

# Exam Questions Salesforce-Advanced-Administrator

Salesforce Certified Advanced Administrator

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#### NEW QUESTION 1

At Cloud Kicks, users are able to run reports. However, when users try to export a report, they are taken to a login screen and prompted for additional verification. What is causing this issue?

- A. Users need to update their browser to the latest version.
- B. The users are logged into an insecure network.
- C. The users' profile is missing the Export Reports permission.
- D. Exporting is configured to require a high assurance session.

**Answer: D**

#### NEW QUESTION 2

The Cloud Kicks online LeadIntake form was recently updated to allow for new choices on some older picklist fields. The leads are all being created properly in Salesforce, but reps are getting errors as they try to work the leads. What tool should the administrator use to evaluate what is causing the errors?

- A. Login History
- B. Debug Log
- C. Setup Audit Log
- D. Record History

**Answer: B**

#### NEW QUESTION 3

An administrator is trying to deploy a change set from a newly upgraded sandbox source org with new features to a destination sandbox org on a previous release. Some metadata in the change set cannot be deployed because they've changed between releases. What should the administrator do to deploy the changes to a sandbox?

- A. Make the changes manually through the user interface in the source org.
- B. Create a new sandbox on the new release version and deploy the change set to the new org.
- C. Submit a ticket to Salesforce to update the source org to the latest release.
- D. Refresh the sandbox destination org and then deploy the change set.

**Answer: B**

#### NEW QUESTION 4

AW Computing continues to grow and has concerns about the volume of sensitive data being stored in its org. The administrator suggests utilizing Salesforce Shield. What should the team consider before implementing Salesforce Shield?

- A. Encrypted fields are to be referenced in flows.
- B. Einstein Lead Scoring is available on encrypted fields.
- C. Paused flows can cause data to be saved in an unencrypted state.
- D. Shield Platform Encryption can be used with custom metadata types.

**Answer: C**

#### NEW QUESTION 5

An administrator created a new custom object. When trying to upload new records to the custom object using Data Loader, they are unable to see the new custom object in the list of available objects. What should the administrator do to resolve the issue?

- A. Assign a permission set to give them access to the new object.
- B. Check the Field-Level Security of the new custom object's Name field.
- C. Ensure Allow Sharing is checked on the custom object.
- D. Confirm the object is marked as deployed and not in development.

**Answer: D**

#### NEW QUESTION 6

The administrator at Universal Containers does a soft launch of the Salesforce Authenticator app and allows users to optionally use it to log in. The administrator would now like to look at how many users have successfully used it since it was rolled out. What are two ways the administrator can get this information? Choose 2 answers

- A. Create a new view in Identity Verification History, specifying Method.
- B. Open the Login Access Policies in Setup which shows how many users are using MFA.
- C. Run a session setting report, specifying login methods by user.
- D. Export Login History and filter based off of Authentication Method Reference,

**Answer: BC**

#### NEW QUESTION 7

The sales team at Universal Containers has asked the administrator to build functionality to automatically update the account checkbox field 'Opportunity Created' to checked when at least one related opportunity has been created. What feature should the administrator use to build this functionality?

- A. Screen flow
- B. Workflow rule
- C. Record-triggered flow
- D. Assignment rule

**Answer:** C

#### NEW QUESTION 8

The Cloud Kicks administrator wants to open up opportunity sharing to directors who oversee regional managers so they can access records to assist regional managers.

What sharing mechanism should be used?

- A. organization wide Defaults
- B. Role Hierarchy
- C. Manual Sharing
- D. Sharing Settings

**Answer:** B

#### NEW QUESTION 9

Ursa Major Solar offers customers annual service contracts. Account owners should receive an email renewal reminder 1 month before their customer's planned expiration date. The administrator builds a flow to automate the process, which runs when a record is created, and tests several possible scenarios.

What will occur if the expiration date is changed from January 1 of the next year to yesterday?

- A. The flow is unable to run and a flow error message is sent to the user who initiates the flow.
- B. The interview resumes 1 month before the original expiration date and will send the email at that time.
- C. The interview is rescheduled based on the expiration date and sends the email on the last day of the current month.
- D. The resume event is recalculated and the email goes out to the account owner immediately.

**Answer:** A

#### NEW QUESTION 10

Cloud Kicks (CK) is working on adding a Knowledge base to its online customer community. The administrator suggests using Salesforce Knowledge to meet this requirement.

What are three reasons CK should utilize Data Categories when creating articles in Knowledge? Choose 3 answers

- A. Up to five Data Category groups can be created for segmentation.
- B. Data Categories help organize the Knowledge base content displayed.
- C. Every article is required to have a Data Category for sorting.
- D. Data Categories provide a way to secure access to the Knowledge base content.
- E. A Knowledge article can be tagged to more than one Data Category.

**Answer:** BDE

#### NEW QUESTION 10

AW Computing organizes its sales regions as East, Central, and West. Each region has sales reps, a sales director, and sales operations members. The organization-wide default for all objects is set to Private. Members of the operations team for the East region need access to all the accounts and opportunities in the region.

How should the administrator configure this requirement?

- A. Instruct the operations team members to add themselves to the account teams.
- B. Share an Opportunity sharing the with a public group containing the East operations profile.
- C. Assign to a role in the role hierarchy positioned above the East sales director.
- D. Utilize territory management to add the operations team to the East territory.

**Answer:** D

#### NEW QUESTION 12

Cloud Kicks (CK) has introduced its new Alpha Shoe line. Customers create cases from CK's website. Managers receive a report of all cases created last week. Managers would like a way to easily see in the report if the customer refers to the new shoe line in the case subject.

How should the system administrator modify the report to meet this request?

- A. Add a cross-filter and a with' sub-filter.
- B. Build a row-level formula.
- C. Change the format to a joined repi
- D. Include a contains filter on Subject.

**Answer:** D

#### NEW QUESTION 14

Cloud Kicks wants to force its users to set a value for a custom called Tier by answering a series of questions. What two functions should the administrator use to ensure that users cannot bypass answering these questions in order to determine their Tier value. Choose 2 answers

- A. Set up a list view for the list of questions.
- B. Make the field Read Only on the page layout.
- C. Set up a restriction rule on the field.
- D. Use a screen flow to ask the question.

**Answer:** D

#### NEW QUESTION 18

Cloud Kicks (CK) wants the forecast numbers to be shown by territory regardless of who owns the record. CK also wants a way to forecast based on role hierarchy. Which three options should an administrator recommend? Choose 3 answers

- A. Have the user select the forecast type listed under the Forecast Type in the Display Settings.
- B. Enable Territory Forecast.
- C. Make a custom field to track the amounts for Territory and Hierarchy Forecast.
- D. Modify the Territory Forecast to match the Hierarchy Forecast model.
- E. Enable Role Hierarchy Forecast.

**Answer:** ABE

#### NEW QUESTION 22

Cloud Kicks has a Process Builder which should trigger upon a status change from on approval process. The Process Builder triggers if the status is updated manually, but not as a result of the approval process update. What could the administrator do to troubleshoot the issue?

- A. Check the Approval Process to make sure it is on the correct version.
- B. Check the Reevaluate Workflow Rules After Field Change box on the Approval Process Field Update Action.
- C. Turn Recursion the Process Builder under the Advanced Settings so the Process Builder fires again.
- D. Change the value with a Specific New Field Value so the Process Builder knows what value to look for.

**Answer:** B

#### NEW QUESTION 24

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

#### NEW QUESTION 29

Cloud Kicks needs to create 10 separate environments for various projects. A developer sandbox has been created with the necessary configuration and data. The administrator needs to create 10 new environments with the same metadata and data for each user. What should the administrator do to meet the requirements?

- A. Use refresh sandbox without Auto Activate.
- B. Use the existing sandbox as a sandbox template.
- C. Use clone a sandbox option from the existing sandbox.
- D. Use a scratch org definition to copy sandbox.

**Answer:** B

#### NEW QUESTION 33

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

#### NEW QUESTION 37

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 Username, 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

#### NEW QUESTION 39

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

#### NEW QUESTION 40

Cloud Kicks maintains Inventory in a legacy application. Management wants the information to also be available to view and report on in Salesforce.  
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:** D

#### NEW QUESTION 45

Which two tools should an administrator use to required data to be entered in a field and improve data quality on a record in Salesforce?  
Choose 2 answers

- A. validation Rules
- B. Dashboards
- C. Workflow Rules
- D. Page Layouts

**Answer:** AD

#### NEW QUESTION 47

When should an administrator apply a permission set to a user or group of users versus configuring the user's profile with the necessary access?

- A. When a user is part of a team with an assigned profile that covers the majority of their needs but requires just a little less access than the rest of their team.
- B. When a user is part of a team with an assigned profile that covers the majority of their needs but requires more access than the rest of their team.
- C. When an organization's sharing model is too broad and they need to restrict access beyond what their sharing model and existing profiles provide.
- D. When an organization has opted out of using the standard profiles and created custom profiles.

**Answer:** B

#### NEW QUESTION 51

DreamHouse Realty wants better insights into potential revenue in the next quarter and is considering using Collaborative Forecasts.  
What should the administrator consider when setting up Collaborative Forecasts?

- A. Opportunity Split data cannot be viewed in a forecast.
- B. A forecast can be either revenue-based or quantity-based.
- C. A single org can have up to six different types of forecasts.
- D. The default forecast categories cannot be customized.

**Answer:** B

#### NEW QUESTION 54

The administrator at Cloud Kicks made new fields and page layout adjustments based on new requirements from the service team. The changes have been built in a sandbox and are ready to be deployed into production.  
What should an administrator do before deploying the change set in production?

- A. Request a new sandbox based on the sandbox where the changes were made.
- B. Make a new sandbox based on production to restore changes from.
- C. Push the change set to another sandbox to restore from.
- D. Create the fields and update the page layouts in production.

**Answer:** B

#### NEW QUESTION 55

Cloud Kicks tracks project details in a custom Project object. Project Milestones are tracked in a second custom object, with a reference to the parent Project record. Users need to automatically create a standard set of related Project Milestones when a Project record is created.  
What is the recommended automation solution?

- A. Field Service flow
- B. Scheduled flow
- C. Before-save autolaunched flow
- D. After-save autolaunched flow

**Answer:** D



#### NEW QUESTION 56

After setting up field history tracking on the Account object, the administrator for AW Computing wants to retrieve the field history data for analysis. How should the administrator acquire this data?

- A. Create a report of Accounts and export it to Excel.
- B. Query and export the Account History object using Data Loader.
- C. Use the Data export service in setup.
- D. Create a list view of Account History and print using the Printable View action.

**Answer:** B

#### NEW QUESTION 60

The distributors at CloudKicks 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

#### NEW QUESTION 62

DreamHouse Realty currently deals only with single-family homes but is expanding its business to include condos in large cities. There are some features and amenities that only apply to condos, such as the amount of a deposit and concierge services.

How should an administrator configure the Opportunity object to ensure that only relevant fields are displayed on the record?

How should an administrator configure the Opportunity object to ensure that only relevant fields are displayed on the record?

- A. Build a Lightning component to display fields that only apply to condos.
- B. Create a Record Type for the type of property and custom page layouts for each.
- C. Configure a validation rule to display fields based on the type of property the user is viewing.
- D. Make a custom Lightning page to display specific fields based on the type of property.

**Answer:** B

#### NEW QUESTION 67

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:** AC

#### NEW QUESTION 71

An administrator is planning the release process for the year. The team will be using change sets to process deployment to production.

Which three best practices should be considered?

- A. Plan your deployments around the production and sandbox maintenance schedules.
- B. Use matching names for global publisher layouts and Outlook publisher layouts.
- C. Be sure to test only after business hours the data after deployment.
- D. Make sure to deploy all dependent components.
- E. Make sure change sets are limited to 10,000 files.

**Answer:** ADE

#### NEW QUESTION 74

Cloud Kicks has created a new flow that deletes records.

What should the administrator consider when testing the flow?

- A. Flows with delete elements cannot be debugged by the Flow debugged tool.
- B. Even if the flow is inactive, debugging the flow will delete the test record.
- C. Record deleted by Flow when debugging are hard deleted.
- D. Flow with delete elements need to be deactivated to ensure that the test record is not actually deleted.

**Answer:** B

#### NEW QUESTION 76

Cloud Kicks has updated several profiles and created a new app in the sandbox. After testing, everything is working as expected. Which two options should the administrator use to migrate these changes to production from the sandbox?

Choose 2 answers

- A. Package deployment
- B. Change Data Capture
- C. Outbound Change Set

D. Inbound Change Set

**Answer:** AC

**NEW QUESTION 81**

AW Computing has a 4-hour SLA in its support guarantee. The company recently received feed that customers are reporting long wait times before an agent responds to a new case after it has been submitted.

How should an administrator ensure cases are properly prioritized?

- A. Auto-Response Rules
- B. Escalation Rules
- C. Assignment Rules
- D. Workflow Rules

**Answer:** C

**NEW QUESTION 84**

Cloud Kicks (CK) has a backup team of employees that helps short-staffed departments. These users could be working with sales one day and service the next. CK is implementing new Lightning record pages for each department so that they view records in a way that makes sense for each department.

How should the administrator ensure this is configured correctly?

- A. Configure one app per department and activate record pages for each app.
- B. Create permission sets for each department and assign them to the backup team users.
- C. Adjust the profile of the backup users each day to align with the proper access they require.
- D. Allow the backup team users to update their own profile with Delegated Administration.

**Answer:** A

**NEW QUESTION 88**

The administrator at Universal Containers recently rolled out Email-to-Case functionality. Even though a new record type was created and specified in the Email-to-Case settings, all incoming cases are receiving a different record type.

What is likely causing the record type discrepancy?

- A. The new Case Owner needs permissions to the new record type.
- B. The Automated Case User needs permissions to the new record type.
- C. A Case assignment rule is preventing the record type from being updated.
- D. A validation rule is preventing the record type from being updated.

**Answer:** B

**NEW QUESTION 89**

A developer is getting errors for Production deployment. The test deployment in the Full sandbox, which included a local test run, was successful. The Full sandbox was last refreshed 2 weeks ago.

Where should the administrator check to see what was recently changed?

- A. Salesforce Optimizer
- B. Dev Console
- C. Field History
- D. Setup Audit Trail

**Answer:** D

**NEW QUESTION 92**

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

**NEW QUESTION 95**

Cloud Kicks needs to track government-issued identification numbers for its customers. The security team requires that the identification number cannot be changed by users and must be masked when displayed, except the last two digits.

Which two recommended configurators should the administrator create? Choose 2 answers

- A. Use a field with Classic Encryption.
- B. Enable Shield Platform Encryption.
- C. Configure a Field Encryption Policy
- D. Set Read-Only Field-Level Security in the user Profile

**Answer:** BC

#### NEW QUESTION 100

The administrator at Ursa Major Solar has set up IT policies for all user passwords to be a minimum length of 3 characters and have an expiration period of 90 days. The security team recently decided that administrators of any system should have a 15-character minimum password with a 30-day expiration period. Where should the administrator make this change?

- A. Organization-wide password policies
- B. Password complexity requirements on the permission set
- C. Password Policies on the System Administrator profile .
- D. Session Settings on the User record

**Answer: C**

#### NEW QUESTION 102

The administrator at Universal Containers does a soft launch of the Salesforce Authenticator app and allows users to optionally use it to log in. The administrator would now like to look at how many users have successfully used it since it was rolled out. What are two ways the administrator can get this information? Choose 2 answers

- A. Run a session setting report, specifying login methods by user.
- B. Open the Login Access Policies in Setup which shows how many users are using MFA.
- C. Create a new view in Identity Verification History, specifying Method.
- D. The order of flow execution is unpredictable

**Answer: D**

#### NEW QUESTION 107

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 sales 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**

#### NEW QUESTION 108

The administrator at Cloud Kicks created a flow in a sandbox that walks service agents through the Return Merchandise Authorization creation process. The administrator deployed the flow to production with a Change Set. Users are unable to use the flow in production. Which step should the administrator take? Activate the flow administrator take?

- A. Activate the flow manually after deployment.
- B. Include the active and prior inactive flow version in the Change Set.
- C. Ensure there is an active flow version in the sandbox.
- D. Deploy the flow, with the Metadata API instead of Change Sets

**Answer: A**

#### NEW QUESTION 113

An administrator is asked to create a report to calculate the year-over—year change in the dollar amount of a company's opportunities. What reporting tool should be used to complete this request?

- A. A row-level formula to compare amounts grouped by year.
- B. A joined report with two report blocks for each year
- C. A custom summary formula with PARENTGROUPVAL function
- D. A custom summary formula with the PREVGROUPVAL function.

**Answer: D**

#### NEW QUESTION 117

An administrator has found a free app on the AppExchange and would like to install it. Which three items should the administrator take to consideration before installing the managed package? Choose 3 answers

- A. Custom objects and custom fields used by the app count against the org's limits.
- B. Managed apps do not undergo a formal security review by Salesforce.
- C. Apps may require certain Salesforce editions or features to be enabled.
- D. Apps may require external, third-party web services to function properly.
- E. Apps must be installed in production before the app can be installed in a sandbox.

**Answer: CDE**

#### NEW QUESTION 121

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:** AC

#### NEW QUESTION 126

At Ursa Major Solar, several different planetary teams handle leads depending on which planet the lead is coming from. While most of the team 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:** AC

#### NEW QUESTION 129

What should the administrator consider before enabling Person Accounts?

- A. Person Account cannot be disabled.
- B. Person Account requires less data storage.
- C. Person Account and Business Accounts cannot be in the same sharing model.
- D. All standard Account news can be converted to Person Account field.

**Answer:** A

#### NEW QUESTION 133

AW Computing wants to embed a report chart on the Account record page that shows the value of closed sales for that account. The chart should be limited to users in the Sales Manager role on the Account record pages. how should this be accomplished?

- A. Create a new report and assign it to the component.
- B. Create a new page layout for the Sales Manager role.
- C. Filter component visibility for the Account ID.
- D. Filter component visibility for the Sales Manager role.

**Answer:** D

#### NEW QUESTION 134

The administrator at Cloud Kicks has been asked to delete a large number of quote line items. They receive a .csv file with the record IDs to be deleted. The administrator uses Data Loader to delete them and selects Use Bulk API. When the job runs, every record shows an 'entity is deleted' error in the error file that is created. What is the reason for the error?

- A. The batch size selected was greater than the 200 record limit.
- B. Deleting with Data Loader can only be done in Batch API mode.
- C. One of the IDs in the batch referenced a record that was in the recycle bin.
- D. This is the standard error message when records are deleted using Bulk API.

**Answer:** C

#### NEW QUESTION 136

AW Computing has implemented the Contacts to Multiple Accounts functionality. Users should be able to distinguish between contacts and related contacts. What should the administrator do to configure the account page layout?

- A. Display both the contacts and the related contacts related lists.
- B. Display the related accounts related list on the page layout.
- C. Display the related contacts related list and add the direct field.
- D. Display the contacts related list and add the related field

**Answer:** B

#### NEW QUESTION 139

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