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Exam : CRT-211

**Title : Certification Preparation for
Advanced Administrator**

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Salesforce Certification Preparation for Advanced Administrator Sample Questions (Q175-Q180):

NEW QUESTION # 175

The administrator at universal containers has been asked to track training classes taken by employees. Employees may take several classes. The employee and class objects have already been created. How should the administrator relate the two objects?

- A. Create a lookup relationship with employee as the master object
- B. Create a master detail relationship with class as the master object.
- C. Create a lookup relationship on both the employee and class objects
- **D. Create a junction object with both employee and class as master objects**

Answer: D

NEW QUESTION # 176

Which Visual Workflows element would you use to prompt a phone rep to wrap up a cross-selling function and end the call with a customer? * (1 Point)

- A. Step
- B. Assignment
- C. Decision
- **D. Screen**

Answer: D

NEW QUESTION # 177

AW Computing has a new requirement from its security team where audit information relating to an account must be recorded in a new custom object called Audit. Audit records need to be preserved for 10 years and only accessible by the audit team. What relationship should be used to relate the Audit object to the Account object?

- A. Self
- B. Master-Detail
- C. Many-To-Many
- **D. Lookup**

Answer: D

Explanation:

In this scenario, a Lookup relationship is the most appropriate choice for relating the Audit custom object to the Account object. This relationship allows for flexibility, especially when it comes to data retention and access control requirements, as outlined by AW Computing's security team.

Lookup Relationship:

A Lookup relationship links two objects, allowing records from the custom Audit object to be associated with the Account object. Unlike a Master-Detail relationship, it offers greater flexibility in terms of record ownership, sharing, and visibility controls, which is particularly useful for sensitive data.

The Lookup relationship will enable administrators to set specific permissions, ensuring that only the audit team has access to the records, as required.

Additionally, records in the Lookup relationship are independent. Therefore, if the Account record is deleted, the Audit record can persist, aligning with the need to retain Audit records for 10 years.

Preservation and Access Control:

Given the 10-year retention requirement, the independence of records under a Lookup relationship is ideal. It ensures that Audit records are not automatically deleted when an associated Account record is removed.

Access to Audit records can be restricted to the audit team by setting up custom sharing rules or permissions, which is achievable through the Lookup relationship's flexible sharing model.

Incorrect options:

Master-Detail: In a Master-Detail relationship, the detail (child) records are dependent on the master (parent) record. Deleting an

Account would automatically delete any associated Audit records, which would conflict with the retention requirement.

Many-To-Many: This type of relationship involves a junction object to associate multiple records from both sides. It is not necessary in this case, as the requirement is a one-to-many relationship from Account to Audit records.

Self: A self-relationship would allow records within the Audit object to be related to each other. This does not apply to linking the Audit object to the Account object.

In conclusion, the Lookup relationship provides the necessary flexibility for data preservation and access control, making it the optimal choice for this requirement.

NEW QUESTION # 178

Cloud kicks wants to understand the implications of archived Activities.

Which two considerations should an administrator communicate regarding archived Activities?

Choose 2 answers

- A. Closed tasks created more than 365 days ago with no due data are archived.
- **B. Events that ended more than 365 days ago are archived.**
- **C. Events created more than 365 days ago are archived.**
- D. Archived activities are deleted after 365 days.

Answer: B,C

NEW QUESTION # 179

how can an administrator use the service cloud console to increase the efficiency of support users? choose 3

- A. use publisher actions in case feed to combine the publisher extension menus in a single row.
- **B. configure it to manage chatter answers cases and live agent chat conversations.**
- C. configure the idea themes page layout with buttons and links to case detail information
- **D. enable the service cloud console application in salesforce communities.**
- **E. customize the softphone to provide a screen pop-up on incoming support calls.**

Answer: B,D,E

NEW QUESTION # 180

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