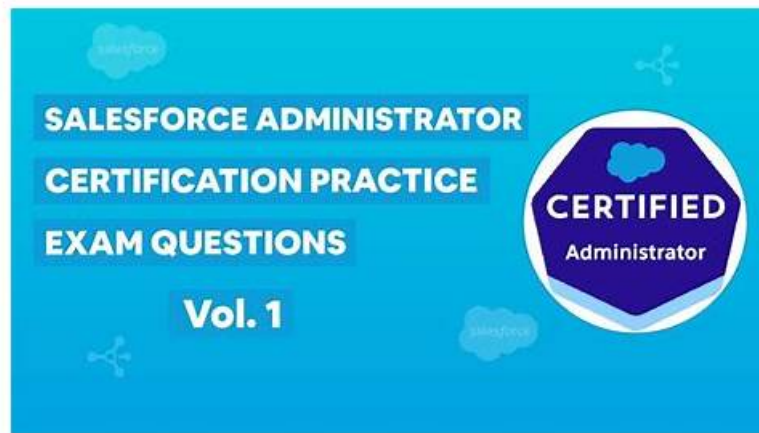


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Salesforce Certified Administrator Sample Questions (Q240-Q245):

NEW QUESTION # 240

The administrator at DreamHouse Realty added an email quick action to the Case page layout and is unable to see the action on the case feed.

Which feature must be enabled to ensure the quick action will be displayed as expected?

- A. Email-to-Case
- B. Email Templates
- C. Email Notifications
- D. Email Alerts

Answer: A

Explanation:

Explanation

Email-to-Case allows you to create cases from incoming emails. You need to enable this feature and set up routing addresses and case creation settings.

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

NEW QUESTION # 241

Cloud Kicks has a Customer success agent going on leave and needs to change ownership on multiple cases.

Which two users are able to fulfill this request?

Choose 2 answers

- A. A user with Read Permission on account.
- **B. A user with the System Administrator profile.**
- C. A user with the Manage Cases Permission
- **D. A user with manager role above the agent.**

Answer: B,D

Explanation:

Explanation

A user with manager role above the agent can change ownership on multiple cases that are owned by the agent or by users below the agent in the role hierarchy. A user with the System Administrator profile can change ownership on any case, regardless of the owner or role hierarchy. References:

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

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

NEW QUESTION # 242

Universal Containers administrator has been asked to create a many-to-many relationship between two existing custom objects.

Which two steps should the administrator take when enabling the many-to-many relationship?

Choose 2 answers

- **A. Create two master detail relationships on the new object.**
- B. Create URL fields on a custom object.
- **C. Create a junction with a custom object.**
- D. Create two lookup relationships on the new object.

Answer: A,C

Explanation:

Explanation

To create a many-to-many relationship between two existing custom objects, the administrator needs to create a junction object that has two master-detail relationships, one to each of the custom objects. This will allow each record of one object to be linked to multiple records from another object and vice versa. References:

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

NEW QUESTION # 243

Sales managers would like to know what could be implemented to surface important values based on the stage of the opportunity.

Which tool should an administrator use to meet the requirement?

- A. Opportunity processes
- **B. Path key fields**
- C. Workflow rules
- D. Dynamic forms

Answer: B

Explanation:

Explanation

To surface important values based on the stage of the opportunity, the administrator should use path key fields that display fields

relevant to each stage along with guidance for success. Path key fields can be customized for each stage and can help users focus on key information and actions as they move opportunities through the sales process. Dynamic forms, opportunity processes, and workflow rules are not designed to show values based on stages. References: https://help.salesforce.com/s/articleView?id=sf.path_key_fields.htm&type=5

NEW QUESTION # 244

Which three items are available in the mobile navigation menu?

Choose 3 answers

- A. Chatter
- B. Utility Bar
- C. Lightning App Pages
- D. Dashboards
- E. Lightning Home Page

Answer: A,C,D

Explanation:

Explanation

Lightning app pages, Chatter, and dashboards are three items that are available in the mobile navigation menu.

The mobile navigation menu allows users to access different items in the Salesforce mobile app, such as objects, apps, or utilities.

Users can customize their mobile navigation menu by adding or removing items and changing their order. References:

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

NEW QUESTION # 245

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