Certified Advanced Administrator

1. Position and job opening is a Master Detail relationship. OWD for Position is Private. Someone else wants to edit Job Openings. How to do it?

A. Create Sharing rule in Position

B. Create Sharing rule in Job Application

C. Create Apex based Sharing

D. Create Manual Sharing

Answer(s): A

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2. Custom object with billing state, province and zip code. How we can make sure that Zip code is Correct as per billing State?

A. Create Validation rule and use VLOOKUP to check zip code against stored Billing State

B. Create Validation rule and use HLOOKUP to check zip code against stored Billing State

C. Create Workflow to automatically update Zip code from stored Billing State

Answer(s): A

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3. How can a system administrator enrich data through social?

A. Use facebook to import educational background of the contact

B. Use the company's Facebook to share information

C. Use LinkedIn to view information of the contact

D. Use Twitter to view contact's tweet while viewing contact record

Answer(s): C

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4. What access can users have to Accounts and Opportunities when territory management is enabled?

A. Transfer and Delete opportunities regardless of the owner of the record

B. View Account records regardless of the account record owner.

C. Edit, Transfer and Delete Opportunity records regardless of the record of the owner.

D. Edit Opportunity records regardless of the account owner

Answer(s): B

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5. What can an administrator do to enable customers to submit service request? (Choose two.).

☐ A. Enter live chat agent on the company website

☐ B. Enable chatter answers

☐ C. Enable the service cloud console on the company website

☐ D. Enable case feed on the company website

Answer(s): A B

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6. A Manager needs a report created based on the following requirements: All accounts with opportunities Closed-Won. All accounts with Closed Cases. What can you do as a system administrator?

A. Create a joined report

B. Create a custom report type

C. Use Bucket Field in Tabular Report

D. Use Bucket field in Summary

Answer(s): A

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7. JP Dela Cruz, a user with the" APAC Sales Representative" role, has been assigned the "US Sales Representative Role". Which sharing rules are recalculated?

A. Criteria based sharing rules will be recalculated

B. Ownership based rules will be recalculated

C. No changes will be made

D. Sales Team sharing rules will be recalculated.

Answer(s): B

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8. What can James as a Delegated Administrator do? (Choose two.)

☐ A. Create a custom tab

☐ B. Manage custom objects

☐ C. Modify the OWD settings

☐ D. Create Custom Object

☐ E. Create New Profile

☐ F. Clone Existing Profile

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9. Support Records with a specific record type needs the access restricted to only a Support Manager and four support users. What can you do as a system administrator?

A. Remove the record type access for all users except the 5 mentioned.

B. Give the "View All Data" permission to the 5 mentioned users using permission sets.

C. Create a new profile and assign the 5 users to the new profile.

D. Create a criteria based sharing rule for the 5 users.

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10. A lead needs to be assigned automatically to a rep, after 10 days and there is no action, the deal status should be set to Stalled after it has been approved by a Manager. Which automation processes can a system administrator use?

A. Assignment rule

B. Assignment rule, Approval Process, Workflow Rule

C. Assignment Rule, Workflow Rule

D. Assignment Rule, Auto-Response Rule, Workflow Rule

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11. What is true about Salesforce Communities? (Choose two.)

☐ A. Ideas tab is used by community users to submit, like and promote Ideas

☐ B. Communities can be used by internal salesforce users only

☐ C. Reputation level is the same across all communities.

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12. What can a system administrator do to simplify searching in Knowledge for users? (Choose three.)

☐ A. Create synonyms

☐ B. Create Data Categories

☐ C. Create Filters

☐ D. Prepopulate to Search tab of common fields from Case like Subject

Answer(s): A B D

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13. A user reports that a field can no longer be seen in the page layout. What can a system administrator use in order to troubleshoot this?

A. Setup audit trail

B. Field history tracking

C. System log

D. Field audit

Answer(s): A

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14. Dylan has submitted a vacation request for approval by his manager. Palmers, Dylan's manager is not receiving any email alerts. What can you use in order to troubleshoot the issue?

A. Email log

B. Setup audit trail

C. Debug Log

D. Time-Based Workflow

Answer(s): A

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15. VP of Sales wants to automatically add the account name to the opportunity name once a record is saved. How can this be done?

A. Use an Apex Trigger

B. Enforce an opportunity naming guideline for Sales Reps

C. Create a Workflow Rule with an immediate workflow trigger to update the opportunity name field

Answer(s): C

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16. How can you ensure that the Account Name is unique?

A. Edit Account Name field and select Unique Checkbox

B. Use the HLOOKUP operator in a validation rule for the account name

C. Use the VLOOKUP operator in a validation rule for the account name

D. Use an APEX Trigger

Answer(s): C

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17. There is Custom Object and Only System admin has CRED access. Now they want to extend it to VP User. How System Administrator can achieve this? (Choose two.)

☐ A. OWD

☐ B. Sharing Rule

☐ C. Create Custom Profile

☐ D. Change existing Standard Profile

☐ E. Use Permission Set

Answer(s): C E

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18. There is one field on Custom Object and users have entered lots of values. Now System Admin wants to create a report and categories values present in that field. How to achieve this?

A. Bucket Field

B. Custom Summary Formula Field

C. Conditional Highlighting

D. Use Cross Filter

Answer(s): A

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19. What will happen when you use dataloader?

A. Manual sharing rules will not carry over

B. Ownerbase sharing will be recalculated

C. Components will be transfer along with dependents

D. Once transfer - apex test code will automatically run

Answer(s): A

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20. What happen when using changesets ((Choose two.))

☐ A. Needs one inbound and outbound

- B. Has a feature that will validate the changeset before deploying

- C. Transfer all Profiles

- D. Transfer all Data

Answer(s): A B