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>> **Salesforce-Certified-Administrator Exam Questions Answers** <<

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CV or get the desired job. Nowadays, everyone is interested in taking the Salesforce Certified Administrator (Salesforce-Certified-Administrator) exam because it has multiple benefits for the future. Every candidate faces just one problem, and that is not getting updated Salesforce Certified Administrator (Salesforce-Certified-Administrator) practice questions.

Salesforce Certified Administrator Sample Questions (Q110-Q115):

NEW QUESTION # 110

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 Assignment Rules
- **B. Case Escalation Rules**
- C. Case Scheduled Report
- D. Case Dashboard Refreshes

Answer: B

Explanation:

Explanation

Case escalation rules are a feature that can be used to meet this requirement. Case escalation rules can automatically escalate cases that meet certain criteria, such as being open for more than a specified time or having a certain priority. Escalation rules can assign cases to a different owner or queue and send email notifications to the support manager or other recipients.

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

NEW QUESTION # 111

Cloud Kicks has the organization-wide sharing default set to private on the shoe object. The sales manager should be able to view a report containing shoe records for all of the sales reps on their team.

Which 3 items should the administrator configure to provide appropriate access to the report?

Choose 3 answers

- **A. Field level security**
- B. Report subscription
- **C. Folder access**
- D. Custom report type.

Answer: A,C

NEW QUESTION # 112

AW Computing would like to improve its Case Lightning record page by including:

* A filtered component to display a message in bold font when a case is saved as a critical record type.

* A quick way to update the account status from the case layout.

Which two components should an administrator use to satisfy these requests?

Choose 2 Answers

- **A. Rich text**
- B. Record details
- **C. Related Record**
- D. Related List

Answer: A,C

Explanation:

Explanation

A related record component is a type of component that allows users to view and edit fields from a parent record on a child record page without leaving the page. For example, a related record component can allow users to update the account status from the case layout by selecting an account record from a drop-down list. A rich text component is a type of component that allows users to display formatted text on a record page using rich text editor tools such as bold font, bullet points, images, and links. For example, a

rich text component can display a message in bold font when a case is saved as a critical record type by using conditional visibility rules.

References:

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

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

NEW QUESTION # 113

Cloud Kicks needs to change the owner of a case when it has been open for more than 7 days.

How should the administrator complete this requirement?

- A. Auto - Response Rules
- B. Assignment Rule
- C. Escalation Rule
- D. Validation Rule

Answer: C

Explanation:

Explanation

An escalation rule is a tool that allows administrators to automatically escalate cases based on certain criteria and time triggers. For example, an escalation rule can change the owner of a case, send an email notification, or update a field value when a case has been open for more than 7 days. An escalation rule consists of multiple rule entries that define the criteria and actions for each escalation scenario. References:

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

NEW QUESTION # 114

Cloud Kicks is introducing a new shoe model and wants to advertise on TV, radio, print, and social under the banner of a called New Runners. In addition, total statistics for this marketing effort need to be aggregated and visible.

Which feature should the administrator use to implement this functionality?

- A. Lookup relationship
- B. Master-detail relationship
- C. Parent campaign field
- D. Junction object

Answer: C

Explanation:

Explanation

To advertise on TV, radio, print, and social under one banner called New Runners and aggregate total statistics for this marketing effort, an administrator should use Parent campaign field on Campaign object. This field allows creating hierarchical relationships between campaigns by specifying one campaign as parent of another campaign. Parent campaigns roll up statistics from child campaigns such as number of leads generated, amount of revenue won etc. For example, an administrator can create four child campaigns for TV, radio, print and social ads respectively and link them to one parent campaign called New Runners using Parent campaign field. Junction object, lookup relationship, and master-detail relationship are not features related to Campaign object or hierarchy. References:

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

NEW QUESTION # 115

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