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NEW QUESTION: 1
An administrator at Cloud Kicks needs to export a file of closed won opportunities from the last 90 days. The file should include the Opportunity Name, ID, Close Date, and Amount.
How should the administrator export this file?
A. Data Export Wizard.
B. Data Import Wizard.
C. Data Export Wizard.
D. Data Loader.
Answer: (SHOW ANSWER)
Explanation
Data Export Wizard allows administrators to export data from Salesforce in CSV files. It can be used to export data for backup purposes or to analyze data in external tools. Data Import Wizard is used to import data into Salesforce, not export. Data Loader is a desktop tool that can also export data, but it is more complex and requires installation. Report Builder is used to create reports in Salesforce, not export data. References: https://help.salesforce.com/s/articleView?id=sf.data_export.htm&type=5

NEW QUESTION: 2
An administrator at Dreamhouse Reality needs to Create Customized pages for the salesforce mobile app.
Which two types of pages could an administrator build and customize using the Lightning App Builder?
Choose 2 Answers
A. Record Page
B. App page
C. User Page
D. Dashboard page
Answer: (SHOW ANSWER)

NEW QUESTION: 3

Users at Cloud Kicks want to be able to create a task that will repeat every two weeks.

What should an administrator do to meet the requirement?

A. Enable Creation of Recurring Tasks.

B. Flow to create recurring tasks.

C. Workflow rule to create recurring tasks.

D. Turn on Recurring Activities.

Answer: A (LEAVE A REPLY)

Explanation

Recurring tasks are tasks that repeat at regular intervals, such as daily, weekly, monthly, etc. They can be created by users who have the permission to create recurring tasks, which can be enabled by administrators in the user profile settings. Flow, workflow rule, and recurring activities are not valid options for creating recurring tasks in Salesforce. References:

https://help.salesforce.com/s/articleView?id=sf.tasks_recurring.htm&type=5

NEW QUESTION: 4

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

Which Feature Should an administrator use to fulfill this request?

A. Dependent Picklists.

B. Global Value Picklists

C. Predefined field Values.

D. Validation rules.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 5

Cloud Kicks has a custom object called Shipments. The Company wants to see all the shipment items from an Account page. When an Account is deleted, the shipments should remain.

What type of relationship should the administrator make between Shipments and Account?

A. Shipments should have a lookup to Account.

B. Accounts should have a lookup to Shipments.

C. Shipments should have a master-detail to Accounts.

D. Accounts should have a master-detail to Shipments.

Answer: A (LEAVE A REPLY)

Explanation

A lookup relationship is a type of relationship that links two objects together, but does not affect security or deletion. It can be used to create a relationship between shipments and accounts where shipments should have a lookup to accounts; this way, shipments can show related account information on their records, but when an account is deleted, the shipments remain. Accounts should have a lookup to shipments is not a valid option because it does not match the requirement of seeing all shipment items from an account page; it would show related account information on shipment records instead. Shipments should have a master-detail to accounts or

accounts should have a master-detail to shipments are not valid options either because they do not match the requirement of keeping shipments when an account is deleted; they would delete shipments along with their master account records. References:
https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.htm&type=5

NEW QUESTION: 6
Universal Containers administrator has been asked to create a many-to-many relationship between two existing custom objects.
Which two steps should the administrator take when enabling the many-to-many relationship?
Choose 2 answers
A. Create two lookup relationships on the new object.
B. Create two master detail relationships on the new object.
C. Create URL fields on a custom object.
D. Create a junction with a custom object.
Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 7
Which three aspects of standard fields should an administrator customize?
Choose 3 answers
A. Picklist Values
B. Help Text
C. Field history tracking
D. Decimal Places
E. Field name
Answer: A,B,D (LEAVE A REPLY)
Explanation
Picklist values, help text, and decimal places are three aspects of standard fields thatan administrator can customize to suit their business needs. Picklist values are the options that users can choose from a picklist field; they can be added, edited, or deleted by administrators. Help text is the text that appears when users hover over a field; it can be customized by administrators to provide additional information or guidance for users. Decimal places are the number of digits that appear after the decimal point in a number or currency field; they can be changed by administrators to adjustthe precision of the field values. Field history tracking and field name are not aspects of standard fields that can be customized; they are only available for custom fields. References:
https://help.salesforce.com/s/articleView?id=sf.customize_picklists.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_fields_edit.htm&type=5https://help.salesforce.com/s/a

NEW QUESTION: 8
An analytics user at Cloud Kicks needs Read, Create, and Edit access for objects and Should be restricted from deleting any records.
What should the administrator do to meet this requirement?
A. Assign the standard System Administrator profile to the analytical user.

B. Create and assign a custom profile with Delete access removed for each object.
C. Give the user View all access and assign them to the highest role in the role hierarchy.
D. Create and assign a permission set that includes Read, Create, and Edit access
Answer: B (LEAVE A REPLY)

NEW QUESTION: 9
New Leads needs to be routed to the correct sales person based on the lead address.
How should the administrator configure this requirement?
A. Create formula field.
B. Use lead assignment rules.
C. Assign with an escalation rule.
D. Configure a validation rule
Answer: (SHOW ANSWER)
Explanation
To routenew leads to the correct sales person based on the lead address, the administrator should use lead assignment rules that specify criteria based on lead fields such as City, State/Province, or Country, and assign leads that match those criteria to queues or users. Lead assignment rules can be triggered automatically when leads are created or manually by users. Creating a formula field, assigning with an escalation rule, or configuring a validation rule will not route leads to sales people.
References:https://help.salesforce.com/s/articleView?id=sf.leads_assignment_rules.htm&type=5

NEW QUESTION: 10
The Human resources department at Northern Trail outfitters wants employees to provide feedback about the manager using a custom object in Salesforce. It is important that managers are unable to see the feedback records from their staff.
How should an administrator configure the custom object to meet this requirement?
A. Uncheck grant access using Hierarchies.
B. Define a criteria-based sharing rules.
C. Set the default external access to private.
D. Configure an owner-based sharing rules.
Answer: (SHOW ANSWER)
Explanation
Grant access using Hierarchies is a setting that can be used to configure the custom object to meet this requirement. Grant access using Hierarchies determines whether access to records of the custom object is granted through the role hierarchy. If this setting is unchecked, managers are unable to see the feedback records from their staff, unless they are given access by other means, such as sharing rules or manual sharing.
References:
https://help.salesforce.com/s/articleView?id=sf.security_sharing_owd_custom_objects.htm&type=5

NEW QUESTION: 11

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

A. Object Permissions

B. App Permissions

C. Pig wide Defaults

D. Tab Settings

Answer: (SHOW ANSWER)

Explanation

To make a tab hidden in the All App Launcher or visible in any app, but still allow a user to view records that would normally be found under this tab, the administrator should use Tab Settings on a profile. Tab Settings control the visibility and default behavior of tabs for each app in an org. The administrator can set a tab to Hidden, which means it will not appear in any app or in the All App Launcher, but users can still access records via other means such as search or reports. Object Permissions, App Permissions, and Org-Wide Defaults are not related to tab visibility. References:

https://help.salesforce.com/s/articleView?id=sf.customize_tabs.htm&type=5

NEW QUESTION: 12

Brokers at DreamHouse Realty need to see certain information about one or more cases when referencing the contact record. This record case Name, Case ID,Customer Name, Case Reason, Case Status, and Case Creation Date.

Which two changes in Setup should the administrator make?

A. Use the page layout editor to change the related list type to Enhanced List.

B. Edit the Related List component in the LightningApp Builder and choose Related List as the related list type.

C. Edit the Related List component in the Lightning App Builder and choose Enhanced List as the related list type.

D. Use the page layout editor to include the appropriate column in the Cases related list.

Answer: B,D (LEAVE A REPLY)

Explanation

To see certain information about one or more cases when referencing the contact record, an administrator can use two methods: edit the Related List component in the Lightning App Builder and choose Related List as the related listtype; and use the page layout editor to include the appropriate column in the Cases related list. The Related List component is a component that allows users to view and edit records related to a parent record on a record page. The Related List component has two types: Related List and Enhanced List. The Related List type shows records in a table format with columns that match the page layout of the parent record. The Enhanced List type shows records in a compact format with fewer columns and actions. To change the type of the Related List component, an administrator can use the Lightning App Builder and select either Related List or Enhanced List from the properties panel. The page layout editor is a tool that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. To include appropriate columns in a related list, such as case name, case ID, customer name, case reason, case status, and case creation date for cases related to contacts, an administrator can use the page layout editor and drag and drop the desired fields from the palette to the Cases related list on the contact page layout.

References:
https://help.salesforce.com/s/articleView?id=sf.lex_related_lists_component.htm&type=5https://help.salesforce.c

NEW QUESTION: 13
Ursa Major classifies its accounts as Silver, Gold, or Platinum Level. When a new case is created for a Silver or Gold partner, it should to the Regular Support Queue. When an account is Platinum Level, it should automatically go to the Priority Support Queue.
What should the administrator use to achieve this?
A. Assignment Rules
B. Case Rules
C. Workflow Rules
D. Escalation Rules
Answer: (SHOW ANSWER)
Explanation
Assignment rules are tools that allow administrators to automatically route records to users or queues based on certain criteria. For example, an assignment rule can assign cases to different queues based on case priority, origin, type, or other fields. Assignment rules can be triggered when records are created manually, via email, web, or API. Assignment rules consist of multiple rule entries that define the criteria and actions for each assignment scenario. References:
https://help.salesforce.com/s/articleView?id=sf.customize_leadrules.htm&type=5https://help.salesforce.com/s/ar

NEW QUESTION: 14
Ursa Major Solar has a path on Case. The Company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from preventing the case back to a previous status.
Which Feature Should an administrator use to fulfill this request?
A. Validation rules.
B. Global Value Picklists
C. Predefined field Values.
D. Dependent Picklists.
Answer: A (LEAVE A REPLY)
Explanation
Validation rules are a way to enforce data quality and business logic by preventing users from saving records that do not meet certain criteria. They can be used to require users to follow the status values as they are on the path and prevent them from reverting the case back to a previous status by using formulas that compare the old and new values of the status field. Global value picklists are a way to create and maintain picklist values that can be shared across multiple fields, but they do not enforce any logic or order on the values. Predefined field values are a way to set default values for fields on path settings, but they do not prevent users from changing them later. Dependent picklists are a way to filter the values of one picklist based on the value of another picklist, but they do not prevent usersfrom going back to a previous value.
References:https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

NEW QUESTION: 15
The marketing director at Northern Trail Outfitters has requested that the budget field is populated in order for the Lead Status field to be marked as qualified.
What tool should the administrator use to fulfill this request?
A. Validation Rule
B. Workflow Rule
C. Lead Conversion.
D. Require Field.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 16
A user at Universal Containers left the company. The administrator needs to create new user for their replacement, but they have assigned all available users licenses.
What should the administrator do to free up users licenses for the new users?
A. Change the formers users record to the new user.
B. Deactivate the former employees user record.
C. Freeze former employees user record.
D. Delete former employees user record.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 17
The marketing team at Ursa Major Solar wants to send a personalized email whenever a lead fills out the web-to-Lead form on their website. They want to send different Message based on the Lead Industry Field Value.
What Should an administrator configure to meet this requirement?
A. Use Validation rule to trigger workflow to email to Lead.
B. Configure an auto responserule to email thelead.
C. Add a public group and process builder to email thelead.
D. Create an assignment rule to email the lead
Answer: B (LEAVE A REPLY)
Explanation

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

NEW QUESTION: 18
A user at Cloud Kicks is having issues logging in to Salesforce. The user asks the administrator to reset their password.
Which two options should the administrator consider when resetting the user's password?
Choose 2 answers
A. Resetting the password will change the user's password policy.
B. Single sign-on users can reset their own passwords using the forgot password link.
C. Resetting a locked-out user's password automatically unlocks the user's account.
D. After resetting a password, the user may be required to activate their device to successfully log in to Salesforce.
Answer: C,D (LEAVE A REPLY)
Explanation
Page layout editor is a tool that allows you to customize the layout and organization of detail and edit pages for a specific object and record type combination. You can use page layout editor to make fields editable or read-only on page layouts for different profiles or record types. After resetting a password, the user may be required to activate their device by entering a verification code sent to their email address or phone number before they can log in to Salesforce. This is a security feature that helps prevent unauthorized access to Salesforce from unknown devices or browsers. References:
https://help.salesforce.com/s/articleView?id=sf.customize_layoutedit.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.identity_verification.htm&type=5

NEW QUESTION: 19
The administrator at Universal Container has created two objects: Containers_c Purchase_c, Management has requested that all container records display on purchase records in Salesforce.
Which type of relationship between Containers_c and Purchase_c should satisfy the requirement?
A. Roll-Up Summary field
B. Formula field
C. Master-detail field
D. Lookup field

Answer: D (LEAVE A REPLY)
Explanation
A lookup field is a type of field that allows administrators to create a relationship between two objects by linking records from one object to another object. For example, a lookup field can link an account record to a purchase record by storing the account ID on the purchase record. A lookup field allows users to select an existing record from a pop-up window or create a new record from the same window. References:
https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.htm&type=5

NEW QUESTION: 20
Cloud Kicks has decided to delete a custom field.
What will happen to the data in the field when it is deleted?
A. The data in the field is stored for 20 days.
B. The data is permanently deleted.
C. The data associated with the field is required.
D. The data is restorable from the recycle bin.
Answer: (SHOW ANSWER)
Explanation
When you delete a custom field, the data in that field is stored for 20 days before it is permanently deleted. During this time, you can restore the field and its data from the Recycle Bin or use Data Loader to export the data. References: https://help.salesforce.com/s/articleView?id=sf.customize_del_field.htm&type=5

NEW QUESTION: 21
An administrator at Universal Container needs an automated way to delete records based on field values.
What automated solution should the administrator use?
A. Workflow
B. Process Builder
C. Flow Builder
D. Automation Studio
Answer: (SHOW ANSWER)
Explanation
Flow Builder is a tool that can be used to create an automated way to delete records based on field values. Flow Builder can create flows that define the logic and actions for deleting records, such as finding records that match certain criteria anddeleting them in bulk. Flows can be scheduled to run at regular intervals or triggered by other events or processes. References:
https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5https://help.salesforce.com/s/articleVie

NEW QUESTION: 22
administrator at Northern Trail Outfitters is unable to add a new user in Salesforce.
What could cause this issue?
A. The username is already in use another organization.
B. The username is restricted to a domain specific to my domain.

C. The email used for the username is not a corporate email address.
D. The email address used for the username has a contact record.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 23
An administrator at AW Computing has been asked to help the Support team with report folders. They want a folder called Support Reports and two folders underneath called Helpdesk and R&D. The Support organization uses public groups for Support Agents, R&D, and Managers. Support agents should be able to run Helpdesk reports, but should not be able to view R&D reports. Support managers should be able to view and edit all reports.
Which two ways should these folders be shared?
Choose 2 answers
A. Share the Helpdesk folder with Support Agents with View access.
B. hare the Support Reports folder with Support Agents with View Access.
C. Share the Support Reports folder with Support Managers with Edit Access.
D. Share the R&D folder with Support Managers with Edit Access.
Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 24
Universal Containers has three separate lines of business. Each line has specific fields that must be displayed to users. However, the fields needed by the sales team are different than the fields needed by the service team.
How should the administrator configure this requirement?
A. Create two record types, each with 3 page layouts.
B. Create one record type with six Page Layouts.
C. Create three record types, each with 2 page layouts.
D. Create six record types, each with 1 page layout.
Answer: (SHOW ANSWER)
Explanation
A record type is a feature that allows administrators to offer different business processes, picklist values, page layouts, etc., todifferent users based on their profile or role. A page layout is a feature that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. In this case, since Universal Containers has three separate lines of business with specific fields for each line; and since sales team needs different fields than service team; the administrator should create three record types for each line of business; and create two page layouts for each record type - one for sales team and one for service team. References:
https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5https://help.salesforce.com/s/a

NEW QUESTION: 25
Cloud Kicks has a Customer success agent going on leave and needs to change ownership on multiple cases.
Which two users are able to fulfill this request?
Choose 2 answers

A. A user with ReadPermission on account.
B. A user with manager role above the agent.
C. A user with the System Administrator profile.
D. A user with the Manage Cases Permission
Answer: (SHOW ANSWER)
Explanation
A user with manager role above the agent can change ownership on multiple cases thatare owned by the agent or by users below the agent in the role hierarchy. A user with the System Administrator profile can change ownership on any case, regardless of the owner or role hierarchy. References:
https://help.salesforce.com/s/articleView?
id=sf.case_change_owner.htm&type=5https://help.salesforce.com/s/art

NEW QUESTION: 26
Users at Universal Containers would like to visually see the sales stages on an Opportunity page. The administrator is configuring path for Opportunities.
Which is an important consideration for path configuration?
A. Kanban views for Path must be configured manually.
B. The Owner field can be edited in the key fields Panel.
C. Celebrations are unable to be added to a path.
D. Path can include guidanceand key fields for each stage.
Answer: (SHOW ANSWER)
Explanation
Path is a feature that can be used to visually see the sales stages on an opportunity page. Path can include guidance and key fields for each stage to help users move opportunities along the sales process. Guidancecan provide tips, policy information, or best practices for each stage. Key fields can display important fields that users need to fill in or update for each stage.
References:https://help.salesforce.com/s/articleView?id=sf.path_overview.htm&type=5

NEW QUESTION: 27
At universal Containers, users would like to be able to share Salesforce records with other members of their team, while collaborating around general topics as well.
Which are two considerations for enabling this functionality?
Choose 2 answers
A. Collaboration groups are created automatically for every department.
B. Object layouts should be configured to include the groups related list.
C. The Add Record action must be configured in the group publisher.
D. An administrator needs to create a group to enable record sharing
Answer: (SHOW ANSWER)
Explanation
To enable record sharing and collaboration with groups, you need to add the groups related list to the object layouts and configure the Add Record action in the group publisher.

References: https://help.salesforce.com/s/articleView?id=sf.collab_groups_records.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.collab_groups_record_actions.htm&type=5

NEW QUESTION: 28

DreamHouse Realty regularly processes customer requests for warranty work and would like to offer customers a self-serve option to generate cases.

Which two solutions should an administrator use to meet this request?

Choose 2 answers

A. Web-to-Case

B. Case Escalation

C. Case Queues

D. Email-to-Case

Answer: A,D ([LEAVE A REPLY]())

Explanation

Web-to-Case and Email-to-Case are two solutions that allow customers to create cases from a web form or an email. Web-to-Case generates HTML code for a web form that you can place on your website. Email-to-Case converts incoming emails into cases.

References: https://help.salesforce.com/s/articleView?id=sf.customizesupport_web_to_case.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customizesupport_email_to_case.htm&type=5

NEW QUESTION: 29

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

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

Choose 2 answers

A. Add to manual sharing list

B. Assign permission set group to Users

C. Create a Permission Set

D. Edit organization-wide defaults

Answer: B,C ([LEAVE A REPLY]())

Explanation

A permission set group is a collection of permission sets that can be assigned to users as one unit; it simplifies permission management by reducing the number of permissionassignments needed for users who require multiple permission sets. A permission set is a collection of settings and permissions that give users access to various tools and functions in Salesforce; it can be used to extend users' access beyond their profilewithout changing their profile. Creating permission sets and assigning permission set groups can help Cloud Kicks give access to new custom object with custom fields to more than one user by creating permission sets that include access to new custom object with custom fields and assigning permission set groups that contain those permission sets to users who need them. Adding users to manual sharing list or editing organization-wide defaults are not options for giving access to new custom object with customfields to more than one user; they either do not apply to custom objects or do not grant object-level access. References:

https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5https://help.salesforce.com/s/ar

NEW QUESTION: 30

An administrator at Ursa Major Solar just learned about the AppExchange and how helpful it can be to the company's business.

Which two actions can be accomplished via the AppExchange?

'Choose 2 answers

A. Find certified developers and consultants.

B. Download the Dataloader data tool.

C. Install industry-specific solution templates.

D. Download standard Lightning components.

Answer: (SHOW ANSWER)

Explanation

The AppExchange is an online marketplace where customers can find apps, components, consultants, developers, and more to extend Salesforce functionality or solve specific business challenges. Some of the actions that can be accomplished via AppExchange are finding certified developers and consultants who can help with custom development or implementation projects; installing industry-specific solution templates that provide preconfigured apps, dashboards, reports etc., for various industries such as manufacturing or healthcare; downloading free tools or components that enhance productivity or user experience; browsing reviews or ratings from other customers who have used certain products or services; etc. References: https://appexchange.salesforce.com/

NEW QUESTION: 31

Universal Containers has a private sharing model for Opportunities and uses Opportunity teams. Criteria-based sharing rules a sales rep at Universal Containers leaves the company and their user record is deactivated. The rep is later rehired in V administrator activates the old user record. The user is added to the same default Opportunity teams but h no longer able records the user worked on before leaving the company.

What is the likely cause?

A. The stage of the Opportunity records was changed to closed lost.

B. Permission sets were removed when the user was deactivated.

C. The records were manual shared with the user.

D. The record type of the Opportunity records was changed.

Answer: (SHOW ANSWER)

NEW QUESTION: 32
Ursa Major Solar wants to assist users with a guided expense report process to simplify submissions, routing, and authorizations.
Which two tools should an administrator use to build this solution?
Choose 2 answers
A. Validation Rule
B. Flow Builder
C. Approval Process
D. Quick Action
Answer: B,C (LEAVE A REPLY)
Explanation
Flow builder and approval process are two tools that can be used by Ursa Major Solar to assist users with a guided expense report process to simplify submissions, routing, and authorizations. Flow builder is a tool that allows administrators to create flows, which are guided processes that collect data and perform actions in Salesforce; it can be used to create a screen flow that guides users through the steps of submitting an expense report, such as entering expense details, uploading receipts, etc. Approval process is a tool that allows administrators to create approval processes, which are automated processes that require approval from one or more approvers; it can be used to create an approval process that routes expense reports to the appropriate managers for authorization basedon certain criteria, such as amount, type, etc. Validation rule, quick action are not tools for building a guided expense report process; they are used for different purposes such as enforcing data quality or creating records. References:
https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5https://help.salesforce.com/s/articleVie

NEW QUESTION: 33
Universal Containers (UC) would like to count the number of open cases associated with each account and update the account with this value every Friday evening. UC has several hundred open cases at any given time.
What should the administrator use to complete this request?
A. Use a record trigger flow.
B. Use a scheduled process builder.
C. Use a Roll-Up summary.
D. Use a scheduled flow
Answer: (SHOW ANSWER)
Explanation
A scheduled flow is a type of flow that runs at scheduled times on batches of records that meet certain criteria. It can be used to count the number of open cases associated with each account and update the account with this value every Friday evening by using an assignment element to loop through the accounts and cases andassign the count value to a field on the account record. Using a record trigger flow, a scheduled process builder, or a roll-up summary field are not suitable options for this requirement because they would not run at

scheduled times or on batches of records; they would run every time a record is created or updated, which may not reflect the accurate count of open cases at the end of each week.
References:https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled.htm&type=5

NEW QUESTION: 34
Users at Cloud Kicks are reporting different options when uploading a custom picklist on the Opportunity object based on the kind of opportunity.
Where Should an administrator update the option in the picklist?
A. Related lookup filters
B. Fields and relationships
C. Record Type
D. Picklist value sets
Answer: C (LEAVE A REPLY)

NEW QUESTION: 35
The marketing director at Northern Trail Outfitters has requested that the budget field is populated in order for the Lead Status field to be marked as qualified.
What tool should the administrator use to fulfill this request?
A. Lead Conversion.
B. Require Field.
C. Workflow Rule
D. Validation Rule
Answer: D (LEAVE A REPLY)
Explanation
Validation rule is a tool that can be used to enforce data quality and business logic by preventing users from saving records that do not meet certain criteria. In this case, a validation rule can be created on the Lead object to display an error message if the Lead Status field is marked as qualified and the Budget field is blank.
References: https://help.salesforce.com/s/articleView?id=sf.fields_about_validation_rules.htm&type=5

NEW QUESTION: 36
AW Computing has six sales teams in a region. These teams always consists of the same account manager, engineer, and assistant.
What should the administrator configure to make it easier for teams to collaborate with the same customer?
A. Enable and configure standard opportunity teams with splits.
B. Enable account teams and show the users how to set up a default account team.
C. Create a queue for each team and assign account ownership to the queue.
D. Propose the users manually share all their accounts with their teammates.
Answer: B (LEAVE A REPLY)
Explanation
Account teams are groups of users who work together on an account. You can enable account teams inSetup and assign team roles and access levels for each team member. Users can set up a default account team that is

automatically added to any account that they own or create. This makes it easier for teams to collaborate with the same customer without manually sharing each account. References: https://help.salesforce.com/s/articleView?id=sf.accountteam.htm&type=5https://help.salesforce.com/s/articleVie

NEW QUESTION: 37

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

A. Field History Tracking

B. Setup Audit Trail

C. SecurityHealth Check

D. Organization-Wide Defaults

Answer: (SHOW ANSWER)

Explanation

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

References:https://help.salesforce.com/s/articleView?id=sf.security_health_check.htm&type=5

NEW QUESTION: 38

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

How should an administrator accomplish this request?

A. Build a scheduled report displaying Account with Account revenue that is negative or greater than 100 billion.

B. Enable the Account Revenue limits in setup, with 0 as minimum and 100 billion as maximum

C. Create a validation rule that displays an error if Account revenue is below 0 or greater than 100 billion.

D. Make the Account Revenue field required on the page layout.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 39

Users at Dreamhouse Reality are only allowed to see opportunities they own. Leadership wants an enterprise-wide dashboard of all open opportunities in the pipeline so that users can see how the company is performing at any point in time.

How should an administrator create the dashboard without changing any sharing setting?

A. Update the dashboard to folder settings to manager for the sales reps role.

B. Create a dashboard with the running User set as someone who can see all Opportunities

C. Add a filter to the dashboard to filter the opportunities by owner role.

D. Build individual dashboards for profiles that need to see the enterprise results.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 40

An Administrator supporting global team of salesforce users has been asked to configure the company settings Which two options should the administrator configure?
Choose 2 Answers
A. Login Hours
B. Password Policy
C. Default Language
D. Currency Local
Answer: C,D (LEAVE A REPLY)
Explanation
Defaultlanguage and currency locale are two options that an administrator should configure in the company settings to support a global team of Salesforce users. Default language determines the language that is used for labels, buttons, tabs, help text, and messages in Salesforce for all users unless they override it in their personal settings. Currency locale determines the format of currency fields and numbers in Salesforce for all users unless they override it in their personal settings or enable multiple currencies. References:
https://help.salesforce.com/s/articleView?
id=sf.admin_supported_languages.htm&type=5https://help.salesforce.c

NEW QUESTION: 41
A new Sales Rep at Ursa Major has a qualified lead that is ready for conversation.
When using the Lead Conversion process, which two records can be Created?
Choose 2 answers
A. Account
B. Campaign
C. Case
D. Contact
Answer: (SHOW ANSWER)
Explanation
Account and contact are two records that can be created when using the lead conversion process. The lead conversion process converts a lead into an account, a contact, and optionally, an opportunity.
References:https://help.salesforce.com/s/articleView?id=sf.convert_lead.htm&type=5

NEW QUESTION: 42
Ursa Major Solar provides a 1-year warranty on all of the panels it installs. Installation details, along with the warranty information, a captured on a custom object called Installation. The installation record is created by the installer from the mobile app. Customers son receive a longer warranty as a way of increasing customer satisfaction when an installation gets delayed or has issues.
How should the administrator configure Salesforce to capture the expiration date of the warranty?
A. Use a formula as the default value of the warranty Expiration Date field.
B. Create a formula field to display I year from the warranty purchased.
C. Add a validation rule to ensure the Expiration Date field is populated.
D. Include the warranty Expiration Date field on the mobile page layout.

Answer: (SHOW ANSWER)
Explanation
To capture the expiration date of warranty based on installation date and warranty length (1 year by default), the administrator should use a formula as the default value of Warranty Expiration Date field on Installation object. The formula can calculate one year from installation date using DATE function or DATEVALUE function. For example, DATE(YEAR(Installation_Date__c) + 1 , MONTH(Installation_Date__c) , DAY(Installation_Date__c)) will return one year from installation date. Creating a formula field, adding a validation rule, or including Warranty Expiration Date field on mobile page layout will not capture expiration date based on installation date and warranty length. References:
https://help.salesforce.com/s/articleView?id=sf.formula_using_date_datetime.htm&type=5

NEW QUESTION: 43
Ursa Solar Major is evaluating Salesforce for its service team and would like to know what objects were available out of the box.
Which three of the standard objects are available to an administrator considering a support use case?
Choose 3 answers
A. Ticket
B. Contract
C. Request
D. Account
E. Case
Answer: B,D,E (LEAVE A REPLY)

NEW QUESTION: 44
The VP of Sales at Cloud Kicks is receiving an error message that prevents them form saving an Opportunity.
The administrator attempted the same edit without receiving an error.
How can the administrator validate the error the user is receiving?
A. Log in as the user
B. Review the sharing model
C. Edit the page layout.
D. View the setup audit trail.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 45
Northern Trail Outfitters has a new flow that automatically sets the field values when a new account is created.
That the flow is launched by a process, But the flow is not working properly.
What should administrator do to identify the problem?
A. View the setup audit Trail and review for errors.
B. Review debug logs with the login level.
C. Use the native debug feature in the flow builder.
D. Setup Email logs and review the send error log.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 46

The administrator at universal containers has a screen flow that helps users create new leads.
When lead source is "Search Engine", the administrator needs to require the user to choose a specific a search engine from a picklist. If lead source is not "Search Engine", this picklist should be hidden.
How should the administrator complete this requirement?

A. Assign a decision element to direct the user to a second screen to hold specific search engine only when a lead source is "Search Engine".
B. Use an assignment element, onefor when lead source is "Search Engine" and one for everything else.
C. Create a picklist for specific search engine, and set conditional visibility so that is only shown when lead source is "Search Engine".
D. Configure a picklist for specific search engine, and use a validation rule to conditionally show only when lead source is "Search Engine"

Answer: C (LEAVE A REPLY)

Explanation
To require users to choose a specific search engine from a picklist when lead source is "Search Engine", and hide it otherwise, the administrator shouldcreate a picklist for specific search engine on the same screen as lead source, and set conditional visibility so that it is only shown when lead source is "Search Engine". This will make sure that users see only relevant fields based on their input. A decision element will create an extra screen that may disrupt user experience. An assignment element will not affect field visibility. A validation rule will not hide fields but only show errors when values are invalid. References:
https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screen_components_picklist.htm&type=5http

NEW QUESTION: 47

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

A. User Licenses Related List in Company information.
B. User Management settings in setup.

C. Usage based entitlement related list in company information.

D. Search for licenses types in setup.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 48

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

Which two ways should these folders be shared?

Choose 2 answers

A. Share the R&D folder with Support Managers with Edit Access.

B. Share the Helpdesk folder with Support Agents with View access.

C. Share the Support Reports folder with Support Managers with Edit Access.

D. hare the Support Reports folder with Support Agents with ViewAccess.

Answer: (SHOW ANSWER)

Explanation

To share report folders with different groups of users with different levels of access, an administrator can use folder sharing settings under setup. Folder sharing settings allow administrators to share report folders with public groups, roles, roles and subordinates, territories, or portal roles with view or edit access. In this case, the administrator can share the Helpdesk folder with Support Agents with view access so they can run Helpdesk reports but not edit them; and share the R&D folder with Support Managers with edit access so they can view and edit R&D reports.

References:https://help.salesforce.com/s/articleView?id=sf.reports_builder_folders_sharing.htm&type=5

NEW QUESTION: 49

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

What should AWC use to track Contacts?

A. Use a partner community to track the Contacts.

B. Create a new Contact record for each agency.

C. Create a Junction object to track many-to-many relationship.

D. Enable Contacts to multiple Accounts.

Answer: D (LEAVE A REPLY)

Explanation

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

https://help.salesforce.com/s/articleView?id=sf.contacts_multiple_accounts.htm&type=5

NEW QUESTION: 50

AW Computing has six sales teams in a region. These teams always consists of the same account manager, engineer, and assistant.

What should the administrator configure to make it easier for teams to collaborate with the same customer?

A. Enable and configure standard opportunity teams with splits.

B. Enable account teams and show the users how to set up a default account team.

C. Create a queue for each team and assign account ownership to the queue.

D. Propose the users manually share all their accounts with their teammates.

Answer: B (LEAVE A REPLY)

Explanation

Account teams are groups of users who work together on an account. You can enable account teams in Setup and assign team roles and access levels for each team member. Users can set up a default account team that is automatically added to any account that they own or create. This makes it easier for teams to collaborate with the same customer without manually sharing each account. References:

https://help.salesforce.com/s/articleView?id=sf.accountteam.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.accountteam_default.htm&type=5

NEW QUESTION: 51

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

Which feature should the administrator use to implement this functionality?

A. Parent campaign field

B. Master-detail relationship

C. Junction object

D. Lookup relationship

Answer: (SHOW ANSWER)

NEW QUESTION: 52

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

How should the administrator recommend automating this business process?

A. Create a workflow rule with an outbound message.

B. Set up a scheduled process in Process Builder.

C. Configure a scheduled flow in flow Builder.

D. Use a process to update the account when it is edited

Answer: C (LEAVE A REPLY)

Explanation

Flow Builder supports creating a scheduled flow that can run at specified intervals and perform actions on a set of records that meet certain criteria.
References: https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled_start.htm&type=5

NEW QUESTION: 53
Cloud Kicks (CK) has new administrator who is asked to put together a memo detailing salesforce uses to budget for upcoming license purchases.
Where Should the administrator go to find out what type of licenses CK Has purchased and how many are available.
A. Search for licenses types in setup.
B. User Licenses Related List in Company information.
C. User Management settings in setup.
D. Usage based entitlement related list in company information.
Answer: B (LEAVE A REPLY)
Explanation
The User Licenses related list in Company Information shows the types of licenses that have been purchased for an org and how many are available or used. It also shows the expiration date of each license type if applicable. This information can help administrators plan for license purchases and manage user access.
Searching for license types in setup does not show how many licenses have been purchased or how many are available or used. User Management settings in setup does not show license information either, but rather settings related to user login, session, identity, etc. Usage-based entitlement related list in company information shows information about usage-based licenses such as API requests or sandboxes, but not user licenses.
References:
https://help.salesforce.com/s/articleView?id=sf.users_understanding_license_types.htm&type=5

NEW QUESTION: 54
Cloud kicks intends to protect with backups by using the data by using the data export Service.
Which two considerations should the administrator remember when Scheduling the export?
Choose 2 Answers.
A. Metadata Backups are limited a sandbox refresh intervals.
B. Data Backups are limited to weekly or monthly intervals.
C. Data export service should be run from a sandbox.
D. Metadata backups must be run via a separate process.
Answer: B,D (LEAVE A REPLY)
Explanation
To protect data with backups by using Data Export Service, two considerations that the administrator should remember when scheduling export are:
Data Backups are limited to weekly or monthly intervals depending on edition and license type Metadata backups must be run via a separate process such as Metadata API or change sets because Data Export Service only exports data (records) Metadata backups are not limited by sandbox refresh intervals. Data Export

Service should be run from production orgs unless testing purposes require otherwise. References: https://help.salesforce.com/s/articleView?id=sf.data_export.htm&type=5

NEW QUESTION: 55
Cloud Kicks has a team of product owners that need a space to share feedback and ideas with just the product team.
How should the administrator leverage Salesforce to help the team collaborate?
A. Use Quick Actions to log communication.
B. Configure a Chatter Public Group.
C. Create a Chatter Private Group.
D. Add Activity History to document tasks.
Answer: (SHOW ANSWER)
Explanation
A Chatter private group is a type of Chatter group that allows members to share feedback and ideas with each other in a secure and exclusive space; only members can see and post in a private group. It can be used by Ursa Major Solar to create a space for product owners to collaborate with just the product team by creating a Chatter private group and adding product owners as members. Using quick actions to log communication, configuring a Chatter public group, or adding activity history to document tasks are not solutions for creating a space for product owners to collaborate with just the product team; they either do not provide privacy or do not support collaboration. References:
https://help.salesforce.com/s/articleView?id=sf.collab_groups_overview.htm&type=5

NEW QUESTION: 56
The Marketing team at Cloud Kicks uses campaigns to generate product interest. They want custom picklist values for the campaign member Status field for each campaign they run, currently, they ask the administrator to add or delete values, but this is very time consuming.
Which two user permission should allow the Marketing team to customize the campaign member status picklist values themselves?
Choose 2 answers
A. Marketing user feature license
B. Customize Application permission
C. Edit permission for campaigns
D. Create and Edit for Campaign Member
Answer: (SHOW ANSWER)

NEW QUESTION: 57
The Sales manager at DreamHouse Realty wants the sales users to have a quick way to view and edit the Opportunities in their pipeline expected to close in the next 90 days.
What should an administrator do to accomplish this request?
A. Create a custom report and schedule the sales users to receive it each day as a reminder to update their opportunities.

B. Enable Sales Console and show users how to open a tab for each opportunity in the pipeline that meets the requirements.
C. Create a list view on the Opportunity object and recommend users switch the view to Kanban to edit by drag and drop.
D. Make a new Sales dashboard and add a component that shows all opportunities that meet the criteria.
Answer: C (LEAVE A REPLY)
Explanation
A list view is a feature that allows users to filter and display records based on certain criteria and fields. A Kanban view is a feature that allows users to view records as cards organized by columns that represent stages in a process such as opportunity stages or case statuses. Users can switch between list view and Kanban view by clicking on a toggle button on any object tab that supports Kanban view such as opportunities or cases. Users can also edit records by dragging and dropping cards from one column to another or by clicking on an inline edit icon on each card. In this case, the administrator can create a list view on the opportunity object that filters opportunities by expected close date in the next 90 days; and recommend users switch the view to Kanban to edit opportunities by drag and drop. References:
https://help.salesforce.com/s/articleView?id=sf.lex_list_views.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.kanban_view.htm&type=5

NEW QUESTION: 58
Sales reps at Northern Trail Outfitters have asked for a way to change the Probability field value of their Opportunities.
What should an administrator suggest to meet this request?
A. Configure Forecasting support.
B. Make the field editable on page layouts
C. Create a custom field on Opportunity.
D. Define a new Stage picklist value.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 59
DreamHouse Realty regularly holds open houses for the selling of both houses and condominiums. For condominiumopen houses, there are a few extra steps that need to be taken. Agents need to be able to submit requests and receive approvals from the homeowners' association.
How can the administrator ensure these extra steps only appear when creating open house records for condominiums?
A. Create one page layout. Use record types to ensure the proper status picklist values display.
B. Create two page layouts. Use business processes and record types to display the appropriate picklist values.
C. Create one page layout.Use business processes to ensure the proper status picklist values display.
D. Create two page layouts, one with a House Status field and the other with a Condominium Status field.
Answer: B (LEAVE A REPLY)
Explanation

To ensure extra steps only appear when creating open house records for condominiums, an administrator can use two methods: create two page layouts; and use business processes and record types to display appropriate picklist values. A page layout is a feature that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. An administrator can create two page layouts for open house records - one for houses and one for condominiums - and include different fields or sections for each page layout based on their requirements. A business process is a feature that allows administrators to define and enforce stages that records must go through based on their record type such as lead status or opportunity stage. A record type is a feature that allows administrators to offer different business processes, picklist values, page layouts etc., to different users based on their profile or role. An administrator can create two record types for open house records - one for houses and one for condominiums - and assign different business processes and picklist values for each record type based on their requirements. References:
https://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type=5https://help.salesf

NEW QUESTION: 60
The administrator at Ursa Major Solar has Created anew record type for customer warranty cases which two assignments should the administrator use to display the new record type to users?
Choose 2 answers
A. Profile Assignment
B. Role Assignment
C. App Manager Assignment.
D. Page layout Assignment.
Answer: A,D (LEAVE A REPLY)
Explanation
Profile assignment and page layout assignment are two assignments that should be used to display a new record type to users. Profile assignment determines which profiles can access a record type and which record type is the default for each profile. Page layout assignment determines which page layout is assigned to each record type and profile combination. References:
https://help.salesforce.com/s/articleView?id=sf.customize_recordtype_assign.htm&type=5https://help.salesforce

NEW QUESTION: 61
Cloud Kicks executives have noticed the opportunity Expected revenue Field displays incorrect values.
How Should the administrator correct this?
A. Update the expected revenue associated with the stage.
B. Adjust theforecast category associated with the stage.
C. Modify the closed won value associated with the stage.
D. Change the probability associated with the stage.
Answer: D (LEAVE A REPLY)
Explanation
Expected revenue is calculated as Amount x Probability. If the expected revenue field displays incorrect values, it means that the probability associated with the stage is not accurate. The administrator should change the probability to reflect the actual likelihood of closing the opportunity at that stage.

References:https://help.salesforce.com/s/articleView?id=sf.forecasts3_expected_revenue.htm&type=5

NEW QUESTION: 62
Northern Trail Outfitters has a custom quick action on Account that creates a new Case.
How should an administrator make the quick action available on the Salesforce mobile app?
A. Create a custom Lightning App with the action.
B. Modify compact Case page layout to include the action.
C. Include the action in the Salesforce Mobile Navigation menu.
D. Add the Salesforce Mobile and Lightning Experience action to the page layout.
Answer: D (LEAVE A REPLY)
Explanation
To make a quick action available on the Salesforce mobile app, you need to add it to the Salesforce Mobile and Lightning Experience Actions section of the page layout. You can use the Page Layout Editor to drag and drop the quick action onto the section.
References: https://help.salesforce.com/s/articleView?id=sf.actions_in_lex.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_page_layouts.htm&type=5

NEW QUESTION: 63
Cloud Kicks (CK) needs a new sales application. The administrator there is an application package on the AppExchange and wants to begin testing it in a sandbox to see If it addresses CK's needs.
What are two considerations when installing a managed package in a sandbox?
Choose 2 answers.
A. Any metadata changes to the package have to be recreated in production.
B. The installation link has to be modified to test.saiesiorcc.com.
C. Install for Admins Only will be the only Install option available.
D. The package will be removed any time the sandbox is refreshed.
Answer: (SHOW ANSWER)
Explanation
Two considerations when installing a managed package in a sandbox are:

The installation link has to be modified to test.salesforce.com, because the default installation link points to login.salesforce.com which is for production orgs. To install a package in a sandbox org, the administrator has to replace login with test in the installation URL before clicking it.
The package will be removed any time the sandbox is refreshed, because refreshing a sandbox replaces its current data and metadata with those from its source org. If the source org does not have the package installed, then the sandbox will lose it after refresh. Any metadata changes to the package do not have to be recreated in production, because they are preserved during upgrades unless overwritten by the package developer. Install for Admins Only is not the only install option available; there are also Install for All Users and Install for Specific Profiles options. References:
https://help.salesforce.com/s/articleView?id=sf.distribution_installing_packages.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.data_sandbox_implementation_tips.htm&type=5

NEW QUESTION: 64
Support agent at Cloud Kicks are spending too much time finding resources to solve cases.
The agents need a more efficient way to find documentation and similar cases from the Case page layout.
How should an administrator meet this requirement?
A. Create a custom object to capture popular case resolutions.
B. Configure Knowledge with articles and data categories.
C. Use an interview flow to capture Case details.
D. Direct users to Global Search to look for similar cases.
Answer: (SHOW ANSWER)

NEW QUESTION: 65
The administrator at Universal Container has created two objects:Containers_c Purchase_c, Management has requested that all container records display on purchase records in Salesforce.
Which type of relationship between Containers_c and Purchase_c should satisfy the requirement?
A. Roll-Up Summary field
B. Formula field
C. Master-detail field
D. Lookup field
Answer: D (LEAVE A REPLY)
Explanation
A lookup field is a type of field that allows administrators to create a relationship between two objects by linking records from one object to another object. For example, a lookup field can link an account record to a purchase record by storing the account ID on the purchase record. A lookup field allows users to select an existing record from a pop-up window or create a new record from the same window.
References:https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.htm&type=5

NEW QUESTION: 66
A sales rep at Ursa Major Solar has launched a series of networking events. They are hosting one event per month and want to be able to report on campaign ROI by month and series.

How should the administrator set up the Campaign to simplify reporting?
A. Configure campaign Member Statuses to record which event members attended.
B. Create individual Campaigns that all have the same name.
C. Add different record types for the monthly event types.
D. Use Campaign Hierarchy where the monthly events roll up to a parent Campaign
Answer: A (LEAVE A REPLY)

NEW QUESTION: 67
The VP of sales at Universal Containers wants to prevent members of the sales team from changing an opportunity to a date in the past.
What should an administrator configure to meet this requirement?
A. Assignment Rule
B. Validation Rule
C. Field-Level Security
D. Approval Process
Answer: (SHOW ANSWER)
Explanation
Validation rules allow you to prevent users from changing an opportunity close date to a date in the past.
References: https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

NEW QUESTION: 68
Universal Containers (UC) has a queue that is used for managing tasks that need to be worked by the UC customer support team. The same team will now be working some of UC's Cases.
Which two options should the administrator use to help the support team?
Choose 2 answers
A. Create a new queue and add Cases as an available object.
B. Configure a flow to assign the cases to the queue.
C. Add Cass to the existing queue as available object.
D. Use assignment rules to set the queue as the owner of the case.
Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 69
When a cloud kicks Opportunity closes, the company would like to automatically create a renewal opportunity.
Which two automation tools should an administrator use to accomplish this request?
Choose 2 answers
A. Approval Process
B. Flow Builder
C. WorkFlow Rule
D. Process Builder
Answer: B,D (LEAVE A REPLY)
Explanation

Flow Builder and Process Builder are two automation tools that should be used to accomplish this request. Flow Builder can be used to create a flow that defines the logic and actions for creating a renewal opportunity, such as setting the stage, close date, and amount. Process Builder can be used to create a process that triggers the flow when an opportunity is closed won. References:
https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5

NEW QUESTION: 70
Which tool should an administrator use to identify and fix potential session vulnerabilities?
A. Organization-Wide Defaults
B. Field History Tracking
C. Security Health Check
D. Setup Audit Trail
Answer: C (LEAVE A REPLY)

NEW QUESTION: 71
Northern Trail Outfitters uses a custom object Invoice to collect customer payment information from an external billing system. The Billing System field needs to be filled on every Invoice record.
How should an administrator ensure this requirement?
A. Define an approval process for the child.
B. Make the field universally required.
C. Create a Process Builder to set the field.
D. Require the field on the record type.
Answer: (SHOW ANSWER)

NEW QUESTION: 72
An administrator at Universal Container needs an automated way to delete records based on field values.
What automated solution should the administrator use?
A. Flow Builder
B. Automation Studio
C. Workflow
D. Process Builder
Answer: D (LEAVE A REPLY)

NEW QUESTION: 73
Universal Containers is trying to improve the user experience when searching for the tight status on a case.
The company currently has one support process that is used for all record types on cases. The support process has 10 status values. Service reps say they never need more than five depending on what kind of case they are working on.
How should the administrator improve on the current implementation?
A. Reduce the number of case status values to five.

B. Create a Screen Flow that shows only the correct values for status and surface the flow in the utility bar of the console.
C. Review which status choices are needed for each record type and create support processes for each that is necessary.
D. Edit the status choices directly on the record type.
Answer: (SHOW ANSWER)
Explanation
Support processes allow you to define different status values for different record types on cases.
References: https://help.salesforce.com/s/articleView?id=sf.customize_support_process.htm&type=5

NEW QUESTION: 74
Cloud Kicks generates leads for its different product categories (shoes, apparel, and accessories) through many different sources. While some lead sources are used for all three categories, other lead sources are specific to a single category. The VP of marketing requests that only the proper lead sources be displayed based on the product category chosen.
How should the administrator configure Salesforce to meet this requirement?
A. Create a page layout for each category and filter the Lead Source field based on category.
B. Create a dependency between the Product Category field and Lead Source field.
C. Create business processes and record types for each of the three product categories.
D. Create a single business process, then create record types for each product category.
Answer: (SHOW ANSWER)
Explanation
To display only the proper lead sources based on the product category chosen, an administrator should create a dependency between the Product Category field and Lead Source field on Lead object. A dependency is a relationship between two picklist fields that restricts the values available in one picklist based on the value selected in another picklist. For example, an administrator can create a dependency that shows only Online Store and Social Media as lead sources if Product Category is Shoes, but shows only Trade Show and Magazine as lead sources if Product Category is Apparel. Creating a page layout for each category, creating business processes and record types for each category, or creating a single business process with record types for each category will not display only the proper lead sources based on the product category chosen.
References: https://help.salesforce.com/s/articleView?id=sf.customize_dependent.htm&type=5

NEW QUESTION: 75
New Leads needs to be routed to the correct sales person based on the lead address.
How should the administrator configure this requirement?
A. Create formula field.
B. Use lead assignment rules.
C. Assign with an escalation rule.
D. Configure a validation rule
Answer: B (LEAVE A REPLY)
Explanation

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

NEW QUESTION: 76
Customer service accesses articles with the Knowledge Lightning component on the Service Cloud Console. Billing department users would like similar functionality on the case record without using the console.
How should the administrator configure this request?
A. Add the knowledge component to the page layout.
B. Add the Knowledge component list to the page layout.
C. Add the Knowledge related list to the page layout.
D. Add the knowledge related list to the record page
Answer: C (LEAVE A REPLY)
Explanation
The Knowledge Lightning component is a component that allows users to access articles from the Service Cloud Console app. However, if users want to access articles from a different app that does not use the console, they can use the Knowledge related list instead. The Knowledge related list shows articles related to a record based on data categories and shows article details such as title, summary, rating, and view count. To add the Knowledge related list to a record page, an administrator can use the page layout editor and drag and drop the Knowledge related list to the appropriate section on the page layout. References:
https://help.salesforce.com/s/articleView?id=sf.knowledge_lightning_component.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.knowledge_related_list.htm&type=5

NEW QUESTION: 77
The administrator at AW Consulting has created a custom picklist field. Business users have requested that it be a text field. The administrator attempts to change the field type but, is unable to because it is referenced by other functionalities.
Which functionality is preventing the field type from being changed?

A. Formula fields
B. Record types
C. Visualforce
D. Javascript
Answer: A (LEAVE A REPLY)
Explanation
Formula fields are types of fields that calculate a value based on an expression or formula that references other fields or constants. Formula fields prevent administrators from changing their field type once they are created because they may be referenced by other functionalities such as reports, validation rules, workflow rules, etc., that depend on their data type and value. If a formula field is referenced by other functionalities, then changing its field type may cause errors or unexpected results. References:
https://help.salesforce.com/s/articleView?id=sf.fields_about_formulas.htm&type=5

NEW QUESTION: 78
When a Sales rep clicks a button on an opportunity, a simple discount calculator screen should be launched.
Which automation tool should an administrator use to build this discount calculator screen?
A. Process Builder
B. Platform Event
C. Workflow Rule
D. Flow Builder
Answer: D (LEAVE A REPLY)

NEW QUESTION: 79
The administrator for AW Computing is working witha user who is having trouble togging in to Salesforce.
What should the administrator do to identify why the user Is unable to log in?
A. Review the login history for the user.
B. Check the attempted logins by running the setup audit trail.
C. Pull the password history to ensure the password policy was followed.
D. Reset the security token for the profile.
Answer: A (LEAVE A REPLY)
Explanation
To identify why a user is unable to log in to Salesforce, the administrator should review the login history for the user. The login historyshows the date and time of each login attempt, the source IP address, the browser and platform used, the login type (such as username and password or single sign-on), and the status (such as success or failure). The login history can help troubleshoot common login issues such as incorrect username or password, invalid security token, IP restrictions, or login hours violations. Checking the attempted logins by running the setup audit trail, pulling the password history, or resetting the security token for the profile will not help identify why a user is unable to log in.
References:https://help.salesforce.com/s/articleView?id=sf.monitoring_login_history.htm&type=5

NEW QUESTION: 80

Users at Cloud Kicks want to be able to create a task that will repeat every two weeks.
What should an administrator do to meet the requirement?

A. Enable Creation of Recurring Tasks.

B. Turn on Recurring Activities.

C. Workflow rule to create recurring tasks.

D. Flow to create recurring tasks.

Answer: (SHOW ANSWER)

NEW QUESTION: 81

At universal Containers, users would like to be able to share Salesforce records with other members of their team, while collaborating around general topics as well.
Which are two considerations for enabling this functionality?
Choose 2 answers

A. An administrator needs to create a group to enable record sharing

B. Collaboration groups are created automatically for every department.

C. The Add Record action must be configured in the group publisher.

D. Object layouts should be configured to include the groups related list.

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 82

Cloud kicks has the organization-wide sharing default set to private on the shoe object. The sales manager should be able to view a report containing shoe records for all of the sales reps on their team.
Which 3 items should the administrator configure to provide appropriate access to the report?
Choose 3 answers

A. Folder access

B. Custom report type.

C. Report subscription

D. Field level security

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 83

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

A. Add a permission set that allows them to import data.

B. Append their security token at the end of their password to login.

C. Use the Data Import Tool to mass import custom object records.

D. Reset their password and their security token.

Answer: B (LEAVE A REPLY)

Explanation
To use Data Loader to mass import new records to a custom object from a new API, the administrator will need to append their security token at the end of their password to login. The security token is an alphanumeric code

that is required for API access when logging in from an IP address that is not trusted by Salesforce. The security token can be obtained from the user's personal settings or by resetting it via email. Adding a permission set, resetting the password and the security token, or using the Data Import Tool are not necessary for using Data Loader. References: https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.security_token.htm&type=5

NEW QUESTION: 84

Northern Trail Outfitters wants to calculate how much revenue has been generated for each of its marketing campaigns.

How should an administrator deliver this information?

A. Perform periodic data job to update campaign records.

B. Add a Total Value Field on campaign and use a workflow rule to update the value when an opportunity is won.

C. Design a standard Campaign report and add the value Won Opportunities in Campaign field.

D. Create a roll-up summary field on Opportunity to Campaign.

Answer: C ([LEAVE A REPLY])

NEW QUESTION: 85

Cloud Kicks users are seeing error messages when they use one of their screen flows. The error messages are confusing but could be resolved if the users entered more information on the account before starting the flow.

How should the administrator address this issues?

A. Remove validation rules so that the users are able to process without complete records.

B. Create a permission set to allow users to bypass the error.

C. use a fault connector and display a screen with text explaining what went wrong and how to correct it.

D. Uncheck the end user Flow Errors box in setup.

Answer: C ([LEAVE A REPLY])

Explanation

Fault connector and screen component are two features that can be used to address the issue of users seeing error messages when they use one of their screen flows. Fault connector can be used to handle errors that occur when a flow element fails, such as a record create or update element. Screen component can be used to display a message to the user with text explaining what went wrong and how to correct it. References:
https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_connector_fault.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screencmp_display_text.htm&type=5

NEW QUESTION: 86

An administrator Creates a custom text area field on the Account object and adds it to the service team's page layout. The services team manager loves the addition of this field and wants it to appear in the highlights panel so that the services reps can quickly find it when on the Account Page How should the administrator accomplish this?

A. Create a new page layout and a new section titled highlights panel.

B. In the Account object manager, create a custom compact layout.

C. From the page layout editor, drag the field to the highlights panel.
D. Make the field required and move it to the top of the page.
Answer: B (LEAVE A REPLY)
Explanation
Compact layouts determine which fields appear in the highlights panel on record pages and in the Salesforce mobile app. To create a custom compact layout, go to the Account object manager and select Compact Layouts from the sidebar menu. Then click New and add the desired fields to the layout. References:
https://help.salesforce.com/s/articleView?id=sf.compact_layouts_create.htm&type=5

NEW QUESTION: 87
Which tool should an administrator use to review recent configuration changes made in their org?
A. Critical Updates
B. Debug logs
C. Setup Audit Trail
D. Field History Tracking
Answer: C (LEAVE A REPLY)
Explanation
Setup audit trail is a tool that allows administrators to review recent configuration changes made in their org. It shows a list of up to 180 days of setup changes made by anyone in the org, including the date, time, user, and type of change. It can help administrators track who made what changes and when, and troubleshoot any issues caused by configuration changes. Critical updates are notifications that inform administrators of new features or enhancements that may impact their org; they do not show configuration changes made by users.
Debug logs are records of database operations, system processes, and errors that occur when executing a transaction or running unit tests; they do not show configuration changes made by users either. Field history tracking is a feature that allows administrators to track changes to the values of certain fields on records; it does not show configuration changes made in setup. References:
https://help.salesforce.com/s/articleView?id=sf.monitorsetup.htm&type=5

NEW QUESTION: 88
DreamHouse Realty (DHR) wants a templated process with a mortgage calculator that generated leads for loans. DHR needs to complete the project within 30 days and has maxed out its budget for the year.
Which AppExchange item should help the administrator to meet the request?
A. Lightning Data
B. Lightning Community
C. Flow Solutions
D. Bolt Solutions
Answer: C (LEAVE A REPLY)
Explanation
Flow Solutions are pre-built flows or templates that can be installed from AppExchange and customized to meet specific business needs. For example, Flow Solutions can provide common use cases such as lead generation, document generation, payment processing, and more. In this case, the administrator can use a Flow Solution

that provides a mortgage calculator and generates leads for loans. Flow Solutions are easy to install and configure, and can help save time and budget for projects. References:
https://help.salesforce.com/s/articleView?id=sf.flow_solutions.htm&type=5

NEW QUESTION: 89

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

What should the administrator use to deliver this requirement?

A. Flow Builder

B. Approval Process

C. Prebuild Macro.

D. Formula field

Answer: A (LEAVE A REPLY)

Explanation

To automate applying discounts on opportunity products when an opportunity is won, the administrator should use Flow Builder, which is a tool that allows creating complex business processes with clicks. The administrator can create an autolaunched flow that runs when an opportunity is updated, checks if its stage is "Closed Won", and updates its related opportunity products with discounts from a formula or variable.

Approval Process, Prebuilt Macro, and Formula Field are not able to update related records based on criteria.

References: https://help.salesforce.com/s/articleView?id=sf.flow_build_overview.htm&type=5

NEW QUESTION: 90

Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on pacific time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support.

How should an administrator solve for this issue?

A. Set temporary business hours for each time zone.

B. Adjust the currant business hours to accommodate the Eastern Time Zone.

C. Create one set of business hours per time zone.

D. Allow the reps to set business hours manually.

Answer: C (LEAVE A REPLY)

Explanation

Business hours are used to specify the days and hours when your company's employees work. You can create multiple sets of business hours for different time zones or regions and assign them to users based on their location or function. To meet the requirement of having different business hours for reps on pacific time and eastern time, you need to create one set of business hours per time zone and assign them accordingly.

References: https://help.salesforce.com/s/articleView?id=sf.customize_supporthours.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_supporthours_assign.htm&type=5

NEW QUESTION: 91

An administrator at Universal Containers has been asked to prevent users from accessing Salesforce from outside of their network.
What are two considerations for this configuration?
Choose 2 answers
A. IP address restrictions are set on the profile or globally for the org.
B. Assign single sign-on to a permission set to allow users to log in when outside the network.
C. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.
D. Restrict U2F Security Keys on the user's profile to enforce login hours.
Answer: A,D (LEAVE A REPLY)
Explanation
Two considerations for preventing users from accessing Salesforce from outside of their network are:
IP address restrictions are set on the profile or globally for the org, which limit login access based on IP ranges specified by an administrator Restrict U2F Security Keys on the user's profile to enforce login hours, which require users to use security keys during certain hours of day Assigning single sign-on to a permission set or enforcing Login IP Ranges on Every Request will not prevent users from accessing Salesforce from outside of their network. References:
https://help.salesforce.com/s/articleView?id=sf.security_networkaccess.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.security_keys_restrict.htm&type=5

NEW QUESTION: 92
Brokers at DreamHouse Realty need to see certain information about one or more cases when referencing the contact record. This record case Name, Case ID, Customer Name, Case Reason, Case Status, and Case Creation Date.
Which two changes in Setup should the administrator make?
A. Use the page layout editor to change the related list type to Enhanced List.
B. Edit the Related List component in the Lightning App Builder and choose Related List as the related list type.
C. Edit the Related List component in the Lightning App Builder and choose Enhanced List as the related list type.
D. Use the page layout editor to include the appropriate column in the Cases related list.
Answer: B,D (LEAVE A REPLY)
Explanation

To see certain information about one or more cases when referencing the contact record, an administrator can use two methods: edit the Related List component in the Lightning App Builder and choose Related List as the related list type; and use the page layout editor to include the appropriate column in the Cases related list. The Related List component is a component that allows users to view and edit records related to a parent record on a record page. The Related List component has two types: Related List and Enhanced List. The Related List type shows records in a table format with columns that match the page layout of the parent record. The Enhanced List type shows records in a compact format with fewer columns and actions. To change the type of the Related List component, an administrator can use the Lightning App Builder and select either Related List or Enhanced List from the properties panel. The page layout editor is a tool that allows administrators to control how fields, related lists, buttons, etc., are arranged on a record detail or edit page for each object. To include appropriate columns in a related list, such as case name, case ID, customer name, case reason, case status, and case creation date for cases related to contacts, an administrator can use the page layout editor and drag and drop the desired fields from the palette to the Cases related list on the contact page layout.
References: https://help.salesforce.com/s/articleView?id=sf.lex_related_lists_component.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_pagelayouts_overview.htm&type=5

NEW QUESTION: 93
An administrator at Universal Containers is reviewing current security settings in the company's Salesforce org.
What Should the administrator do to prevent unauthorized access to Salesforce?
A. Disable TLS requirements for sessions.
B. Enable multi factor authentication
C. Customize organization wide default
D. Enable caching and autocomplete on login page
Answer: B ([LEAVE A REPLY](#))
Explanation
Multi factor authentication (MFA) is a security feature that requires users to verify their identity using two or more factors when they log in to Salesforce. It can help prevent unauthorized access to Salesforce by adding an extra layer of protection beyond username and password. Enabling MFA can be done by administrators in the security settings or by users in their personal settings. Disabling TLS requirements for sessions, customizing organization wide defaults, or enabling caching and autocomplete on login page are not actions that would prevent unauthorized access to Salesforce; in fact, they may reduce security or have no effect on security at all.
References: https://help.salesforce.com/s/articleView?id=sf.security_mfa.htm&type=5

NEW QUESTION: 94
Northern Trail Outfitters is using one profile for all of its marketing users, providing read-only access to the Campaign object. A few marketing users now require comprehensive edit access on Campaigns.
How should an administrator fulfil this request?
A. Permission sets
B. Organization-wide defaults
C. Marketing user checkbox
D. Field-level security

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

NEW QUESTION: 95
Universal Containers wants to provide reseller partners with discounted prices on the products they purchase.
How should an administrator configure this requirement?
A. Add a Partner_Discount_c field to the Opportunity
B. Build separate reseller partner products.
C. Use a different Opportunity record type.
D. Create a separate PriceBook for reseller partners.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 96
Universal Containers has enabled Data Protection and Privacy for its org.
Which page layouts will have the Individual field available for tracking data privacy information?
A. Case and Opportunity
B. Accountand User
C. Contact, Lead, and Person Account
D. Individual, User, and Account
Answer: (SHOW ANSWER)
Explanation
Contact, lead, and person account are three objects that will have the individual field available for tracking data privacy information when data protection and privacy is enabled for an org. The individual object is an object that stores data privacy preferences and requests for customers who are subject to privacy regulations such as GDPR; it can be linked to contact, lead, or person account records using the individual field. Case and opportunity, account and user, or individual, user, and account are not combinations of objects that will have the individual field available for tracking data privacy information; they either do not store customer data or do not supportindividual object relationships.
References:https://help.salesforce.com/s/articleView?id=sf.individual_object.htm&type=5

NEW QUESTION: 97
Northern Trail Outfitters (NTO) has deployed my domain. The Chief Marketing Officer wants to make sure that all of the Salesforce users log in using the branded login URL. There needs to be a grace period for the user's bookmarks to be updated.
How should the administrator configure the policies in my domain settings?

A. Set the login policy to require login from https://nto.my.salesforce.com
B. Set the Redirect policy to Do Not redirect.
C. Set the redirect policy to Redirect with a warning to the same page within the domain.
D. Set the login policy to prevent login from https://login.salesforce.com
Answer: (SHOW ANSWER)
Explanation
To make sure that all of the Salesforce users log in using the branded login URL after deploying my domain, and give them a grace period for updating their bookmarks, the administrator should set the Redirect policy to Redirect with a warning to the same page within the domain. This will redirect users who try to log in from https://login.salesforce.com or another domain to https://nto.my.salesforce.com, and show them a warning message that they need to update their bookmarks. Setting the Login policy or preventing login from https://login.salesforce.com will not redirect users or give them a warning. Filtering with Form Factor will not affect login URL. References:
https://help.salesforce.com/s/articleView?id=sf.domain_mgmt_redirect.htm&type=5

NEW QUESTION: 98
Universal Containers introduced a new product and wants to track all associated cases that get logged. They are looking for an automated solution that would give the product's two lead engineers read/write access to all new cases that reference the new product.
What should an administrator do to satisfy this requirement?
A. Create a queue and a criteria-based sharing rule.
B. Create a predefined case team and an assignment rule.
C. Create a user-based sharing rule and an ad-hoc case team.
D. Create an auto-response rule and a public group.
Answer: A (LEAVE A REPLY)
Explanation
To track all cases that reference the new product and give read/write access to the product's two lead engineers, the administrator should create a queue and a criteria-based sharing rule. The queue will allow assigning cases that meet certain criteria, such as having a specific value in the Product field, to a group of users. The criteria-based sharing rule will grant read/write access to the queue members for cases that match the same criteria. References: https://help.salesforce.com/s/articleView?id=sf.queues_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.sharing_criteria.htm&type=5

NEW QUESTION: 99
The events manager at dream house realty has a hot lead from a successful open house that needs to become a contact with an associated opportunity.
How should this be accomplished from the campaign keeping the associated campaign member history?
A. Delete the lead and create a new contact and opportunity.
B. Clone the lead and convert the cloned record to a contact.
C. Convert the lead from the campaign member detail page.
D. Add a contact from a campaign member detail page.

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

NEW QUESTION: 100
Ursa Major Solar wants to automatically notify a manager about any cases awaiting a response from an agent for more than 2 hours after case creation.
Which feature should an administrator use to fulfill this requirement?
A. Formula Field
B. Omni-Channel Supervisor
C. Case Escalation Rule
D. Assignment Rule
Answer: C (LEAVE A REPLY)

NEW QUESTION: 101
Support agent at Cloud Kicks are spending too much time finding resources to solve cases.
The agents need a more efficient way to finddocumentation and similar cases from the Case page layout.
How should an administrator meet this requirement?
A. Create a custom object to capture popular case resolutions.
B. Use an interview flow to capture Case details.
C. Direct users to Global Searchto look for similar cases.
D. Configure Knowledge with articles and data categories.
Answer: D (LEAVE A REPLY)
Explanation
Knowledge is a feature that can be used to meet this requirement. Knowledge allows users to create, manage, and share articles that provide information and solutions for common issues or questions. Data categories can be used to organize articles into different topics and make them easier to find and access. Users can view related articles from the Case page layout based on the data category of the case. References:
https://help.salesforce.com/s/articleView?id=sf.knowledge_overview.htm&type=5https://help.salesforce.com/s/a

NEW QUESTION: 102
AW Computing (AWC) occasionally works with independent contractors, who the company stores as Contacts in Salesforce. Contractors often change agencies, and AWC wants to maintain the historical accuracy of the record.
What should AWC use to track Contacts?
A. Create a new Contact record for each agency.
B. Create a Junction object to track many-to-many relationship.

C. Enable Contacts to multiple Accounts.
D. Use a partner community to track the Contacts.
Answer: C (LEAVE A REPLY)

NEW QUESTION: 103
The administrator at DreamHouse Realty added an email quick action to the Case page layout and is unable to see the action on the case feed.
Which feature must be enabled to ensure the quick action will be displayed as expected?
A. Email Notifications
B. Email-to-Case
C. Email Alerts
D. Email Templates
Answer: B (LEAVE A REPLY)
Explanation
Email-to-Case allows you to create cases from incoming emails. You need to enable this feature and set up routing addresses and case creation settings.
References: https://help.salesforce.com/s/articleView?id=sf.customizesupport_email_to_case.htm&type=5

NEW QUESTION: 104
What should an administrator use as an identifier when importing and updating records from a separate system?
A. External ID
B. Rich Text field
C. Auto-Number field
D. Record ID
Answer: A (LEAVE A REPLY)

NEW QUESTION: 105
The administrator at Clod Kicks updated the custom object Event to include a lookup field to the primary contact for the event. When running an event report, They want to reference fields from the associated contact record.
What should the administrator do to pull contact fields into the Custom report?
A. Configure formula fields on event to populate contact information
B. Edit the custom Event report type and add fields related via lookup.
C. Create a new report type with event as the primary object and Contact as a related object.
D. Use a dashboard with filters to show Event and Contact data as requested.
Answer: (SHOW ANSWER)
Explanation
Report type is a tool that can be used to pull contact fields into the custom report for Event. Report type defines the set of records and fields available to a report based on the relationships between a primary object and its related objects. To edit the custom Event report type and add fields related via lookup, go to Setup > Report Types and select the Event report type. Then click Edit Layout and drag the fields from the Contact object to the layout. References:

https://help.salesforce.com/s/articleView?id=sf.reports_builder_create_report_type.htm&type=5

NEW QUESTION: 106

The sales manager at Cloud Kicks wants to set up a business process where opportunity discounts over 30% need to be approved by the VP of sales. Any discounts above 10% need to be approved by the user's manager. The administrator has been tasked with creating an approval process.

Which are two considerations the administrator needs to review before setting up this approval process?

Choose 2 answers

A. Create a custom Discount field on the opportunity to capture the discount amount

B. Allow the submitter choose the approver manually.

C. Populate the Manager standard field on the sales users' User Detail page.

D. Configure two separate approval processes.

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 107

Users at Cloud Kicks want to be able to create a task that will repeat every two weeks.

What should an administrator do to meet the requirement?

A. Enable Creation of Recurring Tasks.

B. Flow to create recurring tasks.

C. Workflow rule to create recurring tasks.

D. Turn on Recurring Activities.

Answer: (SHOW ANSWER)

Explanation

Recurring tasks are tasks that repeat at regular intervals, such as daily,weekly, monthly, etc. They can be created by users who have the permission to create recurring tasks, which can be enabled by administrators in the user profile settings. Flow, workflow rule, and recurring activities are not valid options for creating recurring tasks in Salesforce.

References:https://help.salesforce.com/s/articleView?id=sf.tasks_recurring.htm&type=5

NEW QUESTION: 108

Sales managers would like to know what could be implemented to surface important values based on the stage of the opportunity.
Which tool should an administrator use to meet this requirement?
A. Opportunity Processes
B. Path Key fields
C. Dynamic Forms
D. Workflow Rules
Answer: B (LEAVE A REPLY)

NEW QUESTION: 109
Universal Containers has enabled Data Protection and Privacy for its org.
Which page layouts will have the Individual field available for tracking data privacy information?
A. Account and User
B. Case and Opportunity
C. Individual, User, and Account
D. Contact, Lead, and Person Account
Answer: (SHOW ANSWER)

NEW QUESTION: 110
Cloud Kicks has a Customer success agent going on leave and needs to change ownership on multiple cases.
Which two users are able to fulfill this request?
Choose 2 answers
A. A user with the Manage Cases Permission
B. A user with Read Permission on account.
C. A user with manager role above the agent.
D. A user with the System Administrator profile.
Answer: (SHOW ANSWER)

NEW QUESTION: 111
The administrator at universal containers has a screen flow that helps users create new leads.
When lead source is "Search Engine", the administrator needs to require the user to choose a specific a search engine from a picklist. If lead source is not "Search Engine", this picklist should be hidden.
How should the administrator complete this requirement?
A. Assign a decision element to direct the user to a second screen to hold specific search engine only when a lead source is "Search Engine".
B. Use an assignment element, one for when lead source is "Search Engine" and one for everything else.
C. Create a picklist for specific search engine, and set conditional visibility so that is only shown when lead source is "Search Engine".
D. Configure a picklist for specific search engine, and use a validation rule to conditionally show only when lead source is "Search Engine"
Answer: (SHOW ANSWER)

Explanation
To require users to choose a specific search engine from a picklist when lead source is "Search Engine", and hide it otherwise, the administrator should create a picklist for specific search engine on the same screen as lead source, and set conditional visibility so that it is only shown when lead source is "Search Engine". This will make sure that users see only relevant fields based on their input. A decision element will create an extra screen that may disrupt user experience. An assignment element will not affect field visibility. A validation rule will not hide fields but only show errors when values are invalid. References:
https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screen_components_picklist.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screen_components_conditional_visibility.ht

NEW QUESTION: 112
An Administrator at DreamHouse Realty wants an easier way to assign an agent capacity and skill set. Which feature should the administrator enable to meet this requirement?
A. Knowledge Management.
B. Omni-Channel
C. Escalation Rules
D. Territory Management
Answer: (SHOW ANSWER)
Explanation
To assign agent capacity and skill set, the administrator should enable Omni-Channel, which is a feature that allows agents to work on multiple cases or chats at once based on their availability and expertise.
Omni-Channel can route work items to agents based on their predefined capacity and skills, ensuring that they are working on the right tasks at the right time. Knowledge Management, Escalation Rules, and Territory Management are not related to agent capacity and skill set.
References:https://help.salesforce.com/s/articleView?id=sf.omnichannel_overview.htm&type=5

NEW QUESTION: 113
An administrator gets a rush request from Human Resources to remove a user's access to Salesforce Immediately. The user is part of a hierarchy field called Direct Manager.
What should the administrator do to fulfil the request?
A. Freeze the user to prevent them from logging in while removing them from being referenced in the Direct Manager field.
B. Deactivate the user and delete any records where they are referenced in the Direct Manager field.
C. Change the user's profile to read-only while removing them from being referenced in the Direct Manager Field.
D. Delete the user and leave all records where they referenced in the Direct Manager Field without changes.
Answer: (SHOW ANSWER)
Explanation
Freezing a user is a way to temporarily prevent them from logging in to Salesforce without deactivating their user record. This is useful when you need to perform some cleanup tasks before deactivating a user, such as removing them from being referenced in a hierarchy field like Direct Manager. References:

https://help.salesforce.com/s/articleView?id=sf.users_freeze.htm&type=5

NEW QUESTION: 114
Cloud Kicks want its reports toshow a Fiscal Year that starts on February 1 and has 12 months.
How Should the Administrator Address this requirement?
A. Set the Fiscal Year to Custom and the starting month as February.
B. Set the Fiscal Year to Custom and the duration to 4 quarters.
C. Set the Fiscal Year to Standard and the starting month as February.
D. Set the Fiscal Year to Standard and the duration to 12 months.
Answer: A ([LEAVE A REPLY]())
Explanation
A standard fiscal year starts on January 1 and ends on December 31. A custom fiscal year can be set to start onany month and end on any month. In this case, Cloud Kicks wants its fiscal year to start on February 1 and end on January 31. This can be achieved by setting the fiscal year to Custom and the starting month to February.
Setting the fiscal year to Standardand the starting month to February will not work, as the standard fiscal year starts on January 1. Setting the fiscal year to Custom and the duration to 4 quarters will not work, as the duration of a fiscal year is 12 months. Setting the fiscal year to Standard and the duration to 12 months will not work, as the standard fiscal year starts on January 1.
Custom fiscal years are fiscal years that follow a custom-defined structure that differs from the Gregorian calendar. They can be used by organizations that have fiscal years that start on a different month than January or have fiscal years that are divided into custom periods such as quarters or weeks. To set up a custom fiscal year that starts on February 1 and has 12 months, an administrator needs to setthe fiscal year to custom and the starting month as February in the fiscal year settings. Setting the fiscal year to standard or the duration to 4 quarters does not meet the requirement of having a custom fiscal year that starts on February 1.
References:https://help.salesforce.com/s/articleView?id=sf.admin_fiscal_year.htm&type=5

NEW QUESTION: 115
Cloud Kicks has a team of product owners that need a space to share feedback and ideas with just the product team.
How should the administrator leverage Salesforce to help the team collaborate?
A. Configure a Chatter Public Group.
B. Create a Chatter Private Group.
C. Add Activity History to document tasks.
D. Use Quick Actions to log communication.
Answer: B ([LEAVE A REPLY]())

NEW QUESTION: 116
Cloud Kicks has asked the administrator to test a new screen flow that create contacts.
What are two key components of testing the flow?
Choose 2 answers

A. Run the flow using it to create contacts.
B. Test the flow in a sandbox.
C. Set Up a flow interview to test the flow.
D. Use Debug to test the flow in Flow Builder.
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 117
Universal Containers administrator has been asked to create a many-to-many relationship between two existing custom objects.
Which two steps should the administrator take when enabling the many-to-many relationship?
Choose 2 answers
A. Create a junction with a custom object.
B. Create two master detail relationships on the new object.
C. Create two lookup relationships on the new object.
D. Create URL fields on a custom object.
Answer: A,B (LEAVE A REPLY)
Explanation
To create a many-to-many relationship between two existing custom objects, the administrator needs to create a junction object that has two master-detail relationships, one to each of the custom objects. This will allow each record of one object to be linked to multiple records from another object and vice versa. References:
https://help.salesforce.com/s/articleView?id=sf.relationships_manytomany.htm&type=5

NEW QUESTION: 118
The administrator at cloud kicks has been ask to change the company's Shoe style field to prevent users from selecting more than one style on a record.
Which two steps should an administrator do to accomplish this?
Choose 2 answers
A. Reactivate the appropriate Shoe Style values after the field type changes.
B. Change the field type from a multi-select picklist field to a picklist field.
C. Back-up the Shoe Style values in existing records.
D. Select the "Choose only one value "checkbox on the pick list field.
Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 119
An administrator at Dreamhouse Reality needs to Create Customized pages for the salesforce mobile app.
Which two types of pages could an administrator build and customize using the Lightning App Builder?
Choose 2 Answers
A. UserPage
B. Dashboard page
C. App page
D. Record Page

Answer: (SHOW ANSWER)
Explanation
App page and record page are two types of pages that an administrator can build and customize using Lightning App Builder for Salesforce mobile app. App pages are pages that display informationor tools that don't belong to a specific record; they can be accessed from navigation menus or tabs in Salesforce mobile app. Record pages are pages that display information or actions related to a specific record; they can be accessed by opening any record in Salesforce mobile app. User page and dashboard page are not types of pages that can be built using Lightning App Builder for Salesforce mobile app; they are types of pages that can be built using other tools such as Profile settings or Dashboard Builder.
References:https://help.salesforce.com/s/articleView?id=sf.app_builder_mobile_pages.htm&type=5

NEW QUESTION: 120
The administrator at Ursa Major Solar has been asked to change the work Item and Project Custom Object Relationship from a master detail to a Lookup.
Which Scenario Could prevent the administrator from fulfilling this requirement?
A. A junction object is required to support the lookup.
B. The Look-Up field is required for Saving Records.
C. The lookup field in all the records contains a value.
D. Roll-Up summary field sexist on the master object.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 121
AW Computing would like to improve its Case Lightning record page by including:
* A filtered component to display a message in bold font when a case issaved as acriticalrecord type.
* A quick way to update the account status from the case layout.
Which two components should an administrator use to satisfy these requests?
Choose 2 Answers
A. Related List
B. Related Record
C. Record details
D. Rich text
Answer: (SHOW ANSWER)
Explanation
A related record component is a type of component that allows users to view and edit fields from a parent record on a child record page without leaving the page. For example, a related record component can allow users to update the account status from the case layout by selecting an account record from a drop-down list. A rich text component is a type of component that allows users to display formatted text on a record page using rich text editor tools such as bold font, bullet points, images, and links. For example, a rich text component can display a message in bold font when a case is saved as acriticalrecord type by using conditional visibility rules.
References:
https://help.salesforce.com/s/articleView?id=sf.lightning_page_components_related_record.htm&type=5https://h

NEW QUESTION: 122
Which two objects are customizable the Stage Setup Flow?
Choose 2 answers
A. Leads
B. Campaigns
C. Opportunities
D. Campaign Members
Answer: A,C (LEAVE A REPLY)
Explanation
The Stage Setup Flow is a tool that allowsadministrators to customize stages for leads and opportunities based on best practices from Salesforce experts. The Stage Setup Flow guides administrators through a series of questions about their sales process and then creates or updates stages for leadsor opportunities accordingly. The Stage Setup Flow also provides tips and resources for each stage such as key fields, guidance for success, reports and dashboards, etc.
References:https://help.salesforce.com/s/articleView?id=sf.stages_setup_flow_overview.htm&type=5

NEW QUESTION: 123
An administrator has been asked to update a flow that was created as part of a recent update. When the administrator opens the flow for editing, the Flow toolbox offers only four elements: Assignment, Decision, Get Records, and Loop.
What would cause this?
A. The flow is a screen flow.
B. The flow is a before save flow.
C. The version of the flow is inactive.
D. The version of the flow is activated.
Answer: (SHOW ANSWER)

NEW QUESTION: 124
The Support team at Ursa Major Solar prefers using split list views on the case homepage. Occasionally, the team views shipments from another support application.

What should the administrator configure to allow the team to use the split list view?
A. Filter by a single shipment record type in the list view.
B. Include the Shipments tab on the app's navigation bar.
C. Split views are only available on standard objects.
D. Add the Manage List Views permission for support users.
Answer: (SHOW ANSWER)
Explanation
Split views are a feature that allows users to view records as a split list on object home pages in Lightning Experience apps that use console navigation. Split views show records in two panes: a list view pane on the left and a record detail pane on the right. Users can switch between different list views and records without losing context or scrolling. However, split views are only available on standard objects such as accounts, contacts, leads, opportunities, cases, etc., and not on custom objects such as shipments. References:
https://help.salesforce.com/s/articleView?id=sf.lex_split_view.htm&type=5

NEW QUESTION: 125
Cloud kicks needs to ensure appropriate shipping details are used in orders. Reps should have a streamlined solutions to update the shipping address on selected orders associated with an account when the shipping address is changed on the account.
How should the administrator deliver this requirement?
A. An autolaunched flow on the order page that updates all open orders shipping addresses whenever the account shipping addresses changes.
B. An autolaunched flow on the account page that updates all open orders shipping addresses whenever the account shipping addresses changes.
C. A screen flow on the order page that lets the reps choose the updated account shipping address in all open associated orders
D. A screen flow on the account page that lets the reps choose the updated account shipping address in all open associated orders
Answer: D (LEAVE A REPLY)
Explanation
To update the shipping address on selected orders associated with an account when the shipping address is changed on the account, the administrator should create a screen flow on the account page that lets the reps choose which orders they want to update with the new address. This will give them more control and flexibility over which orders are affected by the change. An autolaunched flow on either object will not allow reps to select specific orders, and may cause unwanted updates or errors. A screen flow on the order page will not be able toupdate multiple orders at once.
References:https://help.salesforce.com/s/articleView?id=sf.flow_build_screen.htm&type=5

NEW QUESTION: 126
The administrator at AW Computing wants to send off client welcome tasks and a welcome email to the primary contact automatically when an Opportunity is Closed won.
What automation tool best accomplishes this?

A. Validation Rule
B. Outbound Message
C. Approval Process
D. Process Builder
Answer: (SHOW ANSWER)
Explanation
Process Builder is a tool that can be used to automate business processes by creating record-triggered flows that execute actions when certain conditions are met. In this case, Process Builder can be used to create a flow that executes when an opportunity is closed won and creates a client welcome task and a welcome email for the primary contact. References:
https://help.salesforce.com/s/articleView?id=sf.process_which_tool.htm&type=5

NEW QUESTION: 127
Users at Cloud Kicks are reporting different options when uploading a custom picklist on the Opportunity object based on the kind of opportunity.
Where Should an administrator update the option in the picklist?
A. Fields and relationships
B. Related lookup filters
C. Record Type
D. Picklist value sets
Answer: C (LEAVE A REPLY)
Explanation
Record types allow you to update the options in a picklist based on the kind of opportunity.
References: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

NEW QUESTION: 128
An administrator at Northern Trail Outfitters is unable to add a new user in salesforce.
What could cause this issue?
A. The Username is not a corporate email address
B. The username is less than 80 characters.
C. The Username is a fake email address.
D. The Username is already in use.
Answer: D (LEAVE A REPLY)
Explanation
One of the possible reasons why an administrator is unable to add a new user in Salesforce is that the username is already in use by another user in any Salesforce org. Usernames must be globally unique across all Salesforce orgs, so the administrator needs to choose a different username for the new user. References:
https://help.salesforce.com/s/articleView?id=sf.users_add.htm&type=5

NEW QUESTION: 129

The Administrator at Cloud Kicks need to automatically route support cases, regardless of how they are created, to a queue based on case priority.
What tool should the administrator use?
A. Email-to-Case
B. Assignment Rules
C. Auto-Response Rules
D. Web-to-case
Answer: B ([LEAVE A REPLY])
Explanation
Assignment rules are tools that allow administrators to automatically route records to users or queues based on certain criteria. For example, an assignment rule can assign cases to different queues based on case priority, origin, type, or other fields. Assignment rules can be triggered when records are created manually, via email, web, or API. Assignment rules consist of multiple rule entries that define the criteria and actions for each assignment scenario. References:
https://help.salesforce.com/s/articleView?id=sf.customize_leadrules.htm&type=5https://help.salesforce.com/s/ar

NEW QUESTION: 130
An Administrator wants to trigger a follow-up task for the opportunity owner when they close an opportunity as won and another task after 60 daysto check in with the customer.
which two automation tools should the administrator use?
Choose 2 answers
A. process builder
B. workflow Rule
C. Field Update
D. Outbound Message
Answer: A,C ([LEAVE A REPLY])
Explanation
Process builder can be used to create a record-triggered flow thatexecutes when an opportunity is closed as won and creates a follow-up task for the owner. Field update can be used to update a date field on the opportunity that can be referenced by a time-dependent workflow rule to create another task after 60 days.
References:
https://help.salesforce.com/s/articleView?id=sf.process_which_tool.htm&type=5https://help.salesforce.com/s/art

NEW QUESTION: 131
Northern Trail Outfitters wants to initiate expense reports from Salesforce to the external HR system. This process needs to be reviewed by managers and directors.
Which two tools should and administrator configure?
Choose 2 answers
A. Quick Action
B. Outbound Message
C. Approval Process

D. Email Alert Action
Answer: A,C (LEAVE A REPLY)
Explanation
Quick actions allow you to initiate expense reports from Salesforce to an external HR system. Approval processes allow you to review the expense reports by managers and directors.
References: https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.quick_actions_overview.htm&type=5

NEW QUESTION: 132
Ursa Major Solar is noticing a decrease in deals with a cross-sell opportunity type and wants to share all cross-sell opportunities with a team of subject matter experts in their organisation. The company has different roles, and the organisation wide default opportunity is set to private.
How should the administrator accomplish this?
A. Enable territory management, assign the subject matter experts to the same territory, and give them access to the records with manual sharing.
B. Create a new role for the subject matter experts and give them access to the records with the owner-based sharing rule
C. Change the organisation-wide default for opportunity from private to public Read/Write to open up access for subject matter experts.
D. Add the subject matter experts to a public group and give them access to records with a criteriabased sharing rule.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 133
Dream house realty needs to use consistent picklist values in the category field on accounts and cases, with values respective to record types.
Choose 2 options
A. Multi-select picklist
B. Dependent picklist
C. Global picklist
D. Custom picklist
Answer: B,C (LEAVE A REPLY)
Explanation
Dependent picklist and global picklist are two options that can be used to meet this requirement. Dependent picklist allows users to create a conditional relationship between two picklist fields, where the available values in onefield depend on the value selected in another field. Global picklist allows users to create a set of picklist values that can be shared across multiple fields and objects, ensuring consistent values and reducing maintenance. References:
https://help.salesforce.com/s/articleView?id=sf.fields_about_dependent_picklists.htm&type=5https://help.salesfo

NEW QUESTION: 134

A team of support users at Cloud Kicks is helping inside sales reps make follow-up calls to prospects that filled out an interest from online. The team currently does not access to the lead object.
How should an administrator provide proper access?
A. Configure permission sets.
B. Assign a new role.
C. Create a new profile
D. Set Up Manual Sharing
Answer: A (LEAVE A REPLY)

NEW QUESTION: 135
An administrator wants to create a form in Salesforce for users to fill out when they lose a client.
Which automation tool supports creating a wizard to accomplish this goal?
A. Flow Builder
B. Approval Process
C. Outbound Message
D. Process Builder
Answer: (SHOW ANSWER)

NEW QUESTION: 136
Northern Trail Outfitters is using one profile for all of its marketing users, providing read-only access to the Campaign object. A few marketing users now require comprehensive edit access on Campaigns.
How should an administrator fulfil this request?
A. Permission sets
B. Organization-wide defaults
C. Marketing user checkbox
D. Field-level security
Answer: A (LEAVE A REPLY)
Explanation
Permission sets are used to grant additional permissions and access settings to individual users without changing their profiles or requiring a new profile to be created. You can use permission sets to extend users' functional access without changing their existing profiles. To meet the request of giving comprehensive edit access on Campaigns to a few marketing users who have read-only access by default, you need to create a permission set with edit access on Campaigns and assign it to those users. References:
https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5

NEW QUESTION: 137

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

Which two features should the administrator configure?

Choose 2 answers

A. Sales Quotes

B. Opportunity List View

C. Forecasting

D. Opportunity Stages

Answer: (SHOW ANSWER)

Explanation

Forecasting is a feature that allows you to predict and plan the sales cycle from pipeline to closed sales, and manage sales expectations throughout your organization. Opportunity stages are the steps that an opportunity goes through as it moves from creation to close, and they determine the probability and forecast category of the opportunity. References:

https://help.salesforce.com/s/articleView?id=sf.forecasting3_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.customize_opptystages.htm&type=5

NEW QUESTION: 138

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

How should the administrator accomplish this?

A. Add the subject matter experts to a public group and give them access to records with a criteriabased sharing rule.

B. Change the organisation-wide default for opportunity from private to public Read/Write to open up access for subject matter experts.

C. Enable territory management, assign the subject matter experts to the same territory, and give them access to the records with manual sharing.

D. Create a new role for the subject matter experts and give them access to the records with the owner-based sharing rule

Answer: (SHOW ANSWER)

Explanation

A criteria-based sharing rule is a tool that allows administrators to share records with certain users based on field values rather than ownership. For example, a criteria-based sharing rule can share all opportunities with a cross-sell opportunity type with a specific group of users. A public group is a collection of individual users, roles, roles and subordinates, or other groups that can be used to simplify sharing settings and other processes.

In this case, the administrator can add the subject matter experts to a public group and give them access to records with a criteria-based sharing rule that matches the cross-sell opportunity type. References:
https://help.salesforce.com/s/articleView?id=sf.sharing_criteria_rules.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.public_groups.htm&type=5

NEW QUESTION: 139

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

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

Answer: (SHOW ANSWER)

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

NEW QUESTION: 140

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

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

Answer: D (LEAVE A REPLY)

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

NEW QUESTION: 141

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

What should an administrator configure to meet these requirements?

A. Validation rules that ensure that users are entering accurate sales stage information.

B. Different page layouts that control the picklist values for the opportunity types.

C. Public groups to limit record types and sales processes for opportunities.

D. Separate record types and Sales processes for the different types of opportunities.

Answer: (SHOW ANSWER)

Explanation

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

References: https://www.salesforceben.com/salesforce-record-types/

https://trailhead.salesforce.com/content/learn/projects/create-an-opportunity-record-type-for-npsp/create-and-ma

NEW QUESTION: 142

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

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

A. Auto-response rules, Macros, Entitlements

B. Auto-response rules, Queues, Macros

C. Auto-response rules, Queues, Escalation Rules

D. Auto-response rules, Entitlements, Escalation Rules

Answer: C (LEAVE A REPLY)

Explanation

To acknowledge cases with a Case Reason of Installation immediately via email and assign them to appropriate agents, and escalate cases that are still in New status after 4 hours to support management, an administrator should use Auto-response rules, Queues, and Escalation Rules for case management.

Auto-response rules allow sending automatic email responses to customers based on case criteria. Queues allow grouping cases that share common characteristics and assigning them to a group of users who can access and work on them. Escalation rules allow escalating cases that meet certain criteria to higher-level users or groups and sending email notifications. Macros and Entitlements are not case management tools that can be used for this requirement. References:

https://help.salesforce.com/s/articleView?id=sf.case_autoresponse.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.queues_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5

NEW QUESTION: 143

What should an administrator use as an identifier when importing and updating records from a separate system?

A. Rich Text field
B. Record ID
C. Auto-Number field
D. External ID
Answer: D (LEAVE A REPLY)
Explanation
To use as an identifier when importing and updating records from a separate system, an administrator should use External ID field type on an object. External ID fields allow storing unique identifiers from external systems and using them for matching records during import or update operations. External ID fields can also be used for upsert operations that insert new records or update existing ones based on external ID values. For example, an administrator can create an External ID field on Account object that stores account numbers from an external ERP system and use it for importing or updating accounts from that system. Rich Text field, Record ID, and Auto-Number field are not suitable for using as identifiers when importing and updating records from a separate system. References:
https://help.salesforce.com/s/articleView?id=sf.fields_about_field_types.htm&type=5https://help.salesforce.com

NEW QUESTION: 144
Clod Kicks has the organization wide defaults for Opportunity set to private.
which two features should the administrator use to open up access to Opportunity records for sales users working on collaborative deals?
Choose 2 answers
A. Role hierarchy
B. Sharing rules
C. Profiles
D. Sharing set
Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 145
The administrator at Ursa Major Solar has Created a new record type for customer warranty cases which two assignments should the administrator use to display the new record type to users?
Choose 2 answers
A. Role Assignment
B. Page layout Assignment.
C. App Manager Assignment.
D. Profile Assignment
Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 146
The administrator for AW Computing is working with a user who is having trouble logging in to salesforce.
What should the administrator do to identify why the user is unable to login?
A. Review the Security token.

B. Review the password history.
C. Review the Password policies.
D. Review the Login history
Answer: (SHOW ANSWER)
Explanation
The login history is a tool that allows administrators and users to view information about recent login attempts, such as date, time, status, source IP address, browser type, platform, application, and login type.
Administrators can use this tool to identify why a user is unable to login to Salesforce by checking for any failed login attempts and their corresponding error messages or reasons. References:
https://help.salesforce.com/s/articleView?id=sf.monitoring_login_history.htm&type=5

NEW QUESTION: 147
Universal Containers (UC) has a queue that is used for managing tasks that need to be worked by the UC customer support team. The same team will now be working some of UC's Cases.
Which two options should the administrator use tohelp the support team?
Choose 2 answers
A. Configure a flow to assign the cases to the queue.
B. Use assignment rules to set the queue as the owner of the case.
C. Add Cass to the existing queue as available object.
D. Createa new queue and add Cases asan available object.
Answer: B,C (LEAVE A REPLY)
Explanation
Assignment rules and queue configuration are two options that should be used to help the support team work on some of UC's cases. Assignment rules can be used to automatically assign cases to a queue based on certaincriteria, such as case origin or priority. Queue configuration can be used to add Case as an available object to the existing queue and specify which users or groups can access the queue. References:
https://help.salesforce.com/s/articleView?id=sf.case_assignment_rules.htm&type=5https://help.salesforce.com/s

NEW QUESTION: 148
An administrator has been asked to change the data type of an auto number to text field.
What should the administrator be aware of before changing the field?
A. Existing field values will remain unchanged.
B. Existing field values will be Converted.
C. Existing field values will be deleted.
D. Existing auto number field to Text is prevented.
Answer: (SHOW ANSWER)
Explanation
One thing that an administrator should be aware of before changing an auto-number field to text field is that this change is prevented by Salesforce; it cannot be done because it would cause data loss and inconsistency.
Auto-number fields are fields that automatically assign unique numeric values to each record; they cannot be changed to text fields because text fields do not have this functionality and may allow duplicate or invalid values.

Existing field values remaining unchanged, being converted, or being deleted are not things that would happen before changing an auto-number field to text field because this change cannot happen at all.
References: https://help.salesforce.com/s/articleView?id=sf.fields_about_auto_number.htm&type=5

NEW QUESTION: 149
Northern Trail Outfitters wants emails received from customers to generate cases automatically.
How should the administrator ensure that the emails are sent to the correct queue?
A. Configure Email-to-Case so emails are delivered to the correct queue
B. Use a custom email services to set the owner of the case upon creation.
C. Create an Escalation Rules to send cases to the correct queue.
D. Utilize a flow to identify the correct queue and assign the case.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 150
Northern Trail Outfitters has requested that when the Referral Date field is updated on the custom object Referral Source, the parent object Referral also needs to be updated.
Which automation solution should an administrator use to meet this request?
A. Lightning Web Component
B. Approval Process
C. Workflow Field Update
D. Process Builder
Answer: D (LEAVE A REPLY)
Explanation
Process Builder is an automation tool that allows you to create processes that perform actions based on criteria that you specify. You can use Process Builder to update fields on related records when a record is created or updated. To meet the requirement of updating the parent object Referral when the Referral Date field is updated on the custom object Referral Source, you need to create a process that triggers when a Referral Source record is updated, checks if the Referral Date field has changed, and updates the Referral Date field on the related Referral record. References:
https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5

NEW QUESTION: 151
Cloud Kicks has a custom object named shoe. The administrator has been asked to ensure that when a relationship is created between Account and shoe to prevent orphaned shoe records.
What should the administrator do to complete this requirement?
A. Create an indirect lookup
B. Create an encrypted lookup
C. Create a hierarchical lookup
D. Create a master-detail lookup.
Answer: D (LEAVE A REPLY)
Explanation

Master-detail lookup is a type of relationship field that can be used to create a relationship between Account and Shoe and prevent orphaned Shoe records. Master-detail lookup establishes a parent-child relationship between two objects, where the parent record controls certain behaviors of the child record, such as security, ownership, and deletion. If the parent record is deleted, all the child records are deleted as well. References:
https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5

NEW QUESTION: 152
Cloud Kicks wants to track shoe designs by products. Shoe designs should be unable to be deleted, and there can be multiple designs for one product across various stages.
Which two steps should the administrator configure to meet this requirement?
Choose 2 answers
A. Add a custom master-detail field for shoe designs on the Product object,
B. Create a custom object for shoe designs.
C. Use the standard object for designs.
D. Configure a custom lookup field for shoe designs on the Product object.
Answer: B,D (LEAVE A REPLY)
Explanation
To track shoe designs by products, prevent them from being deleted, and allow multiple designs for one product across various stages, the administrator should create a custom object for shoe designs and configure a custom lookup field for shoe designs on the Product object. This will create a one-to-many relationship between products and shoe designs, and allow users to link multiple shoe designs to one product record. To prevent shoe designs from being deleted, the administrator can use validation rules or permissions. Adding a custom master-detail field for shoe designs on the Product object will create a many-to-one relationship, which is not desired. Using the standard object for designs or configuring a validation rule will not meet the requirement.
References:
https://help.salesforce.com/s/articleView?id=sf.customize_object_relationships_overview.htm&type=5

NEW QUESTION: 153
What are two considerations an administrator should keep in mind when working with Salesforce objects?
Choose 2 answers
A. Custom and standard objects have standard fields.

B. Standard objects are includedwith Salesforce.
C. A new standard object can be created.
D. Only standard objects support master-detail relationships.
Answer: (SHOW ANSWER)
Explanation
Standard objects are objects that are included with Salesforce by default, such as Account, Contact, Lead, Opportunity, etc.They have predefined fields and functionality that support common business processes. Custom objects are objects that you create to store information that is specific to your organization or industry. You can create new standard objects using the Object Manager in Setup.
References:https://trailhead.salesforce.com/en/content/learn/modules/data_modeling/standard_and_custom_obje

NEW QUESTION: 154
When users log in to Salesforce via the user interface, which two settings does the system check for authentication?
Choose 2 answers
A. The role IP address restrictions
B. The user's profile login hours restrictions
C. The user's Two-Factor Authentication for User Interface Logins permission
D. The user's Two-Factor Authentication for API Logins permission
Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 155
Universal Containers requires that when an Opportunity is closed won, all other open opportunities on the same account must be marked as closed lost.
Which automation solution should an administrator use to implement this request?
A. Quick Action
B. Workflow Rule
C. Flow Builder
D. Outbound Message
Answer: C (LEAVE A REPLY)
Explanation
Flow Builder allows you to create an automated business process that can update records based on certain criteria. You can use a scheduled flow to run once a week and count the number of open cases related to an account.
References: https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled_start.htm&type=5

NEW QUESTION: 156
An administrator at Cloud Kicks needs to export a file of closed won opportunities from the last 90 days. The file should include the Opportunity Name, ID, Close Date, and Amount.
How should the administrator export this file?

A. Data Export Wizard.
B. Data Export Wizard.
C. Data Import Wizard.
D. Data Loader.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 157
Cloud Kicks (CK) is partnering with a used shoe store and second-hand bicycle emporium. CK has an automated business process it wants to run once a week to count the number of open cases related to an account.
How should the administrator recommend automating this business process?
A. Use a process to update the account when it is edited
B. Set up a scheduled process in Process Builder.
C. Configure a scheduled flow in flow Builder.
D. Create a workflow rule with an outbound message.
Answer: C (LEAVE A REPLY)
Explanation
Flow Builder supports creating a scheduled flow that can run at specified intervals and perform actions on a set of records that meet certain criteria.
References: https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_concepts_scheduled_start.htm&type=5

NEW QUESTION: 158
The sales manager at Cloud Kicks wants to set up a business process where opportunity discounts over 30% need to be approved by the VP of sales. Any discounts above 10% need to be approved by the user's manager.
The administrator has been tasked with creating an approval process.
Which are two considerations the administrator needs to review before setting up this approval process?
Choose 2 answers
A. Create a custom Discount field on the opportunity to capture the discount amount
B. Populate the Manager standard field on the sales users' User Detail page.
C. Configure two separate approval processes.
D. Allow the submitter choose the approver manually.
Answer: (SHOW ANSWER)
Explanation
Discount is not a standard field on the Opportunity object, so you need to create a custom field to capture the discount amount or percentage for each opportunity. To set up an approval process where opportunity discounts over 30% need to be approved by the VP of sales, and any discounts above 10% need to be approved by the user's manager, you need to configure two separate approval processes with different entry criteria based on the discount field value and different approvers based on their roles. References:
https://help.salesforce.com/s/articleView?id=sf.approvals_getting_started.htm&type=5

NEW QUESTION: 159
The support manager at Cloud Kicks wants to respond to customers as quickly as possible. They have requested that the response include the top five troubleshooting tips that could help solve the customer's issue.
What should the administrator suggest to meet these requirement?
A. Auto-Response Rules
B. Email Alerts
C. Knowledge Articles
D. Assignment Rules
Answer: C (LEAVE A REPLY)
Explanation
Knowledge articles are documents that provide information or solutions about products, services, or processes in Salesforce. You can use knowledge articles to respond to customers quickly and consistently with accurate information. You can create different types of articles with different templates and fields, such as FAQ articles, troubleshooting articles, how-to articles, etc. To meet the requirement of responding to customers with the top five troubleshooting tips that could help solve their issue, you need to create knowledge articles with those tips and attach them to your email responses or case comments. References:
https://help.salesforce.com/s/articleView?id=sf.knowledge_article_types.htm&type=5

NEW QUESTION: 160
Cloud Kicks needs to change the owner of a case when it has been open for more than 7 days.
How should the administrator complete this requirement?
A. Auto - Response Rules
B. Validation Rule
C. Escalation Rule
D. Assignment Rule
Answer: C (LEAVE A REPLY)
Explanation
An escalation rule is a tool that allows administrators to automatically escalate cases based on certain criteria and time triggers. For example, an escalation rule can change the owner of a case, send anemail notification, or update a field value when a case has been open for more than 7 days. An escalation rule consists of multiple rule entries that define the criteria and actions for each escalation scenario.
References:https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5

NEW QUESTION: 161
Northern Trail outfitters has hired interns to enter Leads into Salesforce and has requested a way to is identify these new records from existing Leads.
What approach should an administrator take to meet this requirement?
A. Set up Web-to-Lead form the interns use.
B. Define a record type and assign it to the interns.
C. Create a separate Lead Lightning App.
D. Update the active Leas Assignment Rules.

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

NEW QUESTION: 162
Cloud Kicks has a custom object called Shipments. The Company wants to see all the shipment items from an Account page. When an Account is deleted, the shipments should remain.
What type of relationship should the administrator make between Shipments and Account?
A. Shipments should have a master-detail to Accounts.
B. Accounts should have a lookup to Shipments.
C. Accounts should have a master-detail to Shipments.
D. Shipments should have a lookup to Account.
Answer: D (LEAVE A REPLY)

NEW QUESTION: 163
An administrator at Universal Container needs an automated way to delete records based on field values.
What automated solution should the administrator use?
A. Workflow
B. Process Builder
C. Flow Builder
D. Automation Studio
Answer: C (LEAVE A REPLY)
Explanation
Flow Builder is a tool that can be used to create an automated way to delete records based on field values. Flow Builder can create flows that define the logic and actions for deleting records, such as finding records that match certain criteria and deleting them in bulk. Flows can be scheduled to run at regular intervals or triggered by other events or processes. References:
https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_concepts_delete.htm&type=5

NEW QUESTION: 164
Northern Trail Outfitters has hired interns to enter Leads Into Salesforce and has requested a way to identify these new records from existing Leads.
What approach should an administrator take to meet this requirement?
A. Create a separate Lead Lightning App.
B. Define a record type and assign it to the interns.

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

NEW QUESTION: 165
The administrator at Cloud Kicks has created an approval process for time off requests.
Which two automated actions are available to be added as part of the approval process?
Choose 2 answers
A. Auto launched Flow
B. Email Alert
C. Chatter Post
D. Field Update
Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 166
Cloud Kicks wants users to only be able to choose Opportunity stage closed won if the Lead source has been selected.
How should the administrator accomplish this goal?
A. Make Lead Source a dependent picklist to the Opportunity stage field.
B. Configure a validation rule requiring Lead Source when the stage is set to closed won.
C. Change the Opportunity stage field to read only on the page layout.
D. Modify the Opportunity stage a dependent picklist to the Lead source field.
Answer: (SHOW ANSWER)
Explanation
Validation rules allow you to enforce data quality by preventing users from saving records that do not meet certain criteria.
References: https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5

NEW QUESTION: 167
Ursa Major Solar wants to assist users with a guided expense report process to simplify submissions, routing, and authorizations.
Which two tools should an administrator use to build this solution?
Choose 2 answers
A. Validation Rule
B. Flow Builder
C. Approval Process
D. Quick Action
Answer: B,C (LEAVE A REPLY)
Explanation
Flow builder and approval process are two tools that can be used by Ursa Major Solar to assist users with a guided expense report process to simplify submissions, routing, and authorizations. Flow builder is a tool that allows administrators to create flows, which are guided processes that collect data and perform actions in Salesforce; it can be used to create a screen flow that guides users through the steps of submitting an expense report, such as entering expense details, uploading receipts, etc. Approval process is a tool that allows administrators to create approval processes, which are automated processes that require approval from one or more approvers; it can be used to create an approval process that routes expense reports to the appropriate managers for authorization based on certain criteria, such as amount, type, etc. Validation rule, quick action are not tools for building a guided expense report process; they are used for different purposes such as enforcing data quality or creating records. References:
https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5

NEW QUESTION: 168
The administrator at cloud kicks is trying to debug a screen flow that create contacts. One of the variables in the flow is missing on the debug screen.
What could cause this issue?
A. The flow is an inactive version
B. The available for input checkbox was unchecked.
C. The available for output checkbox was unchecked.
D. The field type is unsupported by debugging.
Answer: (SHOW ANSWER)

NEW QUESTION: 169
Which tool should an administrator use to review recent configuration changes made in their org?
A. Critical Updates

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

NEW QUESTION: 170
The DreamHouse Realty team has a master-detail relationship set up with open house as the parent object and visitors as the child object.
What type of field should the administrator add to the open house object to track number of visitors?
A. Multi-select Picklist
B. Cross-object formula field
C. Roll-up Summary.
D. Indirect lookup
Answer: B (LEAVE A REPLY)

NEW QUESTION: 171
A sales rep has left the company and an administrator has been asked to re-assign all their accounts and opportunities to a new salesrep and keep the teams as is.
Which tool should an administrator use to accomplish this?
A. Data Loader
B. Mass Transfer Tool
C. Data Import Wizard
D. Dataloader.io
Answer: (SHOW ANSWER)
Explanation
The mass transfer tool allows you to transfer up to 250 records at a time from one user to another user while keeping the existing team members intact. You can access this tool from Setup by entering Mass Transfer Records in the Quick Find box.
References:https://help.salesforce.com/s/articleView?id=sf.mass_transfer_overview.htm&type=5

NEW QUESTION: 172
Dreamhouse Realty agents are double-booking open house event nights. The evet manager wants to event submission process to help agents fill in event details and request dates.
How should an administrator accomplish the request?
A. Create a campaign for agents to request event dates.
B. Create a workflow role to update the Event Date Field.
C. Create an approval process on the Campaign object.
D. Create a sharing rule so that other agents can view events.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 173
An administrator wants to create a form in Salesforce for users to fill out when they lose a client.
Which automation tool supports creating a wizard to accomplish this goal?
A. Process Builder
B. Approval Process
C. Outbound Message
D. Flow Builder
Answer: D (LEAVE A REPLY)
Explanation
Flow Builder supports creating a wizard that can collect user input and perform actions.
References: https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5

NEW QUESTION: 174
The Administrator at Universal Container wants to add branding to salesforce.
Which two considerations should the administrator keep in mind?
Choose 2 Answers
A. Up to 150 custom themes can be created, modified, or cloned from the built-in themes.
B. Chatter external users see the built-in Lightning theme only.
C. Only one theme can be active at a time, and a theme applies to the entire org.
D. Themes apply to salesforce classic and to the salesforce mobile app.
Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 175
The administrator at Cloud kicks deleted a custom field but realized there is a business unit that still uses the field.
What should an administrator take into consideration when undeleting the field?
A. The field needs to be re-added to page Layouts.
B. The field needs to be re-added to reports.
C. The field needs to be restored from the recycle bin.
D. The field history will remain deleted.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 176

Which item is available in a Lightning App where visibility is limited to the Salesforce Mobile App?

A. Today

B. Favorites

C. Utility Bar.

D. Home Page.

Answer: C (LEAVE A REPLY)

Explanation

Utility bar is a feature that is available in a Lightning app where visibility is limited to the Salesforce mobile app. Utility bar allows users to access common productivity tools, such as notes, history, recent items, and more, from any page in the app. References:
https://help.salesforce.com/s/articleView?id=sf.app_builder_utility_bar.htm&type=5

NEW QUESTION: 177

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

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

Choose 2 answers

A. Error message location

B. Error condition formula

C. Formula return type

D. Rule active date

Answer: A,B (LEAVE A REPLY)

NEW QUESTION: 178

The sales manager at cloud Kicks approves time off for their employees. They asked the administrator to ensure these requests are seen and responded to by a backup manager while the sales manager is out on vacation.

What should administrator use to fulfill the requirement?

A. Delegated approver

B. Approval history related list

C. Two step Approval process

D. Delegated Administrator

Answer: (SHOW ANSWER)

NEW QUESTION: 179

Cloud Kicks wants to allow customers to create their own cases while visiting its public homepage.

What should the administrator recommend?

A. SMS Response

B. Web-to-Case

C. Email-to-Case

D. Omni-Channel

Answer: (SHOW ANSWER)
Explanation
Web-to-Case allows you to create cases from a form on your website.
References: https://help.salesforce.com/s/articleView?id=sf.customizesupport_web_to_case.htm&type=5

NEW QUESTION: 180
Universal Containers wants to provide reseller partners with discounted prices on the products they purchase. How should an administrator configure this requirement?
A. Add a Partner_Discount_c field to the Opportunity
B. Build separate reseller partner products.
C. Use a different Opportunity record type.
D. Create a separate PriceBook for reseller partners.
Answer: D (LEAVE A REPLY)
Explanation
A PriceBook is a feature that allows administrators to define different prices for the same products based on different criteria such as customer segment, region, channel, etc. For example, a PriceBook can provide reseller partners with discounted prices on the products they purchase compared to regular customers. A PriceBook consists of one or more PriceBook entries that specify the product ID, pricebook ID, list price, currency, and active status for each product-pricebook combination. References:
https://help.salesforce.com/s/articleView?id=sf.pricebook_overview.htm&type=5

NEW QUESTION: 181
An administrator is planning to use Data Loader to mass import new records to a custom object from a new API. What will the administrator need to do to use the Data Loader?
A. Add a permission set that allows them to import data.
B. Append their security token at the end of their password to login.
C. Use the Data Import Tool to mass import custom object records.
D. Reset their password and their security token.
Answer: B (LEAVE A REPLY)
Explanation
To use Data Loader to mass import new records to a custom object from a new API, the administrator will need to append their security token at the end of their password to login. The security token is an alphanumeric code that is required for API access when logging in from an IP address that is not trusted by Salesforce. The security token can be obtained from the user's personal settings or by resetting it via email. Adding a permission set, resetting the password and the security token, or using the Data Import Tool are not necessary for using Data Loader. References:
https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5https://help.salesforce.com/s/articleView

NEW QUESTION: 182
Sales and Customer Care at Ursa Major Solar need to see different fields on the Case related list from the Account record. Sales users want to see Case created date and status while Customer Care would like to see owner, status, and contact.
What should the administrator use to achieve this?
A. Related Lookup Filters
B. Compact Layout Editor
C. Page Layout editor
D. Search Layout Editor
Answer: C (LEAVE A REPLY)
Explanation
Page layout editor is a tool that allows you to customize the layout and organization of detail and edit pages for a specific object and record type combination. You can also use page layout editor to customize related lists on detail pages by adding or removing fields, changing column order, sorting records, etc. To meet the requirement of showing different fields on the Case related list from the Account record for Sales and Customer Care users, you need to use page layout editor to modify the related list properties for each page layout assigned to those users. References:
https://help.salesforce.com/s/articleView?id=sf.customize_layoutrelatedlists.htm&type=5

NEW QUESTION: 183
Universal Containers has two sales teams, Sales team A and Sales team B. Each team has their own role in the role hierarchy. Both roles are subordinates of the same Manager role.
How Should the administrator share records owned by sales team A with Sales team B?
A. Hierarchical sharing
B. Use Manual sharing
C. Criteria based sharing
D. Owner based sharing
Answer: B (LEAVE A REPLY)
Explanation
Manual sharing allows record owners to share individual records with other users or groups. This is useful when one-off sharing is needed for a specific situation. Hierarchical sharing, criteria-based sharing and owner-based

sharing are not suitable for this scenario because they are based on predefined rules or roles that do not match the requirement. References:
https://help.salesforce.com/s/articleView?id=sf.sharing_overview.htm&type=5

NEW QUESTION: 184
The Marketing team at Cloud Kicks uses campaigns to generate product interest. They want custompicklist values for the campaign member Status field for each campaign they run, currently, they ask the administrator to add or delete values, but this is very time consuming.
Which two user permission should allow the Marketing team to customize the campaign member status picklist values themselves?
Choose 2 answers
A. Create and Edit for Campaign Member
B. Marketing user feature license
C. Customize Application permission
D. Edit permission for campaigns
Answer: B,D ([LEAVE A REPLY](#))
Explanation
To customize the campaign member status picklist values themselves, marketing users need two things: a marketing user feature license and edit permission for campaigns. A marketing user feature license enables users to create, edit, and delete campaigns; manage campaign members; and update campaign history via the import wizards or API. Edit permission for campaigns allows users to modify existing campaigns and their related records such as campaign members and campaign member statuses. References:
https://help.salesforce.com/s/articleView?id=sf.campaigns_enable.htm&type=5https://help.salesforce.com/s/artic

NEW QUESTION: 185
Cloud Kicks wants to update a screen flow so that if the checkbox field High Value Customer is set to true, the first screen is skipped and the user is directed to the second screen.
How should the administrator configure the decision element?
A. Use the equals operator and {!$GlobalConstant.True} as the value.
B. Use the equals operator and "High Value Customer" as the value.
C. Use the contains operator and {!$GlobalConstant.False} as the value.
D. Use the contains operator and "High Value Customer" as the value
Answer: A ([LEAVE A REPLY](#))
Explanation
The equals operator is an operator that compares two values and returns true if they are equal or false if they are not equal; it can be used in decision elements in flow builder to check if two values match certain criteria. The {!$GlobalConstant.True} value is a global constant value that represents true in flow builder; it can be used in decision elements in flow builder as one of the values being compared. Using equals operator and {!$GlobalConstant.True} as value can help Cloud Kicks update screen flow so that if checkbox field High Value Customer is set true first screen is skipped by using equals operator compare High Value Customer field value with {!$GlobalConstant.True} value in decision element output connector conditions; if condition is met first

screen is skipped else first screen is shown. Using equals operator "High Value Customer" as value contains operator {!$GlobalConstant.False} as value contains operator "High Value Customer" as value are not valid options for updating screen flow skip first screen if checkbox field High Value Customer is set true because they either use wrong values wrong operators compare checkbox field values. References:
https://help.salesforce.com/s/articleView?id=sf.flow_ref_operators.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_decision.htm&type=5

NEW QUESTION: 186
Cloud kicks intends to protect with backups by using the data by using the data export Service.
Which two considerations should the administrator remember when Scheduling the export?
Choose 2 Answers.
A. Metadata backups must be run via a separate process.
B. Data export service should be run from a sandbox.
C. Metadata Backups are limited a sandbox refresh intervals.
D. Data Backups are limited to weekly or monthly intervals.
Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 187
Northern Trail Outfitters has requested that when the Referral Date field is updated on the custom object Referral Source, the parent object Referral also needs to be updated.
Which automation solution should an administrator use to meet this request?
A. Approval Process
B. Lightning Web Component
C. Process Builder
D. Workflow Field Update
Answer: C (LEAVE A REPLY)

NEW QUESTION: 188
Sales reps at Cloud Kicks want to be notified when they have a high likelihood of winning an opportunity over $1,000,000.
Which feature meets this requirement?
A. Key Deals
B. Big Deal Alerts
C. Activity Timeline.
D. Performance chart.
Answer: B (LEAVE A REPLY)
Explanation
Big Deal Alerts are notifications that are sent to users when an opportunity reaches a certain amount, probability, or stage. They can be configured by administrators to alert sales reps or managers when they have a high likelihood of winning a big deal. Key Deals are a feature of Einstein Opportunity Scoring that shows the top opportunities based on their score and stage, but they do not send notifications. Activity Timeline is a

component of Lightning Experience that shows the past and upcoming activities related to a record, but it does not notify users of big deals. Performance chart is a type of report chart that shows how well users or teams are performing against their goals, but it does not alert users of big deals. References:
https://help.salesforce.com/s/articleView?id=sf.forecasts3_big_deal.htm&type=5

NEW QUESTION: 189

The Call centre manager in Ursa Major Solar wants to provide agents with a case dashboard that can be drilled down by case origin, status and owner.
What should an Administrator add to the dashboard to fulfil the request?

A. Bucket column
B. Combination Chart
C. Dashboard Filter
D. Dashboard component

Answer: C (LEAVE A REPLY)

NEW QUESTION: 190

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

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

Answer: (SHOW ANSWER)

NEW QUESTION: 191

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

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

Answer: B (LEAVE A REPLY)

NEW QUESTION: 192

The administrator has created new users for ten new employees at Northern Trail Outfitters.
Why are these users unable toaccess the account object in the Salesforce or?

A. Users' profile requires a sharing rule for Accounts.
B. Users' profile requires permission to the Account object.
C. Users' roles are low on the role hierarchy.
D. Organization-wide defaults are set to private.

Answer: B (LEAVE A REPLY)

Explanation

To access the account object in Salesforce, users need to have permission to the account object on their profile or permission set. Permission to an object determines what users can do with records of that object, such as create, read,edit, delete, view all, or modify all. If users do not have permission to an object, they will not be able to see or access that object in Salesforce.

References:https://help.salesforce.com/s/articleView?id=sf.users_profiles_permissions.htm&type=5

NEW QUESTION: 193

User at Cloud Kicks want to see information more useful for their role on the Case page.

How should an administrator make the pages more dynamic and easier to use?

A. Add Component visibility filters to the Components.

B. Remove fields from the record details component.

C. Delete the extra component from the page.

D. Include more tab components with filters.

Answer: A (LEAVE A REPLY)

Explanation

Component visibility filters are a way to make the record pages more dynamic and easier to use by showing or hiding components based on certain criteria. For example, users can see different components based on their profile, role, record type, or field values. References:

https://help.salesforce.com/s/articleView?id=sf.app_builder_component_visibility.htm&type=5

NEW QUESTION: 194

The Support team at Ursa Major Solar prefersusing split list views on the case homepage. Occasionally, the team views shipments from another support application.

What should the administrator configure to allow the team to use the split list view?

A. Filter by a single shipment record type in the list view.

B. Include the Shipments tab on the app's navigation bar.

C. Split views are only available on standard objects.

D. Add the Manage List Views permission for support users.

Answer: C (LEAVE A REPLY)

Explanation

Split views are a feature that allows users to view records as asplit list on object home pages in Lightning Experience apps that use console navigation. Split views show records in two panes: a list view pane on the left and a record detail pane on the right. Users can switch between different list views and records without losing context or scrolling. However, split views are only available on standard objects such as accounts, contacts, leads, opportunities, cases, etc., and not on custom objects such as shipments.

References:https://help.salesforce.com/s/articleView?id=sf.lex_split_view.htm&type=5

NEW QUESTION: 195

The administrator at Ursa Major Solar imported records into an object by mistake.

Which two tools should be used to undo this import?
Choose 2 answers

A. WeeklyData Export
B. Mass Delete Records
C. Data Loader
D. Data Import Wizard

Answer: (SHOW ANSWER)

Explanation
Mass delete records and data loader are two tools that can be used by Ursa Major Solar administrator undo import records into object mistake. Mass delete records tool allows administrators delete large numbers records meet certain criteria once setup interface; it can used undo import records into object mistake selecting records imported mistake deleting them mass delete records tool setup interface Data loader tool allows administrators import export delete large numbers records using CSV files command line interface API calls; it can used undo import records into object mistake using CSV file contains IDs records imported mistake deleting them data loader tool command line interface API calls Weekly data export data import wizard are not tools undo import records into object mistake because they either export import records but not delete them.
References:
https://help.salesforce.com/s/articleView?id=sf.admin_massdelete.htm&type=5https://help.salesforce.com/s/artic

NEW QUESTION: 196
The events manager at dream house realty has a hot lead from a successful open house that needs to become a contact with an associated opportunity.
How should this be accomplished from the campaign keeping the associated campaign member history?

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

Answer: (SHOW ANSWER)

NEW QUESTION: 197
When a Sales rep clicks a button on an opportunity, a simple discount calculator screen should be launched.

Which automation tool should an administrator use to build this discount calculator screen?
A. Flow Builder
B. Workflow Rule
C. Platform Event
D. Process Builder
Answer: A (LEAVE A REPLY)
Explanation
Flow Builder supports creating a screen that can launch a simple discount calculator when a button is clicked on an opportunity.
References: https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_distribute_button.htm&type=5

NEW QUESTION: 198
An Administrator wants to trigger a follow-up task for the opportunity owner when they close an opportunity as won and another task after 60 days to check in with the customer.
which two automation tools should the administrator use?
Choose 2 answers
A. process builder
B. workflow Rule
C. Field Update
D. Outbound Message
Answer: A,C (LEAVE A REPLY)
Explanation
Process builder can be used to create a record-triggered flow that executes when an opportunity is closed as won and creates a follow-up task for the owner. Field update can be used to update a date field on the opportunity that can be referenced by a time-dependent workflow rule to create another task after 60 days.
References: https://help.salesforce.com/s/articleView?id=sf.process_which_tool.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.workflow_time_action_considerations.htm&type=5

NEW QUESTION: 199
The administrator at Cloud Kicks has a Custom picklist field on Lead, Which is missing on the Contact when leads are converted.
Which two items should the administrator do to make sure these values are populated?
Choose 2 answers
A. Create a custom picklist field on Contact.
B. Update the picklist value with a validation rule.
C. Map the picklist field on the Lead to the Contact.
D. Set the picklist field to be required on the Lead Object.
Answer: A,C (LEAVE A REPLY)
Explanation

To make sure the custom picklist field values are populated on contact when leads are converted, you need to create a custom picklist field on contact and map it to the corresponding field on lead.
References: https://help.salesforce.com/s/articleView?id=sf.convert_lead_mapping.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.customize_fields.htm&type=5

NEW QUESTION: 200
Universal container has a contact Lightning record Page with a component that shows LinkedIn data. The sales team would like to only show this component to sales users when they are on their mobile phones.
Choose 2 Answers.
A. Filter the component visibility with User > Profile > name = sales User.
B. Filter the component visibility with Form Factor = phone
C. Filter the component visibility with view = Mobile/Tablet.
D. Filter the component visibility with User > Role > Name = Sales User.
Answer: A,B (LEAVE A REPLY)
Explanation
To show a component that shows LinkedIn data only to sales users when they are on their mobile phones, the administrator should filter the component visibility with two conditions:
User > Profile > name = sales User, which checks if the user's profile name is "sales User" Form Factor = phone, which checks if the user's device is a phone Filtering with view or role will not achieve the desired result.
References:
https://help.salesforce.com/s/articleView?id=sf.app_builder_page_visibility_rules.htm&type=5

NEW QUESTION: 201
Universal Containers requires a different Lightning page to be displayed when Accounts are viewed in the Sales Console and in the Service Console.
How should an administrator meet this requirement?
A. Assign Lightning pages as app default.
B. Update page layout assignments.
C. Create different user profiles.
D. Define multiple record types.
Answer: A (LEAVE A REPLY)

NEW QUESTION: 202
The administrator at Ursa Major Solar need to make sure the unassigned cases from VP customers get transferred to the appropriate service representative within 5 hours. VIP Customers have access to support 24 hours a day.
How should this be configured?
A. Escalation Rules
B. Business Hours.
C. Case Queues
D. Assignment Rules.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 203

What are three characteristics of a master-detail relationship?

Choose 3 answers

A. The master object can be a standard or custom object.

B. Permissions for the detail record are set independently of the master.

C. Each object can have up to five master-detail relationships.

D. Roll-up summaries are supported in master-detail relationships.

E. The owner field on the detail records is the owner of the master record.

Answer: A,D,E (LEAVE A REPLY)

Explanation

A master-detail relationship is a parent-child relationship in which the master object controls certain behaviors of the detail object. The master object can be a standard or custom object, but not all standard objects support being a master. Roll-up summaries are fields that calculate the sum, count, min, or max of child records. The owner field on the detail records is not available and is automatically set to the owner of the master record.

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

https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&type=5

NEW QUESTION: 204

An analytics user at Cloud Kicks needs Read, Create, and Edit access for objects and Should be restricted from deleting any records.

What should the administrator do to meet this requirement?

A. Assign the standard System Administrator profile to the analytical user.

B. Give the user View all access and assign them to the highest role in the role hierarchy.

C. Create and assign a custom profile with Delete access removed for each object.

D. Create and assign a permission set that includes Read, Create, and Edit access

Answer: (SHOW ANSWER)

Explanation

A custom profile is a profile that can be created and customized by administrators to define what users can see and do in Salesforce based on their job function or role. It can be used by Cloud Kicks to give read, create, and edit access for objects and restrict users from deleting any records by creating and assigning a custom profile with delete access removed for each object in the object settings. Assigning the standard system administrator profile to analytical user, giving user view all access and assigning them to highest role in role hierarchy, or creating and assigning permission set that includes read, create, and edit access are not solutions for giving read, create, and edit access for objects and restricting users from deleting any records; they either give too much access or do not remove delete access. References:

https://help.salesforce.com/s/articleView?id=sf.users_profiles.htm&type=5

NEW QUESTION: 205

The administrator at Cloud Kicks has been asked to replace two old workflow rules thatare doing simple field updated when a lead is created to improve processing time.
What tool should the administrator use to replace the workflow rules?
A. Quick Action Flow
B. Before Save Flow
C. Scheduled Flow
D. Screen Flow
Answer: B (LEAVE A REPLY)
Explanation
Before Save Flows are a type of record-triggered flow that run before a record is saved and can update fields on that record without any additional actions or DML operations. They are faster and more efficient than workflow rules or process builder for simple field updates when a record is created or updated.
References:https://help.salesforce.com/s/articleView?id=sf.flow_concepts_before_save_update.htm&type=5

NEW QUESTION: 206
New Leads needs to be routed to the correct sales person based on the lead address.
How should the administrator configure this requirement?
A. Configure a validation rule
B. Use lead assignment rules.
C. Assign with an escalation rule.
D. Create formula field.
Answer: B (LEAVE A REPLY)

NEW QUESTION: 207
An administrator supporting a global team of salesforce users has been asked to configure company settings.
Choose 2 options
A. Currency Locale
B. Default Language
C. Password Policy
D. Login Hours
Answer: A,B (LEAVE A REPLY)
Explanation
Currency locale and default language are two of the company settings that an administrator can configure in Salesforce. Currency locale determines how currency amounts are formatted and displayed in reports and other places. Default language determines the language used for labels, buttons, tabs, and other elements in Salesforce. References:
https://help.salesforce.com/s/articleView?id=sf.admin_supported_currencies.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_supported_languages.htm&type=5

NEW QUESTION: 208
Which two solutions could an administrator find on the AppExchange to enhance their organization?

Choose 2 answers

A. Communities

B. Consultants

C. Components

D. Customers

Answer: (SHOW ANSWER)

Explanation

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

NEW QUESTION: 209

The administrator for AW Computing is working with a user who is having trouble togging in to Salesforce. What should the administrator do to identify why the user Is unable to log in?

A. Reset the security token for the profile.

B. Check the attempted logins by running the setup audit trail.

C. Pull the password history to ensure the password policy was followed.

D. Review the login history for the user.

Answer: D (LEAVE A REPLY)