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QUESTION NO: 1

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?

A. Case Escalation Rules

B. Case Dashboard Refreshes

C. Case Scheduled Report

D. Case Assignment Rules

ANSWER: D

QUESTION NO: 2

An Administrator at DreamHouse Realty wants an easier way to assign an agent capacity and

skill set. Which feature should the administrator enable to meet this requirement?

A. Knowledge Management.

B. Omni-Channel

C. Escalation Rules

D. Territory Management

ANSWER: B

QUESTION NO: 3

Northern Trail Outfitters has requested that when the Referral Date field is updated on the

custom object Referral Source, the parent object Referral also needs to be updated.

Which automation solution should an administrator use to meet this request?

A. Lightning Web Component

B. Approval Process

C. Workflow Field Update

D. Process Builder

> **ANSWER: D**

QUESTION NO: 4

Cloud kicks intends to protect with backups by using the data by using the data export

Service.

Which two considerations should the administrator remember when Scheduling the export?

Choose 2 Answers.

A. Metadata Backups are limited a sandbox refresh intervals.

B. Data Backups are limited to weekly or monthly intervals.

C. Data export service should be run from a sandbox.

D. Metadata backups must be run via a separate process.

> **ANSWER: A B**

QUESTION NO: 5

Cloud kicks needs to ensure appropriate shipping details are used in orders. Reps should have

a streamlined solutions to update the shipping address on selected orders associated with an account

when the shipping address is changed on the account.

How should the administrator deliver this requirement?

A. An autolaunched flow on the order page that updates all open orders shipping addresses whenever the account shipping addresses changes.

B. An autolaunched flow on the account page that updates all open orders shipping addresses whenever the account shipping addresses changes.

C. A screen flow on the order page that lets the reps choose the updated account shipping address in all open associated orders

D. A screen flow on the account page that lets the reps choose the updated account shipping address in all open associated orders

> **ANSWER: B**

QUESTION NO: 6

A user at Cloud Kicks is having issues logging in to Salesforce. The user asks the administrator

to reset their password.

Which two options should the administrator consider when resetting the user's password?

Choose 2 answers

A. Resetting the password will change the user's password policy.

B. Single sign-on users can reset their own passwords using the forgot password link.

C. Resetting a locked-out user's password automatically unlocks the user's account.

D. After resetting a password, the user may be required to activate their device to successfully log in to Salesforce.

ANSWER: C D

QUESTION NO: 7

The CTO of AW Computing has defined a new policy for cases to improve customer satisfaction. All cases submitted with a Case Reason of Installation must be acknowledged immediately via email and assigned to the appropriate agents. Any cases that are still in the New status after 4 hours must be escalated to support management.

What case management tools need to be utilized for this requirement?

A. Auto-response rules, Macros, Entitlements

B. Auto-response rules, Queues, Macros

C. Auto-response rules, Queues, Escalation Rules

D. Auto-response rules, Entitlements, Escalation Rules

ANSWER: B

QUESTION NO: 8

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

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: B D

QUESTION NO: 9

The administrator at Ursa Major Solar has been asked to change the work Item and Project Custom

Object Relationship from a master detail to a Lookup.

Which Scenario Could prevent the administrator from fulfilling this requirement?

A. A junction object is required to support the lookup.

B. The lookup field in all the records contains a value.

C. The Look-Up field is required for Saving Records.

D. Roll-Up summary field sexist on the master object.

ANSWER: D

QUESTION NO: 10

Cloud Kicks has asked the administrator to test a new screen flow that create contacts.

What are two key components of testing the flow?

Choose 2 answers

A. Set Up a flow interview to test the flow.

B. Run the flow using it to create contacts.

C. Use Debug to test the flow in Flow Builder.

D. Test the flow in a sandbox.

ANSWER: B D

QUESTION NO: 11

An administrator at Cloud Kicks needs to export a file of closed won opportunities from the last 90

days. The file should include the Opportunity Name, ID, Close Date, and Amount.

How should the administrator export this file?

A. Data Export Wizard.

B. Data Import Wizard.

C. Data Export Wizard.

D. Data Loader.

ANSWER: D

QUESTION NO: 12

An administrator at Northern Trail Outfitters is creating a validation rule.

Which two functions should the administrator use when creating a validation rule?

Choose 2 answers

A. Formula return type

B. Error condition formula

C. Error message location

D. Rule active date

ANSWER: B C

QUESTION NO: 13

An administrator gets a rush request from Human Resources to remove a user's access to

Salesforce Immediately. The user is part of a hierarchy field called Direct Manager.

What should the administrator do to fulfil the request?

A. Freeze the user to prevent them from logging in while removing them from being referenced in the Direct Manager field.

B. Deactivate the user and delete any records where they are referenced in the Direct Manager field.

C. Change the user's profile to read-only while removing them from being referenced in the Direct Manager Field.

D. Delete the user and leave all records where they referenced in the Direct Manager Field without changes.

ANSWER: A

QUESTION NO: 14

Users have noticed that when they click on a report in a dashboard to view the report details, the

values in the report are different from the values displayed on the dashboard.

What are the two reasons this is likely to occur?

Choose 2 answers

A. The report needs to be refreshed.

B. The dashboard needs to be refreshed.

C. The current user does not have access to the report folder.

D. The running dashboard user and viewer have different permissions.

ANSWER: B D

QUESTION NO: 15

An administrator at Universal Containers has been asked to prevent users from accessing Salesforce from outside of their network.

What are two considerations for this configuration?

Choose 2 answers

A. IP address restrictions are set on the profile or globally for the org.

B. Assign single sign-on to a permission set to allow users to log in when outside the network.

C. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.

D. Restrict U2F Security Keys on the user's profile to enforce login hours.

ANSWER: A C