

# **Free Questions for CRT-101**

**Shared by Clayton on 04-10-2024**

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# Question 1

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**Question Type:** MultipleChoice

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Which tool should an administrator use to identify and fix potential session vulnerabilities?

## Options:

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- A- Field History Tracking
- B- Setup Audit Trail
- C- Security Health Check
- D- Organization-Wide Defaults

## Answer:

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C

## Explanation:

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Security Health Check is a tool that can be used to identify and fix potential session vulnerabilities. Security Health Check scans the security settings in an org and compares them to a baseline set of standards, such as the Salesforce Baseline Standard or the Salesforce Optimized Standard. Security Health Check provides a health check score and a list of issues and recommendations for

improving the security settings. Reference: [https://help.salesforce.com/s/articleView?id=sf.security\\_health\\_check.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.security_health_check.htm&type=5)

## Question 2

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**Question Type:** MultipleChoice

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Users at Universal Containers would like to visually see the sales stages on an Opportunity page. The administrator is configuring path for Opportunities.

Which is an important consideration for path configuration?

### Options:

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- A- Kanban views for Path must be configured manually.
- B- The Owner field can be edited in the key fields Panel.
- C- Celebrations are unable to be added to a path.
- D- Path can include guidance and key fields for each stage.

**Answer:**

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D

**Explanation:**

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Path is a feature that can be used to visually see the sales stages on an opportunity page. Path can include guidance and key fields for each stage to help users move opportunities along the sales process. Guidance can provide tips, policy information, or best practices for each stage. Key fields can display important fields that users need to fill in or update for each stage. Reference:

[https://help.salesforce.com/s/articleView?id=sf.path\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.path_overview.htm&type=5)

## Question 3

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**Question Type: MultipleChoice**

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New leads need be routed to the correct Sales person based on the lead address.

**Options:**

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**A-** Configure validation rule

- B-** Use lead assignment rule
- C-** Create a formula field
- D-** Assign with an escalation rule

**Answer:**

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B

**Explanation:**

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Lead assignment rule is a feature that can be used to route new leads to the correct sales person based on the lead address. Lead assignment rule can assign leads to users or queues based on certain criteria, such as lead source, industry, or location. Lead assignment rule can also send email notifications to the new lead owners or other recipients. Reference: [https://help.salesforce.com/s/articleView?id=sf.leads\\_assignment\\_rules.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.leads_assignment_rules.htm&type=5)

## Question 4

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**Question Type:** MultipleChoice

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Northern Trail Outfitters has asked an administrator to ensure that when a contact with a title

of CEO is created, the contact's account record gets updated with the CEO's name.

Which feature should an administrator use to implement this request?

**Options:**

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- A- Quick Action
- B- Workflow Rule
- C- Process Builder
- D- Validation Rule

**Answer:**

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C

**Explanation:**

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Process Builder is a tool that can be used to implement this request. Process Builder can create record-triggered flows that execute actions when certain conditions are met. In this case, Process Builder can create a flow that executes when a contact with a title of CEO is created and updates the contact's account record with the CEO's name. Reference: [https://help.salesforce.com/s/articleView?id=sf.process\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5)

## Question 5

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**Question Type:** MultipleChoice

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Ursa Major Solar wants to assist users with a guided expense report process to simplify submissions, routing, and authorizations.

Which two tools should an administrator use to build this solution?

Choose 2 answers

### Options:

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- A- Validation Rule
- B- Flow Builder
- C- Approval Process
- D- Quick Action

### Answer:

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B, C

## **Explanation:**

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Flow builder and approval process are two tools that can be used by Ursa Major Solar to assist users with a guided expense report process to simplify submissions, routing, and authorizations. Flow builder is a tool that allows administrators to create flows, which are guided processes that collect data and perform actions in Salesforce; it can be used to create a screen flow that guides users through the steps of submitting an expense report, such as entering expense details, uploading receipts, etc. Approval process is a tool that allows administrators to create approval processes, which are automated processes that require approval from one or more approvers; it can be used to create an approval process that routes expense reports to the appropriate managers for authorization based on certain criteria, such as amount, type, etc. Validation rule, quick action are not tools for building a guided expense report process; they are used for different purposes such as enforcing data quality or creating records. Reference:

[https://help.salesforce.com/s/articleView?id=sf.flow\\_builder.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.approvals\\_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5)

## **Question 6**

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### **Question Type: MultipleChoice**

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The administrator at Ursa Major Solar imported records into an object by mistake.

Which two tools should be used to undo this import?

Choose 2 answers



## Options:

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- A- Weekly Data Export
- B- Mass Delete Records
- C- Data Loader
- D- Data Import Wizard

## Answer:

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B, C

## Explanation:

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Mass delete records and data loader are two tools that can be used by Ursa Major Solar administrator undo import records into object mistake. Mass delete records tool allows administrators delete large numbers records meet certain criteria once setup interface; it can used undo import records into object mistake selecting records imported mistake deleting them mass delete records tool setup interface Data loader tool allows administrators import export delete large numbers records using CSV files command line interface API calls; it can used undo import records into object mistake using CSV file contains IDs records imported mistake deleting them data loader tool command line interface API calls Weekly data export data import wizard are not tools undo import records into object mistake because they either export import records but not delete them. Reference:

[https://help.salesforce.com/s/articleView?id=sf.admin\\_massdelete.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.admin_massdelete.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.data\\_loader.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5)

## Question 7

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### Question Type: MultipleChoice

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Cloud Kicks wants to update a screen flow so that if the checkbox field High Value Customer is set to true, the first screen is skipped and the user is directed to the second screen.

How should the administrator configure the decision element?

#### Options:

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- A- Use the equals operator and `!$GlobalConstant.True` as the value.
- B- Use the equals operator and "High Value Customer" as the value.
- C- Use the contains operator and `!$GlobalConstant.False` as the value.
- D- Use the contains operator and "High Value Customer" as the value

#### Answer:

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A

#### Explanation:

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The equals operator is an operator that compares two values and returns true if they are equal or false if they are not equal; it can be used in decision elements in flow builder to check if two values match certain criteria. The `{!$GlobalConstant.True}` value is a global constant value that represents true in flow builder; it can be used in decision elements in flow builder as one of the values being compared. Using equals operator and `{!$GlobalConstant.True}` as value can help Cloud Kicks update screen flow so that if checkbox field High Value Customer is set true first screen is skipped by using equals operator compare High Value Customer field value with `{!$GlobalConstant.True}` value in decision element output connector conditions; if condition is met first screen is skipped else first screen is shown. Using equals operator "High Value Customer" as value contains operator `{!$GlobalConstant.False}` as value contains operator "High Value Customer" as value are not valid options for updating screen flow skip first screen if checkbox field High Value Customer is set true because they either use wrong values wrong operators compare checkbox field values. Reference:

[https://help.salesforce.com/s/articleView?id=sf.flow\\_ref\\_operators.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_ref_operators.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.flow\\_ref\\_elements\\_decision.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_decision.htm&type=5)

## Question 8

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**Question Type:** MultipleChoice

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The administrator for Cloud Kicks needs to give access to a new custom object with custom fields to more than one user.

Which two options should an administrator use to meet this requirement?

Choose 2 answers

### Options:

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- A- Add to manual sharing list
- B- Assign permission set group to Users
- C- Create a Permission Set
- D- Edit organization-wide defaults

### Answer:

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B, C

### Explanation:

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A permission set group is a collection of permission sets that can be assigned to users as one unit; it simplifies permission management by reducing the number of permission assignments needed for users who require multiple permission sets. A permission set is a collection of settings and permissions that give users access to various tools and functions in Salesforce; it can be used to extend users' access beyond their profile without changing their profile. Creating permission sets and assigning permission set groups can help Cloud Kicks give access to new custom object with custom fields to more than one user by creating permission sets that include access to new custom object with custom fields and assigning permission set groups that contain those permission sets to users who need them. Adding users to manual sharing list or editing organization-wide defaults are not options for giving access to new custom object with custom fields to more than one user; they either do not apply to custom objects or do not grant object-level access. Reference: [https://help.salesforce.com/s/articleView?id=sf.perm\\_sets\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5)

## Question 9

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**Question Type:** MultipleChoice

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Universal Containers has enabled Data Protection and Privacy for its org.

Which page layouts will have the Individual field available for tracking data privacy information?

### Options:

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- A- Case and Opportunity
- B- Account and User
- C- Contact, Lead, and Person Account
- D- Individual, User, and Account

### Answer:

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C

## Explanation:

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Contact, lead, and person account are three objects that will have the individual field available for tracking data privacy information when data protection and privacy is enabled for an org. The individual object is an object that stores data privacy preferences and requests for customers who are subject to privacy regulations such as GDPR; it can be linked to contact, lead, or person account records using the individual field. Case and opportunity, account and user, or individual, user, and account are not combinations of objects that will have the individual field available for tracking data privacy information; they either do not store customer data or do not support individual object relationships. Reference: [https://help.salesforce.com/s/articleView?id=sf.individual\\_object.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.individual_object.htm&type=5)

## Question 10

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### Question Type: MultipleChoice

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An analytics user at Cloud Kicks needs Read, Create, and Edit access for objects and Should be restricted from deleting any records.

What should the administrator do to meet this requirement?

## Options:

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- A- Assign the standard System Administrator profile to the analytical user.
- B- Give the user View all access and assign them to the highest role in the role hierarchy.
- C- Create and assign a custom profile with Delete access removed for each object.
- D- Create and assign a permission set that includes Read, Create, and Edit access

**Answer:**

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C

**Explanation:**

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A custom profile is a profile that can be created and customized by administrators to define what users can see and do in Salesforce based on their job function or role. It can be used by Cloud Kicks to give read, create, and edit access for objects and restrict users from deleting any records by creating and assigning a custom profile with delete access removed for each object in the object settings. Assigning the standard system administrator profile to analytical user, giving user view all access and assigning them to highest role in role hierarchy, or creating and assigning permission set that includes read, create, and edit access are not solutions for giving read, create, and edit access for objects and restricting users from deleting any records; they either give too much access or do not remove delete access. Reference: [https://help.salesforce.com/s/articleView?id=sf.users\\_profiles.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.users_profiles.htm&type=5)

## Question 11

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**Question Type: MultipleChoice**

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Cloud Kicks has a team of product owners that need a space to share feedback and ideas with just the product team.

How should the administrator leverage Salesforce to help the team collaborate?

**Options:**

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- A- Use Quick Actions to log communication.
- B- Configure a Chatter Public Group.
- C- Create a Chatter Private Group.
- D- Add Activity History to document tasks.

**Answer:**

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C

**Explanation:**

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A Chatter private group is a type of Chatter group that allows members to share feedback and ideas with each other in a secure and exclusive space; only members can see and post in a private group. It can be used by Ursa Major Solar to create a space for product



owners to collaborate with just the product team by creating a Chatter private group and adding product owners as members. Using quick actions to log communication, configuring a Chatter public group, or adding activity history to document tasks are not solutions for creating a space for product owners to collaborate with just the product team; they either do not provide privacy or do not support collaboration. Reference: [https://help.salesforce.com/s/articleView?id=sf.collab\\_groups\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.collab_groups_overview.htm&type=5)

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