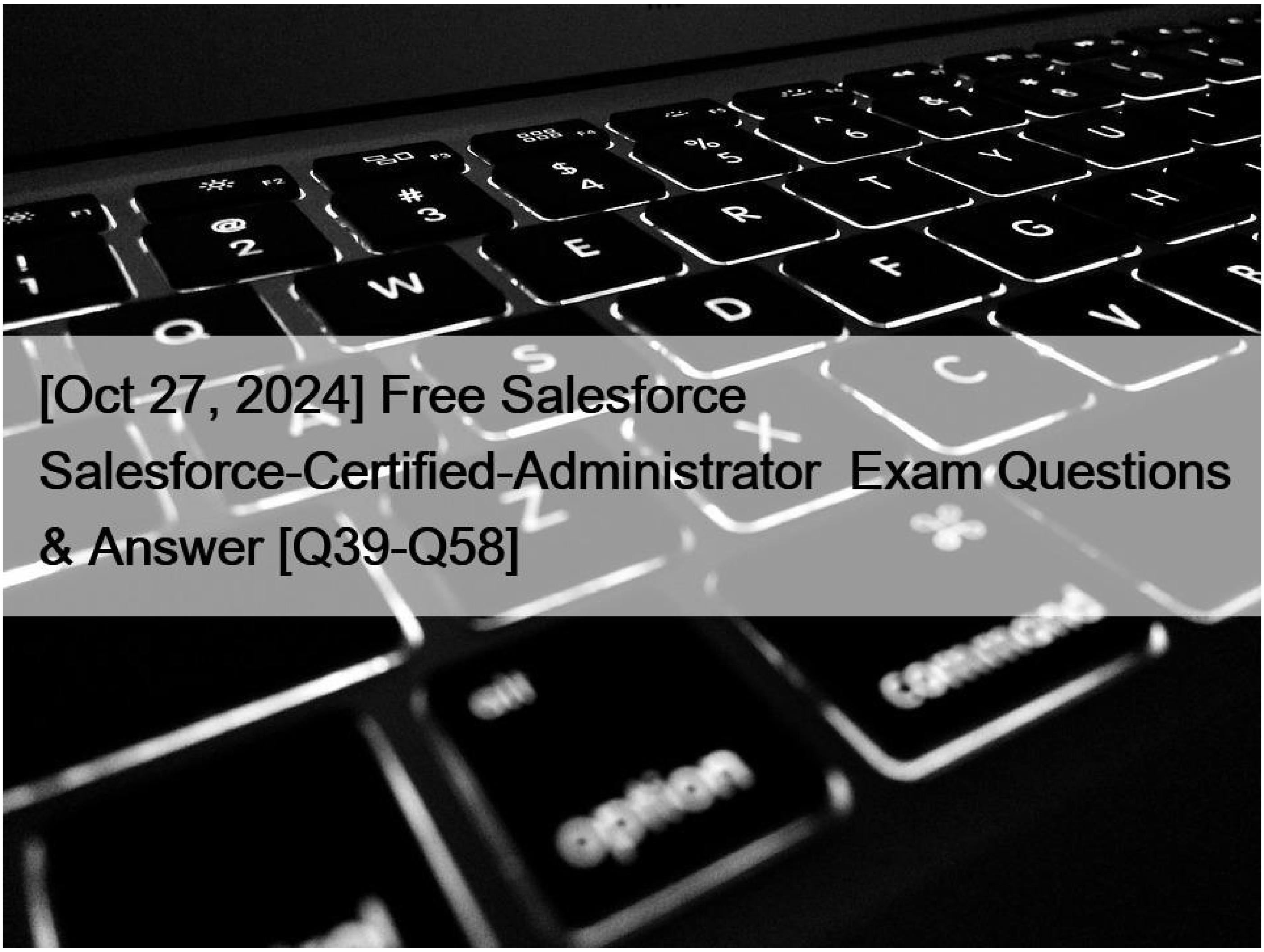
[Oct 27, 2024 Free Salesforce Salesforce-Certified-Administrator Exam Questions & Answer [Q39-Q58



[Oct 27, 2024] Free Salesforce Salesforce-Certified-Administrator Exam Questions and Answer
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Salesforce Certified Administrator certification exam is a comprehensive test that covers a wide range of topics related to Salesforce administration. It assesses your ability to perform tasks such as creating and managing users, configuring security settings, customizing reports and dashboards, and automating business processes. Salesforce Certified Administrator certification is ideal for professionals who are responsible for maintaining and optimizing their organization's Salesforce environment.

Salesforce-Certified-Administrator (Salesforce Certified Administrator) Certification Exam is a globally recognized certification that validates the skills and knowledge of individuals who work with Salesforce. Salesforce Certified Administrator certification is designed for professionals who are responsible for managing, configuring, and customizing Salesforce applications for their organizations. Whether you are an experienced Salesforce administrator or a newcomer to the platform, the Salesforce Certified

Administrator certification can help you establish your expertise and advance your career.

NO.39 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
* Multi-select picklist
* Dependent picklist
* Global picklist
* Custom picklist
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

NO.40 Northern Trail Outfitters (NTO) has deployed my domain. The Chief Marketing Officer wants to make sure that all of the Salesforce users log in usingthe 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?
* Set the login policy to require login from https://nto.my.salesforce.com
* Setthe Redirect policy to Do Not redirect.
* Set the redirect policy to Redirect with a warning to the same page within the domain.
* Set the login policy to prevent login from https://login.salesforce.com
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 redirectusers 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

NO.41 New leads need be routed to the correct Sales person based on the lead address.
* Configure validation rule
* Use lead assignment rule
* Create a formula field
* Assign with an escalation rule

NO.42 The administrator for Cloud 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
* Add to manual sharing list
* Assign permission set group to Users
* Create a Permission Set
* Edit organization-wide defaults
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 permission assignments 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 profile without 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 custom fields 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=5

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

NO.43 Cloud kicks want to give credit to Opportunity team members based on the level of effort contributed by each person toward each deal.

What feature should the administrator use to meet this requirement?
* Stages
* Splits
* Queues
* List Views
Explanation

Splits is a feature that should be used to meet this requirement. Splits allows users to assign credit to opportunity team members based on the level of effort contributed by each person toward each deal. Users can createdifferent types of splits, such as revenue or overlay splits, and specify the percentage or amount of credit for each team member.

References:https://help.salesforce.com/s/articleView?id=sf.forecasts3_splits_overview.htm&type=5

NO.44 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
* Formula return type
* Error condition formula
* Error message location
* Rule active date
Explanation

Two functions that an administrator should use when creating a validation rule are:

Error condition formula, which defines when an error should occur based on record fields and values Error message location, which specifies where on the page layout an error message should appear when triggered by an error condition formula Formula return type and rule active date are not functions used for validation rules. References:

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

NO.45 The sales team at Ursa Major Solar has asked the administrator to automate an outbound message.

What should the administrator utilize to satisfy the request?
* Process builder
* Task assignment
* Workflow rule
* Flow builder

NO.46 The administrator has created new users for ten new employees at Northern Trail Outfitters.

Why are these users unable to access the account object in the Salesforce or?
* Users’ profile requires a sharing rule for Accounts.
* Users’ profile requires permission to the Account object.
* Users’ roles are low on the role hierarchy.
* Organization-wide defaults are set to private.

NO.47 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?
* Uncheck grant access using Hierarchies.
* Define a criteria-based sharing rules.
* Set the default external access to private.
* Configure an owner-based sharing rules.

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

NO.48 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?
* Dynamic forms
* Path key fields
* Opportunity processes

* Workflow rules
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

NO.49 Universal Container wants to increase the security of their org by requiring stricker user passwords.

Which two of the following should an administrator configure?

Choose 2 answers
* Password different then username
* Prevent common words
* Minimum password length.
* Password complexity requirement.

NO.50 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
* Profile Assignment
* Role Assignment
* App Manager Assignment.
* Page layout Assignment.
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

NO.51 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?
* Use the native debug feature in the flow builder.
* Review debug logs with the login level.
* View the setup audit Trail and review for errors.
* Setup Email logs and review the send error log.

NO.52 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?

* Reduce the number of case status values to five.
* Create a Screen Flow that shows only the correct values for status and surface the flow in the utility bar of the console.
* Review which status choices are needed for each record type and create support processes for each that is necessary.
* Edit the status choices directly on the record type.

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

NO.53 Universal Container wants to prevent its service team from accessing deal records. While service users are unable to access deal list views, they are able to find the deal records via a search.

What options should the administrator adjust to fully restrict access?
* Record setting and search index
* Permissions and tab visibility
* App permissions and search terms
* Page layouts and field- level security

Explanation

Permissions and tab visibility are two options that administrators can adjust to fully restrict access to records for certain users or profiles. Permissions determine what users can do with records, such as create, read, edit, delete, view all, or modify all. Tab visibility determines whether users can see a specific object tab in their app launcher or navigation bar. By setting permissions and tab visibility to none or hidden for deal records for service users or profiles, administrators can prevent them from accessing deal records via search or other methods. References:
https://help.salesforce.com/s/articleView?id=sf.users_profiles_permissions.htm&type=5

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

NO.54 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
* Login Hours
* Password Policy
* Default Language
* Currency Local

NO.55 Which two capabilities are considerations when marking a field as required in Object Manager?

Choose 2 answers
* The field is not required to save records via the API on that object.
* The field is universally required to save a record on that object.
* The field is added to every page layout on that object.
* The field is optional when saving records via web-to-lead and web-to-case

Explanation

When you mark a field as required in Object Manager, the field is universally required to save a record on that object in the user interface. However, the field is not required to save records via the API on that object, unless you also mark it as required on the page layout.

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

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

NO.56 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?
* Assignment Rule
* Case Escalation Rule
* Omni-Channel Supervisor
* Formula Field
Explanation

Case escalation rules allow you to escalate cases based on certain criteria, such as time or priority.

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

NO.57 Which two actions should an administrator perform with Case escalation rules?

Choose 2 answers
* Re-open the Case.
* Send email notifications.
* Change the Case Priority.
* Re-assign the Case.
Explanation

Case escalation rules are used to escalate cases that have not been resolved within a certain time frame by changing the case owner, sending email notifications, or triggering workflow actions. You can use these actions to alert the appropriate users or groups when a case needs urgent attention or escalation. References:

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

NO.58 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
* Configure a flow to assign the cases to the queue.
* Use assignment rules to set the queue as the owner of the case.
* Add Cass to the existing queue as available object.
* Createa new queue and add Cases asan available object.
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

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