# Free Questions for Advanced-Administrator by certsdeals

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# Question 1

**Question Type:** **MultipleChoice**

An administrator wants to allow users who are creating leads to have access to the find duplicates button.

Which lead object-level permission will the administrator need to provide to these users?

### Options:

**A)** Merge

**B)** View All

**C)** Delete

**D)** Read and Edit

### Answer:

C

# Question 2

**Question Type:** **MultipleChoice**

A user changes roles from an EMEA sales representative to a US sales representative. How will this impact the ownership-based sharing rules for the user's records?

## Options:

**A)** This will affect the ownership of records for standard objects but not custom objects.

**B)** All of the ownership-based sharing rules are recalculated.

**C)** None of the ownership-based sharing rules are recalculated.

**D)** This will only affect ownership-based sharing rules if the user moves up in the role hierarchy.

## Answer:

B

# Question 3

**Question Type: MultipleChoice**

Universal Containers categorizes its accounts with one of two status values - Prospect or

Customer. The administrator wants to automatically change the value from Prospect to

Customer when an opportunity is won. Which two actions should the administrator take to accomplish this? Choose 2 answers

## Options:

**A)** Use Visualforce to update the Account Status field.

**B)** Create an account workflow rule that updates the Account Status field.

**C)** Create an opportunity workflow rule that updates the Account Status field.

**D)** Use an Apex trigger to update the Account Status field.

## Answer:

C, D

# Question 4

**Question Type:** **MultipleChoice**

Northern Trail Outfitters has five delegated administrators and two system administrators. There have been a couple of cases reported that login settings for sales reps have changed.

Where would the administrator find what settings have been changed?

### Options:

**A)** Login history

**B)** Debug log

**C)** Field history tracking

**D)** Setup audit trail

### Answer:

D

# Question 5

**Question Type:** **MultipleChoice**

Leads come to universal containers from various sources and need to be assigned to the correct sales team. When a lead comes for the APAC region, it can be passed to an external partner if the sales director approves the transfer. The partner's channel manager must be notified when the partner has been assigned the lead.

At the minimum, which combination of automation tools will be needed to meet these requirements?

## Options:

**A)** Assignment rules, auto-response rules, and workflow rules

**B)** Assignment rules and approval processes

**C)** Assignment rules, approval processes, and workflow rules

**D)** Assignment rules and workflow rules.

## Answer:

C

# Question 6

**Question Type:** **MultipleChoice**

A sales manager would like a report of accounts with no closed/won opportunities in the last year. How can this requirement be met?

## Options:

**A)** Create a joined report using the Accounts report type and the Opportunities report types.

**B)** Create a tabular report using the Account report type and add a cross filter using Opportunities.

**C)** Create a customer report type for Accounts without Opportunities.

**D)** Create a summary report using the Accounts report type with a formula field for opportunity count.

**Answer:**

A

# Question 7

**Question Type:** **MultipleChoice**

Universal Containers wants to ensure that the following opportunity fields are present on each record at the negotiation/review or won stages:

Amount (Currency) us populated.

The Ready to Close (Checkbox) must also be true.

Which validation rule error condition should the administrator configure to meet these requirements?

A)

Image not found or type unknown

B)

Image not found or type unknown

C)

Image not found or type unknown

D)

Image not found or type unknown

## Options:

**A)** Option A

**B)** Option B

**C)** Option C

**D)** Option D

### Answer:

C

## Question 8

**Question Type:** **MultipleChoice**

Which three capabilities of Live Agent in the Salesforce Console for Service? Choose 3 answers.

### Options:

**A)** Approval Processes can be used to escalate cases in the chat window.

**B)** Multiple visitors can chat in one window

**C)** The Articles tool can be used to search for Knowledge Articles

**D)** Chats can be transferred to other agents.

**E)** The Details tab can be used to see information about the visitor.

## Answer:

C, D, E

# Question 9

**Question Type:** MultipleChoice

The inside sales manager at Universal Containers wants to be able to report on how long leads have a Lead Status of 'Open' before the status changes to another value. Additionally, the sales team has requested the status value be changed with fewer clicks. What should the administrator do to meet this requirement?

## Options:

**A)** Use a workflow rule that sends an email when the Lead Status is changed and an approval process to update the status.

**B)** Use a formula field to calculate the difference between the current and created data when the status changes through inline editing.

**C)** Turn on field history tracking for the lead status field and create a report based on that field.

**D)** Use a quick action to change the status value and a workflow rule to update a date field.

## Answer:

B

# Question 10

**Question Type:** **MultipleChoice**

What are two considerations an administrator should consider when setting up quotes?

Choose 2 answers

## Options:

**A)** Discount fields on quotes can be a negative number

**B)** Quotes can be synced with multiple active quotes

**C)** Price books must be active in an opportunity before you can create quote for the opportunity

**D)** When a quote is deleted the related opportunity and products are deleted as well

**E)** Quote PDF text aligns to the left side of the page instead of the right.

## Answer:

C, E