

# Salesforce Administrator (Exam)

1. The director of sales wants to make sure that every opportunity has either a sales engineer or an account executive assigned to the deal.

How should the administrator meet this requirement?

A. Write a validation rule that checks if the fields are blank and require that one of them of completed in order to save the opportunity.

B. Create a different record type for deals with Sales Engineers and deals with Account Executives to capture one or the other.

C. Require the Sales Engineer and the Account Executive lookup fields on the page layout.

D. Assign a task to the owner if an opportunity is created without one of these fields filled out.

**Answer(s):** A

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

What could be the issue?

A. A primary Account relationship is required on a Contact regardless of the page layout settings.

B. The Contact has Indirect relationships to other Accounts.

C. The Account Contact relationship record needs to be deleted first in order to disassociate Contact from the Account.

D. Private Contacts need to be enabled in Setup.

**Answer(s):** A

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3. AW Computing is running a special bundle deal on monitors and keyboards. Normally, discounts need VP approval, but this special bundle is pre-approved.

What should the administrator recommend for these requirements?

A. Create a separate price book.

B. Implement CPQ.

C. Remove the approval process.

D. Enable Subscriptions.

**Answer(s): A**

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4. DreamHouse Realty currently deals only with single-family homes but is expanding its business to include condos in large cities. There are some features and amenities that only apply to condos, such as the amount of a deposit and concierge services.

How should an administrator configure the Opportunity object to ensure that only relevant fields are displayed on the record?

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A. Build a Lightning component to display fields that only apply to condos.

B. Create a Record Type for the type of property and custom page layouts for each.

C. Configure a validation rule to display fields based on the type of property the user is viewing.

D. Make a custom Lightning page to display specific fields based on the type of property.

**Answer(s): B**

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5. A sales user is assigned to a permission set group that gives them Modify All access to Accounts. An administrator assigns the same user to a muting permission set that mutes Deletes access on Account.

What level of access will the sales user have on the Account object?

A. Read-only

B. Modify All

C. Read, Create, and Edit

D. No Access

**Answer(s): B**

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6. An administrator created a new custom object.

When trying to upload new records to the custom object using

Date Loader, they are unable to see the new custom object in the list of available objects.

What should the administrator do to resolve the issue?

A. Assign a permission set to give them access to the new object.

B. Check the Field-Level Security of the new custom object's Name field.

C. Ensure Allow Sharing is checked on the custom object.

D. Confirm the object is marked as deployed and not in development.

**Answer(s): D**

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7. At Ursa Major Solar, there is a custom object called Galaxy. The sales director wants users to only see certain field market.

What Lightning will satisfy this requirement?

A. Record Detail Component

B. Fields component

C. Highlights Panel Component

D. Path Component

**Answer(s): B**

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

What should the administrator configure?

A. Set organization-wide sharing for Account as Public Read Only.

B. Create a Sharing Rule on the Account object for all members of the account services role to have Read/Write access.

C. Update the profile Account object to Modify All.

D. Enable Account Teams and grant Read record-level access to account team members for the Account object

**Answer(s): B**

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9. AW Computing has a private sharing model for its accounts, but a sales rep occasionally needs assistance from an engineer.

What feature should be used to grant the engineer access to the necessary account, while maintaining the company's data security?

A. Permission Set

B. Permission Set Group

C. Account Teams

D. Custom Profile

**Answer(s): C**

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

What automation solution should be used to send the notification?

A. Heroku

B. Process Builder

C. Workflow Action

D. flow

**Answer(s): D**

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**11.** DreamHouse Realty has a rental team and a real estate team. The two teams have different sales processes and capture different client information on their opportunities. How should an administrator extend the Opportunity object to meet the teams' different needs?

A. Leverage Opportunities for the Real Estate Team and create a new custom object for the Rental Team Opportunities.

B. Use separate record types, page layouts, and sales processes for the Rental and Real Estate Teams.

C. Create Opportunity Teams for the Rental and Real Estate Teams and make appropriate fields visible to only the necessary team.

D. Add a section for Rental and a section for Real Estate on the Opportunity Master Record Type to keep the information separate.

**Answer(s): B**

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**12.** An administrator at Universal Containers has been asked to configure product schedules. What should the administrator consider before enabling this feature?

A. The Product Schedule is unavailable in Process Builder and Flow.

B. Line Item Schedule is unavailable in Process Builder and Workflow.

C. Customizable product schedule page layouts cannot be modified.

D. To remove a product schedule completely, remove it from the standard price book.

**Answer(s): B**

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**13.** The administrator at Cloud Kicks has been requested to provide access to the Leads object to a contractor. The contractor currently has a profile that has access to a project management app within Salesforce. The contractor should only have View access to all of the Lead records. What should the administrator handle this request?

A. Assign a permission set that has View All on Leads.

B. Add an app with the Leads tab to the user's profile.

C. Assign the contractor a public group with Lead access.

D. Create a profile with Read Only for all Leads.

**Answer(s): A**

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**14.** Cloud Kicks (CK) has deployed several new custom apps that use Lightning Web components. The administrator is now concerned that they may need to make some adjustments to CK's org to make it more secure.

Which tools should the administrator use to expose possible security risks within a Lightning web component?

A. Health Check

B. Master Encryption Keys

C. Salesforce Optimizer

D. Self-signed Certificates

**Answer(s): C**

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**15.** Northern Trail Outfitters (NTO) is expanding into the U.K.

While most of NTO's product are the same as in the US. Pricing will vary from product due to shipping and raw material cost differences.

What should the administrator configure for a smooth rollout to the U.K.?

A. Configure a U.K Opportunity record type.

B. Write a flow that translates the currency from dollars to euros using a custom Exchange Rate field.

C. Add a new U.K Order Form that has the euro symbol instead of the dollar symbol.

D. Create a new Price Book for the U.K product pricing.

**Answer(s): D**

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**16.** AW Computing wants to create a process to assign accounts to different salespeople based on the annual revenue... of the company. The administrator has decided to create a flow. Which two considerations should the administrator make sure to remember when creating the flow? Choose 2 answers

A. Use a Get Record component instead of hard coding record IDs.

B. The running user of a flow is the user that last saved the flow.

C. Update record elements should be placed outside the flow loop.

D. Update Record elements should be placed inside the flow loop.

**Answer(s): A C**

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**17.** The administrator at Cloud Kicks is troubleshooting an issue one user is having with a flow. They have decided to add a debug log to that user. What debug log category should be used?

A. Workflow

B. Callout

C. System

D. Database

**Answer(s): A**

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18. An administrator is planning the release process for the year. The team will be using change sets to process deployment to production.

Which three best practices should be considered?

A. Plan your deployments around the production and sandbox maintenance schedules.

B. Use matching names for global publisher layouts and Outlook publisher layouts.

C. Be sure to test only after business hours the data after deployment.

D. Make sure to deploy all dependent components.

E. Make sure change sets are limited to 10,000 files.

**Answer(s):** A D E

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19. Cloud Kicks has received feedback that customers are frustrated with the amount of time it takes to reach a support agent by area of expertise according to product information after a new case has been submitted. Love you too jani

Which feature should administrator configure in order to improve the case management process?

A. Omni-Channel

B. Escalation Rules

C. Macros

D. Knowledge Component

**Answer(s):** A

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



A. Only standard objects can be used with Roll-up Summary fields.

B. Rows can only be triggered from the records created on standard objects.

C. Roll-up Summary calculations will prevent a Flow from being triggered.

D. Roll-up Summary calculations run after processes and workflows.

**Answer(s): D**

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