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## Salesforce Administrator Exam Syllabus Topics:

Section	Objectives	Weights
Workflow/Process Automation	<ul style="list-style-type: none"> <li>- Given a scenario, identify the appropriate automation solution based on the capabilities of the tool.</li> <li>- Describe capabilities and use cases for Flow.</li> <li>- Describe capabilities and use cases for the approval process.</li> </ul>	16%
Service and Support Applications	<ul style="list-style-type: none"> <li>- Describe the capabilities of case management. (for example: case, case assignment rules, and queues.)</li> <li>- Given a scenario, identify how to automate case management. (for example: support process, case auto-response rules, and case escalation.)</li> </ul>	11%
Object Manager and Lightning App Builder	<ul style="list-style-type: none"> <li>- Describe the standard object architecture and relationship model. (for example: standard object, parent/child, master detail/lookup/junction relationships, and record types.)</li> <li>- Explain how to create, delete, and customize fields and page layouts on standard and custom objects, and know the implications of deleting fields.</li> <li>- Given a scenario, determine how to create and assign page layouts, record types and business processes for custom and standard objects.</li> </ul>	20%

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## Salesforce ADM-201 Online Lab Simulation, ADM-201 Latest Exam Questions

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## Salesforce Certified Administrator Sample Questions (Q87-Q92):

### NEW QUESTION # 87

Universal Containers has a renewals sales team that will use the Opportunity object. They want to use many of the same picklist values that are already defined for the Stage field but will need unique picklist values for each team.

What feature allows a System Administrator to maintain the same Stage field with different values for two different teams?

- A. Record Types
- **B. Sales Processes**
- C. Page Layouts
- D. Permissions Sets

**Answer: B**

### NEW QUESTION # 88

Service reps in a call center do not have assigned desks. They sit at any available desk and use the computer on that desk to access Salesforce. A Platform Administrator has been asked to streamline the login process so the reps do not have to authenticate each time they log in at a different computer. Which function should the administrator use to implement this request?

- A. Multi-factor Authentication
- B. Permission Set
- **C. Trusted IP Ranges**
- D. Custom Profile

**Answer: C**

Explanation:

In Salesforce, Trusted IP Ranges (configured under Network Access in Setup) define a set of IP addresses from which users can log in without being prompted for a verification code (identity confirmation). In a call center environment where reps use different machines but are all within the same corporate network (sharing a common external IP or range), adding those corporate IPs to the Trusted IP Ranges list "streamlines" the login process. This prevents the system from seeing each new machine as an "unrecognized device". Multi-factor Authentication (Option C) actually adds an extra step to the login process, which is the opposite of streamlining. Profiles (Option A) and Permission Sets (Option D) can manage "Login IP Ranges" (which restrict access to specific IPs), but Trusted IP Ranges are the primary tool for bypassing identity verification within a known network.

### NEW QUESTION # 89

Adding Records: I must always search for a company or contact record BEFORE adding a new lead, opportunity, contact, or account into Salesforce.

- A. False
- **B. True**

**Answer: B**

Explanation:

Section: Volume J

Explanation/Reference:

### NEW QUESTION # 90

All of the following are default Account record types- with Client Management EXCEPT:

- A. Person Account Default
- **B. Partner Account Default**

