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Question: 1

The director of sales wants to make sure that every opportunity has either a sales engineer or an account executive assigned to the deal. How should the administrator meet this requirement?

- A. Write a validation rule that checks if the fields are blank and require that one of them of completed in order to save the opportunity.
- B. Create a different record type for deals with Sales Engineers and deals with Account Executives to capture one or the other.
- C. Require the Sales Engineer and the Account Executive lookup fields on the page layout.
- D. Assign a task to the owner if an opportunity is created without one of these fields filled out.

Answer: A

Question: 2

AW Computers has enabled the feature for Contact to multiple Accounts. A rep is trying to remove the primary Account from a Contact but is unable to do so. The administrator has already updated the page layout to no longer require an Account. What could be the issue?

- A. A primary Account relationship is required on a Contact regardless of the page layout settings.
- B. The Contact has indirect relationships to other Accounts.
- C. The Account Contact relationship record needs to be deleted first in order to disassociate Contact from the Account.
- D. Private Contacts need to be enabled in Setup.

Answer: A

Question: 3

AW Computing is running a special bundle deal on monitors and keyboards. Normally, discounts need VP approval, but this special bundle is pre-approved. What should the administrator recommend for these requirements?

- A. Create a separate price book.
- B. Implement CPQ.
- C. Remove the approval process.

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Salesforce Certification Preparation for Advanced Administrator Sample Questions (Q86-Q91):

NEW QUESTION # 86

What should the administrator consider before enabling Person Accounts?

- A. Person Account and Business Accounts cannot be in the same sharing model.
- B. All standard Account news can be converted to Person Account field.
- C. Person Account cannot be disabled.
- D. Person Account requires less data storage.

Answer: C

Explanation:

Person Account cannot be disabled is something that the administrator should consider before enabling Person Accounts. Person Accounts are a special type of accounts that allow storing information about individual people who are not associated with an organization or business account. Once Person Accounts are enabled, they cannot be disabled or removed from the org without contacting Salesforce support

NEW QUESTION # 87

A user at Ursa Major Solar is experiencing a flow error while trying to process a record to the next status. The users with the same access can process records without any errors.

What should the administrator do to troubleshoot the issue?

- A. Use the flow debug option and set the selection to Run as another user.
- B. Grant the user the Modify All permission to ensure they have full system access.
- C. Change the flow to run as System Context Without Sharing - Access All Data.
- D. Grant the user more data access by moving them higher in the role hierarchy.

Answer: A

Explanation:

The flow debug option is a tool that allows you to test and troubleshoot your flow by running it in debug mode and inspecting the values of variables and resources at each step. You can also set the debug mode to run as another user and see how the flow behaves for different users with different permissions and settings. In this case, using the flow debug option and setting the selection to run as another user can help identify why one user is experiencing a flow error while others are not. Reference:

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

NEW QUESTION # 88

AW Computing has a 4-hour SLA in its support guarantee. The company recently received feed that customers are reporting long wait times before an agent responds to a new case after it has been submitted.

How should an administrator ensure cases are properly prioritized?

- A. Workflow Rules
- B. Assignment Rules
- C. Escalation Rules
- D. Auto-Response Rules

Answer: C

Explanation:

Escalation rules are rules that automatically escalate cases if they have not been resolved within a certain time frame or meet certain criteria such as priority or status. Escalation rules can perform actions such as changing ownership of cases, sending email notifications, or creating tasks for users or queues. By using escalation rules, AW Computing can ensure that cases are properly prioritized and handled within their SLA time limit.

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

NEW QUESTION # 89

Ursa Major Solar (UMS) wants to identify customers that need to install a new solar panel monitor system it recently released. UMS tracks the installed products as Asset records that are related to the Account. Sales management has asked the administrator to create a report for users.

What is the recommended method for the administrator to meet the requirement?

- A. Use Role Hierarchy filter to restrict related records.
- B. Use a Summary report with Bucket Columns.
- **C. Use a Cross Filter with WITHOUT logic.**
- D. Use PREVGROUPVAL() in Report Builder.

Answer: C

Explanation:

A cross filter with WITHOUT logic is a method for creating a report that shows accounts that are missing certain related records. A cross filter is a filter that lets you include or exclude records in your report based on related objects and their fields. You can use cross filters to create reports on accounts with or without opportunities, contacts, cases, or other related objects. In this case, you can use a cross filter with WITHOUT logic to show accounts without assets that have a certain product name or code. This way, you can identify customers that need to install a new solar panel monitor system. Reference:

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

NEW QUESTION # 90

What are permissions needed for the Accounts and Opportunity Object when merging Accounts.

- A. Edit permission for Account and Delete Permission for Opportunity
- B. Edit and Delete for Account and Edit and Delete on Opportunity
- **C. Edit and Delete for Account and Read on Opportunity**

Answer: C

NEW QUESTION # 91

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