B

NEW QUESTION 175

The Sales manager at DreamHouse Realty wants the sales users to have a quick way to view and edit the Opportunities in their pipeline expected to close in the next 90 days.

What should an administrator do to accomplish this request?

- A. Create a custom report and schedule the sales users to receive it each day as a reminder to update their opportunities.
- B. Enable Sales Console and show users how to open a tab for each opportunity in the pipeline that meets the requirements.
- C. Create a list view on the Opportunity object and recommend users switch the view to Kanban to edit by drag and drop.
- D. Make a new Sales dashboard and add a component that shows all opportunities that meet the criteria.

Answer: C

NEW QUESTION 177

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 Messages 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

NEW QUESTION 181

Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on Pacific time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support. How should an administrator solve for this issue?

- A. Set temporary business hours for each time zone.
- B. Adjust the current business hours to accommodate the Eastern Time Zone.
- C. Create one set of business hours per time zone.
- D. Allow the reps to set business hours manually.

Answer: C

NEW QUESTION 186

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