Free Questions for Advanced-Administrator

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Question 1

Question Type: MultipleChoice

A sales manager at AW Computing has created a contact record but is missing some of the information to complete the record. The organization-wide default for Accounts is set to Public Read Only, and Contacts are controlled by parent.

Options:

A- Who will be able to edit this new contact record?

B- Users above the sales manager in the role hierarchy

C- All users in the organization

D- The owner and users below the owner in the role hierarchy

E- Sales manager and system administrator

Answer:

E

Explanation:

The sales manager and system administrator will be able to edit this new contact record because they are either the owner or have Modify All Data permission respectively. Users above or below the sales manager in the role hierarchy will not be able to edit this contact record because contacts are controlled by parent and accounts are set to Public Read Only. All users in the organization will be able to view but not edit this contact record because accounts are set to Public Read Only. Reference: https://help.salesforce.com/s/articleView?id=sf.admin_sharing.htm&type=5

Question 2

Question Type: MultipleChoice

DreamHouse Realty (DR) wants to ensure that its data is protected. There have been several recent attempts to phish employees.

What should DR do to help ensure that the user that is logged in is the right user when the running user is trying to view reports and dashboards?

Options:

A- Require a Usemame, Password, and Security Token when logging in.

B- Set up an authentication provider for reports and dashboards.

C- Require MFA when users need to view and export dashboards and reports.

D- Require a high assurance session when exporting or printing reports and dashboards.

Answer:

D

Explanation:

To help ensure that users who are viewing reports and dashboards are who they say they are, DR should require a high assurance session when exporting or printing reports and dashboards. A high assurance session requires users to verify their identity using multi-factor authentication before accessing sensitive data or functionality in Salesforce. Reference: https://help.salesforce.com/s/articleView?id=sf.security_high_assurance_session_level.htm&type=5

Question 3

Question Type: **MultipleChoice**

When should an administrator consider when using Person Accounts'

Options:

A- In a complex business model and the users find it easiest to record Opportunity information on Contacts rather than Accounts.

B- In a B2B business model and is selling to the primary contact at a business organization.

C- In a B2C business model and the consumer is the intended recipient of sates and marketing attention.

D- In a business model that needs a separate Contact and Account to be included on all Case records submitted.

Answer:

C

Explanation:

An administrator should consider using Person Accounts when they have a B2C business model and the consumer is the intended recipient of sales and marketing attention. Person Accounts allow administrators to store information about individual consumers without requiring a separate account record for each contact. Reference:
https://help.salesforce.com/s/articleView?id=sf.account_person_behavior.htm&type=5

Question 4

Question Type: MultipleChoice

Ursa Major Solar has a training sandbox with 160MB of test data that needs to be refreshed every other day.

Which two sandboxes should be used in this instance?

Choose 2 answers

Options:

A- Partial

B- Developer

C- Developer Pro

D- Full

Answer:

A, C

Explanation:

To create a training sandbox with 160MB of test data that needs to be refreshed every other day, NTO should use either Partial or Developer Pro sandboxes. Partial sandboxes have a storage limit of 10GB and can be refreshed every 5 days. Developer Pro sandboxes have a storage limit of 1GB and can be refreshed every day. Both sandboxes can include test data from production.
Reference: https://help.salesforce.com/s/articleView?id=sf.data_sandbox_environments.htm&type=5

Question 5

Question Type: **MultipleChoice**

How should an administrator support a finance team that is trying to use Opportunity data to keep an eye on their pipeline rather than manually calculating anticipated income for the quarter?

Options:

A- Run a report at the end of each quarter to update the finance team on pipeline status.

B- Set up collaborative forecasting to view quota against the open pipeline.

C- Create a custom Forecasting object to inform the finance team on the status of deals.

D- Show the finance team how to use the Opportunity Kanban List View.

Answer:

B

Explanation:

To help the finance team use Opportunity data to keep an eye on their pipeline without manually calculating anticipated income for the quarter, the administrator should set up collaborative forecasting. Collaborative forecasting allows users to view quota against open pipeline and make adjustments based on changing business conditions. Reference: https://help.salesforce.com/s/articleView?id=sf.forecasts3_overview.htm&type=5

Question 6

Question Type: MultipleChoice

The administrator at AW Computing implements multi-factor authentication using the Salesforce Authenticator app downloaded on company-provided iPhones. A sales rep breaks their phone and needs to update an opportunity record.

How should the administrator grant access for the sales rep?

Options:

A- Instruct the sales rep to log in from the company's VPN.

B- Delegate multi-factor identification to the sales rep.

C- Add the sales rep's IP address to the trusted IP ranges.

D- Generate a temporary identity verification code for the rep.

Answer:

D

Explanation:

To grant access for the sales rep who broke their phone and needs multi-factor authentication using Salesforce Authenticator app, the administrator can generate a temporary identity verification code for them. This code allows users who don't have their verification method available to log in securely without compromising their account security. Reference: https://help.salesforce.com/s/articleView?id=sf.identity_verification_codes.htm&type=5

Question 7

Question Type: MultipleChoice

Cloud Kicks maintains Inventory in a legacy application. Management wants the information to also be available to view and report on in Saiesforce.

Which action should the administrator take to achieve this goal?

Options:

A- Create an external object that maps to the inventory application.

B- Import the data into a custom object when needed; delete after it is used.

C- Build a Lightning component and use SFDX to connect to the inventory app.

D- Upload an Excel spreadsheet with the data into the Files tab.

Answer:

A

Explanation:

To make inventory data from a legacy application available in Salesforce, the administrator can create an external object that maps to the inventory application. An external object is similar to a custom object, except that it maps to data that's stored outside your Salesforce organization. External objects enable users to view and report on external data in Salesforce. Reference: https://help.salesforce.com/s/articleView?id=sf.external_object_overview.htm&type=5

Question 8

Question Type: MultipleChoice

A new administrator at Cloud Kicks has reported that they are unable to use outbound change sets as requested.

What permission should be reviewed to determine if it is missing from the administrator user or profile?

Options:

A- Create and Upload Change Sets

B- Modify Metadata Through Metadata API Functions

C- Deploy Change Sets

D- API Enabled

Answer:

A

Explanation:

To use outbound change sets, a user needs to have the Create and Upload Change Sets permission on their profile or permission set. This permission allows users to create change sets in a sandbox or Developer Edition organization and upload them to another organization. Reference: https://help.salesforce.com/s/articleView?id=sf.changesets_create_upload_perm.htm&type=5

Question 9

Question Type: **MultipleChoice**

Cloud Kicks has just released a new Process Builder on the Account in production. The end users keep getting error messages that prevent them from completing their updates to the Account.

Which three things should the administrator do to resolve this issue?

Choose 3 answers

Options:

A- Review the Error Email for the Process Builder and rectify the issues.

B- Manually make the updates to the Account as the logged-in user.

C- Deactivate the Process Builder in production.

D- Have the users refresh the Account page so they get the current Process Builder.

E- Fix the Process Builder in a sandbox and migrate the change to production.

Answer:

A, C, E

Explanation:

To resolve the issue with the Process Builder, the administrator should do the following steps:

Review the Error Email for the Process Builder and rectify the issues. The error email contains information about what caused the error and how to fix it.

Deactivate the Process Builder in production. This will prevent further errors from occurring while the administrator fixes the Process Builder.

Fix the Process Builder in a sandbox and migrate the change to production. This will ensure that the Process Builder is tested and validated before deploying it to production. Reference:
https://help.salesforce.com/s/articleView?id=sf.flow_troubleshoot_error_email.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_deploy.htm&type=5

Question 10

Question Type: MultipleChoice

AW Computing wants to enable a backup resource to assign permissions while restricting the backup resource's ability to create or modify permission sets.

Which feature should be employed to accomplish this request?

Options:

A- Assignment Rules

B- Delegated Administrator

C- View All Users Permission

D- Customize Application Permission

Answer:

B

Explanation:

Delegated Administration allows administrators to delegate certain user management tasks to non-administrators. For example, a delegated administrator can assign permissions sets to users in specified roles or public groups without having full access to modify permission sets. Reference: https://help.salesforce.com/s/articleView?id=sf.admin_usermgt_delegated.htm&type=5

Question 11

Question Type: MultipleChoice

An administrator has a request to create a Next Steps field for users to document what they need to do next on a lead. The field should allow users to format the text and be mapped to an opportunity when converted.

What type of field will satisfy these requirements?

Options:

A- Formula (Text)

B- Text Area (Long)

C- Text Area

D- Text Area (Rich)

Answer:

D

Explanation:

A Text Area (Rich) field allows users to format the text with fonts, colors, images, and hyperlinks. It also supports mapping to an opportunity when converting a lead. Reference: https://help.salesforce.com/s/articleView?id=sf.fields_using_rich_text_area.htm&type=5

Question 12

Question Type: **MultipleChoice**

The Service team at Cloud Kicks needs a way to show the current status from the Account on the Case. This value should be on the page and is used in validation rules.

What should the administrator recommend to solve this?

Options:

A- Create a cross-object formula.

B- Use a picklist field.

C- Make a Rollup Summary.

D- Add a lookup field to Account.

Answer:

A

Explanation:

A cross-object formula is a formula that references fields from related objects. The administrator can create a cross-object formula field on the Case object that displays the current status from the Account. This field can be used in validation rules and other processes.

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

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