

Exam Salesforce-Certified-Administrator Training - Answers Salesforce-Certified-Administrator Real Questions



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Salesforce Certified Administrator Sample Questions (Q238-Q243):

NEW QUESTION # 238

Cloud Kicks has a team of product owners that need a space to share feedback and ideas with just the product team. How should the administrator leverage Salesforce to help the team collaborate?

- A. Configure a Chatter Public Group.
- B. Add Activity History to document tasks.
- C. Create a Chatter Private Group.
- D. Use Quick Actions to log communication.

Answer: C

Explanation:
Explanation

A Chatter private group is a type of Chatter group that allows members to share feedback and ideas with each other in a secure and exclusive space; only members can see and post in a private group. It can be used by Ursa Major Solar to create a space for product owners to collaborate with just the product team by creating a Chatter private group and adding product owners as members. Using quick actions to log communication, configuring a Chatter public group, or adding activity history to document tasks are not solutions for creating a space for product owners to collaborate with just the product team; they either do not provide privacy or do not support collaboration. References:
https://help.salesforce.com/s/articleView?id=sf.collab_groups_overview.htm&type=5

NEW QUESTION # 239

Sales reps at Ursa Solar are having difficulty managing deals. The leadership team has asked the administrator to help sales reps prioritize and close more deals.

What should the administrator do to close more deals?

- A. Einstein Opportunity Scoring
- B. Einstein Activity Capture
- C. Einstein Lead Scoring
- D. Einstein Search Personalization

Answer: A

Explanation:

Explanation

Einstein Opportunity Scoring is a feature that helps sales reps prioritize and close more deals by assigning each opportunity a score from 1 to 99 based on how likely it is to be won. The score is calculated using artificial intelligence and machine learning based on historical data and patterns from similar opportunities.

Sales reps can use the score to focus on high-value opportunities and take actions to improve low-scoring ones. References:

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

NEW QUESTION # 240

A team of support users at Cloud Kicks is helping inside sales reps make follow-up calls to prospects that filled out an interest form online. The team currently does not have access to the lead object.

How should an administrator provide proper access?

- A. Set Up Manual Sharing
- B. Configure permission sets.
- C. Assign a new role.
- D. Create a new profile

Answer: B

Explanation:

Explanation

Permission sets are a flexible way to grant additional access to users without changing their profiles. To provide access to the lead object for a team of support users, create a permission set that includes the appropriate object and field permissions for leads, and then assign it to the users. References:

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

NEW QUESTION # 241

Cloud Kicks wants to update a screen flow so that if the checkbox field High Value Customer is set to true, the first screen is skipped and the user is directed to the second screen.

How should the administrator configure the decision element?

- A. Use the equals operator and `{!$GlobalConstant.True}` as the value.
- B. Use the equals operator and "High Value Customer" as the value.
- C. Use the contains operator and `{!$GlobalConstant.False}` as the value.
- D. Use the contains operator and "High Value Customer" as the value

Answer: A

NEW QUESTION # 242

The Sales manager at DreamHouse Realty wants the sales users to have a quick way to view and edit the Opportunities in their pipeline expected to close in the next 90 days.

What should an administrator do to accomplish this request?

- **A. Create a list view on the Opportunity object and recommend users switch the view to Kanban to edit by drag and drop.**
- B. Create a custom report and schedule the sales users to receive it each day as a reminder to update their opportunities.
- C. Enable Sales Console and show users how to open a tab for each opportunity in the pipeline that meets the requirements.
- D. Make a new Sales dashboard and add a component that shows all opportunities that meet the criteria.

Answer: A

Explanation:

Explanation

A list view is a feature that allows users to filter and display records based on certain criteria and fields. A Kanban view is a feature that allows users to view records as cards organized by columns that represent stages in a process such as opportunity stages or case statuses. Users can switch between list view and Kanban view by clicking on a toggle button on any object tab that supports Kanban view such as opportunities or cases.

Users can also edit records by dragging and dropping cards from one column to another or by clicking on an inline edit icon on each card. In this case, the administrator can create a list view on the opportunity object that filters opportunities by expected close date in the next 90 days; and recommend users switch the view to Kanban to edit opportunities by drag and drop. References:

https://help.salesforce.com/s/articleView?id=sf.lex_list_views.htm&type=5<https://help.salesforce.com/s/articleV>

NEW QUESTION # 243

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