Total Questions: 356
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Question: 1

Universal containers is making some territory changes. In preparation for this the current lead owners have been asked to clean their lead data. validation rules have been created to ensure that the data cleanup has occurred. the administrator is ready to transfer leads to the new owners.
which feature can be used to transfer the records and also ensure that the
validation rules are triggered? choose2

A. use the change owner list button from a list view to transfer multipleleads at one time.
B. use the mass transfer - transfer leads feature to transfer ownership of multiple leads
C. use the data loader to transfer ownership of all leads involved in the territory changes.
D. use the change owner link on the detail record to transfer ownership one lead at a time

Answer: A, C

Question: 2

how can an administrator use the service cloud console to increase the efficiency of support users? choose 3

A. configure it to manage chatter answers cases and live agent chat conversations.
B. customize the softphone to provide a screen pop-up on incoming support calls.
C. configure the idea themes page layout with buttons and links to case detail information
D. enable the service cloud console application in salesforce communities.
E. use publisher actions in case feed to combine the publisher extension menus in a single row.

Answer: A, B, D

Question: 3

the vp of sales noticed that sales representatives are extending their close
dates to the future on their opportunities.
how can the sales managers determine how many times close dates are being
changed? choose 2

A. have a developer create an apex trigger to update a count field when a
change to the close date field has been made.

B. use workflow to update a count field when the close date field has changed using the criteria ISCHANGED(closedate).
C. Add a formula field on the page layout of the opportunity with the default value set to PRIORVALUE(close date).
D. use workflow to update a count field when the close date field has changed using the criteria closedate> PRIORVALUE(closedate)

Answer: B, D

Question: 4

U.C wants to archive cases that have been closed for two or more years. the cases need to be revoved from salesforce and be available to be loaded into loaded into the company's data warehouse.
how can the administrator automate this process? choose 2

A. use an Appexchange product
B. schedule the data export service.
C. enable the case archied feature.
D. use the apex dataloader

Answer: A, D

Question: 5

Which two requirements must be met for a user to view knowledge Articles within a Salesforce organization?
Check 2 answers.

A. The user must be assigned a Salesforce Knowledge license.
B. The user must have access to the articles tab.
C. The user must have the manage articles permission on the profile.
D. The user's profile must have the read permission for the at lease one article type.

Answer: B, D

Question: 6

The sales operations team has required a new custom object with the following requirement:
. The sales managers should have full access to all records created
. The object's sharing default should be set to private.

. No new sharing rules should be created.
how can the system administrator set up the security for this object? choose 2

A. Add the "modify all" permission to the sales manager profile for the new object
B. Create a Record type with "Modify all" checked, and assign this Record type to the sales manager profile.
C. Create a permission set for all sales Manager users with "modify all" checked for the object.
D. create a role for all sales Manager users with "Modify all" checked for the object.

Answer: D

Question: 7

An administrator would like to convert a Master-Detail relationship to a Lookup relationship. What actions should be taken prior to converting the relationship?

A. Remove child object related lists from the parent object page layouts.
B. Delete all roll-up summaries that reference the detail object prior to converting,
C. Select the Allow Reparenting option on the master-detail relationship.
D. Delete all reports that use the master object with the detail object report type.

Answer: B

Question: 8

How can an administrator ensure article managers use specified values for custom article field?

A. Create a required field on the article page layout.
B. Create different article types for different requirements.
C. Create field dependecies on article types.
D. Create a record type containing preset values

Answer: D

Question: 9

A growing number of duplicate leads are being entered into salesforce.
universal containers IT department wants to give all marketing team members the ability to leverage the "find duplicates" functionality in saleforce to reduce the number of duplicate leads in the system through merges.
what lead object level permission is needed to allow the marketing team members

to complete this task?

A. View all
B. Merge
C. Read and edit
D. Delete

Answer: D

Question: 10

A change set has already been uploaded but changes need to be made to its contents.
what is a best practice for adding these changes?

A. Edit existing change set, add needed changes, upload again.
B. Delete existing change set, add changes to new change set, upload change set
C. clone the change set, add needed change set and upload again.
D. Manually make changes in change set destination org.

Answer: C

Question: 11

Developers at universal containers have created new custom objects and fields in a sandbox. Records have also been created for these new objects.
what should an administrator do to move these objects, fields and records to a production environment?

A. Use change sets to migrate both the metadata and the records.
B. Use the Force.com IDE's built in deployment wizard to migrate all changes.
C. Use the Data loader to migrate all the new metadata and the related records
D. Use change set to migrate the metadata and data loader to migrate the records

Answer: D

Question: 12

Recruiters at universal containers wants to associate positions with their related job applications using two custom objects position and job application. a job application must always have a related position. if a position is deleted, the corresponding job applications are deleted.
what type of object relation ship will meet this requirement?

A. junction
B. Hierarchical
C. Master detail
D. Lookup

Answer: C

Question: 13

an administrator has been asked to set up two custom objects named issues and tickets. multiple tickets can be associated with each issue, and each issue may
be associated with multiple tickets.
how should the administrator set up the relationship between issues and tickets?

A. Create a junction object with both tickets and issues as master objects.
B. Create a lookup relationship with tickets as the master object.
C. Create a lookup relationship on both the tickets and issues object.
D. Create a master detail relationship with issues as the master object

Answer: A

Question: 14

a salesforce user has created a lightning report that lists all customer support
cases. other users can change the date range but are NOT allowed to changed case
statuses.
how can the report creator configure the report to meet these requirements?

A. Save the report in public folder and lock the status filter on the report.
B. Save the report in public folder and grant Read Only access to the folder.
C. Save the report in private folder and lock the status filter on the report.
D. Save the report in private folder and grant Read Only access to the folder.

Answer: D

Question: 15

In order to provide customer support agents with a 360 view of the customer,
UC wants support agents to continue to have read only access to accounts but allow
create and edit access to contacts and cases. the current OWD for contacts is
"Controlled by parent".

what solution should be implemented?

A. Change OWD of contacts to public read only and grant create/edit access to cases on support agent profile.
B. Create read/write sharing rules to share all contacts to all support agents and grant read only access to cases on agent profile.
C. Grant create/edit access to contacts and cases on support agent profile.
D. Change the OWD of contacts and cases to private and create read/write sharing for all support agents.

Answer: C

Question: 16

A maintenance fee is added to each opportunity. this maintenance fee should NOT be included in the sales Rep's forecast so a custom field called Rep amount is used.
how should an admin configure forecasting?

A. Enable Collaborative Forecasting, create a forecast on the Rep Amount field.
B. Create a Forecasting report, Summarized by the Opportunity Owner field.
C. Enable customizable forecasting, create a forecast on the Rep amount field.
D. create a Forecasting report, summarized by the Rep amount field.

Answer: A

Question: 17

which two features of Enterprise Territory Management are available in the Salesforce1 mobile app? choose 2 answers

A. Assign an account to a new parent territory.
B. Change a user's list of assigned territories.
C. View a list of assigned territories on the account.
D. Change the assigned territory on an Opportunity record.
E. View a list of territories to which the current user is assigned.

Answer: AC

Question: 18

UC has engaged a developer to create a custom Apex Rest service that is used

by external systems to manipulate data in salesforce.
which two methods can the administrator use to grant permission to use the Apex Rest service to the users of the external systems? choose 2 answers

A. Update the profile for the external systems to include access to the Remote site settings that correspond to the apex Rest services.
B. Create a permission set that grants the API enabled administrative permission, and assign it to the users for the external systems.
C. Create a Connected App and a new permission set to grant access to the Apex Rest services. Assign the permission set to the users for the external systems.
D. create a permission set that grants access to the apex classes and grants the use apex Rest services permission and assign it to the users for the external systems.

Answer: AC

Question: 19

Which three password options are available for the administrator to set on content deliveries? Choose 3 answers

A. Password protection Is optional and defaults to ON
B. Administrator-provided default password
C. Password protection Is optional and defaults to OFF
D. Password complexity rules
E. Password protection is required

Answer: C, D, E

Question: 20

What should an administrator consider when moving approval processes using a change set? * (1 Point)

A. Custom fields on standard objects will need to be manually added in the target organization.
B. Change sets do NOT include the approval and rejection actions from the source organization
C. Change sets do NOT include the order of active approval processes from the source organization
D. The unique name of the approval process is NOT allowed to be changed once deployed in the target organization

Answer: C

Question: 21

A member of Universal container's support team is assisting as a lesrep in managing a top customer. The sales rep has manually shared an opportunity with the support member in hopes that the support member can update some of the technical sales fields on the record, but the support member is unable to edit the opportunity,
Which solution would provide edit access to the opportunity?* (1 Point)

A. Add the support team member to the opportunity team and assign read/write access to the member
B. Create a permission set for opportunity edit and add it to the support member's user record
C. Change the support team member's role to a role above the sales rep in the org's role hierarchy
D. Change the Organization-Wide Defaults internal access for opportunities to public read/write

Answer: A

Question: 22

When an opportunity with at least one opportunity product close wins, Universal containers requires that an Invoice_c record be created with Invoice_Line_Item_c records for each Product on the Opportunity. How should an administrator implement this request? * (1 Point)

A. Use a Process Builder that calls a Flow
B. Use a custom button on the Opportunity
C. Use Einstein Next Best Actions
D. Use an Opportunity Approval Process

Answer: A

Question: 23

Which three actions should occur when an administrator clicks save after making a number of modifications to Knowledge data categories in a category group and changing their positions in the hierarchy?
Choose 3 answers * (1 Point)

A. The articles and questions visible to users change
B. The contents of the category drop-down menu change
C. Users may temporarily experience performance issues when searching for articles
D. The history of article usage is reset to zero utilization
E. Users are temporarily locked out of their ability to access articles

Answer: A, B, C

Question: 24

Which two deployment tools should be used to delete metadata from an organization? Choose 2 answers * (1 Point)

A. ANT Migration Tool
B. Unmanaged packages
C. Developer Console
D. Change sets

Answer: A, C

Question: 25

An administrator wants to allow users who are creating leads to have access to the find duplicates button.
Which lead object-level permission will the administrator need to provide to these users? * (1 Point)

A. Merge
B. View All
C. Delete
D. Read and Edit

Answer: B

Question: 26

A sales manager wants to edit the opportunities owned by the sales team. The manager does not have Edit access to the Opportunity object. What is a recommended solution? * (1 Point)

A. Change the opportunity's organization-wide default setting to Public Read/Write
B. Redefine the role hierarchy by enabling"grant access using hierarchies
C. Create permission set and associate Edit opportunity to the user record
D. Enable team selling on the Opportunity object to Grant Read/Writeaccess

Answer: C

Question: 27

Universal Containers uses Enterprise Territory Management to manage its sales

territories. The sales managers want to see who the account is manually shared
outside of territory rules. How can the system administrator meet this requirement? * (1 Point)

A. Add the “Users in Assigned Territories” related list to the sales page layout
B. Add the “Assigned Territories” related list to the sales page layout
C. Add “Assign Territories” permission to the sales manager’s profile
D. Add “Manage Territories” permission to the sales manager’s profile

Answer: A

Question: 28

A sales manager is receiving an "insufficient privileges" error when viewing a contact. The contact owner is under the manager in the role hierarchy and
"grant access using hierarchies"is checked in their sharing settings. Why is the sales manager not able to view the contact? * (1 Point)
The contact sharing settings are controlled by the parent, and the account owner is

A. NOT under the sales manager's role
B. The contact owner has NOT selected the option to share contacts with others in the role hierarchy
C. The contact sharing settings are private, so access to the record is omitted to the contact owner and system administrator
D. The account sharing settings are controlled by the parent, and the account owner is NOT under the sales manager's role

Answer: A

Question: 29

An administrator has unchecked the "Enable contact pack creation" checkbox
after users had created content packs. What is the impact of the change? *
(1 Point)

A. Users can modify the description and title of existing packs
B. Users can continue to edit the contents of existing packs
C. All existing content packs will be deleted.

Answer: A

Question: 30

Recruiters at Universal Containers want to associate a position with their related job applications using two custom objects-Position and Job always have a related position. If a position is deleted, the corresponding job applications are deleted. What type of object relationship will meet this requirement? * (1 Point)

A. Lookup
B. Junction
C. Master-detail
D. Hierarchical

Answer: C

Question: 31

An administrator has initiated the process of deploying changes from a sandbox to the production environment using the Visual Studio Code.
Which three pieces of information must be supplied to Visual Studio Code during this process? Choose 3 answers. * (1 Point)

A. Using SFDX commands, create a change set and add the metadata components
B. Deploy the metadata components using a SFDX command
C. Set the environment as the default environment
D. Authorize the environment in to which the changes will be deployed
E. Authorize change set connection information

Answer: B, C, D

Question: 32

Universal Containers plans to migrate its existing knowledge base in to Salesforce Lightning Knowledge.
Which two statements must be considered? Choose2 answers.* (1 Point)

A. Each article must be associated to a record type
B. Article numbers change during migration
C. Approval process history migrate to Lightning Knowledge
D. Classic Knowledge Attachments are moved to the files related list

Answer: A, D

Question: 33

Which of the following options would be used to limit the number of records and assist with data consistency? * (1 Point)

A. Picklist and dependent picklist fields
B. Custom lookup fields and lookup filters
C. Custom formula fields
D. Record types and page layouts
E. Workflow field updates

Answer: B

Question: 34

Sales Rep Phil Smith has an opportunity for 55,000 in the Commit stage. Which aggregates on Phil'sforecast willinclude this amount? Choose three answers.* (1 Point)

A. Pipeline
B. Best Case
C. Commit
D. Closed

Answer: A, B, C

Question: 35

If you wanted to make a report that shows sales growth year over year, which logical command would you use? * (1 Point)

A. priorval custom field
B. prevGroupVal
C. Parentgroupval
D. preVal

Answer: B

Question: 36

How would you configure a profile to find duplicate records? * (1 Point)

A. read,edit
B. view all
C. merge

D. Delete

Answer: B

Question: 37

In a two-step approval process where the first step is a hiring manager and second is the appropriate director, which of the following relationship types would a system administrator use to establish a relationship between the two approvers? * (1 Point)

A. Master detail relationship
B. Look up relationship
C. Hierarchical relationship
D. Sibling relationship

Answer: C

Question: 38

If my boss is always traveling and rarely brings his computer (because he loves his Android tablet), how can I make it convenient for the CEO to approve requests from his organization?
Choose2 answers.* (1 Point)

A. Enable email approval
B. Enable chatter feed approval
C. Enable Mobile Lite for Approval Processes
D. Enable SMS/IM approval

Answer: A, B

Question: 39

When can a user become an owner of a record without being a record creator? Choose 2 answers.* (1 Point)

A. If the record is in a queue
B. If person is above the owner of the record in role hierarchy
C. If he is already a record owner
D. if someone shares the record to the record owner

Answer: A, B

Question: 40

What would cause are quired field to not be populated on some records? Choose 2 answers. * (1 Point)

A. The field is hidden
B. The field is not in the page layout
C. The field is set to Read Only
D. The field is protected by field level security

Answer: B, C

Question: 41

What tool would you use to automate a process so a parent case is closed, the child case automatically closes?* (1 Point)

A. Workflow rule field update
B. Auto response rule
C. Apex trigger
D. Validation rule field update

Answer: C

Question: 42

How can you make sure that a field will be visible on 2 profiles only? * (1 Point)

A. validation rules
B. Field-Level Security
C. workflow field update
D. create a page layout and hide the field

Answer: B

Question: 43

What permissions would you need if you want to merge accounts with related lists of cases and opportunity? * (1 Point)

A. edition Opportunity and Cases objects
B. delete on the Account object
C. deletion Account objects and edition Opportunities and Cases
D. edit on Account objects and edit on Opportunities and Cases
E. edit on Account objects and delete on Opportunities and Cases

Answer: C

Question: 44

What can a Sales Representative see on ceheclicks on the Forecast (Collaborative) tab? Select all that apply * (1 Point)

A. Forecast Categories
B. Opportunity list column
C. Data Source
D. Forecast Range
E. Quotas

Answer: A, B, D, E

Question: 45

What would you check to see whether a workflow failed? * (1 Point)

A. debug log
B. workflow log
C. integration log
D. failed work flow log

Answer: A

Question: 46

What access can users have to Accounts and Opportunities when territory management is enabled? * (1 Point)

A. Transfer and Delete opportunities regardless of the owner of the record
B. View Account records regardless of the account record owner
C. Edit,TransferandDeleteOpportunityrecordsregardlessoftherecordoftheowner
D. Edit Opportunity records regardless of the account owner

Answer: B

Question: 47

A Recruiting User needs to setup an object relationship between the Position object and the Job Applicant object so that a Position record can have many applicants and Job Applicant can apply for many positions.
He also needs this in a setup where deleting a Job Application record will delete all information related to the job applicant in the Position object. What can a system administrator do to fulfill the requirement? * (1 Point)

A. Create a lookup relationship using a junction object.
B. Create a many-to-many master-detail relationship using a junction object.
C. Create a lookup relationship only on the parent object
D. Create a master-detail relationship only on the child object

Answer: B

Question: 48

What can an administrator do to enable customer-submitted service requests? Choose two answers.* (1 Point)

A. Enable live agent on the company website
B. Enable chatter answers
C. Enable the service cloud console on the company website
D. Enable case feed on the company website

Answer: A, B

Question: 49

How can additional permissions be given to a user without editing the profile itself? Choose two answers. * (1 Point)

A. permission set
B. delegated administration
C. sharing rule
D. role hierarch

Answer: A, B

Question: 50

If a system administrator has unchecked the" Enable Content Pack Creation" setting, what can users do with content packs? * (1 Point)

A. Users can modify existing content packs
B. Users can only edit description and title of existing content packs
C. Users cannot do anything to existing content pack

Answer: C

Question: 51

Which value rolls up for both customizable and collaborative forecasting? * (1 Point)

A. Expected revenue
B. Quota
C. Opportunity amount
D. Amount

Answer: C

Question: 52

Universal Containers needs to use a different pricebook for sales representatives in each of the US, LATAM, EMEA, and APAC regions. What should the system administrator do? * (1 Point)

A. Create a separate pricebook for each region
B. Add a different list price for products depending on the region
C. Clone the standard pricebook and create separate pricebooks for each region

Answer: C

Question: 53

A manager wants a report that shows the following:
1. All Accounts with Opportunities having a Closed-Won status.

2. All Accounts having Closed Cases status.
What can you do as a system administrator to meet this requirement? * (1 Point)

A. Create a joined report
B. Create a custom report type
C. Create a Standard report type with crossfilter
D. Analytic Snapshots

Answer: A

Question: 54

A system administrator wants to change the field type from a lookup field to a master-detail field. What must the system administrator check in order for the change
To be implemented successfully? * (1 Point)

A. Make sure that the lookup value is set to Required
B. Make sure that all lookup fields in all records contain a value
C. Make sure that the lookup field has a related record

Answer: B

Question: 55

James, a recruiting manager, needs a picklistfield implemented on the Position object by the end of the week. Matt, the system administrator, is too busy to fulfill the requirement.
What should Matt do to prevent this from happening again?* (1 Point)

A. Make James a delegated administrator for the Recruiting app
B. Make James a delegated administrator for the Position object
C. Assign James the "Modify All Data" permission set
D. Change the organization-wide defaults for the Position Object to Public Read/Write

Answer: B

Question: 56

A set of Cases records with a specific record type needs to be restricted so that only a
Support manager and four Support users have access. What can you do as a system administrator to meet this requirement? * (1 Point)

A. Remove the record type access for all users except the 5 mentioned

B. Givethe"ViewAllData"permissiontothe5mentionedusersusingpermissionsets
C. Create a new profile and assign the 5 users to the new profile
D. Create a criteria-based sharing rule for the 5 users

Answer: D

Question: 57

Which of the following data enrichment options is available to a system administrator through the Social Accounts, Contacts, and Leads feature? * (1 Point)

A. Use Facebook to import educational background
B. Use the Company's salesforce Facebook account
C. Use Linked in to import educational background
D. Use Twitter to view recent tweets posted by a contact

Answer: D

Question: 58

The wrong choices on the list should be improved.
A lead needs to be assigned automatically to a Sales Rep if there has been no action on
the account after 10 days. And the Deal status should be set to "Stalled" after it has been
approved by a Manager. Which automation processes can a system administrator use? * (1 Point)

A. Validation Rule. Assignment rule. Approval Process.
B. Assignment Rule. Approval Process. Workflow Rule
C. Assignment Rule, Approval Process
D. Assignment Rule. Auto-Response Rule, Workflow Rule

Answer: C

Question: 59

What is true about Salesforce Communities? Choose two answers. * (1 Point)

A. Ideas tab is used by community users to submit, like and promote Ideas
B. Communities can only be used by internal salesforce users
C. Reputation level is the same across all communities

D. Crowd-sourced Knowledge is accessible in Q&A tab

Answer: A, D

Question: 60

What can a system administrator do to simplify searching in Knowledge for users? Choose three answers. * (1 Point)

A. Create synonyms
B. Create Knowledge Categories
C. Enter predefined search input (autocomplete)
D. Filter by Language

Answer: A, B, D

Question: 61

Which tools would you use to deploy metadata from one organization to either a RELATED or UNRELATED organization? Choose two answers. * (1 Point)

A. Change sets
B. Force.com IDE
C. Unmanaged Packages
D. Force.com Migration Tool

Answer: B, D

Question: 62

A user reports that a field can no longer be seen in a given page layout. What can a system administrator use in order to troubleshoot this? * (1 Point)

A. View the Setup Audit Trail
B. Use Field History Tracking
C. View the system log
D. Perform a Field Audit

Answer: A

Question: 63

Dylan has submitted a vacation request for approval by his manager, but the manager is not receiving any email alerts. What can you use in order to troubleshoot the issue? Choosetwoanswers.* (1 Point)

A. Email log
B. The Setup Audit Trail
C. Debug Log
D. A Time-Based Workflow

Answer: A, C

Question: 64

Which permission do you need to manage entitlements? Choose two answers. * (1 Point)

A. "Manage Entitlements"
B. "Customize Application"
C. "Customize Entitlement"
D. "Manage Application"

Answer: A, B

Question: 65

A change set that has already been submitted for deployment is missing a component.
What can you do in order to correct the issue? * (1 Point)

A. Deploy the change set and then submit another change set for deployment
B. Edit the change set, deactivate it and then add the missing component
C. Create another change set containing all components and deploy it
D. Clone the change set. edit the components and deploy it

Answer: D

Question: 66

List the different prices that are available for a product. Choose three answers. * (1 Point)

A. Sales Price

B. Product Price
C. Discounted List Price
D. List Price
E. Standard Price

Answer: A, D, E

Question: 67

Your organization's VP of Sales wants to automatically add the account name to an opportunity name once a record is saved. How can this be done? * (1 Point)

A. Use an Apex Trigger
B. Enforce an opportunity naming guideline for Sales Reps
C. Create a Workflow Rule with an immediate workflow trigger to update the opportunity name field using concatenate
D. Use validation to update the field

Answer: C

Question: 68

How can you, as a System Administrator, enforce standardization of tags in libraries? Choosetwoanswers.* (1 Point)

A. Enable restrictive tagging
B. Change Tagging Field to multi select picklist
C. Enable workflow to send email alert for unnamed tags
D. Guided tags

Answer: A, D

Question: 69

How can a system administrator ensure that an Account Name is unique? * (1 Point)

A. Make the account name field unique
B. Use the HLOOKUP operator in a validation rule for the account name
C. Use the VLOOKUP operator in a validation rule for the account name
D. Use an APEX Trigger

Answer: D

Question: 70

Whatarethesimilaritiesofcustomizableandcollaborativeforecasting? Choose two answers. * (1 Point)

A. Monthly and Quarterly Forecasts
B. Quotas
C. Territory management
D. Submit Forecast

Answer: A, B

Question: 71

What should a system administrator consider before using territory management? Choose three answers. * (1 Point)

A. Once enabled it cannot be disabled
B. It does not working parallel with sharing functions
C. You need to contact Salesforce to have it enabled
D. Forecasts are derived from Territory hierarchy not Role hierarchy

Answer: A, C, D

Question: 72

What should an administrator consider when setting up and maintaining Salesforce Knowledge? Choose three answers. * (1 Point)

A. Data category visibility is assigned through roles and profiles
B. Article version numbers must be assigned by a Knowledge Manager for tracking
C. Enabling certain Knowledge features on a user record requires licensing.
D. Knowledge settings must be configured to allow users to create an article from a case
E. Solution category browsing must be enabled in Solution settings.

Answer: A, C, D

Question: 73

Universal Containers has a requirement to report on opportunities where the probability has dropped beneath 50%. The administrator has created a custom checkbox as a
way to identify these records.
What else should the administrator do to meet this requirement? * (1 Point)

A. Enable field history tracking on the field and include the history in the report filter
B. Create an approval process that submits the opportunity for approval when the custom checkbox is true
C. Create a workflow rule that updates the field when the probability drops below 50%
D. Build a validation rule that displays an error

Answer: C

Question: 74

The sales manager at Universal Containers wants to see all opportunities that do not have any activities.
Which report type could be used to meet this requirement? Choose two answers. * (1 Point)

A. A custom report type with Opportunity as the primary object and Activity as the secondary object
B. An opportunity report with across-object filter of opportunities without activities
C. A joined report using an opportunity report in Block A; a task and event report filtered by tasks for Block B
D. D. A standard opportunity filtered by the field Last Activity and a custom date range that is blank

Answer: B, D

Question: 75

Which actions can you add to a milestone? (Choose three answers.) * (1 Point)

A. Success actions
B. Repeat actions
C. Warning actions
D. Violation actions

Answer: A, C, D

Question: 76

You can cancel pending actions in the entitlement process queue. * (1 Point)

A. True

B. False

Answer: A

Question: 77

An administrator must select milestones from an existing list of available milestones. * (1 Point)

A. True
B. False

Answer: B

Question: 78

What is the first step before setting up entitlements? * (1 Point)

A. Specify the entitlements-related lookup filters on cases
B. Enable entitlement management
C. Set up service contracts
D. Customize entitlements fields

Answer: B

Question: 79

Which of the following features is NOT unique to Salesforce Knowledge? * (1 Point)

A. Article Types
B. Categories
C. Synonym Search
D. Custom Page Layouts

Answer: D

Question: 80

Salesforce Knowledge offers administrators the ability to fully customize the way an article type displays to an end user. * (1 Point)

A. True
B. False

Answer: A

Question: 81

Which of the following is NOT true about article types in Salesforce Knowledge? * (1 Point)

A. An organization must have 2 article types to enable Knowledge.
B. Article Types are typically short HTML documents.
C. Article Types may include attachments.
D. Article Types should enable 'actionable' content.

Answer: A

Question: 82

Salesforce Knowledge offers the ability to store PowerPoint files, PDFs, office documents, and any other type of file with no restriction on size or length. *
(1 Point)

A. True
B. False

Answer: B

Question: 83

Which Visual Workflows element would you use to prompt a phone rep to wrap up a cross-selling function and end the call with a customer? *
(1 Point)

A. Step
B. Screen
C. Decision
D. Assignment

Answer: B

Question: 84

What are the different ways a Visual Workflow "flow" can be deployed? (Choose three answers.) * (1 Point)

A. Custom button
B. Custom link
C. Visualforce page
D. Apex Trigger
E. Field Updates

Answer: A, B, C

Question: 85

How many versions of any given flow, created with Visual Workflow, can be active at one time? * (1 Point)

A. 1
B. 2
C. 3
D. 4

Answer: A

Question: 86

How can content types be used in CRM Content? (Choose two answers.) * (1 Point)

A. With library rules, to limit the number of libraries created
B. With validation rules, to capture complete data
C. With upload rules, to limit the size of content files.
D. With content fields, to control the content detail page layout

Answer: B, D

Question: 87

Which feature license is required to use Content? * (1 Point)

A. Salesforce CRM Content User
B. Salesforce CRM Content Contributor
C. Salesforce CRM Content Creator
D. Salesforce CRM Content Manager

Answer: A

Question: 88

What is the maximum file size that can be uploaded in CRM Content? * (1 Point)

A. 10GB
B. 100MB
C. 2GB
D. 500MB

Answer: C

Question: 89

Assuming that the training sandbox will contain approximately 500MB of production data and be refreshed after daily training sessions, which type of sandbox can be
used to train users on new functionality that has recently been deployed to production? * (1 Point)

A. Full Sandbox
B. Partial Data Sandbox
C. Developer Pro Sandbox
D. Developer Sandbox

Answer: C

Question: 90

What privileges can be given to a delegated administrator? Choose three answers. * (1 Point)

A. Modify the role hierarchy.
B. Create and edit users.
C. Assign users to specified profiles.
D. Modify profile permissions.
E. Manage custom objects.

Answer: B, C, E

Question: 91

Which forecasting schedule type would you use if you wanted a benchmark of how much should be sold within a certain time frame? * (1 Point)

A. Quota
B. Pipeline
C. Forecast

Answer: A

Question: 92

When using Customizable Forecasts, which forecast category is not included in the forecast? * (1 Point)

A. Closed
B. Omitted
C. Pipeline
D. Best Case

Answer: B

Question: 93

Your company sells large mainframes that are delivered in one delivery but are paid for with several regular installments. What type of schedule should you set up? * (1 Point)

A. Default Quantity Schedule
B. Default Revenue Schedule
C. Default Revenue and Quantity Schedule
D. Don't create any default schedule

Answer: B

Question: 94

In addition to setting the standard price, what must you also do in order to add a Product to a Custom Price Book? * (1 Point)

A. Enter a Product Code.
B. Enter a Product Description.
C. Check the Active checkbox.
D. Select a Product Family

Answer: C

Question: 95

Your organization-wide defaults for access rights to Price Books are set to Use, but only Sales Reps should have access to Price Books, What should be your first step? * (1 Point)

A. Change the organization-wide default setting to No Access.
B. Change the organization-wide default setting to View Only.
C. Leave the organization-wide default setting, but change the Sales Reps' access rights.
D. Change the Sales Reps' access rights to Use.

Answer: A

Question: 96

In Collaborative Forecasts, which permissions are required in order to upload quota data for all users? Choose 2. * (1 Point)

A. Manage Quotas
B. Customize Quotas
C. View all Forecasts
D. Customize Forecasts
E. View all data.
F. Manage all data

Answer: A, C

Question: 97

Universal Containers has a white-glove service level for its top customers.
After a case is created, how should the administrator allow the agent to see the number of hours remaining before the service agreement is overdue?

A. Assign an independent milestone.
B. Include a Milestone formula held

C. Add Milestone Tracker Time com
D. Create sequential milestones.

Answer: A

Question: 98

In preparation for the new fiscal year, an administrator at Cloud Kicks is updating price books. There is one price book that is unable to be removed from the options.
What ore two configurations that could cause this issue?
Choose 2 answers

A. The price book has been archived.
B. The price book Is associated with an approval process.
C. The price book has a pending workflow action.
D. The price book must be deactivated.

Answer: B, C

Question: 99

Which two deployment tools should be used to deploy metadata from a Developer Edition organization to another organization?
Choose 2 answers

A. Ant Migration Tool
B. Data Loader
C. Change sets
D. Salesforce Extensions for Visual Studio Code

Answer: A, C

Question: 100

Ursa Major Solar customers have two levels of support available based on their contracted services. Gold-level customers receive email and chat support with a 2-day response window. Platinum-level customers receive 24/7 phone and chat support with a 2-hour response window.
What should an administrator configure to ensure support agents respond within an appropriate service level?

A. Entitlement Process
B. Assignment Rule

C. Escalation Rules
D. Omni-Channel

Answer: C

Question: 101

How should an administrator ensure article managers use specified values for custom article fields?

A. Require a held on the page layout.
B. Create different record types for different requirements.
C. Use field dependencies on record type
D. Create a formula field m the article.

Answer: D

Question: 102

Cloud Kicks has a requirement to display sensitive data only to appropriate users. The amount m the Salary field on the User object should display data only when the user record is being viewed by the user or by users with the MR profile. For all other users viewing the user record, the Salary field should display the word "Confidential* as text in the field.
What should the administrator to fulfill this requirement?

A. Validation Rule
B. Page Layout
C. Formula field
D. Process Builder

Answer: D

Question: 103

Cloud Kicks (CK) has recently decided to use Collaborative Forecasting to optimize the accuracy and efficiency of its sales cycle. The CK sales operation manager wants to enable supervisors and their subordinates to make changes to any forecast amounts that inaccurately reflect their current pipeline.
Which two settings should be enabled to meet this requirement?
Choose 2 answers

A. Revenue adjustments
B. Payout adjustments
C. Manager adjustments

D. Owner adjustments

Answer: C, D

Question: 104

The VP of finance noticed incomplete information on the record that indicates if the borrower was approved or offered an alternate product. This information is collected mid-way through the sales cycle in a picklist.
How should the administrator ensure this Add is completed prior to dosing the opportunity?

A. Create a workflow rule.
B. Make the field required in field-level security.
C. Create a validation rule,
D. Make the field required on the page layout.

Answer: C

Question: 105

When an administrator enables customizable prebuilt entitlements, which three options are automatically created?
Choose 3 answers

A. Three milestone types
B. One escalation rulte
C. Three field updates
D. One SLA process
E. One Warning Action

Answer: A, B, D

Question: 106

Cloud Kicks has an app that should only be used in the VIP showroom.
Which feature should an administrator use to permit access to the app?

A. Permission Set Group
B. Single Sign-On
C. Session-Based Permission Set
D. Delegated Administration

Answer: C

Question: 107

An administrator at Cloud Kicks has created a new custom Shoe object in the sandbox with two custom fields called Laces and Finish. The administrator is now preparing to deploy the entire custom object from the sandbox to the production instance.
What should the administrator do to ensure the custom object is property deployed to production?

A. Add the custom object and fields to the change set.
B. Manually create the custom objects and fields in production.
C. Deploy the custom object and manually recreate the custom fields.
D. Include the custom object in a change set.

Answer: C

Question: 108

When converting a lead to an existing account, the user is getting an error of insufficient privileges.
Which two options could be preventing the user from converting the lead to the existing account?
Choose 2 answers

A. Account is owned by someone above them in the rote hierarchy.
B. Organisation-wide Sharing Is set to Private for Account and Contact.
C. Account is owned by someone in the same role.
D. Organisation wide sharing is set to Controlled by Parent for Account and Contact.

Answer: A, C

Question: 109

A sales manager wanes to edit the Opportunities owned by the sales team. The manager does NOT have edit access to the Opportunity object.
What is the recommended solution?

A. Redefine the role hierarchy grant access using hierarchies.
B. Change the Opportunity's organization-wide default setting to public read/write.
C. Enable team setting on the Opportunity object to grant read/write access.
D. Create a permission set for Opportunity edit and associate it to the year record.

Answer: B

Question: 110

Multiple developers work in the AW Computing developer sandbox for testing and merging code. A developer is reporting that one of the Lightning web Components is no longer visible in the user interface.
What can the administrator use to troubleshoot?

A. Setup Audit Trail
B. Salesferce CLI
C. Flex Queue
D. Apex Jobs page

Answer: B

Question: 111

The support managers want a way to identify other cases that require similar skills or help articles. This will allow them to easily determine appropriate support agents that can assist with reoccurring customer issued.
Which two of object relationship should help accomplish this?

A. indirect Relationship
B. Master-Detail Relationship
C. Self-Relationship
D. Hierarchical Relationship

Answer: B

Question: 112

Cloud Kicks would like to establish a backup administrator who can assign but not modify user permission
How should this be accomplished?

A. Configure a custom administrator profile.
B. Assign 'the user the System Administrator profile.
C. Set up the user as a delegated administrator.
D. Create an administrator permission set group

Answer: B

Question: 113

A sales rep at AW Computing needs to give read/write access to an Account and related records to a teammate #m*e the sates rep is on vacation.
How could the administrator enable the sales rep to give record access to a colleague?

A. Add the Manual Sharing button the page layout.
B. Enable public groups for sharing.
C. Include the nap on the Opportunity Team.
D. Create an ownership-based sharing rule.

Answer: C

Question: 114

A user with permissions to create price books wants to quickly create a new product with the same information as the existing product by cloning the product.
What is an important consideration when cloning a product?

Price book entries in price books that the user does NOT have access to will be created.
Price book entries in price books that the user does NOT have access to will not be created.
Price book entries will NOT be created in the standard price book.
Price book entries need to be activated before users can use the new price book.

Answer: B

Question: 115

Cloud Kicks has a policy of closed opportunities being uneditable. At times, adjustments have to be made on the Opportunity for accounting reasons. In order to keep the original Opportunity's integrity, a custom object to track adjustments has been created. The users need a Roll-Up Summary field to track the number of adjustments.
How should the administrator accomplish this?

A. Create a Master-Detail Relationship on opportunities.
B. Create a Master-Detail Relationship field on adjustment
C. Create a Lookup Relationship on opportunities.
D. Create a Lookup Relationship field on adjustments.

Answer: B

Question: 116

An administrator at Cloud Kicks has created and tested a screen-based lead qualification flow m a Ml sandbox environment and has deployed the flow to production.
Which two options would allow use of the flow after it has been deployed?
Choose 2 answers

A. Manually activate the inactive flow.
B. Deploy processes and flows as active.
C. Deactivate other versions of the flow.
D. Enable Apex jobs in the user interface.

Answer: B, C

Question: 117

An administrator for Cloud Kicks has received several requests to update Salesforce reports with fields that users are unable to see on the report. The administrator notices that the missing fields are new custom fields and the reports are created with custom report types.
What should the administrator do to make this an easier process?

A. Ensure the reports are being created with the correct hierarchy level.
B. Enable Auto add new custom fields to custom report type layouts.
C. Mark the fields and Visible and Read Only on the user Profiles.
D. Build reports for the users and save them in a shared folder.

Answer: B

Question: 118

What declarative toot fete administrators test Lightning email temples and automations in a sandbox environment and then move what's successful to a production environment?

A. ANT Migration Tool
B. lightning Flow
C. Salesforce CLl
D. Change Sets

Answer: A

Question: 119

An administrator at Cloud Kicks has been asked to clean up old approval delete.
Which two things could prevent the process from being deleted?
Choose 2 answers

A. The proems w marked as inactive.
B. There is a report in the Administrative 'Reports folder.
C. The process is marked as active.
D. There are pending approval requests in the Recycle Bin.

Answer: C, D

Question: 120

Ursa Major Solar is using Experience Cloud for its customer community and wants to implement chatbots on its site that answer basic and also transfer customers to the right agents by topic and availability when more help is needed.
Which two features should the administrator configure to meet this request?
Choose 2 answers

A. Omni-Channel
B. Web-to-Case Form
C. Skills-Based Routing
D. Contact Bequest Flow

Answer: A, C

Question: 121

Universal Containers uses Enterprise Territory Management to assist with the assignment of records. Each territory has only one user assigned. A sales rep converts a lead to an opportunity and the lead owner belongs to the same territory as an account that the opportunity was converted to.
What ts the expected assignment of the opportunity?

A. The opportunity is assigned to the forecast manager of the territory.
B. The opportunity is assigned to the same territory as the account, and the lead owner becomes the opportunity owner.
C. The opportunity is assigned to the same territory as the account,, and the lead owner becomes the opportunity owner. The lead owner is added as an inactive member of the territory,
D. A The opportunity is assigned to the same territory as the account, and the opportunity owner is the sole member of the territory.

Answer: D

Question: 122

Sales reps at Cloud Kicks have noticed there are similar account records found on Account list views m Duplicates component on the Lightning account record page displays no potential duplicates.
What should the administrator customs to improve the output of the Potential Duplicates component?

A. Duplicate Rules
B. Duplicate Record Sets
C. Duplicate Jobs
D. Duplicate Jobs
E. Duplicate Reports

Answer: A

Question: 123

While reviewing the quarterly forecast, a manager notices the newest team member is missing in the forecast- After looking at a few the manager can see where the sales representative has closed six opportunities this month and has three additional opportunities m progress.
Where should the administrator start troubleshooting?

A. Chide Allow Forecasting under general Information for user.
B. Create a permission set with View All Forecasting permission.
C. Verify the app the user is selecting and adjust tabs as needed.
D. Assign View All Forecasting permission to the sales profile.

Answer: D

Question: 124

The sates VP wants to see the custom Bonus Amount field summed to the Amount level; however, the ability to create a summary field is grayed out.
Winch adjustment does the administrator need to make in order to utilize a custom summary field?

A. Reorder columns.
B. Add filter logic
C. Add data grouping.
D. Create ticket field.

Answer: C

Question: 125

An administrator receives a request to allow users to view forecasts for opportunities with hardware products separate from opportunities that include software products. Users can have a different quota for hardware sates and software..
Mow should the administrator organize the products to accomplish this?

A. Product Schedules
B. Product Families
C. Product Line Items
D. Product Name

Answer: D

Question: 126

An administrator is setting up Salesforce Knowledge and wants to implement an easy way for agents to create new articles from multiple objects.
Which two options could the administrator do to meet this requirement?
Choose 2 answers

A. Create a custom quick action for each object.
B. Add the New Article global action to required page layouts.
C. Deploy a screen-based flow from the home page.
D. Use the Service Setup Assistant to Configure Knowledge.

Answer: A, B

Question: 127

A user is trying to add a product to an opportunity and wants to select a price book to reflect the correct price for the customer. They are sure they have access to several different price books but the option to choose which one is missing.
What should an administrator do to resolve the issue?

A. Add the Choose Price Book button on the Detail section of the Product layout.
B. Add the Choose Price Book button on the Product Related List of the Opportunity layout.
C. Add the Choose Price Book button on the Lightning page.
D. Add the Choose Price Book button on the Detail section of the Opportunity layout.

Answer: B

Question: 128

An administrator at Cloud Kicks has enabled Territory Management and is setting up a territory model. Some users in a territory need to access Contacts and Opportunities related to the Account.
Which two capabilities are available for users in a territory?
Choose 2 answers

A. View and Edit
B. View. Edit, Transfer, Delete
C. View and Transfer
D. View Only

Answer: B, C

Question: 129

Cloud Kicks (CK) has a sneaker of the month product that is sold as an annual subscription at the price of $1,
What type of product scheduling should the CK administrator set up to accurately capture that information?

A. Revenue Schedule Only
B. Inbound Scheduling
C. Quantity and Revenue Schedules.
Quantity Schedule Only

Answer: C

Question: 130

What deployment tool allows an administrator to validate metadata during package installation, instead of during package version creation?

A. Org-Dependent Unlocked Package
B. Inbound and Outbound Changesets
C. Ant Migration Tool
D. Managed and Unmanaged Packages

Answer: D

Question: 131

Sales leaders at Ursa Major Solar would like to be able to calculate forecasts based on megawatts.
How can the administrator create forecast types based on a megawatts measurement?

A. Create a custom formula field.
B. Create a custom number field.
C. Use a standard currency field.
D. Customize a standard field.

Answer: B

Question: 132

An administrator at AW Computing needs to limit access to Salesforce. Users should only be able to read on objects, but they should not be able to interact with the database in any way.
Which two options could the administrator use to accomplish this?
Choose 2 answers

A. Edit or Clone the Read Only Profile
B. Assign the Standard User Profile
C. Clone the Minimum Access User Profile
D. Edit the System Administrator Profile

Answer: A, C

Question: 133

Cloud Kicks call center agents have given their manager feedback that It takes too long to find relevant articles to answer questions on customer cases. The call center manager has asked the administrator to improve suggestions displayed to agents in the Knowledge component on Cases.
Which setting should the administrator use to meet the requirement?

A. Turn off auto-complete keyword search
B. Highlights and Snippets
C. Enable Einstein Search
D. Selected Case Fields

Answer: C

Question: 134

Universal Containers' Support team is growing globally, and the manager has inquired about implementing Omni-Channel. The team supports multiple products that require complex expertise across multiple languages.
Which routing option should the administrator recommend to ensure the right cases get to the correct agents for resolution?

A. Skills-Based Routing
B. Translation Workbench
C. Queue-Based Routing
D. Case Assignment Rules

Answer: A

Question: 135

A team is assigned to standardize processes across internal teams for Salesforce Knowledge. The team finds it difficult to effectively group the articles due to the slightly different verbiage used by each of the Support teams, which makes searching and search results inconsistent.
Which two customizations should an administrator use to allow for a better experience when searching?
Choose 2 answers

A. Highlight relevant article text within search results.
B. Create search activity report with promoted search terms.
C. Configure new page layout.
D. Set up synonym groups.

Answer: A, D

Question: 136

An administrator has created a change set to include a validation rule and three custom fields in their personal sandbox. When clicking the button to upload to production, no target organizations are available.
Which two options should the administrator check?
Choose 2 answers

A. The change set is in an open status.
B. Deployment connection needs to be authorized.
C. Deployment connection is incomplete.
D. The change set has missing dependencies.

Answer: B, C

Question: 137

After a recent release, users report that the look and feel of the app they use is different. Fields are appearing in a different place on the page, related lists are missing, and tabs are rearranged.
How should an administrator troubleshoot this?

A. Setup Audit Trail
B. App Manager
C. Debug Log
D. Page Layouts

Answer: A

Question: 138

The administrator at AW Computing has received an email for a system error indicating that their organization has reached is hourly limit processing workflow time triggers.
Which two processes should the administrator review? Choose 2 answers

A. Time-Based Workflows
B. Paused now Interviews
C. Apex Triggers
D. Debug Logs

Answer: A, D

Question: 139

The administrator at AW Computing has been asked to review whether any users are making configuration changes directly in production.
Which item should the administrator review to find these details?

A. Setup Audit Trail
B. Field History Tracking
C. Login History
D. Organization-Wide Defaults

Answer: A

Question: 140

Cloud Kicks maintains Inventory in a legacy application. Management wants the information to also be available to view and report on in Saiesforce.
Which action should the administrator take to achieve this goal?

A. Create an external object that maps to the inventory application.
B. Import the data into a custom object when needed; delete after it is used.
C. Build a Lightning component and use SFDX to connect to the inventory app.
D. Upload an Excel spreadsheet with the data into the Files tab.

Answer: A

Question: 141

Support staff at Cloud Kicks work on multiple accounts and opportunities at the same time, Currently, they are switching between browser tabs, which is tedious and confusing. Support managers put in a request for a better agent experience.
What should an administrator recommend?

A. Create a screen flow to pull all related opportunities onto one page.
B. Enable Subtab Record Browsing in the Setup menu.
C. Configure Split Lit Views.
D. Implement Service Console.

Answer: D

Question: 142

At Ursa Major Solar, there is an account owner by a user with the role of Galaxy manager. Two users with the same profile are both assigned to the sub-role, Galaxy Subordinate. However, only one can access the account.
What is the reason only one user can see the account record?

A. Workflow Rule
B. Manual Sharing
C. Queues
D. Role Hierarchy

Answer: B

Question: 143

Ursa Major Solar customer records have a lot of fields and Lightning components to give users a variety of information and available functions. Recently,usrrs have noted that their pages take a long time to load and it's starting to negatively impact their experience.
What should the administrator do to help diagnose where improvements can be made?

A. Check the debug logs found in the Environment section of Setup.
B. Click Analyze from the Lightning App Builder toolbar.
C. Review the debug logs from the Developer Console.
D. Use the Apex debugger while loading a customer record.

Answer: B

Question: 144

The sales team at Cloud Kicks is noticing that sales reps are misusing the new Screen Flow tool for data entry, since they are viewed the initial screen after clicking finish.
What should the administrator do to fix this?

A. Use a lightning action to redirect the user
B. Create a new flow to redirect the user when the other flow finishes.
C. Add a trigger to redirect the user to a new page.
D. Update the flow with a local redirect action.

Answer: D

Question: 145

AW Computing is conducting an audit and wants to understand how many objects have been shared as public externally.
which tool should the administrator use to quickly obtain this details?

A. Security Health Check
B. Setup Audit Trail
C. Session Security Settings
D. Object Manager

Answer: C

Question: 146

A user accidentally created a duplicate opportunity and is unable to delete the duplicate record.
What should an administrator do to troubleshoot this issue?

A. Run a report of all opportunities to identify other possible duplicates.
B. Check the user profile permissions on the Opportunity object to see if they have permission to delete.
C. Advise the user to mark the duplicate opportunity Closed Lost and keep it in the system.
D. Change the user's profile to System Administrator so they have full permissions to delete object records.

Answer: C

Question: 147

AW Computing has several service plans it offers with its laptops. Management wants the sales team to focus on bringing in new business and to have the creation of the renewal opportunity for the service plans happen automatically.
What approach should the administrator take to automate the renewal process7

A. Configure a time-based workflow to send an email reminder to the sales rep when the service plan expires.
B. Create a dynamic Lightning page with rich text to remind the rep to create a renewal opportunity when the opportunity is closed won.
C. Create a validation rule to prevent the rep from closing the opportunity until a renewal is associated.
D. Configure a flow that will create the renewal based on the closed-won date and opportunity line items.

Answer: D

Question: 148

A sales rep needs to help cross-sell an opportunity but is unable to make updates on the record or update the opportunity team.
Which two options would be required for a sales rep to add a rep to the opportunity team?
Choose 2 answers

A. Transferred ownership of the Opportunity to the sales rep
B. A permission with Edit access on the Account object
C. A role above the Opportunity owner in the role hierarchy
D. Transferred ownership of the Account to the sales rep

Answer: B, C

Question: 149

AW Computing has been advertising a new keyboard that was released at the beginning of the month. The sales team has an additional incentive to add the keyboards to every sale. The administrator already added the product to Salesforce but the reps are unable to select the product on the opportunity.
Which two options should an administrator check to ensure the product is available?
Choose 2 answers

A. Confirm the correct price book is selected on the opportunity.
B. Make sure the price book Is in the company currency.
C. Ensure the product is associated with the correct price book.
D. Verify the product has a start date entered.

Answer: A, C

Question: 150

The Service team at Cloud Kicks needs a way to show the current status from the Account on the Case. This value should be on the page and is used in validation rules.
What should the administrator recommend to solve this?

A. Create a cross-object formula.
B. Use a picklist field.
C. Make a Rollup Summary.
D. Add a lookup field to Account.

Answer: A

Question: 151

DreamHouse Realty (DR) wants to ensure that its data is protected. There have been several recent attempts to phish employees.
What should DR do to help ensure that the user that is logged in is the right user when the running user is trying to view reports and dashboards?

A. Require a Usemame, Password, and Security Token when logging in.
B. Set up an authentication provider for reports and dashboards.
C. Require MFA when users need to view and export dashboards and reports.
D. Require a high assurance session when exporting or printing reports and dashboards.

Answer: D

Question: 152

AW Computing uses a custom Invoice object to track invoices related to accounts. The administrator wants to use roll-up summary fields to view high-level information at a glance on the account record.
Which two considerations should an administrator remember about roll-up summary fields?
Choose 2 answers

A. Roll-up types include COUNT, SUM, and AVG.
B. Roll-up summary fields are created on the master side of a master-detail relationship.
C. Roll-up summary fields prevent the conversion of a master-detail relationship to a lookup.
D. Rollup fields are calculated prior to save.

Answer: B, C

Question: 153

Cloud Kicks (CK) completed a project in a sandbox environment and wants to migrate the changes to production. CK split the deployment into two distinct change sets. Change set 1 has new custom objects and fields. Change set 2 has updated profiles and automation.
What should the administrator consider before deploying the change sets?

A. The Field-Level Security will not be deployed with the profiles in change set 2.
B. Change set 2 needs to be deployed first.
C. Automations need to be deployed in the same change set in order to be activated.
D. Both change sets must be deployed simultaneously.

Answer: A

Question: 154

The finance director at Cloud Kicks asks the administrator for an exception report that shows all B2C accounts that are missing the credit card number. The credit card number is a classic encrypted field.
What action should the administrator take to meet this requirement?

A. Add 'View Encrypted Fields' to a permission set assigned to Finance and system administrators and a summary report filtered by credit card number.
B. Unmask the encrypted credit card number field to make it available and add a custom filter to a report where credit card number is blank.
C. Build a custom checkbox called Has Credit Card' that Finance checks when a credit card is recorded and a tabular report filtered on the checkbox equal to false.

D. Create a summary report that includes a cross-filter to the Account object with a sub-filter for credit card number equal to null.

Answer: C

Question: 155

Cloud Kicks (CK) does business directly with individual consumers (B2C) and large businesses (B2B). Some of CK's B2C customers are employed at its larger customer accounts and should be tracked under both.
Which two options will CK need to use to manage its customers' accounts?
Choose 2 answers

A. Contacts to Multiple Accounts
B. Leads
C. Person Accounts
D. Campaign Members

Answer: A, C

Question: 156

A sales manager at AW Computing has created a contact record but is missing some of the information to complete the record. The organization-wide default for Accounts is set to Public Read Only, and Contacts are controlled by parent.

A. Who will be able to edit this new contact record?
B. Users above the sales manager in the role hierarchy
C. All users in the organization
D. The owner and users below the owner in the role hierarchy
E. Sales manager and system administrator

Answer: D

Question: 157

The administrator at AW Computing implements multi-factor authentication using the Salesforce Authenticator app downloaded on company-provided iPhones. A sales rep breaks their phone and needs to update an opportunity record.
How should the administrator grant access for the sales rep?

A. Instruct the sales rep to log in from the company's VPN.

B. Delegate multi-factor identification to the sales rep.
C. Add the sales rep's IP address to the trusted IP ranges.
D. Generate a temporary identity verification code for the rep.

Answer: D

Question: 158

The administrator at Cloud Kicks needs to set up automation to update three fields on the Shipment custom object. Because of the effect these updates will have on some programmatic customizations, they need to happen in a very specific order.
How should the administrator configure the field updates to ensure the proper order.

A. Create three workflow rules in order, one workflow rule for each field update.
B. Create a process with one criteria node and three field updates in the correct order.
C. Create a process with three criteria nodes and stop after each action.
D. Create a workflow rule with three field updates entered in the correct order.

Answer: C

Question: 159

An administrator is creating a custom Opportunity record page for Sales users for new logo opportunities. They need to control what fields display on the record when a sales user is viewing the opportunity.
Where should the administrator edit what fields display in the details of the record page?

A. Record Detail Component
B. Custom Lightning Component
C. Record Types
D. Page Layout

Answer: D

Question: 160

The administrator at Cloud Kicks (CK) is troubleshooting why users are missing expected email alerts from an automated process. The investigation shows that CK is hitting its daily limit.
What should the administrator review to resolve the issue?

A. Email Logs
B. HTML Email Status Report

C. Notification Delivery Settings
D. Outbound Messages

Answer: A

Question: 161

Northern Trail Outfitters requires the sales user to input a use case before moving the opportunity stage to qualified. A consultant has reviewed the business requirement and ran a report to check the state of data completion. When pulling a report for opportunities in the qualified stage or beyond, it appears that only 30% of records have a use case filled out with varying text strings.
What should the administrator recommend?

A. Write a record-triggered flow that populates the Use Case field when an opportunity is closed.
B. Create a validation rule and add the Use Case field to the Stage Guidance in Path.
C. Make the Use Case field required on the master Opportunity layout.
D. Use a quick action with the Use Case field in the layout, and add it as a Lightning component.

Answer: B

Question: 162

An administrator needs to create a junction object called Account Region to link the standard Account object with a custom object called Region.
Once the junction object is created, what are the next two steps the administrator should take?
Choose 2 answers

A. Make a master-detail relationship field on the junction object to the Region object.
B. Build a master-detail relationship field on the Region object to the junction object.
C. Create a master-detail relationship field on the Account object to the junction object.
D. Configure a master-detail relationship field on the junction object to the Account object.

Answer: A, D

Question: 163

The distributors at Cloud Kicks are eligible for support based on a specific service contract-How should the administrator show this in Salesforce?

A. Use entitlement management.
B. Add a service contract to the record.
C. Turn on Service Cloud.

D. Build a new custom object.

Answer: A

Question: 164

AW Computing has a new requirement from its security team where audit information relating to an account must be recorded in a new custom object called Audit. Audit records need to be preserved for 10 years and only accessible by the audit team.
What relationship should be used to relate the Audit object to the Account object?

A. Master-Detail
B. Lookup
C. Many-To-Many
D. Self

Answer: B

Question: 165

Cloud Kicks (CK) has an email parsing tool. CK wants to ensure that when certain fields are updated, the Case Owner is notified by email.
What should the administrator use to email the Case Owner?

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

Answer: A

Question: 166

When should an administrator consider when using Person Accounts'

A. In a complex business model and the users find it easiest to record Opportunity information on Contacts rather than Accounts.
B. In a B2B business model and is selling to the primary contact at a business organization.
C. In a B2C business model and the consumer is the intended recipient of sates and marketing attention.
D. In a business model that needs a separate Contact and Account to be included on all Case records submitted.

Answer: C

Question: 167

Universal Containers wants to assign a task due date on one of two fields. Estimated Shipping Date or Client Need By Date, which is further in the future.
Which two combined automation tools should the administrator use to create the task record and assign based on date criteria?
Choose 2 answers

A. Create a formula capture the MAX date.
B. Make a Process Builder to create the task.
C. Design an approval process to capture the furthest date.
D. Configure a workflow to create the task.

Answer: A, D

Question: 168

An administrator has been tasked with sending an email notification to all project team members when project status is changed to Allocated. Project teams contain users from different departments and different roles.
How should an administrator ensure the proper users will receive the email?

A. Configure a queue for the project team and have members view the queue's list view.
B. Use sharing rules to automatically share with the individual users in the project team.
C. Move the project users to the same role and send the email alert to everyone in the role.
D. Create public groups for each project team and send the email alert to the project group.

Answer: D

Question: 169

AW Computers is looking to enhance Salesforce to track conference rooms and IT equipment. An administrator has created a custom object called Room. The administrator also created a custom object called Equipment. This object has two fields: a currency field Price, and a lookup relationship to Room. While performing user acceptance testing, management requested to roll up all the Price values and display them on the corresponding Room record.
How should an administrator accomplish this?

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

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

Answer: B

Question: 170

How should an administrator support a finance team that is trying to use Opportunity data to keep an eye on their pipeline rather than manually calculating anticipated income for the quarter?

A. Run a report at the end of each quarter to update the finance team on pipeline status.
B. Set up collaborative forecasting to view quota against the open pipeline.
C. Create a custom Forecasting object to inform the finance team on the status of deals.
D. Show the finance team how to use the Opportunity Kanban List View.

Answer: B

Question: 171

An administrator at AW Computing is trying to track the login history for a specific user. The AW Computing org has 150,000 users and multi-factor authentication (MFA) is enabled and enforced for all users. In reviewing the Identity Verification History data, the administrator is unable to find any information for the mentioned user. The user used to log in regularly but has been inactive this quarter.
Which two reasons explain why the user's data is missing from Identity Verification History?
Choose 2 answers

A. Identity Verification History stores the last year's worth of data.
B. User belongs to a specific role for which identity verification data is not stored.
C. Up to 20,000 records of users' identity verification attempts are stored.
D. The last 6 months worth of data is stored in the Identity Verification History.

Answer: C, D

Question: 172

The sales manager at Cloud Kicks wants a way to report on information from a form their clients fill out during the sales cycle. Once a form has been submitted, the client is unable to access it. This form may need to be filled out more than once during the sales cycle. There are more than 30 fields on this form, and the sales team needs to be able to see what changed from one submission to the next.
Which two options should an administrator use to solve this scenario?
Choose 2 answers

A. Add forms as attachments.
B. Make custom fields.
C. Create a custom object.
D. Turn on Field Tracking.

Answer: A, C

Question: 173

At Ursa Major Solar, several different planetary teams handle leads depending on which planet the lead is coming from. While most of the teams only need a few fields filled out to work the lead, the Jupiter team requires additional information to be filled out, such as which moon the lead is coming from. The administrator needs to automate which team is allocated the lead record based on the planet and ensure that every team has all of the information they need.
Which two features will satisfy these requirements?
Choose 2 answers

A. Assignment Rules
B. Validation Rules
C. Matching Rules
D. Workflow Rules

Answer: A, C

Question: 174

The security department at AW Computing wants to prevent users from exporting more data than they need. Included in this request is limiting records containing sensitive information, such as bank accounts and Personal Identifiable Information (PII).
Which feature should an administrator recommend to help limit what data is exported?

A. Salesforce Platform Encryption
B. Export Data Settings
C. Salesforce Shield
D. Muted Permission Sets

Answer: C

Question: 175

A new administrator at Cloud Kicks has reported that they are unable to use outbound change sets as requested.

What permission should be reviewed to determine if it is missing from the administrator user or profile?

A. Create and Upload Change Sets
B. Modify Metadata Through Metadata API Functions
C. Deploy Change Sets
D. API Enabled

Answer: D

Question: 176

Cloud Kicks is a large company with many divisions. Some divisions have a higher turnover, so each division wants to be able to create and manage users only within their division.
What should the administrator do to set this up?

A. Set up delegated administrators for the division leaders.
B. Assign a flat territory role hierarchy for the divisions.
C. Create a permission set group for the division leaders.
D. Customize and assign profiles for the division teams.

Answer: A

Question: 177

At Cloud Kicks, the distributor account information is sensitive information. The administrator needs to make sure this information is unavailable to testers in the full sandbox.
What should the administrator recommend?

A. Refresh the sandbox.
B. Assign the users a new permission set.
C. Use the data masking tool.
D. Delete the sensitive information.

Answer: C

Question: 178

On the Planet custom object, Ursa Major Solar's sales director wants only certain action buttons to appear depending on if a given planet is defined as gaseous.
Which Lightning component should the administrator define dynamic action buttons?

A. Record Detail

B. Highlights Panel
C. Activities
D. Related Lists

Answer: B

Question: 179

Ursa Major Solar has a training sandbox with 160MB of test data that needs to be refreshed every other day.
Which two sandboxes should be used in this instance?
Choose 2 answers

A. Partial
B. Developer
C. Developer Pro
D. Full

Answer: C, D

Question: 180

Cloud Kicks wants to implement multi-factor authentication (MFA) to help better secure its Salesforce org.
Which two options should the administrator consider to use MFA?
Choose 2 answers

A. An Authentication App
B. A Username and Password
C. A Security Token
D. An Encryption Key

Answer: A, B

Question: 181

An administrator at AW Computing noticed that a custom field on the Contact object was changed from text to text area.
What tool should the administrator use to investigate this change?

A. Developer Console
B. Field History Tracking

C. Debug Log
D. View Setup Audit Trail

Answer: D

Question: 182

What should an administrator do to keep secure fields protected in email templates'?

A. Implement GDPR.
B. Set up an approval process for email alerts.
C. Remove the fields from the email.
D. Use classic encrypted fields.

Answer: D

Question: 183

Cloud Kicks has just released a new Process Builder on the Account in production. The end users keep getting error messages that prevent them from completing their updates to the Account.
Which three things should the administrator do to resolve this issue?
Choose 3 answers

A. Review the Error Email for the Process Builder and rectify the issues.
B. Manually make the updates to the Account as the logged-in user.
C. Deactivate the Process Builder in production.
D. Have the users refresh the Account page so they get the current Process Builder.
E. Fix the Process Builder in a sandbox and migrate the change to production.

Answer: B, C, E

Question: 184

Universal Containers' support team wants to use Salesforce Knowledge to allow customers and the support team to have access to the product documentation. There are many different types of documentation with usage across the globe.
What feature should the administrator configure?

A. Enable the Case Feed.
B. Create article types.
C. Define data categories and visibility.
D. Setup record types and page layouts.

Answer: C

Question: 185

The administrator at Cloud Kicks noticed that the before trigger they are working on executes successfully but fails to save the original version of the record to the external data archive. The administrator finds there is also a record-triggered flow on that object that is configured to run before save.
How should the administrator advise the developer'

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

Answer: A, B

Question: 186

AW Computing wants to enable a backup resource to assign permissions while restricting the backup resource's ability to create or modify permission sets.
Which feature should be employed to accomplish this request?

A. Assignment Rules
B. Delegated Administrator
C. View All Users Permission
D. Customize Application Permission

Answer: B

Question: 187

Ursa Major Solar has a global customer base. Recent issues with customs have greatly delayed shipping to Canadian customers. While the Country field is already on the page layout, the sales team wants Canadian customers highlighted as a potential challenge for fulfillment until the shipping issue is resolved.
How should the administrator solve this issue?

A. Modify the page layouts to move the Country field into its own section.
B. Add a rich text component to the Lightning page. Use conditional visibility to only show the component if the account is Canadian.

C. Create an in-app guidance prompt for Canadian records.
D. Create a new record type and page layout for Canadian customers, ensuring their pages look different.

Answer: C

Question: 188

An administrator has a request to create a Next Steps field for users to document what they need to do next on a lead. The field should allow users to format the text and be mapped to an opportunity when converted.
What type of field will satisfy these requirements?

A. Formula (Text)
B. Text Area (Long)
C. Text Area
D. Text Area (Rich)

Answer: D

Question: 189

Ursa Major Solar's administrator has configured multiple record-triggered flows to run before or after the record is saved on the Account object.
What should the administrator consider when a record-triggered flow executes first?

A. Assign the highest priority to the record-triggered flow which should execute first.
B. The flow with the longest execution time will execute first.
C. The flow with the shortest execution time will execute first.
D. The order in which those flows are executed is not guaranteed.

Answer: D

Question: 190

A user at Ursa Major Solar is experiencing a flow error while trying to process a record to the next status. The users with the same access can process records without any errors.
What should the administrator do to troubleshoot the issue?

A. Use the flow debug option and set the selection to Run as another user.
B. Grant the user more data access by moving them higher in the role hierarchy.
C. Change the flow to run as System Context Without Sharing - Access All Data.

D. Grant the user the Modify All permission to ensure they have full system access.

Answer: D

Question: 191

At Cloud Kicks, the Sales team uses a specific dashboard to see how they are doing daily. The team has asked the administrator for an easier way to see this dashboard.
What should the administrator recommend?

A. Add the dashboard to the Sales team's home page.
B. Create a custom app with a dashboard.
C. Email the dashboard to the Sales Team every morning.
D. Update the Sales team's app with a new dashboard.

Answer: A

Question: 192

Sales managers at Ursa Major Solar have asked for some additional automation around opportunity reminders. If the opportunity is in the Proposal stage a week before the close date, they want an email sent to the opportunity owner and manager. If the Budget Approved custom field is checked, the managers want to be notified immediately.
How should these requirements be met without using code?

A. Create a schedule-triggered flow. Configure the trigger to flow weekly.
B. Create a record-triggered flow with scheduled paths. Configure the trigger to flow after the record is saved.
C. Create a record-triggered flow with scheduled paths. Configure the trigger to flow before the record is saved.
D. Create a schedule-triggered flow for the Opportunity object. Configure the trigger to flow daily.

Answer: D

Question: 193

A sales rep at Ursa Major Solar realized that the wrong price book was selected for an opportunity-
How can the sales rep change the price book on the opportunity?

A. The change can be made through the mobile app.
B. The change can be made through the desktop site.
C. Once selected, the price book can be updated via the forecasting tab.

D. Once selected, the price book is locked on the opportunity.

Answer: B

Question: 194

An administrator at Cloud Kicks has been asked to reduce the file size of full data exports in order to have quicker exports.
Which three recommendations should the administrator make?
Choose 3 answers

A. Reduce the amount of objects per export.
B. Request a backup file every 5 days.
C. Deselect 'Include images, documents, and attachments' in the export.
D. Unselect the recycle bin in the object export option.
E. Keep deleted record counts to a minimum.

Answer: A, C, E

Question: 195

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

A. Bucket Report
B. Joined Report
C. Summary Report
D. Matrix Report

Answer: C

Question: 196

The administrator at Cloud Kicks needs to import a batch of person accounts into Salesforce.
What tool should the administrator use?

A. Data Import Wizard
B. Quick Create
C. Bulk API
D. Mass Update

Answer: A

Question: 197

An administrator is given a .csv file of 5,000 leads with External Id and Status fields. They need to match existing and add new records with Data Loader.
What action should be taken to populate the Status field on the records and add new records?

A. Export
B. Update
C. Insert
D. Upsert

Answer: D

Question: 198

A previous consultant helped Universal Containers automate many of its business processes. The administrator changed the email address on the consultant's user record and deactivated it. The consultant called to say they continue to get email messages from failed flows and processes.
What steps should the administrator perform to stop the fault messages from going to the consultant?

A. Create a custom metadata type and associate the LastModifiedBy field. Write a flow that updates the field in any flows or processes equal to the consultant's name.
B. Request an Email Log from Email Log Files in Setup and filter the request by the consultant's email. Manually update any flows or processes listed on the log.
C. Set Send Process or Flow Error Email' to Apex Exception Email Recipients' in Automation settings. Add the System Admin's email to the Apex Exception Email page in Setup.
D. Export Flow Interviews filtered by LastModifiedBy.email using Data Loader. In the .csv file, change LastModifiedBy to the System Admin and upload changes with Data Loader.

Answer: C

Question: 199

An administrator has a request to write a report listing accounts that have sales from this year and that have a completed activity in the last 30 days.
What reporting feature should the administrator employ to provide only the list of accounts, without listing the details of the opportunities?

A. Joined Report

B. Cross-Filter
C. Summary Report
D. Filter Logic

Answer: B

Question: 200

When configuring a change set, which two practices should an administrator adhere to in order to ensure a successful deployment to production?
Choose 2 answers

A. Clone a change set to add forgotten dependent components to an uploaded change set.
B. Add permissions and access settings to outbound change sets in addition to the dependent component list.
C. Run deployment validations on the change set in the sandbox prior to uploading to production.
D. When deploying a new record type, ensure the new record type is the only component in the change set.

Answer: A, C

Question: 201

When a sales rep at Northern Trail tiers to submit a discount request on an opportunity they receive an error:
Which two consideration would cause this error?

A. This field updated is on a cross-object.
B. The approval process is assigned to a queue.
C. A validation rule prevents the field update
D. The approval assigned in the process is inactive

Answer: C, D

Question: 202

The sales team has requested that a new field be added to accounts called Current Customer. The default value will be No and will change "Yes" if any related opportunity is successfully closed as won.
What can an admin do to meet this requirement?

A. Configure current customer as a roll-up summary field that will recalculate whenever an opportunity is won

B. Use an Apex trigger on the Account object that sets the Current customer field when an opportunity is won.
C. Use a workflow rule on the Opportunity object that sets the current customer filed an opportunity is won.
D. Configure current customer as a text field and use an approval process to recalculate its value

Answer: B

Question: 203

The Marketing Manager has requested that a field be added to each account that displays the number of contacts associated with that account. The manager wants to use this field as part of an email marketing segmentation strategy. How can this requirement be met?

A. Create a custom field on the account. Use a workflow rule to update the field when contacts are added or deleted.
B. Create a custom field on the account. Use an Apex trigger to update the field when contacts are added or deleted.
C. Create a custom formula field on the account using the count() function to count the number of related contacts.
D. Create a roll-up summary field that counts the number of contacts and displays that count on the account.

Answer: D

Question: 204

What should an administrator consider when moving approval processes using a change set?

A. Change sets do not include the approval and rejection actions from the source organization
B. Custom fields on standard objects will need to be manually added in the target organization.
C. The Unique Name of the approval process is not allowed to be changed once deployed in the target organization.
D. Change Sets do not include the order of active approval processes from the source organization.

Answer: A

Question: 205

Universal Containers purchased Field Service Lightning Licenses in Production and wants to make these license available in an active development sandbox with the minimum development impact.
How should an administrator create these licenses in the sandbox?

A. Merge Production and the sandbox using a template.
B. Use the Match Production Licenses tool.
C. Refresh the sandbox from production.
D. Submit a Salesforce support case.

Answer: C

Question: 206

Universal Containers has a Positions object that represents job Positions and a Applications object that represent people that have applied to the position. The Job Application object has a lookup to position. They want to run a report that shows all Positions that do NOT have any child job Applications.
Which solution would meet the requirements?

A. Use a custom report type that only displays job Application without Positions.
B. Use the standard Job Application with Position report type.
C. Use the standard Position report type with a cross filters.
D. Use the standard Position without job Application report type.

Answer: A

Question: 207

An Administrator has been asked to grant read, create and edit access to the product object for users who currently have the standard marketing user profile.
Which two approaches could be used to meet this request? Choose 2 answers.

A. Change the access levels in the marketing user standard profile to read, create and edit for the product object
B. Create a permission set with read, create and edit access for the product object and assign it to the marketing users
C. Create a permission set with read and write access for the product object and assign it to the marketing users
D. Create a new profile for the marketing users and change the access levels to read, create and edit for the product object

Answer: B, D

Question: 208

Support agents at Cloud Kicks associate Cases and Bugs so that can report on how many Cases are related to a Bug. A Bug is required to have a Case in order to be created.
Which type of object relationship will meet this requirement?

A. Junction
B. Lookup
C. Hierarchical
D. Master-detail

Answer: D

Question: 209

Which three capabilities should an administrator consider about change sets?
Choose 3 answers.

A. When a component is added to a change set, all dependent components automatically get added.
B. When custom fields are added to a change set, field-level security is automatically included.
C. When a change set is deployed to production, by default, all unmanaged Apex tests will automatically be run.
D. There is a feature that allows the user to validate a change set before deploying it.
E. To use change sets, at least one Inbound and one outbound connection must exist.

Answer: B, D, E

Question: 210

In Lightning, an opportunity pipeline report listing opportunities by sales representative shows multiple opportunities written for the same account. The sales Manager would like to know how many individual account each representative has written business for.
How should the report be identified to include the number of individual accounts represented by representative?

A. Create a custom summary formula and group by account.
B. Select Show Unique Count on the Account Name Column in the report builder.
C. Add a bucket field for Account Name and group by the bucket field.
D. Group by Account and summarize a custom checkbox defaulted to checked.

Answer: A

Question: 211

A custom object was created at Universal Containers to store information employees will need for their annual reviews. Only the employee should be able to access their records. The administrator has set Organization-Wide Defaults to private for the object. These records are accessible by the employee's manager.
What additional step should be taken to remove the manager's access to these records?

A. Uncheck the manual sharing for the custom object on each profile.
B. Uncheck grant access using hierarchies in sharing settings.
C. Remove access to the custom object on the manager's profile.
D. Recalculate the sharing rules in sharing settings.

Answer: D

Question: 212

When a lookup relationship is created between two objects, which three options can the administrator select to help manage situations when a lookup record is deleted?
Choose 3 answers.

A. Prompt the user to enter another record to resolve the lookup relationship.
B. Do not allow deletion of a lookup record that is part of a lookup relationship.
C. Notify the record owner.
D. Delete the related record also.
E. Clear the value of the lookup field.

Answer: B, D, E

Question: 213

on the custom Position object need updating and require frequent change. Because frequent changes have to be made to these Position fields, they are requesting the ability to update these picklist values.
Which feature should the administrator consider that allows for this?

A. A permission set containing the modify all data permission for the Position object.
B. Delegated administration for the Position object
C. Screen Flow using custom metadata types
D. Field accessibility set to editable for the picklists for the Position object.

Answer: B

Question: 214

Universal Containers has a process to allow an employee to submit a vacation request and route it to the employee's manager for approval. An employee attempted to submit a request but it could not be submitted. How could the administrator troubleshoot this?

A. Ensure the user record has an assigned active manager.
B. Use workflow to email the administrator if the process fails.
C. Review the system log to determine the root cause.
D. Ensure the approval step has an associated action

Answer: A

Question: 215

An administrator wants to allow users who are creating leads to have access to the find duplicates button.
Which lead object-level permission will the administrator need to provide to these users?

A. Merge
B. View All
C. Delete
D. Read and Edit

Answer: C

Question: 216

A user changes roles from an EMEA sales representative to a US sales representative. How will this impact the ownership-based sharing rules for the user's records?

A. This will affect the ownership of records for standard objects but not custom objects.
B. All of the ownership-based sharing rules are recalculated.
C. None of the ownership-based sharing rules are recalculated.
D. This will only affect ownership-based sharing rules if the user moves up in the role hierarchy.

Answer: B

Question: 217

Universal Containers categorizes its accounts with one of two status values - Prospect or Customer. The administrator wants to automatically change the value from Prospect to Customer when an opportunity is won. Which two actions should the administrator take to accomplish this? Choose 2 answers

A. Use Visualforce to update the Account Status field.
B. Create an account workflow rule that updates the Account Status field.
C. Create an opportunity workflow rule that updates the Account Status field.
D. Use an Apex trigger to update the Account Status field.

Answer: C, D

Question: 218

Northern Trail Outfitters has five delegated administrators and two system administrators. There have been a couple of cases reported that login settings for sales reps have changed.
Where would the administrator find what settings have been changed?

A. Login history
B. Debug log
C. Field history tracking
D. Setup audit trail

Answer: D

Question: 219

A sales manager would like a report of accounts with no closed/won opportunities in the last year. How can this requirement be met?

A. Create a joined report using the Accounts report type and the Opportunities report types.
B. Create a tabular report using the Account report type and add a cross filter using Opportunities.
C. Create a customer report type for Accounts without Opportunities.
D. Create a summary report using the Accounts report type with a formula field for opportunity count.

Answer: A

Question: 220

Leads come to universal containers from various sources and need to be assigned to the correct sales team. When a lead comes for the APAC region, it can be passed to an external partner if the sales director approves the transfer. The partner's channel manager must be notified when the partner has been assigned the lead.
At the minimum, which combination of automation tools will be needed to meet these requirements?

A. Assignment rules, auto-response rules, and workflow rules
B. Assignment rules and approval processes
C. Assignment rules, approval processes, and workflow rules
D. Assignment rules and workflow rules.

Answer: C

Question: 221

Universal Containers wants to ensure that the following opportunity fields are present on each record at the negotiation/review or won stages:
Amount (Currency) us populated.
The Ready to Close (Checkbox) must also be true.
Which validation rule error condition should the administrator configure to meet these requirements?
A)

```
AND(OR(StageName = "Negotiation/Review", StageName = "Closed Won"),OR(ISBLANK( Amount ),Ready_to_Close__c =
FALSE))
```

B)

```
AND(OR(ISPICKVAL(StageName, "Negotiation/Review"), ISPICKVAL(StageName, "Closed Won")),OR(ISBLANK( Amount
),Ready_to_Close__c = FALSE))
```

C)

```
AND(OR(ISPICKVAL(StageName, "Negotiation/Review"), ISPICKVAL(StageName, "Closed Won")),OR(NOT(ISBLANK( Amount
)),Ready_to_Close__c = TRUE))
```

D)

```
AND(OR(StageName = "Negotiation/Review", StageName = "Closed Won"),OR(ISBLANK( Amount ),Ready_to_Close__c =
TRUE))
```

A. Option A
B. Option B
C. Option C
D. Option D

Answer: C

Question: 222

Which three capabilities of Live Agent in the Salesforce Console for Service? Choose 3 answers.

A. Approval Processes can be used to escalate cases in the chat window.
B. Multiple visitors can chat in one window
C. The Articles tool can be used to search for Knowledge Articles
D. Chats can be transferred to other agents.
E. The Details tab can be used to see information about the visitor.

Answer: C, D, E

Question: 223

The inside sales manager at Universal Containers wants to be able to report on how long leads have a Lead Status of "Open" before the status changes to another value. Additionally, the sales team has requested the status value be changed with fewer clicks. What should the administrator do to meet this requirement?

A. Use a workflow rule that sends an email when the Lead Status is changed and an approval process to update the status.
B. Use a formula field to calculate the difference between the current and created data when the status changes through inline editing.
C. Turn on field history tracking for the lead status field and create a report based on that field.
D. Use a quick action to change the status value and a workflow rule to update a date field.

Answer: B

Question: 224

What are two considerations an administrator should consider when setting up quotes?
Choose 2 answers

A. Discount fields on quotes can be a negative number
B. Quotes can be synced with multiple active quotes
C. Price books must be active in an opportunity before you can create quote for the opportunity
D. When a quote is deleted the related opportunity and products are deleted as well
E. Quote PDF text aligns to the left side of the page instead of the right.

Answer: C,E

Question: 225

Which two permissions need to be enabled to set up entitlement management, including milestones, entitlement processes, and entitlement templates?

A. Customize Entitlements
B. Manage Milestones
C. Customize Application
D. Manage Entitlements

Answer: CD

Question: 226

A user with permissions to create price books wants to quickly create a new product with the same information as the existing product by cloning the product. What is an important consideration when cloning a product?

A. Price book entries will not be created in the standard price book.
B. Price book entries in price books that you don't have sharing access to are created.
C. Price book entries in price books that you don't have sharing access to aren't created.
D. Price book entries need to be activated before users can use the new price book.

Answer: D

Question: 227

The marketing department at Universal Containers regularly changes the page layout requirements for its customer marketing objects. The VP of Marketing has asked the administrator for permission to configure only these objects. What can the administrator do to meet this request?

A. Grant the VP of Marketing the ability log in as a user who is an administrator.
B. Setup the VP of Marketing as a delegated administrator for the custom marketing objects.
C. Enable Marketing User permission on the user record for the VP of Marketing.
D. Create a custom profile with the Edit permissions on the custom marketing objects and assign to the VP of Marketing

Answer: B

Question: 228

Universal Containers suspects a used is logging in as other users and editing Account records without their approval.
Where would an administrator go to verify who is logging in as other users?

A. Users Login History
B. Setup Audit Trail
C. History Tracking on the Account
D. Debug Logs

Answer: B

Question: 229

Universal Containers wants to create a Job Application custom object related to a Job Posting custom object. They would also like a no-code solution to calculate the number of Job Applications for each Job Posting.
What type of field should an administrator create on the Job Application to enable this functionality?

A. Formula
B. Lookup
C. Roll-up Summary
D. Master-Detail

Answer: D

Question: 230

Which two should an administrator consider when setting up Salesforce CRM Content ? Choose 2 answers.

A. An approval process can ensure that all product-related content is reviewed.
B. A validation rule can ensure a description is required for all contributed content.
C. The library type determines the size of files that can be contributed to content.
D. The content type determines which fields appear on the Content Detail page layout.

Answer: B, D

Question: 231

Which three features are supported in delegated administration?

A. Create and edit users
B. Manage custom objects
C. Unlock Communities users
D. Set org-wide sharing defaults
E. Unlock non-Communities users

Answer: A, B, E

Question: 232

Universal Container (UC) is considering using Communities. Each partner is associated with a product and will need a separate community?
Some partners will need to access to more than one community.
What are two consideration an administrator should be aware of?
Choose 2 answers

A. The org limit of 100 communities includes active, inactive, and preview communities.
B. Communities licenses are associated with a specific community.
C. The org limit of 100 community does not include inactive or preview communities.
D. Community license choice of member-based or login-based.

Answer: A, D

Question: 233

An administrator is moving sandbox customizations to production using a change set. Alter creating the initial change set, the administrator realizes that some components were missed.
What three considerations should the Admin make regarding the change set?
Choose 3 answers.

A. Clone the change set to add dependent components to an uploaded change set.
B. Add permissions and access settings to the outbound change set.
C. Edit the uploaded change set to add the additional components.
D. Use a new change set co deploy metadata and data from the sandbox to production.
E. Deploy all dependent components.

Answer: B, D, E

Question: 234

Cloud Kicks wants to understand the implications of archived Activities.
Which two considerations should an administrator communicate regarding archived Activities?
Choose 2 answers.

A. Archived activities are deleted after 365 days.
B. Closed tasks created more than 365 days ago with no due date are archived.
C. Events created more than 365 days ago are archived.
D. Events that ended more than 365 days ago are archived.

Answer: A C

Question: 235

North Trail Outfitters want to automate the assignment of territories to opportunities.
Which two features are needed to meet this requirement.

A. Enable opportunity owner-based sharing
B. Create an Apex Class
C. Create Assignment Rules
D. Enable filter-based Opportunity Territory Assignment

Answer: C, D

Question: 236

Which two values roll up the Hierarchy to the manager for both Customizable and Collaborative Forecasts? Choose 2 answers

A. Expected revenue
B. Product quantity
C. Opportunity amount
D. Quota amount

Answer: C, D

Question: 237

Which two types of data should a sales representative access from the Forecasts tab when using Collaborative Forecasts?
Choose 2 answers.

A. Opportunities that make up each forecast amount
B. Forecast amount for each opportunity stage
C. Forecast amount for each forecast category
D. Forecast amount for other representatives on their team

Answer: B, C

Question: 238

Universal Containers sells monthly service subscriptions and wants to ensure their Opportunity report accurately represent the amount of money to be received each month.
Which solution an administrator use to meet this requirement?

A. Use monthly Opportunity reporting snapshot.
B. Use process Builder and Flow to create custom object records
C. Use Opportunity formula fields for each reporting period.
D. Use product revenue schedules for each revenue period.

Answer: A

Question: 239

Universal Containers wants to convert a lookup relationship to a master detail relationship.
What action should the administrator take prior to converting the relationship?

A. Ensure all existing records have a value in the current lookup field.
B. Remove roll-up summary fields on the parent prior to changing the field type.
C. Delete the current lookup field before adding the new master-detail field.
D. Select the allow re-parenting option on the master-detail relationship field.

Answer: A

Question: 240

Universal Containers uses a custom object to track resources called Supply Items with a lookup to Accounts. The Supply Items records should only be visible by users that own the Account records. What sharing setting provides the correct visibility?

A. Public Read Only
B. Private
C. Controlled by Parent
D. Public Read/Write/Transfer

Answer: C

Question: 241

Universal Containers wants to implement a recruiting application using an application custom and a position custom object. Each position record may have many applications associated with it.
What solution should the administrator recommend to ensure applications are retained even if the position is removed?

A. Create a master-detail field on Position.
B. Create a lookup field on Applicant.
C. Create a lookup field on Position.
D. Create a master-detail field on Applicant

Answer: B

Question: 242

The VP of sales at Universal Containers has reported that users are changing the stage of opportunity records that they do not own. The VP wants only the owner of an opportunity to be able to change the stage of an opportunity-wide Default are set to pubic read/write.
Which validation rule should the administrator use to allow only the record owner to edit the stage field?

A. AND(PRIORVALUE (StageName), Ownerid < >; $user,id)
B. AND(ISCHANGED(StageName) < >; $user.id)
C. NOT(ISCHANGED(StageName) , ownerid = $user.id)
D. NOT(PRIORVALUE(StageName) , Ownerid = $user.id)

Answer: B

Question: 243

Universal Container has an active process that assigns a task to sales operations once an opportunity is won. Sales Ops is reporting that he tasks are missing.
Which two tools should the administrator use to determine the problem?
Choose 2 answers

A. Paused flow interview list
B. Email Log
C. Monitor time based workflow
D. Debug Log

Answer: C, D

Question: 244

Which three types of prices should an administrator set for an organization's products?
Choose 3 answers.

A. Discount prices
B. List prices
C. Standard prices
D. Product prices
E. Sales prices

Answer: A, B, C

Question: 245

Universal Containers uses territory management to manage its sales territories. Territory managers and sales reps are at the same role level in the sold hierarchy. Account and opportunity objects are set to private. What record access can territory managers have for accounts and opportunities that are assigned to their territories? Choose 3

A. Transfer all opportunities associated with accounts in the territory, regardless of who owns the opportunities.
B. Transfer and delete opportunities assigned to the territory, regardless of who owns the opportunities
C. Edit all opportunities associated with accounts in the territory, regardless of who owns the opportunities.
D. View all opportunities associated with accounts in the territory, regardless of who owns the opportunities
E. View edit transfer and delete accounts assigned to the territory, regardless of who owns the accounts.

Answer: C, D, E

Question: 246

AW Computing uses a private sharing model for cases. A select group of five users need read/write access to all cases with a specific record type. Of these users, one is assigned the Support Manager profile and four are assigned the Support Representative profile. How can the administrator meet this requirement?

A. Create a public group for the users and a custom parent case record with the record type; share this case by record owner.
B. Create a public group for the users and use criteria-based sharing rules to share cases with the record type to that group.
C. Modify the Support Manager and Support Representative profiles to View All Data access on all cases with the record type.
D. Create a new profile for the five users with View All Data access; remove access to the record type from all other profiles.

Answer: D

Question: 247

An administrator notices that there are two account records in the system with the same name. A contact record with the same name is associated with each account.
Which set of steps should be taken lo merge these accounts using the Salesforce merge feature?

A. Merge the duplicate accounts and the duplicate contacts will be merged automatically.
B. Merge the duplicate accounts and check the box that optionally merges the duplicate contacts.
C. Merge the duplicate contacts and then merge the duplicate accounts.
D. Merge the duplicate accounts and then merge the duplicate contacts.

Answer: D

Question: 248

Which two deployment tools should be used to delete metadata from an organization?
Choose 2 answers.

A. Ant Migration Tool
B. Unmanaged packages
C. Developer Console
D. Change sets

Answer: B, C

Question: 249

Which statement is true about the creation of entitlement processes?
Choose 2 answers

A. The Manage Entitlements permission must be enabled.
B. Entitlement versioning allows changes to existing entitlement processes.
C. Entitlements have their own organization-wide default settings.
D. Milestones can be created dynamically based on other fields.

Answer: A, D

Question: 250

A sales manager is receiving an "insufficient privileges" error when viewing a contact. The contact owner is under the manager in the role hierarchy. What is the reason the sales manager is not able to view the contact?

A. The contact owner has not selected the option to share contacts with others in the role hierarchy.
B. The contact sharing settings are private, so access to the record is limited to the contact owner and system administrator.
C. The account sharing settings are controlled by the parent, and the account owner is not under the sales manger's role.
D. The contact sharing settings are controlled by the parent, and the account owner is not under the sales manager's role.

Answer: B

Question: 251

The sales operations team at Universal Containers wants to ensure that when an opportunity is won the custom shipment date field is populated.
How should the administrator configure salesforce to meet this requirement?

A. Add a default value to the shipment date using the Today() function.
B. Make the shipment date field required on the opportunity page layout.
C. Create a dependency between the stage and shipment date fields.
D. Create a validation rule on the opportunity using the ISBLANK() function.

Answer: D

Question: 252

A sales manager cannot view a contact owned by a salesperson. The salesperson is below the sales manager in the role hierarchy. Why can't the sales manager view the contact?

A. The contact has not been manually shared with the manager.
B. Contact sharing settings have Grant Access Using Hierarchies unchecked.
C. Contact sharing settings are Private.
D. The contact is not linked to an account.

Answer: D

Question: 253

Universal Containers created a few new fields on the account object as well as a new section on the page layout in the config sandbox. After positive test results, the administrator created and uploaded a change set with the new fields from the sandbox to production. Unfortunately, the administrator forgot to add the page layout.
Which two options can the administrator take to deploy the page layout?
Choose 2 answers.

A. Edit the change set in production to add the new page layout before deploying the change set.
B. Deploy the existing change set. create and deploy a new change set containing the page layout.
C. Add the page layout to the existing change set in the sandbox and upload the change set again.
D. Clone the change set in the sandbox, add the new page layout to it and upload to production.

Answer: B, C

Question: 254

Which three actions can occur when an administrators clicks "save" after making a number of changes to Knowledge data categories in a category group and changing their position in the hierarchy? Choose three.

A. The contents of category drop-down menu change
B. Users are temporarily locked out of the ability to access articles
C. Users may temporarily experience performance issues when searching for articles
D. The history of article usage is reset to zero utilization
E. The articles and questions visible to users change

Answer: A, C, E

Question: 255

Universal Containers created and tested a new approval process in a developer sandbox. While the approval routings were correct, the approvers were NOT receiving the notification emails.
What could be the cause of this issue?

A. Approvals can only be tested in a fail or partial data sandbox.
B. The email address for the users in the sandbox are invalid.
C. The email relay is disabled in the sandbox.
D. Email deliverability CANNOT be changed in a sandbox.

Answer: B

Question: 256

Cloud kicks wants to understand the implications of archived Activities.
Which two considerations should an administrator communicate regarding archived Activities?
Choose 2 answers

A. Archived activities are deleted after 365 days.
B. Closed tasks created more than 365 days ago with no due data are archived.
C. Events that ended more than 365 days ago are archived.
D. Events created more than 365 days ago are archived.

Answer: C, D

Question: 257

What are two considerations when setting up Salesforce Content?
Choose 2 answers.

A. A validation rule can ensure a description is required for all contributed content.
B. An approval process can ensure that all product-related content is reviewed.
C. The library type determines the size of files that can be contributed to content.
D. The content type determines which fields appear on the content Detail page layout.

Answer: A, D

Question: 258

Sales management wants to enforce a process in which the name of an account is always included in the name of an opportunity. How can automation be used to help meet this requirement?

A. Use approval process that routes newly created opportunities to management for data quality review.
B. Use an Apex Trigger on the Account object that adds the account name to the opportunity name.
C. Write a criteria-based workflow rule that updates the opportunity name concatenated with the account name.
D. Write a validation rule that updates the opportunity name with the account name using a cross-object formula.

Answer: C

Question: 259

Universal Containers uses a custom object to track customer complaints. The company wants to have a field on the custom object where they can include a reference to another complaint.
What types of relationship can be used to accomplish this?

A. Hierarchical
B. Lookup
C. Junction
D. Master-detail

Answer: B

Question: 260

Universal Containers has four sales regions: North America, APAC, EMEA, and LATAM. Each sales region is led by a VP of Sales. Each of the VPs wants to have a dashboard emailed to them every Monday morning that contains components with only the data for their region. How can an administrator meet this requirement?

A. Create a reporting snapshot and check the dashboard option, scheduled to be delivered on Monday mornings.
B. Create one dashboard that includes a filter for each region, scheduled to be delivered on Monday mornings.
C. Create a separate dashboard with data specific to each sales VP, scheduled to be delivered on Monday mornings.
D. Create one dashboard using Visualforce to create a filter, scheduled to be delivered on Monday mornings.

Answer: C

Question: 261

What are two capabilities of Enterprise Territory Management?
Choose 2 answers.

A. Prioritize territories to indicate highest priority or lowest priority
B. Territory hierarchy replaces the role hierarchy for sharing
C. The ability to use filter-based opportunity criteria to expand assignment rules
D. The ability to use 20 territories assignment rules per model

Answer: A, C

Question: 262

The VP of Marketing is launching campaigns in each region to target accounts that do not have open opportunities. What reporting solution can an administrator set up to assist with this?

A. Standard Filter
B. Cross Filter
C. Reporting snapshot
D. Joined report

Answer: B

Question: 263

Universal Containers uses Territory Management to manage its sales territories. Territory managers and sales representatives are at the same role level in the role hierarchy. Account and Opportunity objects are set to private.
Which three permissions should be granted to territory managers.
Choose 3 answers

A. Transfer All opportunities associated with accounts in the territory, regardless of who owns the opportunities.
B. View, Edit, Transfer, and Delete accounts assigned to the territory, regardless of who owns the accounts.
C. Transfer and Delete opportunity assigned to the territory, regardless of who owns the opportunities.
D. View All opportunities associated with accounts in the territory, regardless of who owns the opportunities.
E. Edit All opportunities associated with accounts in the territory, regardless of who owns the opportunities.

Answer: C, D, E

Question: 264

Which two values roll up the hierarchy to the manager for Collaborative Forecasting?
Choose 2 answers.

A. Expected revenue
B. Product quantity
C. Quota amount
D. Opportunity amount

Answer: D

Question: 265

The Sales Manager at Universal Containers would like a dashboard to view each of the sales representative's opportunities, accounts, and related cases. What is a recommended solution?

A. Create a dashboard and add filters for users, opportunities, accounts, and cases.
B. Create a dynamic dashboard and add filters for opportunities, accounts and cases.
C. Create a dynamic dashboard and insure the sales manager has the "View My Team's Dashboard" permission.
D. Create an individual dashboard for each sales representative with opportunity, account, and case components.

Answer: C

Question: 266

Which two results can be expected it an administrator uses Data Loader to transfer ownership of account records? Choose 2 Answers.

A. All manual sharing is removed from the records that are transferred.
B. All account teams are removed from the records that are transferred.
C. All ownership-based sharing rules for the records are recalculated.
D. All new owners are automatically notified of their new account ownership.

Answer: A, D

Question: 267

Universal containers would like to ensure that when an opportunity stage is closed lost the reason is captured in a custom reason lost field before the record can be saved.
What is the recommended approach to meet this requirement?

A. Create a trigger that requires reason lost to be populated once the opportunity stage is closed lost.
B. Create a workflow rule that fires on the closed lost stage and populates the reason lost field.
C. Create a page layout for closed lost opportunities and make reason lost a required field.
D. Create a validation rule that requires reason lost to be populated once the opportunity stage is closed lost.

Answer: D

Question: 268

After an Administrator has refreshed a sandbox, what behavior should users expect to see in the sandbox?

A. All new data since the last refresh will be added to the existing information in the sandbox
B. Metadata changes since the last refresh will be added to the existing information m the sandbox
C. Users in the sandbox that do not exist in production will no longer exist in the sandbox.
D. Users in production will now be able to receive emails sent out from the sandbox.

Answer: A

Question: 269

The Marketing Manager at Universal Containers wants to change the column headings for several of the fields on opportunity reports.
What approach should and administrator take to meet the requirements?

A. Build a Custom Report type and use Display As in Edit Layouts to make the requested changes.
B. Create bucket fields for each field and enter the new column heading in the Bucket Name Field.
C. Edit the fields Available for Reports sections in the Opportunities report type to make the changed.
D. User Rename tabs and labels to change the field labels as needed.

Answer: B

Question: 270

Universal Containers is using approval process with email notifications to streamline administrator process, A new approval process has been written that allow for delegated approvers. In testing, resulting show the primary approver is receiving the email notification but the delegated approver is NOT.
Which two steps should an administrator take to troubleshoot?

A. Verify that each approval step is set to allow delegated approvers.
B. Check Approval History to make sure the Submit for approval button was clicked.
C. Verify that the email was sent in the setup Audit Trail.
D. Check the delegated approver’s user settings.

Answer: C, D

Question: 271

Sales management wants a small subset of users with different profiles and roles to be able to view all data for compliance purposes. How can an administrator meet this requirement?

A. Assign delegated administrator to the subset of users to View All Data.
B. Create a new profile and role for the subset of users with the View All Data permission.
C. Enable the View All Data permission for the roles of the subset of users.
D. Create a permission set with the View All Data permission for the subset of users.

Answer: D

Question: 272

Users report that the industry picklist field is no longer visible on account records. What test can an administrator use to troubleshoot the issue?

A. Field audit history
B. Setup audit trail
C. Field history tracking
D. Debug log

Answer: B

Question: 273

Universal Containers wants only users from the sales department to have access to price books. How can an administrator meet this requirement?

A. Create a sharing rule to share all price books to sales users.
B. Manually share each price book to the sales users roles.
C. Set the organization-wide default for price book to Use.
D. Clone all custom price books from the standard price book.

Answer: D

Question: 274

Which two actions could the delegated administrator complete after delegated administration is granted for a custom object? Choose 2 answers

A. Change organization-wide snaring rules for the object.
B. Create a custom tab for the object
C. Add a custom picklist field to the object
D. Change the relationship with another object.

Answer: B, C

Question: 275

What type of process can the system administrator set for an organization's products?
Choose 3 answers

A. Standard prices
B. List prices
C. Product prices
D. Sales prices
E. Discount prices

Answer: A,B,D

Question: 276

The administrator at Universal Containers has been asked to create an account management dashboard displaying opportunities and activities for each of its top five clients.
Which dashboard feature should the Administrator use to meet this requirement?

A. Dashboard Filter
B. Joined reports on a dashboard
C. Dynamic dashboard
D. Matrix reports on a dashboard

Answer: C

Question: 277

The administrator at Universal Containers wants to improve data quality by ensuring that all accounts have a billing State/Province based upon the Billing Postal Code for that account. Which two solutions can meet this requirement?
Choose 2 answers.

A. Use a validation rule to do a VLOOKUP of the Billing Postal Code to a custom object that maps postal codes to states/provinces.
B. Use a trigger that populates Billing State/Province based on a custom object that maps postal codes to states/provinces.
C. Use a workflow rule that populates Billing State/Province based on a custom object that maps postal codes to states/provinces.
D. Use a validation rule to do a HLOOKUP of the Billing Postal Code to a custom object that maps postal codes to states/provinces.

Answer: A, B

Question: 278

Universal Containers has a workflow rule that sends and email alert to the VP of Sales when a large deal is won. The VP is reporting that these emails are not being delivered. Which two tools should be used to determine the problem?

A. System audit trail
B. Debug logo
C. Email log
D. Workflow monitor

Answer: B, C

Question: 279

A user has pore with read-only permissions for the case object.
How can the user be granted edit permission for cases?

A. Create permission set with edit permissions for the case object.
B. Create a sharing rule on the case object with read/write level of access.
C. Create a public group with edit permissions for the case object.
D. Add the user in a role hierarchy above the users with edit permissions on the case object.

Answer: A

Question: 280

Universal Containers is implementing a new lead status process and wants to be able to do the following:
- Track leads through five different status values
- Run reports showing the duration a lead spends in each status

- Run full Lifetime reports of a lead from creation to conversion
- Prevent leads from skipping a lead status

How can these requirements be met?

A. Use lead history reporting to track changes in the lead status field, and use custom reporting fields to calculate status duration. Use validation rules to prevent status skipping
B. Use custom date fields and workflow rules for each status, and use custom formula fields for calculating duration of a status. Use validation rules to prevent status skipping
C. Use an Apex Trigger to populate custom date fields for each status, and use custom formula fields for calculating duration of each status
D. Use field history tracking on the lead status field to track the duration of each status. Use validation rules to prevent status skipping

Answer: A

Question: 281

A sales manager cannot vim a contact owned by a salesperson. The salesperson is below the sales manager in the role hierarchy.
Why is the sales manager unable to view the contact?

A. Contact sharing settings have Grant Access Using Hierarchies unchecked.
B. Contact sharing settings ace Private.
C. The contact has MOT been manually shared with the manager.
D. The contact is NOT linked to an account.

Answer: D

Question: 282

An administrator would like to know which delegated administrators are actively customizing their organization.
their organization. Where can the administrator find this information?

A. Delegated administrator log
B. Setup audit trail
C. Debug log
D. Login history

Answer: B

Question: 283

Universal Containers wants to track expense reports and expense line items. Values from expense line item records need to be aggregated and displayed on the expense record. What type of relationship should an administrator use to ensure that expense line items can be aggregated?

A. Roll-up summary
B. Lookup
C. Hierarchical
D. Master-detail

Answer: D

Question: 284

Which three are capabilities of Collaborative Forecasting?

A. Rename categories
B. Forecast using opportunity splits
C. Overlay quota
D. Add categories
E. Select a default forecast currency setting

Answer: A, B, E

Question: 285

An administrator has been asked to create a replica of the production organization. The requirement states that existing fields, page layouts, record types, objects, and data contained in the fields and objects need to be available in the replica organization. How can the administrator meet the requirement?

A. Create a metadata sandbox
B. Create a Full Sandbox
C. Create a configuration-only Sandbox
D. Create a developer sandbox

Answer: B

Question: 286

The VP of Finance wants to ensure that once an opportunity is closed, it cannot be modified by any user. How can an administrator meet this requirement?

A. Create a workflow field update to update the IsClosed field to True if a dosed opportunity is modified.
B. Set the Do Not Modify Closed Opportunity permission for all profiles.
C. Set all fields to Read-Only on the standard Closed Opportunity page layout.
D. Create an opportunity validation rule with the formula; PWORVALUE(IsClosed) - True.

Answer: D

Question: 287

Universal Containers wants to allow its customers to submit support requests across multiple channels.
In which two ways can this be accomplished with Salesforce?
Choose 2 answers

A. Enable the Service Cloud Console app on the company's website.
B. Expose the case feeds option on the company's website.
C. Offer a Chat button on the company website.
D. Enable Chatter Questions in the company's customer Community

Answer: B, C

Question: 288

An administrator has uploaded a change set from a sandbox to a production organization and would like to add a missing component to the change set before deployment.
What option does the administrator have to modify the change set? Choose 2 answers.

A. Edit the change set in the sandbox environment and upload it to production.
B. Clone the change set in the sandbox environment, add the component and upload it to production
C. Create a new change set in the sandbox environment, add all the required components and upload it to production
D. Edit the change set in production, add the component, and use the redeploy option.

Answer: B,C

Question: 289

Content and has been asked to restrict the content types that are available In a library.
How can an administrator meet this requirement' Choose 2 answers

A. Add the Related Content related list to the page layout for the associated object

B. Select the 'Restrict the content types available in the library" checkbox.
C. Add the default content type to the selected Content Types list.
D. Add members to the library who are users or members of public groups.

Answer: B,D

Question: 290

On a monthly basis, an administrator would like to pull data related to service contracts from Salesforce to store elsewhere. Which two ways can an administrator accomplish this? Choose 2 answers

A. Use the "Object Export" feature under Data Management
B. Use Data Exporter to export the data each month.
C. Use Data Loader to export the data each month.
D. Configure the "Schedule Export" options under Data Export

Answer: C, D

Question: 291

How can the administrator ensure article managers use specified values for custom article fields?

A. Create a validation rule on the article.
B. Require a field on the page layout.
C. Use field dependencies on article types.
D. Create different article type for different requirements.

Answer: A

Question: 292

What type of data can be migrated between environments using change sets? Choose 2 answers

A. Account team roles
B. Custom fields
C. Field type changes
D. Email templates

Answer: B, D

Question: 293

What is the correct order of steps to follow when working with inbound change sets?

A. Deploy, validate, Monitor
B. Validate, Deploy, Monitor
C. Deploy, Monitor, Validate
D. Monitor, Deploy, Validate

Answer: B

Question: 294

Universal Containers wants customers who buy the Freight Container product to be billed in monthly installments. How should an administrator meet this requirement?

A. Create custom fields on the product.
B. Create a default revenue schedule on the product.
C. Create a workflow rule on the product.
D. Create a default quantity schedule on the product

Answer: B

Question: 295

What are two capabilities of Salesforce Customer Community members?
Choose 2 answers.

A. Their reputation levels must be the same across all communities of which they are members.
B. They use the ideas tab to submit, comment on, and vote for ideas.
C. They must belong to a company's internal community to participate in Chatter collaboration.
D. They find crowdsourced answers and Knowledge articles to resolve a support issue.

Answer: B, C

An administrator at Universal Containers hat completed a new set of validation rule along with a Process Builder in a sandbox and wants to move these changes to production via a change set but they are currently unable to do so.
What are two configurations an administrator needs before they are able to deploy changes? Choose 2 answers
A. Create the Validation Rules in Production because they can't be deployed via Change Sets
B. The Deploy Change Sets permission must be granted

C. The Sandbox must be configured to Allow Outbound Changes to Production
D. The Production Org must be configured to Allow inbound Changes from the sandbox
Answer: C, D

Question: 296

What is a capability of Territory management? Choose 2 answers

A. The ability to use account criteria to expand a private sharing model
B. Territory hierarchy replaces the role hierarchy for sharing
C. Support for complex and frequently changed sales organization structures
D. The ability to use opportunity criteria to expand a private sharing model

Answer: A,C

Question: 297

Universal Containers would like applicants to apply for multiple positions, tracking how many applicants have applied and how many positions each individual applicant has applied for. To do this, the administrator will create a Job Application junction object between Applicant and Position objects. Why will this action meet the requirement ?

A. A lookup relationship on the Applicant object with Position as the master provides rollup summary fields without code.
B. The junction object allows the administrator to add a workflow rule to update fields on the Position and Applicant objects.
C. The junction object allows a many-to-many relationship and also roll-up summary fields on the parent objects.
D. The Job Application object as a master to Positions and Applicant objects will allow rollup summary fields on the Positions and Applicant objects.

Answer: C

Question: 298

Users have been given Read/Write access to product support cases through criteria-based sharing rules.
A user's profile only has the Read permission for cases.
What can the user expect regarding their ability to edit product support cases?

A. The user will only be able to edit the cases that they created.
B. The user will only be able to edit cases manually shared with them.
C. The user will be able to edit product support cases.
D. The user will NOT be able to edit product support cases.

Answer: D

Question: 299

The VP of Sales wants to require that the Next Step Field is always updated when an opportunity stage is changed. How can this process be automated?

A. Create a workflow rule with the following formula: AND(ISCHANGED(StageName), NOT(ISCHANGED(NextStep))
B. Create a validation rule with the following formula: AND(ISCHANGED(StageName), NOT(ISCHANGED(NextStep))
C. Create a validation rule with the following formula: AND(ISCHANGED(ISPICKVAL(StageName)), NOT(ISCHANGED(NextStep)))
D. Create a workflow rule with the following formula: AND(ISCHANGED(ISPICKVAL(StageName)), NOT(ISCHANGED(NextStep))

Answer: B

Question: 300

Universal Containers wants to use the Omni Channel routing feature in Service Cloud. They are using assignment rules and want to ensure that the routing chosen meets the requirements.
What should an administrator take into consideration before implementation?

A. The least active routing model looks for the agent who has the largest maximum work capacity.
B. Assignment rules are triggered when Omni-Channel routing routes a work item to an agent and the agent accepts the work.
C. Assignment rules are triggered when an agent accepts the work and edits and saves the work.
D. If there is a tie in the Omni-Channel routing logic, Omni-Channel routes the work to the agent who most recently received a work item.

Answer: C

Question: 301

When an opportunity with a least one opportunity product close wins, Universal Containers requires that an Invoice record be created with Invoice_Line_item_c records for each Product on the Opportunity.
How should an administrator implement this request?

A. Use a custom button on the Opportunity.

B. Use an Opportunity Approval process.
C. Use an Opportunity that calls a Flow
D. Use Einstein Next Best Actions.

Answer: D

Question: 302

Universal Containers wants to implement a new entitlement process for premier support accounts. This support includes phone contact with the customer every 24 hours from the time the case is created for as long as it remains open.
How should an administrator configure this requirement?

A. Create an independent milestone
B. Configure an escalation rule
C. Build a sequential milestone
D. Enable milestone tracker

Answer: D

Question: 303

Which Value rolls up the hierarchy to the manager for Collaborative Forecasts?

A. Expected revenue
B. Product quantity
C. Quota amount
D. Opportunity amount

Answer: D

Question: 304

Universal Containers wants to track invoices with a custom object. They want to be able to view any invoices as a related list on the Opportunity record page.
Which feature would ensure can view all invoices associated with an Opportunity if the user can view the parent Opportunity record?

A. Field Level Security
B. Master-Detail Relationships
C. Lookup Relationships
D. Sharing Rules

Answer: B

Question: 305

Universal Containers has a private sharing model. Their field service manager wants to edit Cases owned by the service team but is unable to edit Case records.
Which option should an administrator use to solve this issue?

A. Update the manager's profile to include edit access to the Case object.
B. Set the Organization-Wide Default to public read/write for cases and Accounts.
C. Assign the manager a permission set with edit access to the Case object.
D. Create a public group with read/write for cases and Accounts.

Answer: C

Question: 306

At Universal Containers, Organization-Wide Defaults (OWD) for Cases has been set to Public Read Only. A custom object calls Audits has a master-detail relationship to the Case object. Audit records should be accessible by the members of the Oversight Team only. A Public Group for the Oversight Team has been created.
What two next steps should the administrator tale to meet this requirement?

A. Build a permission set with create, read, and edit Audits selected and assign it to the individual public group members.
B. Set OWD to private for Cases and assign the public group a role Support Users in the hierarchy.
C. Create a sharing rule that gives the public group Read/Write access to Audits.
D. Remove create, read, edit and delete permissions to the Audits object for all profiles.

Answer: A, B

Question: 307

A member of Universal Container's support team is assisting a sales rep in managing a top customer. The sales rep has manually shared an opportunity with the support member in hopes that the support member can update some of the technical sales fields on the record. But the support member is unable to edit the opportunity.
What is the recommended solution to provide edit access to the opportunity?

A. Create a permission set for opportunity edit and add it to the support member’s user record.
B. Add the support team member to the opportunity team. Assign read/write access to the member.

C. Change the support team member's role to a above the sales rep in the org's role hierarchy.
D. Change the Organization Wide Default internal access for opportunity to public read/write.

Answer: D

Question: 308

Universal Containers wants to use Salesforce as part of their recruiting process. They need to track applicants and positions. Applicants should be able to apply for multiple positions. There should be a field on both the position and applicant records that sums the number of applications for each candidate.
How should an administrator define an application object to meet these requirements?

A. Create master-detail fields on the application object to both the position and applicant.
B. Create lookup fields on the application object to both the position and applicant.
C. Create a lookup field on both the position and applicant to the application.
D. Create a master-detail field on both the position and applicant to the application.

Answer: D

Question: 309

Users report they are getting an Apex trigger error when they try to save a specific Account record. How could an administrator collect more information about the processing for that record?

A. Enable debug Logging for the user.
B. Activate debug logging for the Apex trigger.
C. Review the Setup Audit Trail
D. Create a Flow with a fault connector.

Answer: B

Question: 310

When the delete permission is selected in a muting permission set, which other permission is automatically muted?

A. Modify All Records
B. View Al Data
C. New Al Records
D. Modify All Data

Answer: A

Question: 311

Which two processing steps are triggered when reassigning Account owners using the Mass Transfer too?
Choose 2 answers

A. Manual sharing is updated to reflect the new Owner
B. Only Owner-based sharing rules are recalculated.
C. All manual sharing is removed from the Accounts
D. All Account sharing rules are recalculated.

Answer: AD

Question: 312

Universal Containers uses a Private Sharing model for Accounts. User A is onboarded to User B's team and given the same Profile and Role. Both users own 20 Accounts but User B is able to see 40 Accounts, whereas User A can only see the 20 they own.
What are two possible reasons for this?
Choose 2 answers.

A. User B is a member of a Group that gained access to the records through a Sharing Rule.
B. User B is a member of a Queue that gained access to the records through a sharing Rule.
C. User B had the records shared with them through a Permission Set.
D. User B had the records manually shared with them.

Answer: A, C

Question: 313

The sales manager at Universal Containers would like a dashboard to view each of the sales representative's opportunities, accounts, and related cases.
What is a recommended solution?

A. Create a dashboard and add filters for users, opportunities, accounts, and cases.
B. Create an individual dashboard for each sales representative with opportunity, account, and case components.
C. Create a dynamic dashboard and ensure the sales manager has the view My Team's Dashboard permission.
D. Create a dynamic dashboard and add fitters for opportunities, accounts, and cases.

Answer: C

Question: 314

A sales manager cannot view a contact owned by a salesperson. The salesperson is below the sales manager in the role hierarchy. Why is the sales manager unable to view the contact?

A. Contact sharing settings have grant access using hierarchies unchecked

Answer: A

Question: 315

Universal Containers has set up a picklist dependency between region and zone on the Account object. The sales manager has requested that when a user selects a region, a zone must also be selected.
How should this be achieved?

A. Make both picklist fields required at the field level.
B. Create a validation rule using ISBLANK().
C. Set default values for both picklist fields.
D. Make the zone field required on the page layout.

Answer: B

Question: 316

Universal Containers has three different profiles for the support desk. The VP of Support requests permission to only reassign profiles for support desk users.
How should this access be granted?

A. Delegated administration access to the three profiles.
B. The manage users permission to the profile.
C. The administrator profile.
D. A permission set with the manage users permission.

Answer: A

Question: 317

Universal Containers wants to create a Feedback__c custom object related to Account and ensure all feedback records are owned by the same user as the Account owner.
How should an administrator relate Feedback__c to Account?

A. Create a hierarchical field on Feedback__c.
B. Create a junction object between Account and Feedback__c.
C. Create a master-detail field on Feedback__c.
D. Create a lookup Account field and filter on Feedback__c.

Answer: A

Question: 318

Universal Containers wants to allow community visitors to submit support cases without logging into the community.
Which two features are required to implement this request?
Choose 2 answers

A. Case assignment rules
B. Case feed actions
C. web-to-case
D. New case quick action

Answer: C, D

Question: 319

Universal Containers' support team needs to track service level agreements for customers. Today, they manually look up contracts by name when a customer calls.
How should an administrator automate this process?

A. Enable Case Feed and add a Contracts custom publisher to the Case Feed layout.
B. Configure a workflow rule that sends an email alert of old cases to the support manager.
C. Enable entitlements and add the tabs for entitlements and service contracts.
D. Create a private Chatter group for customers with high-priority service level agreements.

Answer: C

Question: 320

Universal Containers has implemented a custom process related to products. They have a custom object called Draft Product. Once a Draft Product is approved, automation is needed to create a new Product record and delete the original Draft Product record.
Which two options would meet this requirement?
Choose 2 answers

A. Flow that calls a Process Builder
B. Process Builder that calls Apex
C. Process Builder that calls a Flow
D. Process Builder that calls a workflow Rule

Answer: B, C

Question: 321

The support manager at Universal Containers wants a dashboard that shows the number of cases that remain open as of 5:00 p.m. each day.
Which type of report should be used in the dashboard component?

A. Report based on a reporting snapshot that runs dally at 5:00 p.m.
B. Report based on custom report type using cases and business hours.
C. Custom summary report where unit equals business hours.
D. Standard case lifecycle report where unit equals business hours.

Answer: A

Question: 322

The administrator of Universal Containers is testing an approval process in a recently refreshed Developer Pro sandbox and is finding that none of the notification emails are being sent to the approvers.
which two reasons could be the cause?
Choose 2 answers

A. Workflow emails only work in Full sandboxes.
B. The deliverability access level setting Is incorrect.
C. HTML templates are unavailable in sandboxes.
D. The email addresses for the users are incorrect.

Answer: B, D

Question: 323

An administrator has been asked to create a report showing all newly created chatter groups by a custom designation divided by the four departments that maintain chatter groups- partners, corporate, practices and solutions.
How can an administrator meet this reporting requirement?

A. Use a bucket in the chatter groups report to categorize the four different departments. (100%)
B. Use a multi-select picklist field to bucket chatter groups in the report according to department.
C. Create tags for chatter groups and create a summary report for newly created chatter groups.
D. Create a report type for chatter groups and create a summary report for newly- created chatter group.

Answer: A

Question: 324

What type of prices can the system administrator set for an organization's products?

A. Sales prices.(100%)
B. Product prices.
C. Standard prices.(100%)
D. List prices.(100%)
E. Discount prices.

Answer: A, C, D

Question: 325

Universal Containers needs to create price books for sales representatives in multiple regions. How can the administrator meet this requirement?

A. Delete the products that are not needed by a region from the standard price book
B. Clone the standard price book and create a new price book for each region
C. Delete the standard price book and create a new price book for each region
D. Add new price book entries to the standard price book for each region

Answer: B

Question: 326

Universal Containers is working on an implementation strategy for Salesforce CRM content and wants to ensure consistent tagging across and within its libraries, minimizing accidental duplicate tags.

What action can be taken to ensure this consistent tagging in universal containers libraries? choose 2

A. Enable restricted tagging upon the creation of library.(100%)
B. Change the tag field to a pre-populated picklist.
C. Create a workflow email alert for unrelated tags within a library.
D. Establish tag names with contributors upon the creation of library.(100%)

Answer: A, D

Question: 327

An administrator has been asked to create a new field called region code on the opportunity object. this field should only be visible to users with the outside sales, Manager and system Administrator profiles and editable by users with the system administrator and manager profiles.
How should the administrator ensure this field is accessible to only these users?

A. Edit the field-level security on the region code field for these three profiles.
B. Edit the role hierarchy and move the outside sales and manager roles lower in the hierarchy.
C. Create a new page layout for the opportunity object for these three profiles.
D. Create a new record type and page layout for the opportunity object for these three profiles.

Answer: A

Question: 328

Universal containers uses Salesforce to track job positions and applicants. Applicants can apply for multiple positions and positions will have multiple applicants. The company wants to ensure that if an applicant is deleted, all associations between the applicant and the position(s) that he or she has applied for are deleted.
How can this be accomplished?

A. Create a many –to- many relationships using junction object with both positions and applicants as masters.
B. Create a custom object between applicants and positions with lookup fields on the junction to both the objects.
C. Create a lookup relationship between applicants and positions with applicants as the parent.
D. Create a master detail relationship between applicants and positions with applicants as the master.

Answer: D

Question: 329

Universal containers wants a summary report that displays the percemtage growth of revenue year over year.
What function should an administrator use to calculate this information?

A. PARENTGROUPVAL.
B. DATEVALUE
C. PRIORVALUE
D. PREVGROUPVAL

Answer: A

Question: 330

what type of data can be migrated between environments using change sets? choose 2

A. Custom fields(100%)
B. Email templates.(100%)
C. standard field picklist values.
D. Account team roles.

Answer: A, B

Question: 331

The recruiting manager at universal containers has requested a new picklist value in the type field on the position object by the end of the week.
If the administrator is unable to complete this request in the desired timeline, what type of access will allow the recruiting manager to make the changes in salesforce?

A. Modify all and view all access to the position object.
B. Create, Read, Edit and Delete access to the position object.
C. Delegated administration to manage recruiting users.
D. Delegated administration over the position object.

Answer: D

Question: 332

The VP of sales wants to require that the next step field is always updated
when an opportunity stage is changed.
How can this process be automated?

A. Create a validation rule with the following formula:
AND(ISCHANGED(StageName),NOT(ISCHANGED(NextStep))).
B. Create a workflow rule with the following formula:
AND(ISCHANGED(StageName),NOT(ISCHANGED(NextStep))
C. Create a validation rule with the following formula:
AND(ISCHANGED(ISPICKVAL(StageName)),NOT(ISCHANGED(NextStep))).
D. Create a workflow rule with the following formula:
AND(ISCHANGED(ISPICKVAL(StageName)),ISCHANGED(NextStep)).

Answer: D

Question: 333

The administrator of universal containers is testing an approval process in a refreshed developer pro sandbox and is finding that none of the notification emails are being sent to the approvers.
What could be the cause of this? choose 2

A. The Deliverability Access Level setting is incorrect.
B. Workflow emails only work in full sandboxes.
C. HTML templates are not available in sandboxes.
D. The email addresses for the users are incorrect

Answer: B, C

Question: 334

which deployment tool can be used to delete metadata from an organization?
choose 2

A. Change Sets.
B. Force.com IDE.(100%)(developer console)
C. Unmanaged packages.
D. force.com Migration Tool.

Answer: B, D

Question: 335

Universal Containers uses Salesforce Knowledge and has defined its category groups based on the regions of Europe, of Americas, Africa, and Asia. The administrator needs to restrict visibility of each category to the sales representatives within each region. How should the administrator control access to these category groups?

A. Add custom category groups to the profiles assigned to the sales users.
B. Modify object settings for the category groups on the sales users profiles.
C. Add custom category groups to the roles assigned to the sales users.
D. Add or remove sales users from a public group with access to the category groups.

Answer: C

Question: 336

A sales manager would like access to the following:
All closed/won opportunities in the last six months for each account the manager owns.
All cases created within the last six months for each account the manager owns.
What can the administrator create to meet these requirements ?

A. Create a custom report type to combine the data into a single report.
B. Create a single report using the Joined Reports feature.
C. Create an Account report and add Opportunity and Case cross filters.
D. Create an Account report that groups by both opportunities and cases.

Answer: C

Question: 337

Universal containers has a workflow rule that sends an email alert to the VP of sales when a large deal is won. The VP is reporting that these emails are not being delivered.
What tool could be used to determine the problem? choose 2

A. Debug log.
B. System audit trail.
C. Email log.
D. Workflow monitor.

Answer: C, D

Question: 338

a sales manager wants to edit the opportunities owned by the sales team.
the manager does not have edit access to opportunity object.
What is a recommended solution?

A. Redefine the role hierarchy by enabling " grant access using hierarchies".
B. change the opportunity organization-wide default setting to public Read/Write.
C. Enable team selling on the opportunity object to grant Read/write access.
D. Create a permission set and associate Edit opportunity to the user record.

Answer: C, D

Question: 339

The administrator at Universal Containers needs to convert a lookup relationship to a master-detail relationship.
what should the administrator verify to ensure that the conversion is successful?

A. The lookup field is required on the child object.
B. No roll-up summaries exist on the lookup object.
C. The owner is the same for all related records
D. The lookup field in all records contains a value.

Answer: D

Question: 340

Which capability is available in both customizable Forecasting and collaborative forecasting? choose 2

A. Ability to track forecasts against sales quotas.(100%)
B. Ability to rename forecast categories.
C. Ability to choose to forecast either monthly or quarterly.(100%)
D. Ability to customize the forecast object with custom fields.

Answer: A, C

Question: 341

Which deployment tool can be used to deploy metadata from a developer
edition organization to another organization? choose 2

A. Data loader.
B. Change sets
C. Force.com Migration tool(100%)(salesforce extensions for visual studio code)
D. Force.com IDE

Answer: C, D

Question: 342

The VP of Finance wants to ensure that once an opportunity is closed, it cannot be modified by any user. How can an administrator meet this requirement?

A. Create an opportunity validation rule with the formula: PRIORVALUE(IsClosed) = True.
B. Set the Do Not Modify Closed Opportunity permission for all profiles.
C. Create a workflow field update to update the IsClosed field to True if a closed opportunity is modified.
D. Set all fields to Read-Only on the standard Closed Opportunity page layout.

Answer: A

Question: 343

How can an administrator improve the relevance of search results for support agents searching for knowledge articles to solve articles?
Choose 3 answers

A. Pre-populate article search filters based on the values of case fields.
B. Define synonyms for common search terms.
C. Enable feed tracking on all relevant article types.
D. Create data categories and assign articles to each category.
E. Create a record type for each data category.

Answer: A, B, D

Question: 344

What should an administrator consider when setting up salesforce entitlements? choose 2

A. The service level agreements related list on a case gives support agents access to contract details.
B. Salesforce entitlements require service cloud user feature licensing.
C. Salesforce entitlements require an entitlement process with milestones and milestone actions.
D. The entitlement model dictates the level of detail for the entitlement process.

Answer: A, C

Question: 345

which feature is supported in delegated administrator? choose 3

A. Manage custom objects
B. set org wide sharing defaults
C. unlock non-communities users
D. unlock communities users
E. create and edit users

Answer: A, C, E

Question: 346

Universal containers uses a private sharing model for accounts. A user who owns an account record needs to temporarly grant delete access to this records associated contacts to another user. how can this be accomplished?

A. Use the manual sharing button on the account.
B. Transfer ownership of the account record to the user.
C. Manually add the user to the account team.
D. Add the user to the owner's default account team

Answer: B

Question: 347

what should an administrator do before case feeds can be enabled? choose 2

A. Enable feed tracking on cases.
B. Enable chatter.
C. Enable case assignment rules.
D. Enable default email templates

Answer: A,. B

Question: 348

Universal containers is implementing a time recording system in salesforce.
Employees are required to record their time in a work log custom objectagainst either an opportunity or a case. The company wants to see total
hours worked on an opportunity or a case. which type of relationship field
should an administrator use to relate the work log to the opportunity or

case?

A. Hierarchical.
B. Lookup.
C. Master-detail.
D. Junction

Answer: D

Question: 349

What should an administrator consider when setting up and maintaining salesforce knowledge? choose 3

A. Data category visibility is assigned through roles and profiles.
B. Enabling knowledge on a user record requires licensing.
C. Article version numbers must be assigned by a knowledge manager for tracking.
D. solution category browsing must be enabled in solution settings.
E. knowledge settings must be configured to allow users to create an article from a case

Answer: A, B, E

Question: 350

Universal containers is using a web-to-lead from to collect contact information on people interested in its product and wants to ensure that these leads are contacted in a timely manner. The following actions are required:
● send the lead an email with appropriate product information, depending on which product was selected on the web-to-lead form
● Assign the appropriate salesperson to be the lead owner, depending on the product selected
● create a task for the salesperson to follow up with the lead.
At a minimum, which combination of salesforce automation tools will be required to meet these requirement?

A. lead assignment rule and publisher action.
B. Lead assignment rule, auto response rule and workflow rules
C. Lead assignment rule and auto response rule.
D. Lead assignment rule and workflow rule

Answer: B

Question: 351

what action is required before a change set can be deployed from a sandbox environment to a production environment? choose 2

A. configure the deployment connection in the sandbox to allow inbound changes.
B. Configure the deployment connection in production to allow inbound changes.
C. Install the force.com IDE and configure its settings to work with change sets.
D. create an outbound change set in the sandbox that includes the components to be moved

Answer: B, D

Question: 352

an administrator wants to report on activities related to a specific account over the past 18 months but some of these activities have been archived. how can the administrator obtain a report with the correct data? choose 3

A. Restore archived activities from the activity archive object.
B. open a case with support to extend archived days.
C. Export archived activities using the data loader.
D. use the weekly data export to obtain the archived activities.

Answer: C

Question: 353

Sales representatives are reporting trouble syncing quotes with their related opportunities. What is a possible explanation for this problem? Choose two

A. The attached currency is no longer active.
B. The quote contains an archived list price.
C. The quote is attached to a closed opportunity.
D. The user does not have Edit permissions on the quote.

Answer: A

Question: 354

Universal containers is making some territory changes. In preparation for this the current lead owners have been asked to clean their lead data. validation rules have been created to ensure that the data cleanup has occurred. the administrator is ready to transfer leads to the new owners. which feature can be used to transfer the records and also ensure that the validation rules are triggered? choose2

A. use the change owner list button from a list view to transfer multipleleads at one time.
B. use the mass transfer - transfer leads feature to transfer ownership of multiple leads
C. use the data loader to transfer ownership of all leads involved in the territory changes.
D. use the change owner link on the detail record to transfer ownership one lead at a time

Answer: C

Question: 355

What should an administrator consider when enabling territory management? choose 3

A. It is permanent and cannot be disabled.(100%)
B. Users can only be a member of one territory at a time.
C. Territory hierarchy must match the organization's role hierarchy.
D. It limits the type of forecasting that can be used.(100%)
E. Sharing for accounts,contacts, opportunities and cases is impacted.(100%)

Answer: A, D, E

Question: 356

The marketing department at universal containers regularly changes the page layout requirements for its custom marketing objects. The VP of Marketing has asked the administrator for permission to configure only these objects.
What can the administrator do to meet this request?

A. Enable the marketing user permission on the user recrord for the VP of Marketing
B. Create a custom profile with edit permission on the custom marketing objects and assign to the VP of marketing.
C. Set up the VP of Marketing as a delegated administrator for the custom marketing objects.

D. Grant the VP of marketing the ability to log in as a user who is a system administrator.

Answer: B