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Salesforce is a cloud-based software company that provides a wide range of customer relationship management (CRM) tools to businesses of all sizes. One of the most important aspects of Salesforce is the ability to customize and extend its functionality to meet unique business needs. The Salesforce ADX-211 Certification Exam is specifically designed to test an individual's ability to administer, extend, and automate Salesforce.

Salesforce Administer, Extend, and Automate Salesforce Sample Questions (Q16-Q21):

NEW QUESTION # 16

Universal Containers has a Private sharing model for Accounts and Opportunities. A new team is being created from within the sales team that will be assigned all renewal opportunities. These users will need to see all closed won opportunities while keeping the account private.

How should the administrator meet this requirement?

- A. Update the organization-wide default on Opportunities to Public Read Only and add them to the opportunities team.
- B. Create a new profile for the renewals team with View All permission enabled on Accounts and Opportunities.
- **C. Create a public group for the renewals team and create a criteria based sharing rule on Opportunities.**
- D. Create a permission set with View All enabled on Accounts and assign it to the new users.

Answer: C

Explanation:

A public group is a grouping of users, roles, roles and subordinates, or other groups that can be used to share access to records or folders. A sharing rule is a rule that grants additional access to records based on certain criteria or ownership. In this case, the administrator should create a public group for the renewals team and create a criteria based sharing rule on opportunities that grants read-only access to the group for all closed won opportunities. This way, the renewals team can see all the opportunities that are eligible for renewal while keeping the account private. Reference: https://help.salesforce.com/s/articleView?id=sf.admin_sharing.htm&type=5

NEW QUESTION # 17

A user started to work remotely. They are having an issue logging in.

What could be the issue?

- A. The login session has expired for this user.
- B. They are signing in from a mobile device.
- **C. The user Is not In the IP range for their profile.**
- D. The time zone for the profile is outside of login hours.

Answer: C

Explanation:

IP ranges are settings that restrict login access to Salesforce from specific IP addresses. Administrators can set IP ranges at the org level or at the profile level. If a user tries to log in from an IP address that is outside the allowed range for their profile or their org, they will not be able to access Salesforce. Therefore, if a user started to work remotely and is having an issue logging in, it could be because they are not in the IP range for their profile or their org. Reference: https://help.salesforce.com/s/articleView?id=sf.security_networkaccess.htm&type=5

NEW QUESTION # 18

Universal Containers' support team wants to use Salesforce Knowledge to allow customers and the support team to have access to the product documentation. There are many different types of documentation with usage across the globe.

What feature should the administrator configure?

- **A. Define data categories and visibility.**
- B. Enable the Case Feed.
- C. Create article types.
- D. Setup record types and page layouts.

Answer: A

Explanation:

Data categories and visibility are features that allow you to organize and control access to your Salesforce Knowledge articles based on different topics or criteria. Data categories are logical groupings of articles that reflect your business needs and processes. You can create a data category group and assign it to one or more article types, and then create data categories and subcategories within that group. Data category visibility is a setting that determines which data categories users can access based on their profiles or permission sets. You can use data categories and visibility to provide relevant and appropriate product documentation to your customers and support team. Reference: https://help.salesforce.com/s/articleView?id=sf.knowledge_categories.htm&type=5

NEW QUESTION # 19

Northern Trail Outfitters (NTO) has a private sharing model for records containing a customer's credit information. These records

should be visible to a sales rep's manager but hidden from their colleagues.

How should an administrator adjust NTO's sharing model to ensure the correct amount of confidentiality?

- A. Grant access using hierarchies via the sharing settings.
- B. Add View All access for the object via the managers profile.
- C. Use validation rules targeting the logged-in user.
- D. Create sharing rules for each manager based on the record owner.

Answer: A

NEW QUESTION # 20

Cloud Kicks has an export of Order and Order Item data from an enterprise resource planning (ERP) system. The data must be imported into the Salesforce Order and Order Product objects, while maintaining the relationships in the data.

What are two ways the administrator should load the data?

Choose 2 answers

- A. Map an External ID data value to the object.
- B. Use an Upsert operation to load data.
- C. Use an Insert operation to load data.
- D. Replace the Salesforce record ID with the External ID.

Answer: A,B

NEW QUESTION # 21

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