

Salesforce Certified Administrator – Set 2 (WI 20)

1) Universal Containers wants to understand all of the configuration changes that have been made over the last six months. Which tool should an administrator use to gather this information?

A. Setup Audit Trail

B. Debug Log

C. Custom Report Type

D. Network Access Settings

2) Universal Containers (UC) is rolling out a new approval process. As the last step in the process after an Opportunity has been approved. UC wants to send a contract to its customer for signature. What should an Administrator suggest to implement this functionality?

A. Check the "Send PDF" box on the approval process setup.

B. Hire a consulting firm to develop a document signing framework.

C. Install an app from the AppExchange.

D. Utilize the Salesforce Autosign flow.

3) Which two actions can be completed with a workflow field update?

Choose 2 answers

A. Change the record type of a record.

B. Select a formula field for a field update.

C. Apply a specific value to a field.

D. Update the value of a field on a child object.

4) What are two capabilities of the content delivery feature of Salesforce Content?

Choose 2 answers

A. Associate the content delivery with a Salesforce record.

B. Password protect content deliveries that contain sensitive data.

C. Customize the URL assigned to the content delivery.

D. Encrypt certain content delivery files.

5) Users create expense reports and attach receipts in an Expenses app before submitting them for approval. What should the Administrator consider from a User's perspective when enabling this App for Salesforce Mobile?

A. Users can search Salesforce Records, attach receipts as photos, and approve records from Chatter.

B. Users can create records, attach receipts as photos, and submit for approval. Calculator

C. Users can create list views, attach receipts as photos, and submit records for approval.

D. Users can use Search, create list views, and receive record push notifications from Chatter.

6) Universal Containers has a private sharing model on Opportunities. The System Administrator has been asked to create a new custom object that will track customer payment information and will link to the Opportunity. Only those users with access to the Opportunity should be able to see the records on the new object.

What should the Administrator do to accomplish this task?

A. Create a Master -Detail relationship with a Criteria Based Sharing Rule. Calculator

B. Create a Master -Detail relationship with Profile permissions.

C. Create a Lookup relationship with a Criteria Based Sharing Rule.

D. Create a Lookup relationship with Profile permissions.

7) What is a valid organization-wide default option for the Account object?

A. Public Read/Write/Delete

B. Public Read/Write/Transfer

C. Private

D. No Access

8) Sales users need an easy way to let their colleagues know when they go on vacation. Multiple Books

How should the Administrator accomplish this task quickly?

A. Create a workflow rule to send an email alert about the user's vacation dates.

B. Enable Out of Office Message" functionality in Chatter.

C. Enable Outlook Sync with Salesforce.

D. Use Process Builder to add the users vacation dates to the department calendar.

9) Salesforce users have a session timeout of 12 hours. Management is requesting that the session timeout be increased to 24 hours and that the inactive users are logged out at that time. How should a System Administrator accommodate this request?

A. In Session Settings, choose 24 Hours, and check the box for Force logout on session timeout.

B. In User Profiles, type in 24 Hours in the Timeout section, and uncheck the box for Force logout on session timeout.

C. In Session Settings, choose 24 Hours, and uncheck the box for Force logout on session timeout.

D. In User Profiles, type in 24 Hours in the Timeout section, and check the box for Force logout on session timeout.

10) Which three features can automatically create a Case?

Choose 3 answers

A. Web-to-Case

B. Process Builder

C. Lightning for Outlook

D. Email-to-Case

E. SMS-to-Case

11) A system administrator wants to ensure that unique data is always input into a specific field. Which two field properties should be configured?

Choose 2 answers

A. Required

B. Unique

C. Default value

D. Data Type

12) Which three settings are controlled by a users profile?

Choose 3 answers

A. Locale settings

B. Field-level security

C. a Record type assignment

D. Feature license assignment

E. Assigned apps

13) A series of new report folders has been created. Which set of folder sharing options are available in Salesforce Classic to assign these new folders to the appropriate Salesforce users?

A. Managers, Profiles, Public Groups, Roles, and Role and Subordinates

B. Profiles, Roles, and Role and Subordinates

C. Users, Managers, Public Groups, Roles, and Role and Subordinates

D. Users, Public Groups, Roles, and Role and Subordinates

14) Universal Containers wants to create a custom object to capture account survey data. Users must be able to select an account from the survey record and view related surveys on the account record. Which two actions should the system administrator take to meet these requirements?

Choose 2 answers

A. Add the account related list to the survey page layout.

B. Add the survey related list to the account page layout.

C. Create a lookup relationship field on the survey object.

D. Create a lookup relationship field on the account object.

15) Customers are requesting custom colored containers, which are not currently part of the standard inventory. Management has decided to add custom coloring as an add-on item in Salesforce. Which action should the Administrator take to allow sales users to add custom coloring to the total Opportunity Sale?

A. Add Custom Coloring as a new Product in a Pricebook.

B. Add Custom Coloring as a new Product in an Order.

C. Add a new field on the Opportunity labeled Custom Coloring.

D. Make a new custom object related to Opportunities for Custom Coloring.

16) A Lightning for Outlook layout can be assigned to which two options?

Choose 2 answers

A. Profile

B. Team

C. User

D. Role

17) Universal Containers uses a Private data access model for Cases. Support agents own cases and occasionally product specialists need access to cases in their product line. Which two actions will result in the needed access?

Choose 2 answers

A. Case owners configure pre -defined case teams.

B. A case escalation rule assigns ownership to product specialists.

C. Administrators configure pre -defined case teams and assignment rules.

D. Case owners manually add product specialists to ad hoc case teams.

18) A Salesforce user at Universal Containers has been deactivated.

What will happen to the records the user owns in Salesforce?

A. All records are automatically assigned to another user.

B. All records are automatically deleted.

C. All records are assigned to the deactivated user until reassigned.

D. All records are automatically assigned to the Administrator.

19) A company has a complicated Sales process regarding its opportunities. The company has three different lines of business (Widget A, Widget B, Widget C) that each contain fields specific to that line of business's industry and customers. For each line of business, there is a specific set of fields that Sales users should see and a different set of fields that Marketing users should see. How should an Administrator configure Page Layouts and Record Types for the Opportunity object so that each team

sees what it needs to see, without cluttered layouts containing unnecessary fields?

A. Create three Record Types (Widget A, Widget B, Widget C) with six Page Layouts (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing Widget C).

B. Create one Record Type with six Page Layouts (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing Widget C).

C. Create six Record Types (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing Widget C) with six total Page Layouts, one for each Record Type.

D. Create six Record Types (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing Widget C) with one Page Layout.

20) When working on opportunities, sales representatives at Universal Containers need to understand how their peers have successfully managed other opportunities with comparable products, competing against the same competitors. Which two features should an administrator use to facilitate this?

Choose 2 answers

A. Big deal alerts

B. Chatter groups

C. Opportunity update reminders

D. Opportunity Dashboard

21) Sales reps are supposed to create a record on a child object of Opportunities called Survey Request when an Opportunity is moved to Closed Won. The VP of Sales Operations has indicated that this doesn't always happen or the rep doesn't populate all fields correctly. The system administrator has been asked to remove permissions from Sales to create these records and automate record creation.

Which tool should be used?

A. Workflow

B. Approvals

C. Visual Flow

D. Process Builder

22) Universal Containers wants to ensure that High Priority cases get responded to in at least 4 hours or wants them escalated to a Queue called "High Priority Queue." How should an Administrator configure the Case management process to implement this requirement?

A. Create an Assignment Rule to assign all Cases where Status = High to the High Priority Queue.

B. Create an Escalation Rule to assign all Cases where Status = High to the High Priority Queue

based on the last modification time and set the Age Over to 4 (Hours).

C. Create a Case Milestone to assign all Cases where Status = High to the High Priority Queue based on the last modification time and set the Age Over to 4 (Hours).

D. Create an Escalation Rule to assign all Cases where Status = High to the High Priority Queue based on when the Pencil & Paper case is created.

23) A sales manager at Universal Containers wants to rename and delete dashboards in the California Dashboards Folder. How should a System Administrator accomplish this?

Choose 1 answers

A. Go to the California Sales Dashboards Folder, Share, and choose View access for the Sales Manager. Calculator

B. Go to the California Sales Dashboards Folder, Share, and choose View access for the Sales Manager's Profile.

C. Go to the California Sales Dashboards Folder, Share, and choose Edit access for the Sales Manager.

D. Go to the California Sales Dashboards Folder, Share, and choose Manage access for the Sales Manager.

24) A competitor recently lost valuable data due to a power outage, so Universal Containers (UC) has decided to ensure that its Salesforce data is backed up. Which two statements should the Administrator make to UC?

Choose 2 answers

A. Salesforce offers a weekly or monthly backup service via a zip file.

B. Universal Containers can download an app from the AppExchange.

C. Salesforce offers a daily backup service via a zip file.

D. Contact Salesforce Support for a free backup.

25) What is the maximum number of objects that can be added to a custom report type?

A. Two as long as the objects have associations

B. One as long as the object has a master-child relationship

C. Unlimited as long as the objects have associations

D. Four as long as the objects have associations

26) Which currency is used as the basis for all currency conversion rates when the multiple currencies feature is enabled? Multiple Books

A. Corporate currency

B. Record currency

C. Active currency

D. Personal currency

27) What are two features of Knowledge?

Choose 2 answers

A. Knowledge articles are always publicly available for customers.

B. Knowledge articles integrate with Service Console.

C. Users can rate the helpfulness of articles.

D. Any user can write and publish articles.

28) Which three standard chart types can be placed on a Salesforce dashboard?

Choose 3 answers

- A. Tables**
- B. Heat maps
- C. Bar charts**
- D. Gauge charts**
- E. Venn Diagram

29) The VP of Sales is using Collaborative Forecasting to track sales rep quote attainment. The VP wants to be notified when sales reps move the Opportunity Stage backward in the sales process. Multiple Choice Which feature should the System Administrator use?

- A. Field History Tracking report
- B. Workflow rule**
- C. Validation Rule
- D. Big Deal Alert

30) Universal Containers wants to ensure that its org is secure and has asked an Administrator to configure password requirements for its users. Which three actions are Administrators able to configure?

Choose 3 answers

- A. Set requirement that passwords must be unique for each user.
- B. Set the length of time before passwords expire.**
- C. Set maximum invalid login attempts.**
- D. Set password complexity requirements.**
- E. Set prohibited password values.

31) What are two considerations when configuring workflow rules?

Choose 2 answers

- A. Rules can be evaluated when records are created or edited.**
- B. Rules must be deactivated before using the Data Import Wizard.
- C. Rule actions can take place immediately or can be time based.**
- D. All existing records are evaluated when a new rule is activated.

32) How can an administrator allow all internal users to view a dashboard as a Sales Manager within a sales region?

- A. Create a dashboard to run as a specified user.**
- B. Create a dashboard for all opportunities in the region.
- C. Create a dashboard with multiple components.
- D. Create a dashboard to run as the logged-in user.

33) An Administrator has been asked to give all users in the Marketing User profile the View All permission for Campaigns. In which two ways can this be accomplished?

Choose 2 answers

- A. Assign a permission set to all users.**
- B. Assign all users to a custom profile.
- C. Enable the Marketing User checkbox.
- D. Modify the Marketing User profile.**

34) Universal Containers has made a decision to switch monthly sales performance reviews to quarterly sales reviews. Which feature of Collaborative Forecasts allows a System Administrator to ensure that Salesforce Collaborative Forecasting matches the company's new quarterly sales performance review?

- A. Enable Forecast Rollups
- B. Configure Default Forecast Display
- C. Enable Forecast Adjustments

D. Configure Forecast Types

35) Which set of standard objects are children of the Account object in a many-to-one relationship?

- A. Contact, Email, and Case
- B. Opportunity, Quote, and Contact
- C. Email, Quote, and Opportunity

D. Opportunity, Contact, and Case

36) Universal Containers has activated Web-to-Case on their corporate website. IT configured Auto-Response to thank the customer for logging the case and activated Assignment Rules based on the state (USA) in which the customer resides. Case ownership is therefore determined and routed to the corresponding queue - North, South, East, or West. Customer Cases that do not meet the existing criteria should be assigned to Queue - World. Which solution will satisfy this requirement?

A. In Case Support Settings, change Default Case Owner to Queue - World.

B. Using a Trigger, change the owner of Cases outside the US to Queue - World.

C. Using a Workflow Rule, change the owner of new Cases outside the US to Queue - World.

D. In an Active Case Flow, change the name of the Queue to World.

37) Universal Containers needs to upload 1 million new Account records to Salesforce. What should the Administrator recommend to perform this data upload?

- A. Use an AppExchange app.
- B. Use the Data Import Wizard. Calculator

C. Use the Data Loader.

D. Contact Salesforce.

38) The sales users at Universal Containers need to view their open Opportunities grouped by Stage, and as a source report on a dashboard component. Which report format should the System Administrator use to fulfill these requirements?

- A. Matrix
- B. Joined
- C. Tabular

D. Summary

39) A new custom object called Manufacturers has been created for Universal Containers. Where should a System Administrator adjust how the object appears when it is found in the global search?

A. Global Search, Manufacturers, and Global Search Layouts

- B. Object Manager, Manufacturers, and Page Layouts
- C. Global Search, Manufacturers, and Search Layouts
- D. Object Manager, Manufacturers, and Search Layouts**

40) Which two types of record access should an administrator grant through sharing rules?

Choose 2 answers

- A. Read/Write/Delete
- B. Read/Write**
- C. Read Only**
- D. E Read/Write/Transfer

41) Which two types of records can be transferred from one user to another user during a mass transfer of account records?

Choose 2 answers

- A. Closed activities
- B. Open cases**
- C. Closed cases**
- D. Related custom object records

42) Which two settings can a system administrator enable in the User Interface Setup?

Choose 2 answers

- A. Customizable recent tags
- B. Printable list views**
- C. Related list hover links**
- D. Chatter Messenger for specific users

43) What are two valid assignee options when configuring Case Assignment Rules?

Choose 2 answers

- A. Public Group
- B. Queue**
- C. User Calculator**
- D. Case Team

44) A Universal Containers (UC) Administrator has created a new Lightning record page for the Sales team to display a report chart embedded on the Account page. There are no Record Types for Account at this time. Which step should the Administrator take to make this page the default view of the UC app for the Sales team without impacting the Support team?

- A. Make the page the default object record page for the UC app for the Sales profile.
- B. Create an Account Record Type and make the page the default object record page.
- C. Make the page the org default.
- D. Make the page the default object record page for the UC app.**

45) Universal Containers has purchased 25 new Salesforce licenses. How many users can a System Administrator create at the same time on the Add Multiple Users page?

- A. A maximum of 10 users.

B. An unlimited number of users.

C. A maximum of 5 users.

D. A maximum of 25 users.

46) What are two Validation Rule Fields?

Choose 2 answers

A. Error Condition Formula

B. Active Date

C. Error Message

D. Owner

47) The Universal Containers Administrator is editing the page layout for a new custom object when a text area field is inadvertently deleted from the page layout. What are three methods for restoring the field to the page layout?

Choose 3 answers

A. Click the Undo button or the Cancel button.

B. Restore from the recycle bin within 15 days.

C. From the Fields palette, drag the field into the same position.

D. Clone the layout from a different profile and use Save As.

E. Restore original page layout from a sandbox.

48) Universal Containers has a small group of users on Lightning Experience. Selected report folders are shared with these users. How can the System Administrator prevent these users from customizing the information in the reports?

A. Modify Field Level Security.

B. Use Custom Report Types.

C. Run the report as a specified user.

D. Lock report filters.

49) Which two statements are correct regarding an approval process?

Choose 2 answers

A. A delegated approver can reassign approval requests.

B. The approval history related list can be used to track the process.

C. An assignment rule defines the approver for each process step.

D. An approval action defines the result of record approval or rejection.

50) What are two considerations when configuring the lead conversion process?

Choose 2 answers

A. Custom lead fields can be mapped to account, contact, and opportunity fields.

B. Standard lead fields are automatically converted to account, contact, and opportunity fields.

C. custom lead fields can be mapped to custom object fields.

D. Roll-up summary lead fields can be mapped to custom contact fields.

51) Which two ways allow a sales user to relate an opportunity to a campaign?

Choose 2 answers

A. Use the campaign hierarchy related list on the opportunity.

B. Use the campaign influence related list on the opportunity.

C. Select the campaign record type when creating the opportunity.

D. Select the primary campaign source for the opportunity.

52) Which two feature licenses can be assigned to a user record in Salesforce?

Choose 2 answers

- A. Console User
- B. Knowledge User**
- C. Opportunity User
- D. Service Cloud User**

53) How can an administrator capture custom lead data on the converted contact when converting a lead?

- A. Map custom lead fields to standard contact fields.
- B. Use the data loader to move the custom lead data.
- C. Use the lead conversion wizard to select the fields.
- D. Map custom lead fields to custom contact fields.**

54) Which three types of customization can be done on Activities (tasks and events)?

Choose 3 answers

- A. Assignment Rules
- B. Workflow Rules**
- C. Validation Rules**
- D. Custom Fields**
- E. Field Tracking

55) The support group at Universal Containers wants agents to capture different information for product support and inquiry cases. In addition, the lifecycle for product support cases should have more steps than the lifecycle for inquiry cases. Which three features should an administrator use to meet these requirements?

Choose 3 answers

- A. Support processes**
- B. Permission sets
- C. Field-level security
- D. Page layouts**
- E. Record types**

56) What are three considerations when a user is importing data via Data Loader?

Choose 3 answers

- A. Importing data into checkbox fields allows for the use of TRUE/FALSE.**
- B. Field-Level Security access determines which fields will be visible.**
- C. Unrestricted picklists, a new picklist value will be applied but will not be added to the picklist.**
- D. Validation rules do not execute when importing data.
- E. Restricted picklists, a new picklist value will be ignored and the default value applied.

57) What are two valid use cases for Salesforce Communities?

Choose 2 answers

- A. External customers can gain full user rights to Salesforce.
- B. External customers can track their purchases and open support cases.**

C. External partners can track the status of joint Opportunities.

D. Internal users can replicate Salesforce automation without licenses fees.

58) Which two statements about products and price books are true?

Choose 2 answers

A. Price books that contain assets cannot contain products.

B. Products without a price are automatically added to the standard price book.

C. The standard and list price for a product can be listed in multiple currencies.

D. A product can have a different list price in different price books.

59) What does campaign Influence allow a user to do?

A. Report on the campaigns that have contributed to an opportunity.

B. View the entire campaign hierarchy.

C. Adjust the percentage of influence each campaign has on an opportunity.

D. Summarize campaign member statistics on a campaign.

60) In which two places should cases be assigned when case assignment rules are being set up?

Choose 2 answers

A. User

B. Contact

C. Profile

D. Queue