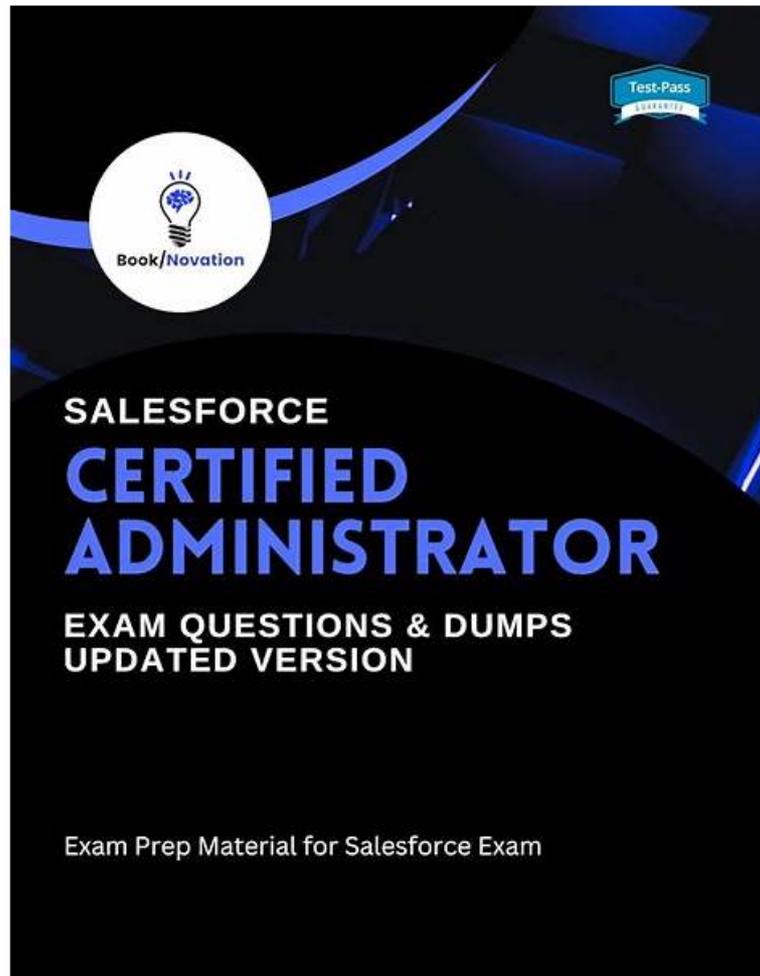


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The Salesforce Certified Administrator certification is intended for individuals who work with Salesforce on a daily basis and are responsible for managing and customizing the Salesforce platform. They are expected to have a thorough understanding of Salesforce's features and capabilities and be able to configure and maintain the platform to meet the needs of their organization. Salesforce Certified Administrator certification is also useful for those who are seeking career advancement or looking to transition into a Salesforce administrator role.

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Salesforce Certified Administrator exam is a multiple-choice exam that consists of 60 questions. Salesforce-Certified-Administrator Exam Duration is 105 minutes, and the passing score is 65%. Salesforce-Certified-Administrator exam is available in multiple languages, including English, Spanish, French, German, Japanese, and Portuguese. To take the exam, individuals must register on the Salesforce website and pay the exam fee. Salesforce also provides study materials, including trailhead modules, documentation, and practice exams, to help individuals prepare for the exam. Salesforce Certified Administrator certification is valid for three years, and individuals must pass a maintenance exam to renew their certification.

Salesforce Certified Administrator Sample Questions (Q166-Q171):

NEW QUESTION # 166

An administrator at Universal Containers is reviewing current security settings in the company's Salesforce org. What Should the administrator do to prevent unauthorized access to Salesforce?

- A. Enable caching and autocomplete on login page
- B. Disable TLS requirements for sessions.
- C. Customize organization wide default
- **D. Enable multi factor authentication**

Answer: D

Explanation:

Explanation

Multi factor authentication (MFA) is a security feature that requires users to verify their identity using two or more factors when they log in to Salesforce. It can help prevent unauthorized access to Salesforce by adding an extra layer of protection beyond username and password. Enabling MFA can be done by administrators in the security settings or by users in their personal settings. Disabling TLS requirements for sessions, customizing organization wide defaults, or enabling caching and autocomplete on login page are not actions that would prevent unauthorized access to Salesforce; in fact, they may reduce security or have no effect on security at all.

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

NEW QUESTION # 167

Universal Containers requires that when an Opportunity is closed won, all other open opportunities on the same account must be marked as closed lost.

Which automation solution should an administrator use to implement this request?

- A. Quick Action
- **B. Flow Builder**
- C. Workflow Rule
- D. Outbound Message

Answer: B

Explanation:

Explanation

Flow Builder allows you to create an automated business process that can update records based on certain criteria. You can use a scheduled flow to run once a week and count the number of open cases related to an account.

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

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

NEW QUESTION # 168

Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on pacific time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support.

How should an administrator solve for this issue?

- A. Set temporary business hours for each time zone.

- **B. Create one set of business hours per time zone.**
- C. Allow the reps to set business hours manually.
- D. Adjust the current business hours to accommodate the Eastern Time Zone.

Answer: B

Explanation:

Explanation

Business hours are used to specify the days and hours when your company's employees work. You can create multiple sets of business hours for different time zones or regions and assign them to users based on their location or function. To meet the requirement of having different business hours for reps on Pacific time and Eastern time, you need to create one set of business hours per time zone and assign them accordingly.

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

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

NEW QUESTION # 169

The administrator at Cloud Kicks deleted a custom field but realized there is a business unit that still uses the field. What should an administrator take into consideration when undeleting the field?

- A. The field needs to be re-added to reports.
- **B. The field history will remain deleted.**
- C. The field needs to be re-added to page layouts.
- D. The field needs to be restored from the recycle bin.

Answer: B

Explanation:

Explanation

When an administrator deletes a custom field, Salesforce moves it to the deleted fields list for 15 days, during which time it can be undeleted or erased permanently. If the administrator undeletes the field within 15 days, most of its properties and data are restored, except for its field history data, which remains deleted and cannot be recovered. References:

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

NEW QUESTION # 170

A sales rep at Ursa Major Solar has launched a series of networking events. They are hosting one event per month and want to be able to report on campaign ROI by month and series.

How should the administrator set up the Campaign to simplify reporting?

- A. Configure campaign Member Statuses to record which event members attended.
- **B. Use Campaign Hierarchy where the monthly events roll up to a parent Campaign**
- C. Create individual Campaigns that all have the same name.
- D. Add different record types for the monthly event types.

Answer: B

Explanation:

Explanation

Campaign hierarchy is a feature that allows administrators to organize campaigns into a parent-child relationship, where the parent campaign represents a larger initiative and the child campaigns represent smaller or more specific activities within that initiative. Using campaign hierarchy can help Ursa Major Solar report on campaign ROI by month and series by creating a parent campaign for the series of networking events and creating individual child campaigns for each monthly event. The parent campaign can show the aggregated metrics and ROI for the entire series, while the child campaigns can show the metrics and ROI for each month.

Adding different record types for the monthly event types, creating individual campaigns that all have the same name, or configuring campaign member statuses to record which event members attended are not solutions for reporting on campaign ROI by month and series; they either do not group campaigns into a hierarchy or do not track campaign metrics or ROI.

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

NEW QUESTION # 171

