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Question 1

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 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 Leas 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 2

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 to 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 3

Question Type: MultipleChoice

Sales reps 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 do to 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:

Question 4

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 5

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 settings 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

Question 6

Question Type: MultipleChoice

An administrator needs to create a one-to-many relationship between two objects with limited access to child records.

What type of field should the administrator use?

Options:

- A- Roll-up summary
- B- Master-detail field
- C- Cross Object formula
- D- Lookup field

Answer:

D

Explanation:

A lookup field is a type of field that creates a relationship between two objects and allows users to select a record from one object as a value for another object. A lookup relationship creates a one-to-many relationship between two objects, where each parent record can have many child records but each child record can have only one parent record. A lookup relationship also allows limited access to child records, meaning that users can see only those child records that they have access to based on their profile permissions and sharing settings. Reference: https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.htm&type=5

Question 7

Question Type: MultipleChoice

The administrator at Cloud Kicks deleted a custom field but realized there is a business unit that still uses the field.

What should an administrator take into consideration when undeleting the field?

Options:

- A- The field needs to be re-added to reports.
- B- The field history will remain deleted.

- C- The field needs to be restored from the recycle bin.
- D- The field needs to be re-added to page Layouts.

Answer:

B

Explanation:

When an administrator deletes a custom field, Salesforce moves it to the deleted fields list for 15 days, during which time it can be undeleted or erased permanently. If the administrator undeletes the field within 15 days, most of its properties and data are restored, except for its field history data, which remains deleted and cannot be recovered. Reference: https://help.salesforce.com/s/articleView?id=sf.custom_field_delete.htm&type=5

Question 8

Question Type: MultipleChoice

The DreamHouse Realty team has a master-detail relationship set up with open house as the parent object and visitors as the child object.

What type of field should the administrator add to the open house object to track number of visitors?

Options:

- A- Roll-up Summary.
- B- Multi-select Picklist
- C- Cross-object formula field
- D- Indirect lookup

Answer:

A

Explanation:

A roll-up summary field is a type of field that calculates values from related records, such as the count of child records or the sum of a field on child records. In this case, the administrator can add a roll-up summary field to the open house object to track the number of visitors by counting the child records on the visitors object. Reference:

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

Question 9

Question Type: MultipleChoice

An administrator at Northern Trail Outfitters is unable to add a new user in salesforce.

What could cause this issue?

Options:

- A- The Username is not a corporate email address
- B- The username is less than 80 characters.
- C- The Username is a fake email address.
- D- The Username is already in use.

Answer:

D

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

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