

Salesforce.Pre.Salesforce Certified Administrator.50q-DEMO

Number: Salesforce
Passing Score: 800
Time Limit: 120 min

Exam Code: Salesforce Certified Administrator

Exam Name: Salesforce Certified Administrator



Exam A**QUESTION 1**

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 2

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 version of the flow is inactive.
- C. The flow is a before save flow.
- D. The version of the flow is activated.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 3

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

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 4

The Client services and customer support teams share the same profile but have different permission sets. The Custom Object Retention related list needs to be restricted to the client services team on the Lightning record page layout. What should the administrator use to fulfil this request?

- A. Sharing settings
- B. Page Layout Assignment
- C. Component Visibility
- D. Record Type Assignment

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 5

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 6

Northern Trail Outfitters wants to track ROI for contacts that are key stakeholders for opportunities. The VP of Sales requested that this information be accessible on the opportunity and available for reporting. Which two options should the administrator configure to meet these requirements? Choose 2 answers

- A. Customize Campaign Member Role.
- B. Add the Campaign Member related list to the Opportunity page layout.
- C. Customize Campaign Role.
- D. Customize Opportunity Contact Role.
- E. Add the Opportunity Contact Role related list to the Opportunity page layout.

Correct Answer: DE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 7

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.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 8

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.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 9

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 10

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 an administrator configure?
Choose 2 answers

- A. Quick Action
- B. Outbound Message
- C. Approval Process
- D. Email Alert Action

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 11

Cloud Kicks is working on a better way to track its product shipments utilizing Salesforce. Which field type should an administrator use to capture coordinates?

- A. Geolocation
- B. Geofence
- C. Custom address
- D. External lookup

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 12

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 included with Salesforce.
- C. A new standard object can be created.
- D. Only standard objects support master-detail relationships.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 13

Users have noticed that when they click on a report in a dashboard to view the report details, the values in the report are different from the values displayed on the dashboard.

What are the two reasons this is likely to occur?

Choose 2 answers

- A. The report needs to be refreshed.
- B. The dashboard needs to be refreshed.
- C. The current user does not have access to the report folder.
- D. The running dashboard user and viewer have different permissions.

Correct Answer: BD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 14

The marketing team wants a new picklist value added to the Campaign Member Status field for the upsell promotional campaign.

Which two solutions should the administrator use to modify the picklist field values?

Choose 2 answers

- A. Add the Campaign Member Statuses related list to the Page Layout.
- B. Edit the picklist values for the Campaign Status in object Manager.
- C. Mass modify the Campaign Member Statuses related list.
- D. Modify the picklist value on the Campaign Member Statuses related list

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 15

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. Contract
- B. Case
- C. Ticket
- D. Request
- E. Account

Correct Answer: ABE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 16

The administrator at Cloud Kicks has been asked to replace two old workflow rules that are 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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 17

Ursa Major Solar uses Opportunity to track sales of solar energy products. The company has two separate sales teams that focus on different energy markets. The Services team also wants to use Opportunity to track installation. All three teams will need to use different fields and stages.

How Should the administrator configure this requirement?

- A. Create three sales processes. Create three record types and one page layout.
- B. Create one sales process. Create three record types and three page layouts.
- C. Create three sales processes. Create three record types and three page layouts.
- D. Create one sales process. Create one record type and three page layouts.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 18

The service manager at Ursa Major Solar wants to let customers know that they have received their cases via email and their websites. Medium-priority and high-priority cases should receive different email notifications than low-priority cases. The administrator has created three email templates for this purpose.

How should an administrator configure this requirement?

- A. Include three assignment rules that fire when cases are created. Add a filter for case priority.
Select the appropriate email template for each rule.
- B. Add three auto-response rules. Configure one rule entry criteria for each rule and set a filter for case priority. Select the appropriate email template for each rule entry.
- C. Configure one workflow rule that fires when cases are created. Add a filter for case priority. Select the appropriate email template for the rule.
- D. Create one auto-response rule. Configure three rule entry criteria and set a filter for case priority.
Select the appropriate email template for each rule entry.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 19

The VP of sales at Dreamhouse Realty has requested a dashboard to visualize enterprise sales across the different teams. The key place of data is the total of all sales for the year and the progress to the enterprise sales goal. What dashboard component will effectively show this number and the proximity to the total goal as as ingle value?

- A. Table
- B. Stacked Bar
- C. Donut
- D. Gauge

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 20

A sales rep has left the company and an administrator has been asked to re-assign all their accounts and opportunities to a new sales rep 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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 21

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.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 22

An administrator installed a managed package that contains a permission set group. The permission set group that was installed includes Delete access on several objects, and the administrator needs to prevent users in the permission set group from being able to delete records. What should the administrator do to control Delete access?

- A. Use a muting permission set with a permission set group to mute selected permissions.
- B. Create a new permission set that has Delete access deselected for the objects.
- C. Create a new role that prevents Delete permissions from rolling up to the users.
- D. Edit the profile for the users to remove Delete access from the objects.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 23

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. Design a standard Campaign report and add the value Won Opportunities in Campaign field.
- B. Perform periodic data job to update campaign records.
- C. Create a roll-up summary field on Opportunity to Campaign.
- D. Add a Total Value Field on campaign and use a workflow rule to update the value when an opportunity is won.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 24

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

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 25

An administrator at Universal Containers needs a simple way to trigger an alert to the director of sales when opportunities reach an amount of \$500,000. What should the administrator configure to meet this requirement?

- A. Set up Big Deal Alerts for the amount.
- B. Enable Opportunity Update Reminders
- C. Opportunity warning in Kanban View.
- D. Key Deals component on the homepage

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 26

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.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 27

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. Assignment Rule
- B. Case Escalation Rule
- C. Omni-Channel Supervisor
- D. Formula Field

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 28

Sales users at Universal Containers are reporting that it is taking a long time to edit opportunity records. Normally, the only field they are editing is the Stage field. Which two options should the administrator recommend to help simplify the process?
Choose 2 answers

- A. Add a path for stage to the opportunity record page.
- B. Use a Kanban list view for Opportunity.
- C. Configure an auto launched flow for Opportunity editing.
- D. Create a simplified Opportunity page layout.

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 29

A sales rep has a list of 300 accounts with contacts that they want to load at one time. Which tool should the administrator utilize to import the records to salesforce?

- A. Dataloader.io
- B. Data Loader
- C. Manual Import
- D. Data Import Wizard

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 30

An administrator created a record trigger flow to update contacts.

How should the administrator reference the values of the active record the flow is running on?

- A. Use the {!Contact.Id} global variable.
- B. Use the {!Account.Id} record variable.
- C. Use the \$Record global variable.
- D. Use the Get Records element to find the Id.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 31

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.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 32

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.

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 33

Which two actions should an administrator perform with Case escalation rules?

Choose 2 answers

- A. Re-open the Case.
- B. Send email notifications.
- C. Change the Case Priority.
- D. Re-assign the Case.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 34

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

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 35

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. Update page layout assignments.
- B. Define multiple record types.
- C. Assign Lightning pages as app default.
- D. Create different user profiles.

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 36

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. Define a new Stage picklist value.
- B. Create a custom field on Opportunity.
- C. Configure Forecasting support.
- D. Make the field editable on page layouts

Correct Answer: D

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 37

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.

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 38

An administrator at Cloud Kicks is building a flow that needs to search for records that meet certain conditions and store values from those records in variable for use later in the flow. What flow element should the administrator add?

- A. Assignment
- B. Get Records
- C. Create Records
- D. Update Records

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 39

An administrator at Cloud Kicks has a flow in production that is supposed to create new records. However, no new records are being created. What could the issue be?

- A. The flow is read only.
- B. The flow is inactive.
- C. The flow URL is deactivated.
- D. The flow trigger is missing.

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 40

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.

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 41

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.

Correct Answer: ADE

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 42

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. Users can change their password to avoid login IP restrictions.
- C. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.
- D. Single sign-on will allow users to log in from anywhere.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 43

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. Field Update
- B. Chatter Post
- C. Auto launched Flow
- D. Email Alert

Correct Answer: AD

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 44

Which two capabilities are considerations when marking a field as required in Object Manager?

Choose 2 answers

- A. The field is not required to save records via the API on that object.
- B. The field is universally required to save a record on that object.
- C. The field is added to every page layout on that object.
- D. The field is optional when saving records via web-to-lead and web-to-case

Correct Answer: BC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 45

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

Correct Answer: C

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 46

Cloud Kicks wants a reports to categorize accounts into small, medium, and large based on the dollar value found in the Contract Value Field.

What feature should an administrator use to meet this request?

- A. Detail Column
- B. Bucket Column
- C. Group Rows
- D. Filter Logic

Correct Answer: B

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 47

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

Correct Answer: A

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 48

An administrator has assigned a permission set group with the two-factor authentication for User Interface Logins permissions and the two-factor authentication for API Logins permission to a group of users. Which two prompts will happen when one of the users attempts to log in to Data Loader?

Choose 2 answers

- A. Users need to connect an authenticator app to their Salesforce account.
- B. Users need to get a security token from a trusted network using Reset My Security Token.
- C. Users need to download and install an authenticator app on their mobile device.
- D. Users need to enter a verification code from email or SMS, whichever has higher priority.

Correct Answer: AC

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 49

Cloud Kicks need to be able to show different picklist values for sales and marketing users. Which two options will meet this requirement?

Choose 2 answers

- A. One page layout, two record types, one picklist
- B. Two page layouts, one record type, two picklists
- C. Two permission sets, one record type, one picklist
- D. One record type, two profiles, one picklist

Correct Answer: AB

Section: (none)

Explanation

Explanation/Reference:

Explanation:

QUESTION 50

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

Correct Answer: CD

Section: (none)

Explanation

Explanation/Reference:

Explanation: