

Demo Questions

SALESFORCE SALESFORCE-CERTIFIED-ADMINISTRATOR Exam

Salesforce Certified Administrator

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Question: 1

Users at Universal Containers (UC) adhere to the following process for expense reports:

- Create the expense report.
- Attach receipts in an Expenses app.
- Send the report to the accountant to review and approve.

An administrator needs to enable this app for Salesforce Mobile.

What should the administrator consider from the Users perspective?

- A. A user can create records, attach receipts as photos, and submit for approval.
- B. A user can create list views, attach receipts as photos, and submit records for approval.
- C. A user can search Salesforce Records, attach receipts as photos, and approve records from Chatter.
- D. A user can utilize Search, create list views, and receive record push notifications from Chatter.

Answer: A

Question: 2

Which three objects can be added as Campaigns Members? Choose 3 answers

- A. Contacts
- B. Leads
- C. Accounts
- D. Person Account
- E. Individuals

Answer: A, B, C

Question: 3

Which setting on a profile makes a tab not accessible on the All Tabs page or visible in any app, but still allows a user Multiple Books to view records that would normally be found under this tab?

- A. App Permissions
- B. Object Permissions
- C. Tab Settings

D. Org-wide Defaults

Answer: C

Question: 4

Ursa Major Solar tracks both user issues and customer issues. A user issue can be logged as:

- new
- waiting for reply
- closed

A user issue can be logged as:

- new
- working
- closed

An administrator needs to track both case types. Which features should be used?

- A. Workflows and Automated Case Users
- B. Page Layouts and Process Builder
- C. Record Types and Support Processes
- D. Page Layouts and Record Types

Answer: C

Question: 5

Ursa Major Solar's default, organization-wide sharing for accounts is set to public read/write. The administrator needs to ensure that marketing never modifies an account record.

Which action should the administrator take to accomplish this goal?

- A. Switch organization-wide default sharing to public read only.
- B. Remove edit access on accounts from the custom marketing profile.
- C. Assign a permission set to marketing users which removes edit permission.
- D. Separate the marketing role hierarchy from the sales role hierarchy.

Answer: B

Question: 6

Universal Containers introduced a new product and wants to track all associated cases that get logged. They are looking for an automated solution that would give the product's two lead engineers read/write access to all new cases that reference the new product.

What should an administrator do to satisfy this requirement?

- A. Create a user-based sharing rule and an ad-hoc case team.
- B. Create an auto-response rule and a public group.
- C. Create a queue and a criteria-based sharing rule.

D. Create a predefined case team and an assignment rule.

Answer: A

Question: 7

The administrator at Ursa Major Solar has just finished creating new hot Account reports that filter Accounts that were modified this year with a rating of hot. The report was shared with the entire sales team. Some users are seeing some Accounts that have NOT been modified since last year and other Accounts where the rating is cold.

What should the administrator do to ensure that the report works as intended for all users?

- A. Lock the report filters.
- B. Create a filter using bucketing.
- C. Create the report in a private folder.
- D. Use a cross-object filter.

Answer: A

Question: 8

Supervisors at Universal Containers have read access to Contacts through their profiles. Sales reps have a separate profile that allows them to edit Contacts. Some sales reps are attending a conference for a week and supervisors will need to fill in to update Contact details while they are out.

How should an administrator grant proper access to the supervisors?

- A. Assign a permission set with the edit permission on Contact to the supervisors that need it.
- B. Update the supervisor profile with edit permission on Contact.
- C. Create a sharing rule to grant read/write access on Contact to the supervisor role.
- D. Change the supervisor users profiles to be sales rep.

Answer: A

Question: 9

At Cloud Kicks, new public articles must be approved before publishing. Users are asked to click to the submit for approval button to begin the process but sometimes the user forgets.

How should an administrator automate submission so all new public articles will enter the approval process?

- A. Default the Submit for Approval button
- B. Update initial Actions
- C. Use Process Builder
- D. Create a new record type and page layout

Answer: C

Question: 10

Ursa Major Solar is a Canadian company that has the following set up in Salesforce:

- They have activated Web-to-Case on their corporate website.
- Auto-Response is configured so that customers are thanked for logging the case and activated Assignment Rules based on the province (CANADA) in which the customer resides.
- Case ownership is therefore determined and routed to the corresponding queue - North, South, East, or West.

Customer Cases that do NOT meet the existing criteria need to be assigned to Queue - World. Which solution will satisfy this requirement?

- A. In Case Support Settings, change Default Case Owner to Queue - World.
- B. In an Active Case Flow, change the name of the Queue to World.
- C. Using a Workflow Rule, change the owner of new Cases outside CANADA to Queue - World.
- D. Using a Trigger, change the owner of Cases outside CANADA to Queue - World.

Answer: B
