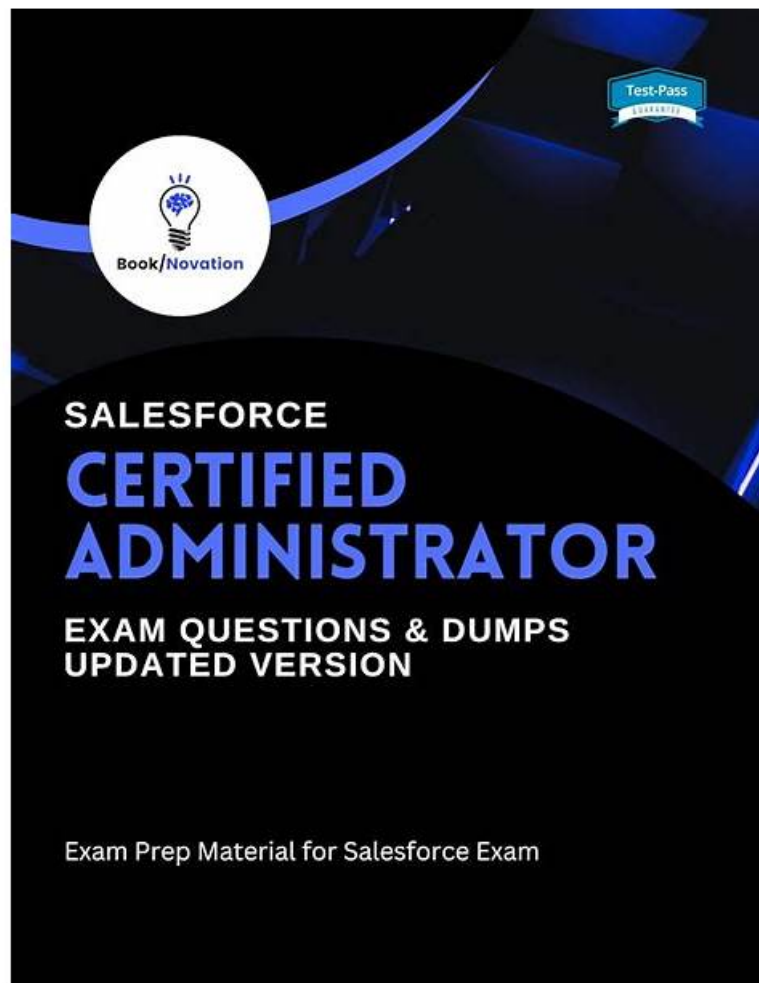# Salesforce-Certified-Administrator Questions Exam - New Salesforce-Certified-Administrator Dumps Book

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Salesforce Salesforce-Certified-Administrator Exam Syllabus Topics:

Topic	Details

Topic 1	• Configuration and Setup: This section of the exam covers information found in the company settings, distinguishing and understanding the administration of declarative configuration of the user interface. For a particular scenario, this topic of the exam covers demonstrating the proper setup and maintenance of users.
Topic 2	• Service and Support Applications: This section of the exam explains the capabilities of case management and its automation.
Topic 3	• Workflow • Process Automation: This section of the exam covers the identification of the right automation solution based on the capabilities of the tool. It also covers explaining capabilities and use cases for Flow as well as use cases for the approval process.

Salesforce Certified Administrator certification exam tests your knowledge of various aspects of Salesforce administration, such as managing users, security and access, data management, workflow automation, and more. Salesforce-Certified-Administrator Exam consists of 60 multiple-choice questions, and you have 90 minutes to complete it. To pass the exam, you need to score at least 65%.

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Salesforce-Certified-Administrator exam is intended for professionals who have experience working with Salesforce and want to validate their knowledge and skills. Salesforce-Certified-Administrator exam is ideal for administrators, developers, consultants, and other professionals who work with Salesforce on a regular basis. Salesforce-Certified-Administrator Exam is also suitable for individuals who are looking to expand their career opportunities in the Salesforce ecosystem.

Salesforce Certified Administrator Sample Questions (Q233-Q238):

NEW QUESTION # 233
An Administrator supporting global team of salesforce users has been asked to configure the company settings Which two options should the administrator configure?
Choose 2 Answers

- A. Login Hours
- B. Password Policy
- C. Default Language
- D. Currency Local

Answer: C,D

Explanation:
Explanation
Default language and currency locale are two options that an administrator should configure in the company settings to support a global team of Salesforce users. Default language determines the language that is used for labels, buttons, tabs, help text, and messages in Salesforce for all users unless they override it in their personal settings. Currency locale determines the format of currency fields and numbers in Salesforce for all users unless they override it in their personal settings or enable multiple currencies.
References:
https://help.salesforce.com/s/articleView?id=sf.admin_supported_languages.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.admin_supported_currencies.htm&type=5

NEW QUESTION # 234
Ursa Major Solar wants to assist users with a guided expense report process to simplify submissions, routing, and authorizations.
Which two tools should an administrator use to build this solution?
Choose 2 answers

- A. Flow Builder
- B. Quick Action
- C. Approval Process
- D. Validation Rule

Answer: A,C

Explanation:
Explanation
Flow builder and approval process are two tools that can be used by Ursa Major Solar to assist users with a guided expense report process to simplify submissions, routing, and authorizations. Flow builder is a tool that allows administrators to create flows, which are guided processes that collect data and perform actions in Salesforce; it can be used to create a screen flow that guides users through the steps of submitting an expense report, such as entering expense details, uploading receipts, etc. Approval process is a tool that allows administrators to create approval processes, which are automated processes that require approval from one or more approvers; it can be used to create an approval process that routes expense reports to the appropriate managers for authorization based on certain criteria, such as amount, type, etc. Validation rule, quick action are not tools for building a guided expense report process; they are used for different purposes such as enforcing data quality or creating records. References:
https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.approvals_considerations.htm&type=5

NEW QUESTION # 235
Cloud Kicks has a Customer success agent going on leave and needs to change ownership on multiple cases.
Which two users are able to fulfill this request?
Choose 2 answers

- A. A user with the System Administrator profile.
- B. A user with the Manage Cases Permission
- C. A user with ReadPermission on account.
- D. A user with manager role above the agent.

Answer: A,D

Explanation:
Explanation
A user with manager role above the agent can change ownership on multiple cases that are owned by the agent or by users below the agent in the role hierarchy. A user with the System Administrator profile can change ownership on any case, regardless of the owner or role hierarchy. References:
https://help.salesforce.com/s/articleView?id=sf.case_change_owner.htm&type=5https://help.salesforce.com/s/art

NEW QUESTION # 236
The Administrator at Cloud Kicks need to automatically route support cases, regardless of how they are created, to a queue based on case priority.
What tool should the administrator use?

- A. Web-to-case
- B. Assignment Rules
- C. Auto-Response Rules
- D. Email-to-Case

Answer: B

Explanation:
Explanation
Assignment rules are tools that allow administrators to automatically route records to users or queues based on certain criteria. For

example, an assignment rule can assign cases to different queues based on case priority, origin, type, or other fields. Assignment rules can be triggered when records are created manually, via email, web, or API. Assignment rules consist of multiple rule entries that define the criteria and actions for each assignment scenario. References:

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

NEW QUESTION # 237

Support agent at Cloud Kicks are spending too much time finding resources to solve cases.

The agents need a more efficient way to find documentation and similar cases from the Case page layout.

How should an administrator meet this requirement?

- A. Use an interview flow to capture Case details.
- B. Configure Knowledge with articles and data categories.
- C. Create a custom object to capture popular case resolutions.
- D. Direct users to Global Search to look for similar cases.

Answer: B

Explanation:
Explanation
Knowledge is a feature that can be used to meet this requirement. Knowledge allows users to create, manage, and share articles that provide information and solutions for common issues or questions. Data categories can be used to organize articles into different topics and make them easier to find and access. Users can view related articles from the Case page layout based on the data category of the case. References:

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

NEW QUESTION # 238

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