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In recent years, some changes are taking place in this line about the new points are being constantly tested in the Salesforce Certified Administrator real exam. So our experts highlight the new type of ADM-201 questions and add updates into the practice materials, and look for shifts closely when they take place. As to the rapid changes happened in this ADM-201 Exam, experts will fix them and we assure your ADM-201 exam simulation you are looking at now are the newest version. And we only sell the latest ADM-201 exam questions and answers.

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## Salesforce Certified Administrator Sample Questions (Q46-Q51):

### NEW QUESTION # 46

The org wide default is set to private. Phil smith the owner of ABC account is a US Sales Rep reporting to the US Sales Director. The users in the US sales rep role can edit ALL opportunities associated with the accounts they own. Tim an EMEA sales rep owns an opportunity associated with the ABC account. Identify the correct role access.

- A. Tim can VIEW but cannot EDIT phils account.
- B. Phil can view but cannot edit Tims ABC opportunity
- C. Tim can VIEW and EDIT Phils account
- D. TIM cannot VIEW / EDIT phils account
- E. Phil can EDIT and VIEW Tims ABC opportunity

**Answer: A,E**

#### NEW QUESTION # 47

Editing Records: Which of these is NOT true? I can edit fields by:

- A. Double clicking within a field to add or edit data
- B. Clicking the "edit" button within a record detail page
- C. Selecting multiple records within a list view and editing them all at once
- D. **Calling Bill and making him edit my fields for me**

**Answer: D**

Explanation:

Section: Volume J

#### NEW QUESTION # 48

Which is a capability of the new Service Cloud console?

- A. It allows access to data by opening each record in a new window.
- B. **It allows agents to take notes in an interaction log while in a call.**
- C. **It provides data visibility by combining a list view and related records on one screen.**
- D. It preserves the context of calls using primary tabs and subtabs.
- E. **It allows agents to view key record information in the highlights panel.**

**Answer: B,C,E**

#### NEW QUESTION # 49

Which of the following types of packages can be upgraded?

- A. **Managed Packages**
- B. Both A & B
- C. None of the Above
- D. Unmanaged Packages

**Answer: A**

#### NEW QUESTION # 50

The service manager at Ursa Major Solar wants to let customers know that they have received their cases via email and their websites. Medium-priority and high-priority cases should receive different email notifications than low-priority cases. The administrator has created three email templates for this purpose.

How should an administrator configure this requirement?

- A. Include three assignment rules that fire when cases are created. Add a filter for case priority. Select the appropriate email template for each rule.
- B. Add three auto-response rules. Configure one rule entry criteria for each rule and set a filter for case priority. Select the appropriate email template for each rule entry.
- C. **Create one auto-response rule. Configure three rule entry criteria and set a filter for case priority. Select the appropriate email template for each rule entry.**
- D. Configure one workflow rule that fires when cases are created. Add a filter for case priority. Select the appropriate email template for the rule.

**Answer: C**

Explanation:

Explanation

Auto-response rules are used to automatically send email responses to lead or case submissions based on the criteria you define. You can create one auto-response rule per object (lead or case) and configure multiple rule entries with different criteria and actions within that rule. To meet the requirement of sending different email notifications based on case priority, you need to create one auto-

response rule for cases and configure three rule entries with filters for low-priority, medium-priority, and high-priority cases respectively. Then you need to select the appropriate email template for each rule entry action. References:  
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## NEW QUESTION # 51

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