



**Salesforce**

## **Exam Questions Salesforce-Advanced-Administrator**

Salesforce Certified Advanced Administrator

#### NEW QUESTION 1

An auto-response rule sends an email using Template when the field Case Source is 'email' and Template when Case Source is blank. A Process Builder updates CaseSource to 'email' when a case is created using Email-to-Case and to web' when a case is created using Web-to-Case. Otherwise, Case Source is blank. What will occur when a case is created from an Incoming email?

- A. Case Source updates to 'email' and an email is sent out using Template2.
- B. An email is sent out using Template and then Case Source updates to email'.
- C. An email is sent out using Template and then Case Source updates to 'email'.
- D. Case Source updates to email and an email is sent out using Template1.

**Answer:** C

#### NEW QUESTION 2

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:** AB

#### NEW QUESTION 3

The administrator at Cloud Kicks recently replaced several case workflow rules with a single before save flow. Since this change, some cases are routing in unexpected ways.

What could be the cause of the changes to routing?

- A. The old workflow rules are still active and impacting routing.
- B. The flow precedes assignment rules; workflow rules are after assignment rules.
- C. Assignment rules no longer reference the correct fields.
- D. Multiple automation tools have been used and the automation is executed in a different order.

**Answer:** B

#### NEW QUESTION 4

AW Computers has enabled the feature for Contact to multiple Accounts. A rep is trying to remove the primary Account from a Contact but is unable to do so. The administrator has already updated the page layout to no longer require an Account.

What could be the issue?

- A. A primary Account relationship is required on a Contact regardless of the page layout settings.
- B. The Contact has indirect relationships to other Accounts.
- C. The Account Contact relationship record needs to be deleted first in order to disassociate Contact from the Account.
- D. Private Contacts need to be enabled in Setup.

**Answer:** A

#### NEW QUESTION 5

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 6

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

#### NEW QUESTION 7

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 8

At CloudKicks, 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

#### NEW QUESTION 9

Cloud Kicks has two record-triggered flows on the same object. One flow creates a child record when criteria are met. The second record-triggered flow is based on criteria to check if the child record exists and updates a field. The field on the child record that needs to be updated is still null after the second record trigger.

What should the administrator do to resolve this issue?

- A. Make a new record-triggered flow on the child object to update the field on the parent record.
- B. Have the record-triggered flows fire on create or edit to update the field.
- C. Combine the two flows into one with checks to see which part of the flow needs to be run.
- D. flows into schedule flows and have them update the field.

**Answer:** C

#### NEW QUESTION 10

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

#### NEW QUESTION 10

The administrator at Cloud Kicks is evaluating the capabilities of Schema Builder to create custom objects and custom fields. The administrator likes the user interface of the Schema Builder, as opposed to the new object and field wizards, but also notices some limitations.

What needs to be configured from the object manager instead of Schema Builder?

- A. Add custom fields to the page layout.
- B. Make available for Customer Portal.
- C. Enable field history tracking
- D. Allow Reports and Activities

**Answer:** A

#### NEW QUESTION 12

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
- C. Use conditional visibility to only show the component if the account is Canadian.
- D. Create an in-app guidance prompt for Canadian records.
- E. Create a new record type and page layout for Canadian customers, ensuring their pages look different.

**Answer:** C

#### NEW QUESTION 13

Ursa Major Solar allows its scientists to log new stars as they find them, but on occasion, they log the same star by mistake. The administrator wants scientists to be notified when a record is deleted and by whom, and to maintain their own discovery information.

What automation solution should be used to send the notification?

- A. Heroku
- B. Process Builder
- C. Workflow Action
- D. flow

**Answer:** D

#### NEW QUESTION 14

Cloud Kicks has a Process Builder which should trigger upon a status change from onapproval 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 SpecificNew Field Value so the Process Builder knows what value to look for.

**Answer:** B

#### NEW QUESTION 18

Sales reps at AW Computing have been reporting that contact phone numbers sometimes revert back to an old value after being updated.  
What should the administrator do to resolve this issue?

- A. Schedule Apex jobs.
- B. Delete all workflow rules.
- C. Add an invocable process.
- D. Consolidate automation tools.

**Answer:** D

#### NEW QUESTION 19

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 20

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 25

Person accounts were recently activated at Cloud Kicks. There are three record types for accounts:

- B2B customer
- B2C Customer
- External Partner

There are two record types for leads:

- B2B Lead
- B2C Lead

The test team finds that when the Convert button is clicked on a B2C Lead record, only the B2B Customer and External Partner account record types are available choices on the Conversion Layout.

What should the administrator do to correct this issue?

- A. Hide the Record Type field on the Account section of the Conversion Layout.
- B. Build a process that updates the record type field to B2C Customer after conversion.
- C. Use a validation rule to ensure the company name on B2C Leads is blank.
- D. Change organization-wide default settings for contacts to Controlled by Parent.

**Answer:** B

#### NEW QUESTION 26

Cloud Kicks users report receiving an "Apex CPU time limit exceeded" error message when attempting to close certain opportunity records. This does not occur on every opportunity record change or for every user.  
What is the recommended method for the administrator to identify the cause?

- A. Monitor with Login Forensics.
- B. Enable Debug Logging for users.
- C. Review the Setup Audit Trail.
- D. Set up Apex Exception Email alerts

**Answer:** B

#### NEW QUESTION 31

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 34

As part of their yearly audit, the compliance team at Cloud Kicks would like to track when a user's profile has been changed and who changed the data. What should the administrator review to meet this requirement?

- A. Field History Tracking
- B. Setup Audit Trail
- C. Historical Trending
- D. Analytic Snapshot

**Answer:** B

#### NEW QUESTION 35

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 36

Ursa Major Solar (UMS) wants to improve its customers' ability to search for knowledge articles. UMS has already created categories for articles. Which two additional changes should be made to improve search capabilities? Choose 2 answers

- A. Configure Global Search for specific search terms.
- B. Create synonyms for specific search terms.
- C. Configure Einstein Search for specific search terms.
- D. Promote specific search terms for specific articles.

**Answer:** BD

#### NEW QUESTION 40

Cloud Kicks would like to reassign ownership of all leads that are open and more than 60 days old. The system administrator has written an assignment rule to distribute these leads to the correct owners or queues.

Which two tools should the administrator use to update the owner of these leads? Choose 2 answers

- A. Bulk API
- B. Mass Update
- C. Data Loader.io
- D. Import Wizard

**Answer:** AB

#### NEW QUESTION 41

Cloud Kicks (CK) typically sells its products direct to consumer and tracks sales using the Order object in Salesforce. The head of sales has now decided that CK will also sell to retail locations for resale. The administrator wants to leverage opportunities and opportunity products for these new deals.

What should the administrator do to track accurate sales data on opportunities?

- A. Create new Products with the new retail pricing.
- B. Add a new Order Process for Orders generated from opportunities.
- C. Create a new Price Book for the new retail pricing.
- D. Add a required lookup field from the Order to the opportunity.

**Answer:** C

#### NEW QUESTION 44

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- B2CLead

The test team finds that when the Convert button is clicked on a B2C Lead record, only the B2B Customer and External Partner account record types are available choices on the Conversion Layout.

What should the administrator do to correct this issue?

- A. Hide the Record Type field on the Account section of the Conversion Layout.
- B. Build a process that updates the record type field to B2C Customer after conversion.
- C. Use a validation rule to ensure the company name on B2C Leads is blank.
- D. Change organization-wide default settings for contacts to Controlled by Parent.

**Answer:** B

#### NEW QUESTION 45

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

#### NEW QUESTION 48

AW Computing created new multi-tier service plans. The primary difference between the packages is the length of the term. The company wants to capture start and end dates for each service plan sold, which can differ from the contract dates of the subscription.

How should an administrator ensure the data is captured properly?

- A. Build a validation rule on the Opportunity object to require custom date fields based on the product(s) selected.
- B. Configure formula fields to reflect the close date of the opportunity.
- C. Create a new price book for service plans with term lengths.
- D. Make a validation rule on the Opportunity Product object to require custom date fields based on the product family.

**Answer:** B

#### NEW QUESTION 49

Cloud Kicks uses a dashboard with multiple components based on Account, Case, and Opportunity reports. The system administrator adds a dashboard filter on Account Owner. When filtering the dashboard by Account Owner, records are now missing from several Opportunity components.

What is the recommended way for the system administrator to resolve this issue?

- A. Add a cross-filter to the Opportunity source reports.
- B. Use a custom report type for Accounts with or without Opportunities.
- C. On the Opportunity components, change the equivalent field.
- D. Create a joined Accounts and Opportunities report for the components.

**Answer:** A

#### NEW QUESTION 53

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:** B

#### NEW QUESTION 56

Cloud Kicks needs to automate several updates to lead records and update unrelated records. Select changes should happen every time a record is created or updated, but other changes should only happen when the record is updated.

Which two options should the administrator use to automate these updates? Choose 2 answers

- A. Use a Decision element with the "Only if the record that triggered the flow to run is updated to meet the condition requirements" option.
- B. Create a Process Builder that runs when a record is changed.
- C. Create a flow that runs when a record is created or updated.
- D. Use "formula evaluate to true" workflow rule with the ISCHANCEO function to make changes when the record is updated.

**Answer:** AC

#### NEW QUESTION 60

An administrator recently implemented multi-factor authentication (MFA) with a standard security level selected. They are receiving cases that users are unable to log in.

What should me administrator do to troubleshoot?

- A. Check the session security level required at login on the user profile.
- B. Change MF-A to High Assurance.
- C. Reset the user passwords and ask them to try again.
- D. Temporarily disable MFA.

**Answer:** A

#### NEW QUESTION 65

A user at Cloud Kicks has informed the administrator that they are unable to log in to Salesforce via multi-factor authentication. Which two area should the administrator review to understand potential root causes? Choose 2 answers

- A. Identity Verification History
- B. Login History
- C. Debug Logs
- D. Setup Audit Trail

**Answer:** AB

#### NEW QUESTION 67

Sales reps endpartner consultants at Cloud Kicks work on the same kinds of shoe deals. The administrator has been asked to ensure that the Profit new on the Opportunity object is available to sales reps and is hidden from partners using Field Level Security. Which two features should the administrator use to fulfil this request? Choose 2 answers

- A. Permission Set
- B. Record Type
- C. Organization-wide Defaults
- D. Profiles

**Answer:** AD

#### NEW QUESTION 72

Ursa Major Solar allows accounts to apply for loans to purchase solar panrts. Financial information will be stored in a custom object. Only finance team members should see the related financial information about the account. What kind of field should the administrator create in the customobject?

- A. Lookup Relationship
- B. External Relationship
- C. Hierarchical Relationship
- D. Master-Detail Reiatric

**Answer:** D

#### NEW QUESTION 73

Cloud Kicks wants its sales reps to always use the same full zip code format with a hyphen where applicable. What should the administrator implement to help ensure consistent formatting?

- A. Edit the standard field length to five characters.
- B. Add a quick create function for the sales reps to use.
- C. Create a REGEX function to use in a validation rule on the field.
- D. Add a help text instructing the sales rep on how to enter this field.

**Answer:** C

#### NEW QUESTION 77

Sales teams at Cloud Kicks ask each visiting customer to fill out a form that capturing their contact information and some basic footwear preferences. This information is saved to a spreadsheet and used by the sales team to alert their contacts when new shows are added to the inventory that matches their preferences. The sales team wants to be able to track this in Salesforce and see the information when viewing the contact Record. Which two ways should the administrator configure this requirement? Choose 2 answers

- A. Data Loader
- B. Lookup Field
- C. Lightning Object Creator
- D. Schema Builder

**Answer:** BC

#### NEW QUESTION 78

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 updatean 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

#### NEW QUESTION 81

An administrator has been asked to enable permissions for users on the account services team to be able to edit and change ownership of Accounts owned by any of the team members.

What should the administrator configure?

- A. Set organization-wide sharing for Account as Public Read Only.
- B. Create a Sharing Rule on the Account object for all members of the account services role to have Read/Write access.
- C. Update the profile Accountobject to Modify All.
- D. Enable Account Teams and grant Read record-level access to account team members for the Account object

**Answer:** B

#### NEW QUESTION 86

Dreamhouse Realty recently learned that the major listing service it utilizes can accept messages to a specific endpoint. Therealtors want to utilize this to be able to quickly update the listing price on properties after it has been approved.

What automation tool should the administrator configure?

- A. Flow
- B. Platform Event
- C. Process Builder
- D. Email Alert

**Answer:** A

#### NEW QUESTION 88

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, andAVG.
- 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:** BC

#### NEW QUESTION 91

Ursa Major Solar's administrator has configuredmultiple 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:** A

#### NEW QUESTION 96

AW Computing has a 4-hour SLA in its support guarantee. The company recently received feed that customers art 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 100

The support operations team has noticed some Invalid data In the custom Primary issue picklist field on case records. They are unsure of what the issue is since the field is being updated by an automated procedure and there Is a validation rule to ensure clean data on case records.

Why arc records being updated with data that violates the validation rule?

- A. The data change Is triggered by an update record Flowelement.
- B. The field is being updated by a workflow field update.
- C. The field is being updated by an Apex before trigger.
- D. The user has the Modify All Data permission on the object.

**Answer:** B

#### NEW QUESTION 101

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 103

The Cloud Kicks security team has seen an increase in unattended device attacks, where hackers can view sensitive information when users leave devices unlocked in public settings. The security team wants to ensure Salesforce data cannot be viewed after 10 minutes of inactivity. What is the recommended security setting to configure?

- A. Enforce login IP ranges on every request.
- B. Lock sessions to the domain in which they were first used.
- C. Require a high assurance session.
- D. Force logout on session timeout.

**Answer:** D

#### NEW QUESTION 105

An administrator is using the Dev Console Log Inspector to troubleshoot a Process Builder. What event type should the administrator look for in the event column?

- A. Event types beginning with FLOW
- B. Event types beginning with AUTOMATED.
- C. Event types beginning with WORKFLOW
- D. Event types beginning with PROCESS

**Answer:** A

#### NEW QUESTION 108

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 109

DreamHouse Realty manages its accounts and contacts in Salesforce using a B2B account model. The business has requested that third-party loan advisors be tracked in Salesforce along with the customers they work with. How should the administrator track third-party financial advisors and the customers they work with?

- A. Create a Hierarchical lookup on Account to track loan advisors' customers.
- B. Set up Contacts to Multiple Accounts for loan advisors.
- C. Use a B2B Account Model to track loan advisors' customers.
- D. Use a Hierarchical lookup on Contact to track loan advisors' customers.

**Answer:** B

#### NEW QUESTION 110

Cloud Kicks (CK) has a sneaker maintenance plan that it includes with all orders for its new line of Bluetooth-enabled custom sneakers. The sneaker maintenance plan gives each customer 6 months of phone support in case they have issues with their new sneakers. The administrator at CK is having a hard time keeping up with the work associated with managing the maintenance plan. What should the administrator do to help manage the plan?

- A. Use Flow to automatically create and assign entitlements.
- B. Create a support process for the maintenance plan.
- C. Ensure milestones are in place for the maintenance plan.
- D. Set up and configure entitlement templates.

**Answer:** D

#### NEW QUESTION 112

DreamHouse Realty wants to notify an assigned agent when an appointment is booked on a custom object for one of their listed homes along with the total number of appointments booked so far. The administrator has configured a Roll-up Summary for the number of appointments as well as a flow to detect the creation of a new appointment and send the information to the agent. What consideration about process automation should the administrator be aware of to ensure the right information is delivered?

- A. Only standard objects can be used with Roll-up Summary fields.
- B. Rows can only be triggered from the records created on standard objects.

- C. Roll-up Summary calculations will prevent a Flow from being triggered.
- D. Roll-up Summary calculations run after processes and workflows.

**Answer:** D

#### NEW QUESTION 113

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 process?

- 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

#### NEW QUESTION 115

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 116

Ursa Major Solar (UMS) receives hundred of cases every week from both consumers and retail partners. UMS wants to ensure it's meeting all service-level agreements to maintain high levels of customer satisfaction.  
What should the administrator do to help meet this goal?

- A. Set up and configure Entitlement Process to design timelines and track issue resolution.
- B. Configure the Milestones object on Service Contracts to sequential milestones for common case issues.
- C. Design a Net Promoter Score survey using Surveys that is automatically sent when a case is closed.
- D. Expose the Service Contracts object in the Service Console for an agent to view when working a case.

**Answer:** A

#### NEW QUESTION 121

Northern Trail Outfitters has many users set up as system administrators to perform Salesforce Administration. Which two functions would a delegated administrator be able to perform in order to help the existing Salesforce Administrator?  
Choose 2 answers

- A. Setup users and password management.
- B. Configure updates to sharing rules.
- C. Manage custom objects and customize nearly every aspect.
- D. Make updates to permission set configurations.

**Answer:** AC

#### NEW QUESTION 123

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

#### NEW QUESTION 128

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 installed he 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 133

Management at Ursa Major Solar wants to understand how many accounts have opportunities in the overall pipeline. What should the administrator use to create a report showing all open opportunities and the total number of accounts represented?

- A. The row count on a summary report grouped by account name
- B. A CrossFilter selecting opportunities with accounts
- C. A custom report type showing opportunities with accounts
- D. The Show Unique Count option on the account name column

**Answer:** B

#### NEW QUESTION 138

Select power users want the ability to make configuration changes to a specific custom object. What tool should the administrator assign to the power users to enable this?

- A. View Setup and Configuration
- B. Delegated Administration
- C. Sharing Rule
- D. Modify All Data

**Answer:** B

#### NEW 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, users 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

#### NEW QUESTION 144

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 146

A sales user is assigned to a permission set group that gives them Modify All access to Accounts. An administrator assigns the same user to a muting permission set that mutes Deletes access on Account. What level of access will the sales user have on the Account object?

- A. Read-only
- B. Modify All
- C. Read, Create, and Edit
- D. No Access

**Answer:** C

#### NEW QUESTION 151

Cloud Kicks is looking for a way to back up its data daily. What should the administrator recommend?

- A. Set up Salesforce's Data Export Service and store the data in the target destination.
- B. Extract the data with the Import Wizard and push it to the target destination.
- C. Schedule a report and have the data emailed to the admin to put in the target destination.
- D. Use an ETL tool that can be scheduled to extract the data and push it to the target destination.

**Answer:** D

#### NEW QUESTION 154

An administrator has created a flow that sends platform events whenever an opportunity is updated. An Apex developer has been tasked to write code that listens for these events. When reviewing the debug logs for a user, the developer can see that the flow ran, but the debug information is missing. What should the administrator recommend to assist with debugging?

- A. Select the Debug Enabled checkbox on platform events,
- B. Platform events are unavailable for debugging.
- C. Set a debug log on the Automated Process entity.

D. Search the AppExchange to And a tool that assists with debugging.

**Answer:** C

**NEW QUESTION 158**

Dream house Realty has created a custom object to track its Open Houses with a master-detail relationship up to a custom object for Properties. Agents need to quickly calculate the number of Open House records in a status or Pending so they can see the value from the Property record. What feature should the administrator implement?

- A. Lightning Component
- B. Formula Fields
- C. Roll-Up Summary
- D. visualforce Page

**Answer:** C

**NEW QUESTION 163**

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

**NEW QUESTION 168**

Ursa Major Solar wants to add a chat component to its corporate website, where its service agents can respond directly from Salesforce. What are two considerations the administrator should understand before adding Chat to the Service Console? Choose 2 answers

- A. Chat is unavailable in Lightning Experience if also using Omni-Channel.
- B. Chat can only be added to Standardnavigation Lightning apps.
- C. Chat must be routed with Omni-Channel in Lightning Experience.
- D. Chat can only be added to Console navigation Lightning apps.

**Answer:** BD

**NEW QUESTION 172**

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