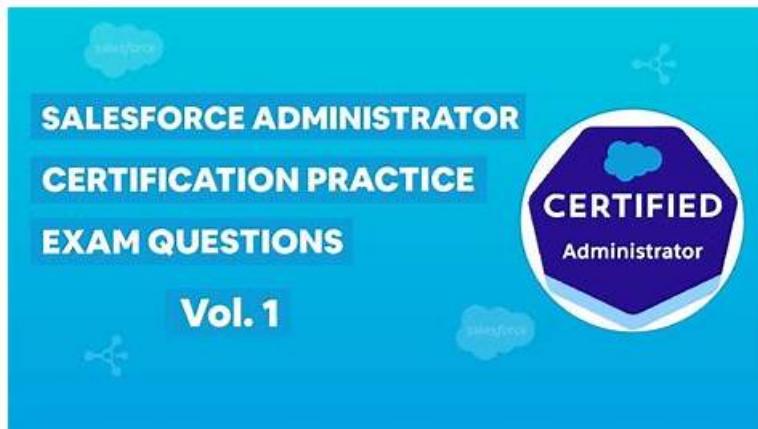


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Salesforce Certified Administrator Sample Questions (Q35-Q40):

NEW QUESTION # 35

DreamHouse Reality needs to use consistent picklist value on a category field on accounts and cases, with value respective to record types.

Which two features should the administrator use to fulfill this requirement?

Choose 2 Answers

- A. Global Picklist
- B. Multi-Select Picklist
- C. Dependent Picklist
- D. Custom Picklist

Answer: C,D

Explanation:

Explanation

A dependent picklist and a custom picklist are the two features that can be used to fulfill the requirement. A global picklist and a multi-select picklist are not features that can be used to fulfill the requirement.

Here is a more detailed explanation of why A and B are the correct answers:

A: Dependent Picklist

A dependent picklist is a picklist whose values are dependent on the value selected in another picklist. This is useful for ensuring that only valid values are selected for a field. In this case, the administrator can create a dependent picklist for the category field on accounts and cases, with the values for the picklist being dependent on the record type selected. This will ensure that only the relevant picklist values are available for selection based on the record type selected.

For example, the administrator could create a dependent picklist for the category field on accounts and cases with the following values:

Record Type: New Account

Picklist Values: Residential, Commercial

Record Type: Existing Account

Picklist Values: Renewal, Upsell, Cross-sell

This would ensure that only the relevant picklist values are available for selection when creating a new account or an existing account.

B: Custom Picklist

A custom picklist is a picklist that is created by the administrator. This is useful for creating picklists with values that are specific to the organization's needs. In this case, the administrator can create a custom picklist for the category field on accounts and cases, with the values for the picklist being specific to the organization's needs. This will ensure that the picklist values are relevant to the organization and its customers.

For example, the administrator could create a custom picklist for the category field on accounts and cases with the following values:

Picklist Values: Residential, Commercial, Land, Multi-Family

This would ensure that the picklist values are relevant to the organization and its customers.

NEW QUESTION # 36

How should an administrator support this request?

- A. Add Formula Fields to track Stages on each Opportunity.
- **B. Run the Opportunity Stage Duration report.**
- C. Use process builder to capture the daily average on each opportunity.
- D. Refresh weekly reporting snapshots for Closed Opportunities.

Answer: B

NEW QUESTION # 37

The events manager at dream house realty has a hot lead from a successful open house that needs to become a contact with an associated opportunity.

How should this be accomplished from the campaign keeping the associated campaign member history?

- **A. Convert the lead from the campaign member detail page.**
- B. Clone the lead and convert the cloned record to a contact.
- C. Delete the lead and create a new contact and opportunity.
- D. Add a contact from a campaign member detail page.

Answer: A

Explanation:

Explanation

To create a contact and an opportunity from a lead that is associated with a campaign, and keep the campaign member history, the administrator should convert the lead from the campaign member detail page. This will automatically create a contact, an account, and an opportunity that are linked to the campaign. Deleting, cloning, or adding a contact will not preserve the campaign member history.

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

NEW QUESTION # 38

Once an opportunity reaches the negotiation stage at cloud kicks, The Amount fields becomes required for sales users. Sales managers need to be able to move opportunities into this stage without knowing the amount.

How should the administrator require this field during the negotiation stage for sales users but allow their managers to make changes?

- A. Create a formula field to fill in the field for managers.
- **B. Configure a validation rule to meet the criteria.**
- C. Make the field required for all users.
- D. Assign the administrator profile to the managers.

Answer: B

Explanation:

Explanation

To require the Amount field during the negotiation stage for sales users but allow their managers to make changes, the administrator should configure a validation rule that checks if the user profile is not a sales manager, the stage is negotiation, and the amount is blank. This will prevent sales users from saving the record without entering an amount, but allow sales managers to do so. Making the field required for all users will not meet the requirement. Creating a formula field or assigning the administrator profile to the managers will not affect field requirement. References:

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

NEW QUESTION # 39

Cloud Kicks need to be able to show different picklist values for sales and marketing users.

Which two options will meet this requirement?

Choose 2 answers

- A. Two permission sets, one record type, one picklist
- B. One record type, two profiles, one picklist
- **C. One page layout, two record types, one picklist**
- **D. Two page layouts, one record type, two picklists**

Answer: C,D

NEW QUESTION # 40

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