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Salesforce Sales-Admn-202 Exam Syllabus Topics:

Topic	Details
Topic 1	<ul style="list-style-type: none">• Orders, Contracts, Amendments, and Renewals: This section of the exam measures skills of Salesforce Consultants and covers understanding the data required for generating Orders and Contracts. It also involves creating renewal and amendment quotes, and deciding when to use Orders, Contracts, Subscriptions, and Assets to satisfy customer and business processes.
Topic 2	<ul style="list-style-type: none">• Approvals: This section of the exam measures skills of Salesforce Consultants and covers selecting and setting up native or Advanced Approvals. It ensures that approval processes meet business needs and align with quoting workflows.
Topic 3	<ul style="list-style-type: none">• CPQ Platform: This section of the exam measures skills of Salesforce Administrators and covers designing, configuring, and troubleshooting Price Rules using lookup objects and formulas. It involves applying knowledge of the quote calculation sequence, permissions, record types, field sets, and page layouts. It also tests understanding of CPQ data flow across objects, localization and multi-currency setup, package-level settings, and how the CPQ managed package integrates within a Salesforce org.
Topic 4	<ul style="list-style-type: none">• Product Selection: This section of the exam measures skills of Salesforce Administrators and covers enabling product selection through tools like Search Filters, field sets, and Custom Actions. It ensures that users can easily find and configure products to match business needs.

Topic 5	<ul style="list-style-type: none"> • Bundle Configurations: This section of the exam measures skills of Salesforce Consultants and covers setting up bundle structures to meet various business requirements. It evaluates the ability to configure Product Rules that ensure bundles work properly according to defined processes.
Topic 6	<ul style="list-style-type: none"> • Quote Templates: This section of the exam measures skills of Salesforce Consultants and covers setting up Quote Templates that align with business requirements. It involves configuring layouts and components to generate professional quotes.
Topic 7	<ul style="list-style-type: none"> • Products: This section of the exam measures skills of Salesforce Administrators and covers setting up Products, Price Books, and Price Book Entries. It evaluates understanding of how the product catalog impacts CPQ data flow and the overall quoting process.

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Salesforce Certified CPQ Administrator Sample Questions (Q101-Q106):

NEW QUESTION # 101

A user has created an Amendment Quote. Opportunity Product records were created for only some Quote Lines. What are two reasons that could explain this behavior?
Choose 2 answers

- A. The Disable Initial Quote Sync has been set to TRUE in the Installed Package Settings.
- **B. The Exclude from Opportunity checkbox on the Product has been set to TRUE.**
- C. The Price Book Entry of the Product has been set to Inactive.
- **D. Opportunity Products are only created for Quote Lines with a Net Total that Is different than 0.**

Answer: B,D

Explanation:

Issue Context:

* Not all Quote Lines are generating Opportunity Product records during the Amendment process.

Possible Causes:

* A. Net Total = 0:

* Salesforce CPQ does not create Opportunity Products for Quote Lines with a Net Total of zero.

* D. Exclude from Opportunity:

* If the Product has the Exclude from Opportunity checkbox set to TRUE, it prevents Opportunity Product creation.

Steps to Investigate:

* Verify the Net Total of the Quote Lines.

* Check the Product configuration for the Exclude from Opportunity setting.

Validation:

* Update the relevant fields and test the Amendment process to ensure all eligible Quote Lines generate Opportunity Products.

NEW QUESTION # 102

How can an Admin prevent users from reconfiguring a specific bundle after initial configuration?

- **A. Set the Configuration Type to Allowed and Configuration Event to Add.**
- B. Set the Configuration Type to Disabled.

- C. Set the Configuration Type to Allowed and Configuration Event to Always.
- D. Set the Active checkbox on Reconfigure Line Custom Action to False.

Answer: A

Explanation:

- * Requirement:
- * Prevent users from reconfiguring a bundle after its initial configuration.
- * Solution:
- * Set Configuration Type to Allowed to permit configuration during initial setup.
- * Set Configuration Event to Add to allow configuration only when the product is added, blocking reconfiguration later.
- * Why Other Options Are Incorrect:
- * A: Disabled blocks all configuration, including initial setup.
- * B: Configuration Event = Always allows continuous reconfiguration.
- * D: Reconfigure Line Custom Action is unrelated to this requirement.
- * Salesforce CPQ Reference:
- * Configuration Type and Event settings are documented in Bundle Configuration .

NEW QUESTION # 103

A renewal quote has been generated through automation 45 days before the contract ends on December 31.

The customer wants to increase the quantity of their monthly service subscription. The customer is unprepared to renew at the moment, but needs to arrange the quantity increase for the last month of the contract immediately. Upon finalizing the amendment Quote and contracting the amendment Opportunity the sales ops team has discovered that the renewal Opportunity is out of sync with the latest change.

How can the sales ops team ensure the renewal Quote reflects the increased quantity?

- A. Delete the Renewal Opportunity, contract the amendment Opportunity again, then create a new renewal Opportunity and Quote.
- B. Delete the existing Renewal Quote, and uncheck and re-check the Renewal Quote checkbox on the Contract.
- **C. Create an Order from the amendment Opportunity, then contract the amendment Order and refresh the renewal Quote.**
- D. Terminate the Contract with an End Date of November 30, and set the renewal Quote Date to December 1 of this year.

Answer: C

Explanation:

Scenario:

* The customer wants to increase the subscription quantity for the last month of the contract. The renewal Opportunity must reflect this change.

Solution:

- * Generate an Order from the amendment Opportunity to capture the changes.
- * Contract the amendment Order to update the Contract.
- * Refresh the renewal Quote to synchronize the increased quantity.

Why Other Options Are Incorrect:

- * B: Terminating the contract with a specific end date is unnecessary for this scenario.
- * C & D: Deleting Renewal Opportunities or Quotes adds unnecessary manual steps and risks data integrity.

Salesforce CPQ Reference:

- * The process for handling amendments and renewals is detailed in Amendments and Renewal Configuration Guidelines .

NEW QUESTION # 104

A user created a Quote containing two Products. The Subscription Pricing field on Product A is blank.

Product B has Subscription Pricing set to Percent of Total and both Products share the same Percent of Total Category. When the Contract is renewed, both Products are shown in the renewal Quote, but Product A has a Net Total of zero.

Why does Product A have a Net Total of zero?

- **A. Renewal Model was set to Asset Based at the Account Level.**
- B. The Asset Conversion behavior on the Product must be set to Allow Renewals.
- C. Product A is an Asset that the customer already owns.
- D. Include Net-New Products in Maintenance must be flagged in CPQ Package settings.

Answer: A

Explanation:

Scenario:

- * Product A has no Subscription Pricing, while Product B uses Percent of Total with a shared category.
- * During renewal, Product A has a Net Total of zero.

Reason:

- * When the Renewal Model is set to Asset-Based, only assets tied to the Contract are included in the renewal.
- * Since Product A has no Subscription Pricing, it is not treated as a subscription and thus has a Net Total of zero.

Why Other Options Are Incorrect:

- * B: Product A is not pre-owned in this scenario.
- * C: The Include Net-New Products in Maintenance setting applies to maintenance scenarios, not standard renewals.
- * D: Asset Conversion determines asset behavior, not renewal totals.

Salesforce CPQ Reference:

- * Renewal behaviors with Asset-Based Models are covered in CPQ Renewal Settings Documentation .

NEW QUESTION # 105

In what way does Smart Approvals expedite the approval process?

- A. Approving a quote will auto-approve any lesser-discount quotes related to the same opportunity.
- B. Quotes with multiple steps in the approval chain go directly to the highest approver required.
- C. Quotes within defined thresholds will be automatically approved.
- **D. Rejected quotes that are resubmitted within previously approved values go directly to the person who rejected.**

Answer: D

Explanation:

Smart Approvals Overview:

- * Salesforce CPQ's Smart Approvals streamline the approval process by re-evaluating previously approved records to avoid redundant approvals.

Rejected Quotes Resubmission:

- * If a quote is rejected, and the user resubmits it without exceeding previously approved values, it bypasses the full approval chain and is sent directly to the person who rejected it.
- * This functionality minimizes unnecessary delays and ensures efficient quote handling.

Documentation Alignment:

- * Smart Approvals Configuration and behavior as outlined in CPQ guidelines ensure approval efficiency .

NEW QUESTION # 106

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