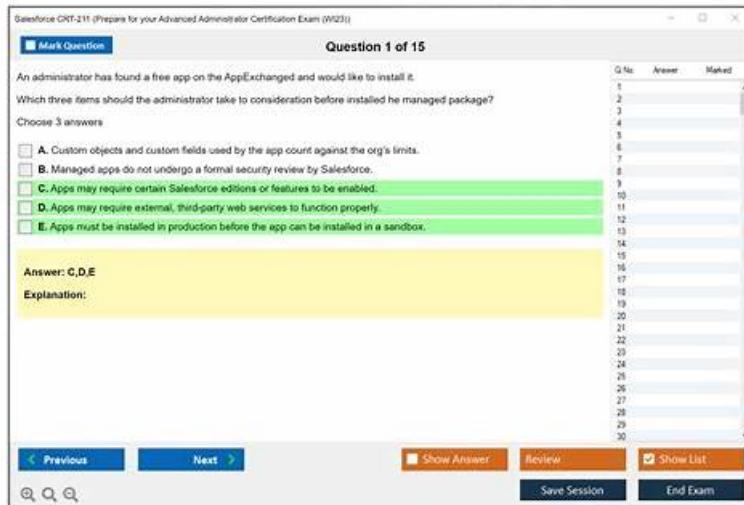


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Salesforce Certification Preparation for Advanced Administrator Sample Questions (Q68-Q73):

NEW QUESTION # 68

Users have been given Read/Write access to product support cases through criteria-based sharing rules. A user's profile only has the Read permission for cases. What is true about the user's ability to edit product support cases?

- A. The user will Only be able to edit cases manually shared with them
- B. The user will only be able to edit the cases that they created
- C. The user will be able to edit product support cases
- D. The user will not be able to edit product support cases

Answer: D

NEW QUESTION # 69

AW Computing sells a variety of software programs for its customers to choose from. Management wants to ensure that the customer automatically receives phone support when they purchase photo editing software. How should an administrator meet these requirements?

- A. Configure a flow to create a milestone on the asset upon purchase.
- B. Include a milestone to the product with a term of 365 days for phone support.
- C. Add an entitlement template to the pressure contract for phone support.
- D. Create a flow to attach an entitlement to the asset upon purchase.

Answer: D

Explanation:

An entitlement is a record that represents a customer's right to receive support or service based on the terms of a contract or agreement. An asset is a record that represents a product that a customer has purchased. To automatically provide phone support to customers who purchase photo editing software, the administrator can create a flow that attaches an entitlement to the asset upon purchase. The entitlement can have a term of 365 days and a service contract that specifies the phone support details. References: https://help.salesforce.com/s/articleView?id=sf.entitlements_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.assets_overview.htm&type=5

NEW QUESTION # 70

AW Computers has created a custom field called Government ID on a custom object. Most users with a custom Sales profile should be unable to access this field. A select group of Sales users called the Institutional Team should be able to access the Government ID field via reports. How should an administrator accommodate this request?

- A. Make a report with the Government ID field included. Share this report to the Institutional Team in a public reports folder.
- B. Create a permission set with Read access to the field. Assign the permission set to the Institutional Team.
- C. Mark the field as Read Only on the sales profile. Create a permission set to re-enable reporting for the Institution Team.
- D. Configure a report type with the Government ID field. Assign this report type to the Institutional Team via a permission set.

Answer: B

Explanation:

A permission set is a collection of settings and permissions that give users access to various tools and functions in Salesforce. A permission set can be used to extend users' functional access without changing their profiles. You can assign permission sets to individual users or groups of users based on their business needs. In this case, you can create a permission set with Read access to the Government ID field on the custom object and assign it to the Institutional Team users who need access to this field via reports. References: https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.perm_sets_create.htm&type=5

NEW QUESTION # 71

A sales manager wants to edit the opportunities owned by the sales team. The manager does not have Edit access to the Opportunity object. What is a recommended solution?

- A. Change the opportunity's organization-wide default setting to Public Read/Write
- B. Create a permission set and associate Edit opportunity to the user record
- C. Redefine the role hierarchy by enabling "grant access using hierarchies"
- D. Enable team selling on the Opportunity object to grant Read/Write access

Answer: B

NEW QUESTION # 72

An administrator is setting up Salesforce Knowledge and wants to implement an easy way for agents to create new articles from multiple objects.

Which two options could the administrator do to meet this requirement?

Choose 2 answers

- A. Create a custom quick action for each object.
- B. Add the New Article global action to required page layouts.
- C. Deploy a screen-based flow from the home page.
- D. Use the Service Setup Assistant to Configure Knowledge.

Answer: A,B

NEW QUESTION # 73

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