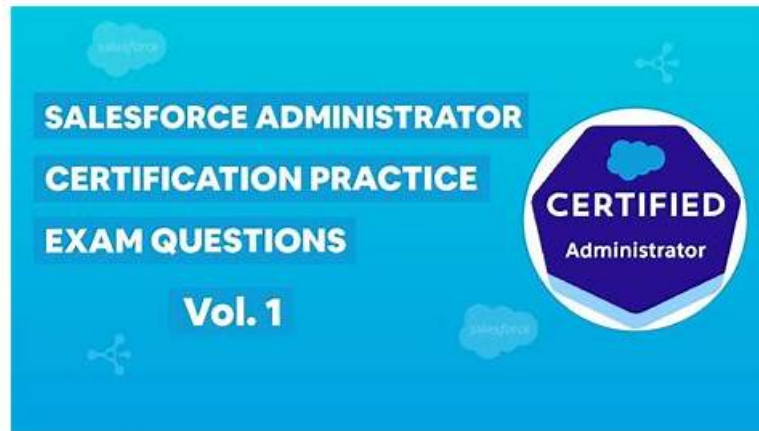


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Salesforce Certified Administrator Sample Questions (Q173-Q178):

NEW QUESTION # 173

Executives at Cloud Kicks have reported that their dashboards are showing inaccurate data. The administrator has discovered been changing the source reports.

Which two actions should the administrator take to preserve the integrity of the source reports?

Choose 2 answers

- A. Change the dashboard to be a dynamic dashboard
- B. Move the dashboard to the user's private folder.
- C. Create a new report folder with viewer access.
- D. Move the dashboard reports to the view-only folder.

Answer: C,D

NEW QUESTION # 174

An administrator at Cloud Kicks wants to deactivate a User who has left the company.

What are two reasons that would prevent a user from being deactivated?

Choose 2 answers

- A. The user is part of a territory hierarchy.
- B. The User is assigned in workflow email alert.
- C. The User is in a Custom hierarchy field.
- D. The User is the highest role in the role hierarchy

Answer: A,B

Explanation:

Explanation

Two reasons that would prevent a user from being deactivated are that the user is part of a territory hierarchy or that the user is assigned in workflow email alert. A territory hierarchy is a structure that defines how territories are related to each other in Salesforce; if a user is part of a territory hierarchy, they cannot be deactivated until they are removed from all territories. A workflow email alert is an action that sends an email to one or more recipients when a workflow rule is triggered; if a user is assigned in workflow email alert, they cannot be deactivated until they are removed from all email alerts. The user being in a custom hierarchy field or being the highest role in role hierarchy are not reasons that would prevent deactivation; they may affect data visibility or record ownership after deactivation, but they do not block deactivation itself. References:

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

NEW QUESTION # 175

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, Queues, Macros
- B. Auto-response rules, Macros, Entitlements
- C. Auto-response rules, Entitlements, Escalation Rules
- D. Auto-response rules, Queues, Escalation Rules

Answer: D

Explanation:

Explanation

To acknowledge cases with a Case Reason of Installation immediately via email and assign them to appropriate agents, and escalate cases that are still in New status after 4 hours to support management, an administrator should use Auto-response rules, Queues, and Escalation Rules for case management.

Auto-response rules allow sending automatic email responses to customers based on case criteria. Queues allow grouping cases that share common characteristics and assigning them to a group of users who can access and work on them. Escalation rules allow escalating cases that meet certain criteria to higher-level users or groups and sending email notifications. Macros and Entitlements are not case management tools that can be used for this requirement. References:

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

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

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

NEW QUESTION # 176

User at Cloud Kicks want to see information more useful for their role on the Case page.
How should an administrator make the pages more dynamic and easier to use?

- A. Remove fields from the record details component.
- B. Delete the extra component from the page.
- C. Include more tab components with filters.
- **D. Add Component visibility filters to the Components.**

Answer: D

Explanation:

Explanation

Component visibility filters are a way to make the record pages more dynamic and easier to use by showing or hiding components based on certain criteria. For example, users can see different components based on their profile, role, record type, or field values.

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

NEW QUESTION # 177

The administrator at Cloud Kicks has been asked to replace two old workflow rules that are doing simple field updates when a lead is created to improve processing time.

What tool should the administrator use to replace the workflow rules?

- A. Screen Flow
- **B. Before Save Flow**
- C. Quick Action Flow
- D. Scheduled Flow

Answer: B

Explanation:

Explanation

Before Save Flows are a type of record-triggered flow that run before a record is saved and can update fields on that record without any additional actions or DML operations. They are faster and more efficient than workflow rules or process builder for simple field updates when a record is created or updated. References:

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

NEW QUESTION # 178

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