

ADM-201 Reliable Test Test - Learning ADM-201 Materials



Exam Details

- **Total Questions** – 60 questions
- **Length of Test** – 90 minutes
- **Type of Questions** – Multiple choice Questions
- **Passing Score** – Almost 65%
- **Exam Price** – USA 200\$

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Salesforce ADM-201 Certification Exam is ideal for individuals who want to enhance their Salesforce skills and knowledge. Salesforce Certified Administrator certification is suitable for Salesforce Administrators, Consultants, Developers, and other professionals who work with Salesforce. Salesforce Certified Administrator certification is also beneficial for individuals who want to pursue a career in Salesforce Administration.

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Salesforce ADM-201 Exam is designed to test the candidate's understanding of the Salesforce platform, its features, and its functionality. It covers a range of topics, including Salesforce administration, customization, security, data management, and reporting. Successful candidates are able to configure and manage Salesforce to meet the specific needs of their organization.

Salesforce Certified Administrator Sample Questions (Q12-Q17):

NEW QUESTION # 12

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 two hours to an urgent Case queue and alert the support manager.

Which feature should an administrator configure to meet this requirement?

- **A. Case Escalation Rules**
- B. Case Scheduled Report
- C. Case Dashboard Refreshes
- D. Case Assignment Rules

Answer: A

Explanation:

Explanation

Case escalation rules are a feature that can be used to meet this requirement. Case escalation rules can 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 # 13

_____ are words or short phrases that users can associate with most Salesforce.com records to describe and organize their data in a personalized way?

- A. Tags
- B. Views
- C. Home Pagelayout
- D. Apps
- E. Dashboards

Answer: A

NEW QUESTION # 14

A manager wants to pend all task assigned to his team so that the due date will be pushed a few days forward.

- A. Go to Tasks tab and find the Mass Reschedule link in the Tools section
- B. There is no such standard functionality yet in Salesforce.
- C. He can go to Your Name > Setup > Customize > Activities > Tasks > Manage Task
- D. He needs to have Edit Tasks permission

Answer: B

Explanation:

Section: Volume J

Explanation/Reference:

NEW QUESTION # 15

If you defined a custom fiscal year structure, your company can not revert to the Gregorian calendar for fiscal purposes.

- A. True
- B. False

Answer: A

Explanation:

Section: Volume J

NEW QUESTION # 16

When I convert a lead to an Opportunity, I must give the opportunity a unique name so I know what it is (ex: Pacific Bank – Red Package).

- A. True
- B. False

Answer: A

NEW QUESTION # 17

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