Question 1

A sales rep needs to help cross-sell an opportunity but is unable to make updates on the record or update the opportunity team.

Which two options would be required for a sales rep to add a rep to the opportunity team?

Choose 2 answers

Options:

A- Transferred ownership of the Opportunity to the sales rep

B- A permission with Edit access on the Account object

C- A role above the Opportunity owner in the role hierarchy

D- Transferred ownership of the Account to the sales rep

Answer:

B, C

Explanation:

Question 2

Question Type: **MultipleChoice**

An administrator has been tasked with sending an email notification to all project team members when project status is changed to Allocated. Project teams contain users from different departments and different roles.

How should an administrator ensure the proper users will receive the email?

Options:

A- Configure a queue for the project team and have members view the queue's list view.

B- Use sharing rules to automatically share with the individual users in the project team.

C- Move the project users to the same role and send the email alert to everyone in the role.

D- Create public groups for each project team and send the email alert to the project group.

Answer:

D

Explanation:

Public groups let you share records with a set of users defined by criteria such as role, profile, or individual users. You can use public groups as recipients for email alerts in workflow rules or process builder. Reference: https://trailhead.salesforce.com/en/content/learn/modules/administration_essentials_for_new_admins_in_lightning_experience/administration_essen

Question 3

Question Type: MultipleChoice

The distributors at Cloud Kicks are eligible for support based on a specific service contract-How should the administrator show this in Salesforce?

Options:

A- Use entitlement management.

B- Add a service contract to the record.

C- Turn on Service Cloud.

D- Build a new custom object.

Answer:

A

Explanation:

Entitlement management lets you create and maintain service contracts that specify the support terms for each account. You can use entitlement processes to automatically apply the correct service contract to a case based on criteria you define. Reference: https://trailhead.salesforce.com/en/content/learn/modules/entitlements/entitlements_overview

Question 4

Question Type: **MultipleChoice**

An administrator at AW Computing is trying to track the login history for a specific user. The AW Computing org has 150,000 users and multi-factor authentication (MFA) is enabled and enforced for all users. In reviewing the Identity Verification History data, the administrator is unable to find any information for the mentioned user. The user used to log in regularly but has been inactive this quarter.

Which two reasons explain why the user's data is missing from Identity Verification History?

Choose 2 answers

Options:

A- Identity Verification History stores the last year's worth of data.

B- User belongs to a specific role for which identity verification data is not stored.

C- Up to 20,000 records of users' identity verification attempts are stored.

D- The last 6 months worth of data is stored in the Identity Verification History.

Answer:

C, D

Explanation:

Identity Verification History stores up to 20,000 records of users' identity verification attempts for various features that require MFA, such as logging in from an unknown browser or device, resetting a password, or changing personal information. The data is stored for up to 6 months and then deleted automatically. Therefore, if a user has been inactive for more than 6 months or if there are more than 20,000 records in total, their data may be missing from Identity Verification History. Reference: https://help.salesforce.com/articleView?id=sf.identity_verification_history.htm&type=5

Question 5

The administrator at Cloud Kicks (CK) is troubleshooting why users are missing expected email alerts from an automated process. The investigation shows that CK is hitting its daily limit.

What should the administrator review to resolve the issue?

Options:

A- Email Logs

B- HTML Email Status Report

C- Notification Delivery Settings

D- Outbound Messages

Answer:

A

Explanation:

Question 6

Question Type: **MultipleChoice**

Cloud Kicks (CK) completed a project in a sandbox environment and wants to migrate the changes to production. CK split the deployment into two distinct change sets. Change set 1 has new custom objects and fields. Change set 2 has updated profiles and automation.

What should the administrator consider before deploying the change sets?

Options:

A- The Field-Level Security will not be deployed with the profiles in change set 2.

B- Change set 2 needs to be deployed first.

C- Automations need to be deployed in the same change set in order to be activated.

D- Both change sets must be deployed simultaneously.

Answer:

A

Explanation:

When deploying profiles using change sets, the field-level security settings are not included unless the fields themselves are also part of the change set. Therefore, the administrator should consider adding the new custom fields to change set 2 along with the profiles, or manually adjust the field-level security after deployment. Reference: https://help.salesforce.com/articleView?id=changesets_about_components.htm&type=5

Question 7

Question Type: MultipleChoice

Universal Containers wants to assign a task due date on one of two fields. Estimated Shipping Date or Client Need By Date, which is further in the future.

Which two combined automation tools should the administrator use to create the task record and assign based on date criteria?

Choose 2 answers

Options:

A- Create a formula capture the MAX date.

B- Make a Process Builder to create the task.

C- Design an approval process to capture the furthest date.

D- Configure a workflow to create the task.

Answer:

A, B

Explanation:

Two combined automation tools that the administrator can use to create the task record and assign based on date criteria are:

Create a formula field to capture the MAX date. A formula field is a custom field that calculates a value based on other fields or expressions. In this case, a formula field can be used to capture the maximum value between Estimated Shipping Date and Client Need By Date fields and store it as a date value.

Make a Process Builder to create the task. A Process Builder is an automation tool that allows you to create processes that perform actions based on certain criteria. In this case, a Process Builder can be used to create a task record when a certain condition is met and

assign its due date based on the formula field value.

The other two options are incorrect because:

An approval process is an automation tool that allows you to route records for approval based on certain criteria and approval steps. It does not create or assign tasks based on date criteria.

A workflow rule is an automation tool that allows you to perform actions based on certain criteria and evaluation time. It does not create or assign tasks based on date criteria.

Question 8

Question Type: **MultipleChoice**

At Ursa Major Solar, there is an account owner by a user with the role of Galaxy manager. Two users with the same profile are both assigned to the sub-role, Galaxy Subordinate. However, only one can access the account.

What is the reason only one user can see the account record?

Options:

A- Workflow Rule

B- Manual Sharing

C- Queues

D- Role Hierarchy

Answer:

B

Explanation:

Manual sharing is a way of granting access to individual records by manually sharing them with other users, roles, or groups. Manual sharing can override the organization-wide default and role hierarchy settings and give additional access to specific records. In this case, manual sharing could be the reason why only one user can see the account record, even though they have the same profile and role as another user who cannot see it. Reference: https://help.salesforce.com/s/articleView?id=sf.security_sharing_manual.htm&type=5

Question 9

Question Type: **MultipleChoice**

The administrator at AW Computing has received an email for a system error indicating that their organization has reached is hourly limit processing workflow time triggers.

Which two processes should the administrator review? Choose 2 answers

Options:

A- Time-Based Workflows

B- Paused now Interviews

C- Apex Triggers

D- Debug Logs

Answer:

A, D

Explanation:

Time-based workflows are a type of workflow that execute actions based on a specific time trigger, such as a certain number of days before or after a date field on a record. Time-based workflows can cause delays in processing because they are added to a queue and processed in one-hour batches. If the queue is large or the system is busy, the actions may not execute at the exact time they are scheduled. Therefore, time-based workflows can contribute to reaching the hourly limit for processing workflow time triggers. Reference: https://help.salesforce.com/s/articleView?id=sf.workflow_time_action_considerations.htm&type=5

Question 10

Question Type: **MultipleChoice**

When configuring a change set, which two practices should an administrator adhere to in order to ensure a successful deployment to production?

Choose 2 answers

Options:

A- Clone a change set to add forgotten dependent components to an uploaded change set.

B- Add permissions and access settings to outbound change sets in addition to the dependent component list.

C- Run deployment validations on the change set in the sandbox prior to uploading to production.

D- When deploying a new record type, ensure the new record type is the only component in the change set.

Answer:

B, C

Explanation:

Two practices that the administrator should adhere to in order to ensure a successful deployment to production are:

Add permissions and access settings to outbound change sets in addition to the dependent component list. This can help avoid deployment errors or access issues caused by missing permissions or settings for the components in the change set. For example, if the change set includes a new custom object, the administrator should also include the object permissions, field-level security, page layouts, and record types for that object.

Run deployment validations on the change set in the sandbox prior to uploading to production. This can help test the change set for any errors or conflicts before deploying it to production. Deployment validations simulate the deployment without actually making any changes and report any issues or warnings.

The other two options are incorrect because:

Cloning a change set does not add forgotten dependent components to an uploaded change set. It only creates a copy of the existing change set that can be modified before uploading.

When deploying a new record type, it is not necessary to have it as the only component in the change set. It can be deployed along with other components as long as they are compatible and have the required dependencies.

Question 11

The security department at AW Computing wants to prevent users from exporting more data than they need. Included in this request is limiting records containing sensitive information, such as bank accounts and Personal Identifiable Information (PII).

Which feature should an administrator recommend to help limit what data is exported?

Options:

A- Salesforce Platform Encryption

B- Export Data Settings

C- Salesforce Shield

D- Muted Permission Sets

Answer:

B

Explanation:

Export Data Settings is a feature that allows you to control which users can export data from Salesforce and how much data they can export at a time. You can enable or disable the Export Reports permission for different profiles or permission sets, and set a maximum number of records that can be exported per hour for your org. You can also restrict the export of sensitive data by using field-level

security or encryption. Reference: https://help.salesforce.com/s/articleView?id=sf.admin_exportdata.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_general_permissions.htm&type=5

Question 12

Question Type: **MultipleChoice**

AW Computing is conducting an audit and wants to understand how many objects have been shared as public externally.

which tool should the administrator use to quickly obtain this details?

Options:

A- Security Health Check

B- Setup Audit Trail

C- Session Security Settings

D- Object Manager

Answer:

C