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2/10/2017 Certified Administrator Mock Exam - Salesforce Ben

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Certified Administrator Mock Exam

(http://www.salesforceben.com/wp-content/uploads/2015/03/download-3.png)

The Salesforce.com Certified Administrator exam is intended for an individual who has experience performing as a Salesforce Administrator. This Quiz is designed to give you an idea of what to expect in the actual exam. The questions contained in this quiz are short and snappy as opposed to the official exam where you can expect answers to be in a scenario possibly with relevant images. If you read the scenario carefully though, you should find a simple question embedded.

- 60 Multiple Choice Questions. If a checkbox is present, more than one answer is required
- There is a 90 minute time limit on this Quiz
- 65% is the official passing score

Results
37 of 60 questions answered correctly
Your time: 00:21:22

You have reached 37 of 60 points, (81.67%)

[View questions](#)

1. Question
Which of the following are standard Salesforce Objects?

1. Opportunity Product
2. Pricebook
3. Contract
4. Ticket

Incorrect

2. Question
Which of these objects can you map a field to on lead conversion?

1. Contacts
2. Opportunities

(http://www.salesforceben.com/certified-admin-mock-exam/)

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Salesforce is a leading provider of customer relationship management (CRM) software and cloud computing solutions. The Salesforce platform offers a range of tools and services to help businesses manage their customer interactions and automate their sales, marketing, and customer service processes. To demonstrate their proficiency in using the Salesforce platform, professionals can pursue various certifications, including the Salesforce Certified Administrator credential.

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Salesforce Certified Administrator Sample Questions (Q128-Q133):

NEW QUESTION # 128

Cloud Kicks want to give credit to Opportunity team members based on the level of effort contributed by each person toward each deal.

What feature should the administrator use to meet this requirement?

- A. Queues
- **B. Splits**
- C. List Views
- D. Stages

Answer: B

Explanation:

Explanation

Splits is a feature that should be used to meet this requirement. Splits allows users to assign credit to opportunity team members based on the level of effort contributed by each person toward each deal. Users can create different types of splits, such as revenue or overlay splits, and specify the percentage or amount of credit for each team member.

References: https://help.salesforce.com/s/articleView?id=sf.forecasts3_splits_overview.htm&type=5

NEW QUESTION # 129

The administrator at Cloud Kicks has been asked to replace two old workflow rules that are doing simple field updates when a lead is created to improve processing time.

What tool should the administrator use to replace the workflow rules?

- A. Quick Action Flow
- B. Screen Flow
- **C. Before Save Flow**
- D. Scheduled Flow

Answer: C

Explanation:

Explanation

Before Save Flows are a type of record-triggered flow that run before a record is saved and can update fields on that record without any additional actions or DML operations. They are faster and more efficient than workflow rules or process builder for simple field updates when a record is created or updated. References:

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

NEW QUESTION # 130

Ursa Major Solar wants to automatically notify a manager about any cases awaiting a response from an agent for more than 2 hours after case creation.

Which feature should an administrator use to fulfill this requirement?

- A. Omni-Channel Supervisor
- **B. Case Escalation Rule**
- C. Formula Field
- D. Assignment Rule

Answer: B

Explanation:

Explanation

Case escalation rules allow you to escalate cases based on certain criteria, such as time or priority.

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

NEW QUESTION # 131

Cloud Kicks executives have noticed the opportunity Expected revenue Field displays incorrect values.

How Should the administrator correct this?

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

Answer: A

NEW QUESTION # 132

The sales manager at cloud Kicks approves time off for their employees. They asked the administrator to ensure these requests are seen and responded to by a backup manager while the sales manager is out on vacation.

What should administrator use to fulfill the requirement?

- A. Delegated Administrator
- B. Approval history related list
- C. Delegated approver
- D. Two step Approval process

Answer: C

NEW QUESTION # 133

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