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# Question 1

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**Question Type:** MultipleChoice

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Cloud Kicks wants to implement multi-factor authentication (MFA) to help better secure its Salesforce org.

Which two options should the administrator consider to use MFA?

Choose 2 answers

## Options:

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- A- An Authentication App
- B- A Username and Password
- C- A Security Token
- D- An Encryption Key

## Answer:

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A, B

## Explanation:

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An authentication app is a mobile app that generates verification codes for logging in to Salesforce or other services that require multi-factor authentication (MFA). A username and password are also required for logging in to Salesforce, but they are not sufficient for MFA. Reference: [https://help.salesforce.com/s/articleView?id=sf.identity\\_auth\\_apps.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.identity_auth_apps.htm&type=5)

## Question 2

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**Question Type:** MultipleChoice

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Sales managers at Ursa Major Solar have asked for some additional automation around opportunity reminders. If the opportunity is in the Proposal stage a week before the close date, they want an email sent to the opportunity owner and manager. If the Budget Approved custom field is checked, the managers want to be notified immediately.

How should these requirements be met without using code?

### Options:

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- A-** Create a schedule-triggered flow. Configure the trigger to flow weekly.
- B-** Create a record-triggered flow with scheduled paths. Configure the trigger to flow after the record is saved.
- C-** Create a record-triggered flow with scheduled paths. Configure the trigger to flow before the record is saved.

**D-** Create a schedule-triggered flow for the Opportunity object. Configure the trigger to flow daily.

**Answer:**

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B

**Explanation:**

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A record-triggered flow lets you automate actions when a record is created or updated. You can use scheduled paths to schedule actions relative to a date field on the record, such as close date. You should configure the trigger to flow after the record is saved so that you can access the updated field values. Reference:

[https://help.salesforce.com/s/articleView?id=sf.flow\\_concepts\\_trigger\\_types\\_record.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_concepts_trigger_types_record.htm&type=5)

## Question 3

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**Question Type:** MultipleChoice

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AW Computing has a new requirement from its security team where audit information relating to an account must be recorded in a new custom object called Audit. Audit records need to be preserved for 10 years and only accessible by the audit team.

What relationship should be used to relate the Audit object to the Account object?

### Options:

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- A- Master-Detail
- B- Lookup
- C- Many-To-Many
- D- Self

### Answer:

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B

### Explanation:

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A lookup relationship creates a link between two objects. The child object can have its own security settings and does not inherit them from the parent object. This is suitable for audit records that need to be preserved and accessed by a specific team. Reference: [https://trailhead.salesforce.com/en/content/learn/modules/data\\_modeling/relationships](https://trailhead.salesforce.com/en/content/learn/modules/data_modeling/relationships)

## Question 4

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**Question Type:** MultipleChoice

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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:

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- 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:

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B, C

### Explanation:

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To add a user to an opportunity team, you need Edit access on the account associated with the opportunity and either own the opportunity or be above the owner in the role hierarchy. Reference:

[https://help.salesforce.com/s/articleView?id=sf.teams\\_adding.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.teams_adding.htm&type=5)

## Question 5

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**Question Type:** MultipleChoice

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An administrator at AW Computing noticed that a custom field on the Contact object was changed from text to text area.

What tool should the administrator use to investigate this change?

### Options:

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- A- Developer Console
- B- Field History Tracking
- C- Debug Log
- D- View Setup Audit Trail

### Answer:

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D

### Explanation:

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The View Setup Audit Trail page lets you view the 20 most recent setup changes made to your org. You can also download a file of the last six months of setup changes. Reference: [https://help.salesforce.com/s/articleView?id=sf.monitoring\\_setup\\_audit\\_trail.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.monitoring_setup_audit_trail.htm&type=5)

## Question 6

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**Question Type:** MultipleChoice

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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:

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- 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:**

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D

**Explanation:**

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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](https://trailhead.salesforce.com/en/content/learn/modules/administration_essentials_for_new_admins_in_lightning_experience/administration_essen)

## Question 7

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**Question Type: MultipleChoice**

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

**Options:**

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**A-** Use entitlement management.

- B-** Add a service contract to the record.
- C-** Turn on Service Cloud.
- D-** Build a new custom object.

### **Answer:**

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A

### **Explanation:**

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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](https://trailhead.salesforce.com/en/content/learn/modules/entitlements/entitlements_overview)

## **Question 8**

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### **Question Type: MultipleChoice**

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Ursa Major Solar has a global customer base. Recent issues with customs have greatly delayed shipping to Canadian customers. While the Country field is already on the page layout, the sales team wants Canadian customers highlighted as a potential challenge for fulfillment until the shipping issue is resolved.

How should the administrator solve this issue?

**Options:**

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- A- Modify the page layouts to move the Country field into its own section.
- B- Add a rich text component to the Lightning page. Use conditional visibility to only show the component if the account is Canadian.
- C- Create an in-app guidance prompt for Canadian records.
- D- Create a new record type and page layout for Canadian customers, ensuring their pages look different.

**Answer:**

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B

**Explanation:**

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A rich text component allows administrators to add custom text or images to a Lightning page. Conditional visibility allows administrators to control when a component is visible based on criteria such as field values or device type. By using these features, administrators can highlight Canadian customers as a potential challenge for fulfillment without modifying the page layout or creating a new record type.

Reference: [https://help.salesforce.com/articleView?id=sf.app\\_builder\\_components\\_rich\\_text.htm&type=5](https://help.salesforce.com/articleView?id=sf.app_builder_components_rich_text.htm&type=5)

[https://help.salesforce.com/articleView?id=sf.app\\_builder\\_component\\_visibility.htm&type=5](https://help.salesforce.com/articleView?id=sf.app_builder_component_visibility.htm&type=5)

## Question 9

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### Question Type: MultipleChoice

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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:

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- 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:

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C, D

## **Explanation:**

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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](https://help.salesforce.com/articleView?id=sf.identity_verification_history.htm&type=5)

## **Question 10**

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### **Question Type: MultipleChoice**

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Cloud Kicks is a large company with many divisions. Some divisions have a higher turnover, so each division wants to be able to create and manage users only within their division.

What should the administrator do to set this up?

### **Options:**

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**A-** Set up delegated administrators for the division leaders.

- B-** Assign a flat territory role hierarchy for the divisions.
- C-** Create a permission set group for the division leaders.
- D-** Customize and assign profiles for the division teams.

**Answer:**

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A

**Explanation:**

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Delegated administration allows administrators to delegate certain user management tasks to other users without granting them full administrative privileges. Delegated administrators can create and manage users only within specified roles or public groups. This option will meet the requirement of allowing each division to create and manage users only within their division. Reference: [https://help.salesforce.com/articleView?id=delegated\\_administration\\_overview.htm&type=5](https://help.salesforce.com/articleView?id=delegated_administration_overview.htm&type=5)

## Question 11

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**Question Type:** MultipleChoice

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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:**

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- A- Email Logs
- B- HTML Email Status Report
- C- Notification Delivery Settings
- D- Outbound Messages

**Answer:**

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A

**Explanation:**

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Email logs provide information about email delivery, such as the sender, recipient, date and time, delivery status, and any error messages. The administrator can use email logs to troubleshoot why users are missing expected email alerts and identify which emails are hitting the daily limit. Reference: [https://help.salesforce.com/articleView?id=email\\_logs.htm&type=5](https://help.salesforce.com/articleView?id=email_logs.htm&type=5)

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