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Salesforce CRT-211 (Prepare for your Advanced Administrator Certification Exam (W23))

Mark Question

Question 1 of 15

An administrator has found a free app on the AppExchange and would like to install it. Which three items should the administrator take to consideration before installed he managed package?

Choose 3 answers

- ☐ A. Custom objects and custom fields used by the app count against the org's limits.
- ☐ B. Managed apps do not undergo a formal security review by Salesforce.
- ☒ C. Apps may require certain Salesforce editions or features to be enabled.
- ☒ D. Apps may require external, third-party web services to function properly.
- ☒ E. Apps must be installed in production before the app can be installed in a sandbox.

Answer: C,D,E

Explanation:

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The CRT-211 Exam is a computer-based test that consists of 60 multiple-choice questions. Candidates have 105 minutes to complete the exam, and the passing score is 65%. CRT-211 exam is administered by Salesforce and can be taken at one of their testing centers or online through their proctored testing service. Candidates must pay a fee to take the exam, and the certification is valid for two years. To maintain their certification, administrators must complete a maintenance module every two years.

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 retirements?

- A. Configure a flow to create a milestone co 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 conduct 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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