Free Questions for CRT-101 by dumpshq

Shared by Steele on 09-08-2024

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Question 1

The sales team at Ursa Major Solar has asked the administrator to automate an outbound

message.

What should the administrator utilize to satisfy the request?

Options:

A- Process builder

B- Task assignment

C- Workflow rule

D- Flow builder

Answer:

C

Explanation:

To automate an outbound message, the administrator should use a workflow rule that defines the criteria for sending the message and the actions to perform when those criteria are met. One of the actions available for workflow rules is sending an outbound message to a designated endpoint URL with specified fields as parameters. Process builder, task assignment, and flow builder are not able to send outbound messages directly. Reference: https://help.salesforce.com/s/articleView?id=sf.workflow_define.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.workflow_action_outboundmessaging.htm&type=5

Question 2

Question Type: MultipleChoice

Cloud kicks has the organization-wide sharing default set to private on the shoe object. The

sales manager should be able to view a report containing shoe records for all of the sales reps on their

team.

Which 3 items should the administrator configure to provide appropriate access to the report?

Choose 3 answers

Options:

A- Custom report type.

B- Folder access

C- Report subscription

D- Field level security

Answer:

A, B, D

Explanation:

To provide appropriate access to a report that contains shoe records for all of the sales reps on their team, the administrator should configure three items:

A custom report type that includes the shoe object and its fields

A folder access that grants access to the sales manager and their team members to view and run reports in that folder

A field level security that allows the sales manager and their team members to see all the fields on the shoe object Report subscription, while useful for scheduling and delivering reports, does not affect access to the report itself. Reference:
https://help.salesforce.com/s/articleView?id=sf.reports_builder_create_report_type.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.reports_manage_folders.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_fls.htm&type=5

Question 3

The events manager at dream house realty has a hot lead from a successful open house that

needs to become a contact with an associated opportunity.

How should this be accomplished from the campaign keeping the associated campaign member

history?

Options:

A- Delete the lead and create a new contact and opportunity.

B- Clone the lead and convert the cloned record to a contact.

C- Convert the lead from the campaign member detail page.

D- Add a contact from a campaign member detail page.

Answer:

C

Explanation:

To create a contact and an opportunity from a lead that is associated with a campaign, and keep the campaign member history, the administrator should convert the lead from the campaign member detail page. This will automatically create a contact, an account, and an opportunity that are linked to the campaign. Deleting, cloning, or adding a contact will not preserve the campaign member history. Reference: https://help.salesforce.com/s/articleView?id=sf.campaigns_leads.htm&type=5

Question 4

Question Type: **MultipleChoice**

A user at Universal Containers left the company. The administrator needs to create new user

for their replacement, but they have assigned all available users licenses.

What should the administrator do to free up users licenses for the new users?

Options:

A- Deactivate the former employees user record.

B- Delete former employees user record.

C- Freeze former employees user record.

D- Change the formers users record to the new user.
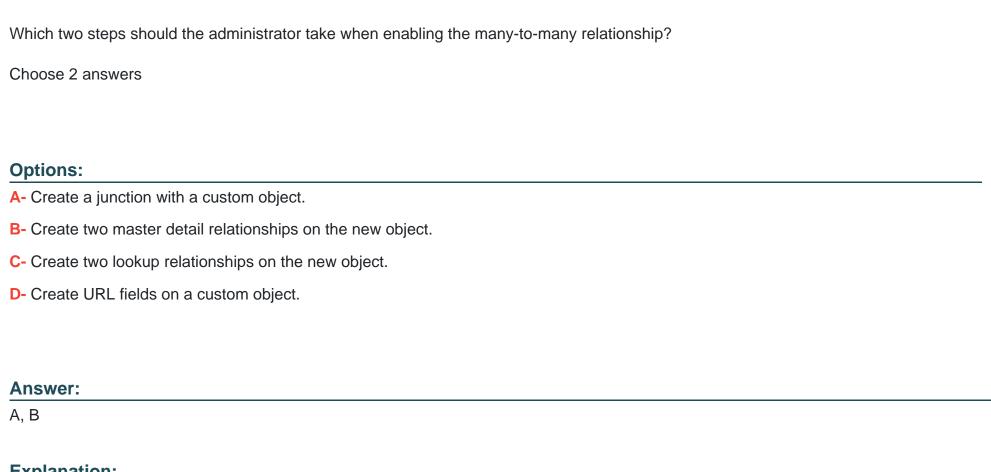
Answer:

A

Explanation:

To free up user licenses for new users, the administrator should deactivate the former employees user record. This will prevent them from logging in and using Salesforce resources, but preserve their historical activities and data. Deleting or freezing user records will not release user licenses. Reference: https://help.salesforce.com/s/articleView?id=sf.admin_usermgmt_licensing.htm&type=5

Question 5

Question Type: **MultipleChoice**

Universal Containers administrator has been asked to create a many-to-many relationship

between two existing custom objects.

Which two steps should the administrator take when enabling the many-to-many relationship?

Choose 2 answers

Options:

A- Create a junction with a custom object.

B- Create two master detail relationships on the new object.

C- Create two lookup relationships on the new object.

D- Create URL fields on a custom object.

Answer:

A, B

Explanation:

To create a many-to-many relationship between two existing custom objects, the administrator needs to create a junction object that has two master-detail relationships, one to each of the custom objects. This will allow each record of one object to be linked to multiple records from another object and vice versa. Reference: https://help.salesforce.com/s/articleView?id=sf.relationships_manytomany.htm&type=5

Question 6

The administrator at cloud kicks has been ask to change the company's Shoe style field to

prevent users from selecting more than one style on a record.

Which two steps should an administrator do to accomplish this?

Choose 2 answers

Options:

A- Reactivate the appropriate Shoe Style values after the field type changes.

B- Select the "Choose only one value "checkbox on the pick list field.

C- Back-up the Shoe Style values in existing records.

D- Change the field type from a multi-select picklist field to a picklist field.

Answer:

B, D

Explanation:

To prevent users from selecting more than one value on a picklist field, the administrator needs to change the field type from a multi-select picklist to a regular picklist, and select the "Choose only one value" checkbox on the field definition page. This will ensure that only one value can be selected on the record page and in reports and filters. Reference: https://help.salesforce.com/s/articleView?id=sf.customize_picklists.htm&type=5

Question 7

Question Type: MultipleChoice

The Human resources department at Northern Trail outfitters wants employees to provide

feedback about the manager using a custom object in Salesforce. It is important that managers are

unable to see the feedback records from their staff.

How should an administrator configure the custom object to meet this requirement?

Options:

A- Uncheck grant access using Hierarchies.

B- Define a criteria-based sharing rules.

C- Set the default external access to private.

D- Configure an owner-based sharing rules.

Answer:

A

Explanation:

Grant access using Hierarchies is a setting that can be used to configure the custom object to meet this requirement. Grant access using Hierarchies determines whether access to records of the custom object is granted through the role hierarchy. If this setting is unchecked, managers are unable to see the feedback records from their staff, unless they are given access by other means, such as sharing rules or manual sharing. Reference: https://help.salesforce.com/s/articleView?id=sf.security_sharing_owd_custom_objects.htm&type=5

Question 8

Question Type: **MultipleChoice**

An administrator at Universal Container needs an automated way to delete records based on

field values.

What automated solution should the administrator use?

Options:

A- Workflow

B- Process Builder

C- Flow Builder

D- Automation Studio

Answer:

C

Explanation:

Flow Builder is a tool that can be used to create an automated way to delete records based on field values. Flow Builder can create flows that define the logic and actions for deleting records, such as finding records that match certain criteria and deleting them in bulk. Flows can be scheduled to run at regular intervals or triggered by other events or processes. Reference: https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.flow_concepts_delete.htm&type=5

Question 9

Universal Containers (UC) customers have provided feedback that their support cases are not

being responded to quickly enough. UC wants to send all unassigned Cases that have been open for

more than two hours to an urgent Case queue and alert the support manager.

Which feature should an administrator configure to meet this requirement?

Options:

A- Case Escalation Rules

B- Case Dashboard Refreshes

C- Case Scheduled Report

D- Case Assignment Rules

Answer:

A

Question 10

Question Type: **MultipleChoice**

Dream house realty needs to use consistent picklist values in the category field on accounts

and cases, with values respective to record types.

Choose 2 options

Options:

A- Multi-select picklist

B- Dependent picklist

C- Global picklist

D- Custom picklist

Answer:

B, C

Explanation:

Dependent picklist and global picklist are two options that can be used to meet this requirement. Dependent picklist allows users to create a conditional relationship between two picklist fields, where the available values in one field depend on the value selected in another field. Global picklist allows users to create a set of picklist values that can be shared across multiple fields and objects, ensuring consistent values and reducing maintenance. Reference:
https://help.salesforce.com/s/articleView?id=sf.fields_about_dependent_picklists.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.picklist_global_picklists.htm&type=5

Question 11

Question Type: **MultipleChoice**

Support agent at Cloud Kicks are spending too much time finding resources to solve cases.

The agents need a more efficient way to find documentation and similar cases from the Case page

layout.

How should an administrator meet this requirement?

Options:

A- Create a custom object to capture popular case resolutions.

B- Use an interview flow to capture Case details.

C- Direct users to Global Search to look for similar cases.

D- Configure Knowledge with articles and data categories.

Answer:

D

Explanation:

Knowledge is a feature that can be used to meet this requirement. Knowledge allows users to create, manage, and share articles that provide information and solutions for common issues or questions. Data categories can be used to organize articles into different topics

and make them easier to find and access. Users can view related articles from the Case page layout based on the data category of the case. Reference: https://help.salesforce.com/s/articleView?id=sf.knowledge_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.knowledge_categories.htm&type=5

Question 12

Question Type: **MultipleChoice**

Which three items are available in the mobile navigation menu?

Choose 3 answers

Options:

A- Lightning App Pages

B- Lightning Home Page

C- Chatter

D- Utility Bar

E- Dashboards

Answer:

A, C, E

Explanation:

Lightning app pages, Chatter, and dashboards are three items that are available in the mobile navigation menu. The mobile navigation menu allows users to access different items in the Salesforce mobile app, such as objects, apps, or utilities. Users can customize their mobile navigation menu by adding or removing items and changing their order. Reference: https://help.salesforce.com/s/articleView?id=sf.app_nav_setup.htm&type=5