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## Salesforce Certified Administrator Sample Questions (Q74-Q79):

### NEW QUESTION # 74

An administrator at Ursa Major Solar just learned about the AppExchange and how helpful it can be to the company's business. Which two actions can be accomplished via the AppExchange?

'Choose 2 answers

- **A. Find certified developers and consultants.**
- B. Download standard Lightning components.
- **C. Install industry-specific solution templates.**
- D. Download the Dataloader data tool.

**Answer: A,C**

Explanation:

Explanation

The AppExchange is an online marketplace where customers can find apps, components, consultants, developers, and more to extend Salesforce functionality or solve specific business challenges. Some of the actions that can be accomplished via AppExchange are finding certified developers and consultants who can help with custom development or implementation projects; installing industry-specific solution templates that provide preconfigured apps, dashboards, reports etc., for various industries such as manufacturing or healthcare; downloading free tools or components that enhance productivity or user experience; browsing reviews or ratings from other customers who have used certain products or services; etc.

References:<https://appexchange.salesforce.com/>

### NEW QUESTION # 75

Which setting on a profile makes a tab hidden in the All App Launcher or viable in any app, but still allows a user to view records that would normally be found under this tab?

- **A. Tab Settings**
- B. Org-wide Defaults
- C. Object Permissions
- D. App Permissions

**Answer: A**

Explanation:

Explanation

To make a tab hidden in the All App Launcher or visible in any app, but still allow a user to view records that would normally be found under this tab, the administrator should use Tab Settings on a profile. Tab Settings control the visibility and default behavior of tabs for each app in an org. The administrator can set a tab to Hidden, which means it will not appear in any app or in the All App Launcher, but users can still access records via other means such as search or reports. Object Permissions, App Permissions, and Org-Wide Defaults are not related to tab visibility.

References:[https://help.salesforce.com/s/articleView?id=sf.customize\\_tabs.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_tabs.htm&type=5)

### NEW QUESTION # 76

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

**Answer: C**

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\\_autoresponse.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.case_autoresponse.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.queues\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.queues_overview.htm&type=5)<https://help.salesforce.com/s/articl>

#### NEW QUESTION # 77

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 this requirement?

- A. Path Key fields
- B. Workflow Rules
- C. Dynamic Forms
- D. Opportunity Processes

**Answer: A**

Explanation:

Explanation

To surface important values based on stage of opportunity, an administrator should use Path Key fields feature on Opportunity object. This feature allows adding up to five fields that display key information about each stage along path. Users can edit these fields inline without leaving path. For example, an administrator can add Amount, Close Date, Next Step, Probability, and Stage fields as key fields for Opportunity path.

Opportunity Processes, Dynamic Forms, and Workflow Rules are not tools for surfacing important values based on stage of opportunity. References: [https://help.salesforce.com/s/articleView?id=sf.lex\\_path\\_setup\\_key\\_fields.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.lex_path_setup_key_fields.htm&type=5)

#### NEW QUESTION # 78

Cloud Kicks executives have noticed the opportunity Expected revenue Field displays incorrect values. How Should the administrator correct this?

- A. Update the expected revenue associated with the stage.
- B. Change the probability associated with the stage.
- C. Adjust the forecast category associated with the stage.
- D. Modify the closed won value associated with the stage.

**Answer: B**

Explanation:

Explanation

Expected revenue is calculated as Amount x Probability. If the expected revenue field displays incorrect values, it means that the probability associated with the stage is not accurate. The administrator should change the probability to reflect the actual likelihood of closing the opportunity at that stage.

References: [https://help.salesforce.com/s/articleView?id=sf.forecasts3\\_expected\\_revenue.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.forecasts3_expected_revenue.htm&type=5)

#### NEW QUESTION # 79

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