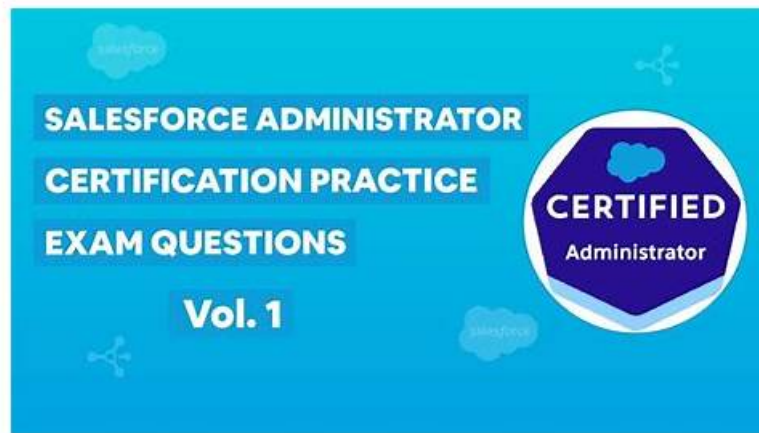


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Salesforce Certified Administrator Sample Questions (Q82-Q87):

NEW QUESTION # 82

Cloud Kicks generates leads for its different product categories (shoes, apparel, and accessories) through many different sources. While some lead sources are used for all three categories, other lead sources are specific to a single category. The VP of marketing requests that only the proper lead sources be displayed based on the product category chosen. How should the administrator configure Salesforce to meet this requirement?

- A. Create a dependency between the Product Category field and Lead Source field.
- B. Create a page layout for each category and filter the Lead Source field based on category.
- C. Create business processes and record types for each of the three product categories.
- D. Create a single business process, then create record types for each product category.

Answer: A

Explanation:

Explanation

To display only the proper lead sources based on the product category chosen, an administrator should create a dependency between the Product Category field and Lead Source field on Lead object. A dependency is a relationship between two picklist fields that restricts the values available in one picklist based on the value selected in another picklist. For example, an administrator can create a dependency that shows only Online Store and Social Media as lead sources if Product Category is Shoes, but shows only Trade Show and Magazine as lead sources if Product Category is Apparel. Creating a page layout for each category, creating business processes and record types for each category, or creating a single business process with record types for each category will not display only the proper lead sources based on the product category chosen.

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

NEW QUESTION # 83

Northern Trail Outfitters wants to know the average stage duration for all closed Opportunities. How should an administrator support this request?

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

Answer: A

Explanation:

Explanation

The Opportunity Stage Duration report is a standard report that shows how long opportunities spend in each stage before they are closed. It can be used to measure the average stage duration for all closed opportunities by grouping and summarizing the data by stage name and duration fields. Using process builder to capture the daily average on each opportunity is not feasible because it would require creating multiple fields and formulas on the opportunity object and updating them every day. Adding formula fields to track stages on each opportunity is also not practical because it would require creating multiple fields and formulas on the opportunity object and maintaining them every time a stage changes. Refreshing weekly reporting snapshots for closed opportunities is not necessary because the report can run on real-time data without snapshots.

References:

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

NEW QUESTION # 84

Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than 2 hours to an urgent Case queue and alert the support manager.

which feature should an administrator configure to meet this requirement?

- A. Case Dashboard Refreshes.

- B. Case Assignment Rules.
- **C. Case Escalation Rules.**
- D. Case Scheduled Reports.

Answer: C

Explanation:

Explanation

Case escalation rules are a way to automatically escalate cases that meet certain criteria, such as being open for more than a specified time or having a certain priority. Escalation rules can assign cases to a different owner or queue and send email notifications to the support manager or other recipients.

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

NEW QUESTION # 85

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

Answer: A,D

Explanation:

Explanation

To show different picklist values for sales and marketing users, you can either use record types or profiles.

Record types allow you to have different picklist values for different page layouts assigned to different profiles. Profiles allow you to restrict picklist values based on user permissions.

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

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

NEW QUESTION # 86

AW Computing has added a new custom text field called Market Segment on the Lead object. When a Lead is converted, the new field is not getting copied to the Account record.

What should the administrator do to ensure the Market Segment field from a Lead is copied to the converted Account record in routine?

- A. Write a Validation Rule to ensure the Account has a value in that field.
- B. Ensure Account has a field that has the exact same name as the new Lead field.
- **C. Write a record-triggered flow to copy the custom field from Lead to Account.**
- D. Ensure the Market Segment field on the Lead is mapped to right field on Account.

Answer: C

NEW QUESTION # 87

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