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Salesforce CRT-211: Certification Preparation for Advanced Administrator is an advanced-level exam that is designed for experienced Salesforce administrators who want to take their skills to the next level. Passing the CRT-211 Exam is the ultimate validation of your expertise in Salesforce administration and will help you stand out in the job market.

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Salesforce Certification Preparation for Advanced Administrator Sample Questions (Q39-Q44):

NEW QUESTION # 39

Users at AW Computing are receiving a duplicate message when they enter contacts with common first and last names.

Management wants to improve the user experience but also keep the data Integrity of contacts.

What should an administrator implement for this issue?

- A. Change the duplicate rule to report Instead of alert so the message is avoided.
- B. Add a secondary matching rule to the duplicate rule to match on the associated customer.
- C. **Update the matching method on the rule from fuzzy to exact for First Name and Last Name.**
- D. Include the Email field to the existing matching rule for a more exact match.

Answer: C

NEW QUESTION # 40

Ursa Major Solar (UMS) receives hundred of cases every week from both consumers and retail partners. UMS wants to ensure it's

meeting all service-level agreements to maintain high levels of customer satisfaction. What should the administrator do to help meet this goal?

- A. Expose the Service Contracts object in the Service Console for an agent to view when working a case.
- B. Design a Net Promoter Score survey using Surveys that is automatically sent when a case is closed.
- C. Configure the Milestones object on Service Contracts to sequential milestones for common case issues.
- D. Set up and configure Entitlement Process to design timelines and track issue resolution.

Answer: D

Explanation:

An entitlement process is a feature that allows you to define and enforce service-level agreements (SLAs) for your customers based on certain criteria and timelines. An entitlement process consists of milestones and actions that represent required steps and time limits for resolving customer issues. You can use entitlement processes to track if your support team is meeting your SLAs and provide consistent service quality to your customers. In this case, you can set up and configure entitlement processes for different types of cases and assign them to accounts or contacts based on their service contracts or warranties. References:

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

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

NEW QUESTION # 41

The administrator at Cloud Kicks made new fields and page layout adjustments based on new requirements from the service team. The changes have been built in a sandbox and are ready to be deployed into production.

What should an administrator do before deploying the change set in production?

- A. Make a new sandbox based on production to restore changes from.
- B. Request a new sandbox based on the sandbox where the changes were made.
- C. Create the fields and update the page layouts in production.
- D. Push the change set to another sandbox to restore from.

Answer: D

Explanation:

Change sets are tools that allow administrators to move customizations from one Salesforce org to another.

However, change sets do not track dependencies or conflicts between components in different orgs, so administrators need to manually verify that all required components are included in the change set and that they do not overwrite existing customizations in the target org. To avoid losing changes in production due to deploying an incomplete or incorrect change set, administrators should push the change set to another sandbox first and test it there before deploying it to production. References:

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

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

NEW QUESTION # 42

Northern Trail Outfitters requires the sales user to input a use case before moving the opportunity stage to qualified. A consultant has reviewed the business requirement and ran a report to check the state of data completion. When pulling a report for opportunities in the qualified stage or beyond, it appears that only 30% of records have a use case filled out with varying text strings.

What should the administrator recommend?

- A. Make the Use Case field required on the master Opportunity layout.
- B. Create a validation rule and add the Use Case field to the Stage Guidance in Path.
- C. Write a record-triggered flow that populates the Use Case field when an opportunity is closed.
- D. Use a quick action with the Use Case field in the layout, and add it as a Lightning component.

Answer: B

NEW QUESTION # 43

Cloud Kicks tracks project details in a custom Project object. Project Milestones are tracked in a second custom object, with a reference to the parent Project record. Users need to automatically create a standard set of related Project Milestones when a Project record is created.

What is the recommended automation solution?

- A. After-save autolaunched flow
- B. Before-save autolaunched flow
- C. Scheduled flow
- D. Field Service flow

Answer: A

NEW QUESTION # 44

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