



**Free Questions for [Salesforce-Certified-Administrator](#) by
[vceexamstest](#)**

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Question 1

Question Type: MultipleChoice

What are three Setting an administrator should configure to make it easy for approvers to respond to approval requests?

Choose 3 Answers.

Options:

- A-** Update the organizations chatter setting to allow approvals.
- B-** Enable the organizations Email approval response setting.
- C-** Specify initial submission actions within the approval process.
- D-** Add the Items to approve component to the approvers home page.
- E-** Create a flow to automatically approve all records.

Answer:

A, B, D

Explanation:

To make it easy for approvers to respond to approval requests, the administrator should configure three settings:

Update the organization's chatter setting to allow approvals, which enables approvers to approve or reject requests from chatter feeds or email notifications

Enable the organization's Email approval response setting, which allows approvers to reply to approval request emails with keywords such as APPROVE or REJECT

Add the Items to approve component to the approvers home page, which shows a list of pending approval requests that can be acted upon with one click Specifying initial submission actions within the approval process will not affect how approvers respond to requests. Creating a flow to automatically approve all records will bypass the approval process altogether. Reference:

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

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

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

Question 2

Question Type: MultipleChoice

The Cloud kicks sales manager wants to boost productivity by providing insights at the start

of each day.

Which three sales-specific standard Lightning components should administrator add to the homepage to meet this requirement?

Choose 3 Answers.

Options:

A- Activities

B- Path

C- Assistant

D- Key Deals

E- Performance chart.

Answer:

A, C, D

Explanation:

To boost productivity by providing insights at the start of each day, the administrator should add three sales-specific standard Lightning components to the homepage:

Activities, which shows tasks and events related to records that matter most to users

Assistant, which provides personalized suggestions and reminders for key updates and actions

Key Deals, which highlights important opportunities that need attention or are close to closing Path and Performance Chart are not standard Lightning components, but custom components that can be added to specific objects or pages. Reference: https://help.salesforce.com/s/articleView?id=sf.home_components.htm&type=5

Question 3

Question Type: MultipleChoice

Northern Trail outfitters has hired interns to enter Leads into Salesforce and has requested a way to identify these new records from existing Leads.

What approach should an administrator take to meet this requirement?

Options:

- A- Set up Web-to-Lead form for the interns use.
- B- Define a record type and assign it to the interns.
- C- Create a separate Lead Lightning App.
- D- Update the active Lead Assignment Rules.

Answer:

B

Explanation:

To identify new leads entered by interns from existing leads, the administrator should define a record type and assign it to the interns. This will allow them to select a different record type when creating leads, and distinguish them from other leads based on record type. Setting up Web-to-Lead form will not work if the interns are entering leads manually in Salesforce. Creating a separate Lead Lightning App or updating the active Lead Assignment Rules will not affect lead identification. Reference:
https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

Question 4

Question Type: MultipleChoice

Once an opportunity reaches the negotiation stage at cloud kicks, The Amount fields becomes required for sales users. Sales managers need to be able to move opportunities into this stage without knowing the amount.

How should the administrator require this field during the negotiation stage for sales users but allow their managers to make changes?

Options:

- A- Make the field required for all users.
- B- Create a formula field to fill in the field for managers.
- C- Assign the administrator profile to the managers.
- D- Configure a validation rule to meet the criteria.

Answer:

D

Explanation:

To require the Amount field during the negotiation stage for sales users but allow their managers to make changes, the administrator should configure a validation rule that checks if the user profile is not a sales manager, the stage is negotiation, and the amount is blank. This will prevent sales users from saving the record without entering an amount, but allow sales managers to do so. Making the field required for all users will not meet the requirement. Creating a formula field or assigning the administrator profile to the managers will not affect field requirement. Reference: https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5

Question 5

Question Type: MultipleChoice

Sales raps at Ursa Solar are having difficulty managing deals. The leadership team has asked the administrator to help sales reps prioritize and close more deals.

What should the administrator and close more deals.

Options:

A- Einstein Lead Scoring

B- Einstein Search Personalization

C- Einstein Activity Capture

D- Einstein Opportunity Scoring

Answer:

D

Explanation:

Einstein Opportunity Scoring is a feature that helps sales reps prioritize and close more deals by assigning each opportunity a score from 1 to 99 based on how likely it is to be won. The score is calculated using artificial intelligence and machine learning based on historical data and patterns from similar opportunities. Sales reps can use the score to focus on high-value opportunities and take actions to improve low-scoring ones. Reference:

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

Question 6

Question Type: MultipleChoice

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

Options:

- A- The custom report type is in development.
- B- The user's profile is missing view access.
- C- The org has reached its limit of custom report types.
- D- The report is saved in a private folder

Answer:

A, D

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. Reference:
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

Question 7

Question Type: MultipleChoice

Northern trail Outfitter wants to use contract hierarchy in its or to display contact association.

What should the administrator take into consideration regarding the contact hierarchy?

Options:

- A-** Contacts displays in the contact hierarchy are limited to record-level access by User.
- B-** Contact Hierarchy is limited to only 3,000 contacts at one time.
- C-** Customizing hierarchy columns changes the recently viewed Contacts list view.
- D-** Sharing setting are ignored by contacts displayed in the Contact Hierarchy.

Answer:

A

Explanation:

The contact hierarchy is a feature that allows users to view contacts related to an account in a hierarchical tree structure based on their role or position within the account. The contact hierarchy respects record-level access by user, meaning that users can see only those contacts that they have access to based on their profile permissions and sharing settings. The other options are incorrect because contact hierarchy is not limited to 3,000 contacts at one time (it can display up to 5,000 contacts), customizing hierarchy columns does not change the recently viewed contacts list view (it only affects how contacts are displayed in the hierarchy), and sharing settings are not ignored by contacts displayed in the contact hierarchy (they determine which contacts are visible to users). Reference: https://help.salesforce.com/s/articleView?id=sf.contacts_hierarchy.htm&type=5

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