2023 Realistic Verified Salesforce-Certified-Administrator exam dumps Q&As - Salesforce-Certified-Administrator Free Update [Q128-Q147

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Salesforce Certified Administrator certification exam tests your knowledge of various aspects of Salesforce administration, such as managing users, security and access, data management, workflow automation, and more. Salesforce-Certified-Administrator exam consists of 60 multiple-choice questions, and you have 90 minutes to complete it. To pass the exam, you need to score at least 65%.

Salesforce-Certified-Administrator (Salesforce Certified Administrator) Exam is a certification exam that is designed to test the knowledge and skills of individuals who work with Salesforce. Salesforce-Certified-Administrator exam is typically taken by individuals who are responsible for managing and maintaining Salesforce implementations within an organization. The Salesforce Certified Administrator credential is a highly respected certification within the Salesforce community, and is recognized as a valuable credential for individuals who work with Salesforce on a regular basis.

NO.128 Sales reps at Ursa Major Solar are having difficulty managing deals. The leadership team has asked administrator to help sales reps prioritize and close more deals.

the administrator configure to help with these issues?
* Einstein Activity Capture
* Einstein Opportunity Scoring
* Einstein Search Personalization Einstein Lead Scoring
Explanation

To help sales reps prioritize and close more deals, the administrator should use Einstein Opportunity Scoring, which is a feature that assigns each opportunity a score from 1 to 99 based on how likely it is to be won. The score is calculated using historical data and machine learning models, and can help reps focus on the most promising opportunities and take actions to improve their chances of winning. Einstein Activity Capture, Einstein Search Personalization, and Einstein Lead Scoring are not related to opportunity management.

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

NO.129 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.130 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 teamon the Lightning record page layout.

What should the administrator use to fulfil this request?
* Sharing settings
* Page Layout Assignment
* Component Visibility
* Record Type Assignment
Explanation

Component visibility allows you to restrict the visibility of a related list based on a permission set.

References:

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

NO.131 Northern Trail Outfitters has asked an administrator to ensure that when a contact with a title of CEO is created, the contact’s account record gets updated with the CEO’s name.

Which feature should an administrator use to implement this request?
* Quick Action
* Workflow Rule
* Process Builder
* Validation Rule
Explanation

Process Builder is a tool that can be used to implement this request. Process Builder can create record-triggered flows that execute actions when certain conditions are met. In this case, Process Builder can create a flow that executes when a contact with a title of CEO is created and updates the contact’s account record with the CEO’s name. References:

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

NO.132 Sales reps at Cloud Kicks want to be notified when they have a high likelihood of winning an opportunity over $1,000,000.

Which feature meets this requirement?
* Key Deals
* Big Deal Alerts
* Activity Timeline.
* Performance chart.

NO.133 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?
* The flow is a screen flow.
* The version of the flow is inactive.
* The flow is a before save flow.
* The version of the flow is activated.
Explanation

Before save flows only support four elements: Assignment, Decision, Get Records, and Loop.

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

NO.134 A sales rep at Ursa Major Solar has launched a series of networking events. They are hosting one event per month and want to be able to report on campaign ROI by month and series.

How should the administrator set up the Campaign to simplify reporting?
* Add different record types for the monthly event types.
* Create individual Campaigns that all have the same name.
* Configure campaign Member Statuses to record which event members attended.
* Use Campaign Hierarchy where the monthly events roll up to a parent Campaign

NO.135 The administrator at Ursa Major Solar need to make sure the unassigned cases from VP customers get transferred to the appropriate service representative within 5 hours. VIP Customers have access to support 24 hours a day.

How should this be configured?
* Assignment Rules.
* Business Hours.
* Case Queues
* Escalation Rules
Explanation

Escalation rules allow you to escalate cases based on certain criteria, such as time or priority. You can use escalation rules to transfer unassigned cases to the appropriate service representative within a specified time frame.

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

NO.136 When users log in to Salesforce via the user interface, which two settings does the system check for authentication?

Choose 2 answers
* The user’s Two-Factor Authentication for API Logins permission
* The role IP address restrictions
* The user’s profile login hours restrictions
* The user’s Two-Factor Authentication for User Interface Logins permission

NO.137 DreamHouse Reality needs to use consistent picklist value on a category filed on accounts and cases, with value respective to record types.

Which two features should the administrator use to fulfill this requirement?

Choose 2 Answers
* Dependent Picklist
* Global Picklist
* Multi-Select Picklist
* Custom Picklist

NO.138 The administrator at Ursa Major Solar has created a custom report type and built a report for sales operation team. However, none of the user are able to access the report.

Which two options could cause this issue?

Choose 2 Answers
* The custom report type is in development.
* The user’s profile is missing view access.
* The org has reached its limit of custom report types.
* The report is saved in a private folder
Explanation

There are two possible reasons why users are unable to access a report based on a custom report type created by an administrator. One is that the custom report type is in development mode, which means that it is not deployed and available for use by other users except for administrators and users with manage custom report types permission. The other is that the report is saved in a private folder, which means that it is visible only to its owner and not shared with other users or groups. References:

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

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

NO.139 Cloud Kicks want its reports to show a Fiscal Year that starts on February 1 and has 12 months.

How Should the Administrator Address this requirement?
* Set the Fiscal Year to Custom and the starting month as February.
* Set the Fiscal Year to Custom and the duration to 4 quarters.
* Set the Fiscal Year to Standard and the starting month as February.
* Set the Fiscal Year to Standard and the duration to 12 months.

NO.140 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?
* Data Loader
* Mass Transfer Tool
* Data Import Wizard
* Dataloader.io

NO.141 Cloud Kicks (CK) has new administrator who is asked to put together a memo detailing salesforce uses to budget for upcoming license purchases.

Where Should the administrator go to find out what type of licenses CK Has purchased and how many are available.
* Search for licenses types in setup.
* User Licenses Related List in Company information.
* User Management settings in setup.
* Usage based entitlement related list in company information.
Explanation

The User Licenses related list in Company Information shows the types of licenses that have been purchased for an org and how many are available or used. It also shows the expiration date of each license type if applicable. This information can help administrators plan for license purchases and manage user access.

Searching for license types in setup does not show how many licenses have been purchased or how many are available or used. User Management settings in setup does not show license information either, but rather settings related to user login, session, identity, etc. Usage-based entitlement related list in company information shows information about usage-based licenses such as API requests or sandboxes, but not user licenses. References:

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

NO.142 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
* Create a custom Discount field on the opportunity to capture the discount amount
* Populate the Manager standard field on the sales users’ User Detail page.

* Configure two separate approval processes.
* Allow the submitter choose the approver manually.

Explanation

Discount is not a standard field on the Opportunity object, so you need to create a custom field to capture the discount amount or percentage for each opportunity. To set up an approval process where opportunity discounts over 30% need to be approved by the VP of sales, and any discounts above 10% need to be approved by the user’s manager, you need to configure two separate approval processes with different entry criteria based on the discount field value and different approvers based on their roles.
References:

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

NO.143 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
* Sales Quotes
* Opportunity List View
* Forecasting
* Opportunity Stages

NO.144 Cloud Kicks needs to change the owner of a case when it has been open for more than 7 days.

How should the administrator complete this requirement?
* Auto – Response Rules
* Validation Rule
* Escalation Rule
* Assignment Rule

NO.145 An administrator at Northern Trail Outfitters is unable to add a new user in salesforce.

What could cause this issue?
* The Username is not a corporate email address
* The username is less than 80 characters.
* The Username is a fake email address.
* The Username is already in use.

Explanation

One of the possible reasons why an administrator is unable to add a new user in Salesforce is that the username is already in use by another user in any Salesforce org. Usernames must be globally unique across all Salesforce orgs, so the administrator needs to choose a different username for the new user. References:

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

NO.146 Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than two hours to an urgent Case queue and alert the support manager.

Which feature should an administrator configure to meet this requirement?
* Case Escalation Rules
* Case Dashboard Refreshes
* Case Scheduled Report
* Case Assignment Rules
Explanation

Case escalation rules are a feature that can be used to meet this requirement. Case escalation rules can automatically escalate cases that meet certain criteria, such as being open for more than a specified time or having a certain priority. Escalation rules can assign cases to a different owner or queue and send email notifications to the support manager or other recipients. References:

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

NO.147 The administrator has been asked to automate a simple field update on the account. When a support agent changes the status of the account to ‘Audited’, they would like the system to automatically update the Audited date field on the account with today’s date.

Which tool should the administrator use to complete this automation?
* Approval process
* Formula Field
* Flow Builder
* Validation Rule
Explanation

A formula field is a type of field that calculates a value based on an expression or formula that references other fields or constants. For example, a formula field can display today’s date by using the TODAY() function. In this case, the administrator can create a formula field on the account object that updates the audited date field with today’s date when the status of the account is changed to ‘Audited’. References:

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