

Salesforce Advanced-Administrator Exam Questions—Experts Are Here To Help You



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Salesforce Certified Advanced Administrator Sample Questions (Q133-Q138):

NEW QUESTION # 133

Universal Containers wants to assign a task due date on one of two fields. Estimated Shipping Date or Client Need By Date, which is further in the future.

Which two combined automation tools should the administrator use to create the task record and assign based on date criteria?

Choose 2 answers

- A. Configure a workflow to create the task.
- B. Make a Process Builder to create the task.
- C. Create a formula capture the MAX date.
- D. Design an approval process to capture the furthest date.

Answer: B,C

Explanation:

Two combined automation tools that the administrator can use to create the task record and assign based on date criteria are:

* Create a formula field to capture the MAX date. A formula field is a custom field that calculates a value based on other fields or expressions. In this case, a formula field can be used to capture the maximum value between Estimated Shipping Date and Client Need By Date fields and store it as a date value.

* Make a Process Builder to create the task. A Process Builder is an automation tool that allows you to create processes that perform actions based on certain criteria. In this case, a Process Builder can be used to create a task record when a certain condition is met and assign its due date based on the formula field value.

The other two options are incorrect because:

* An approval process is an automation tool that allows you to route records for approval based on certain criteria and approval steps. It does not create or assign tasks based on date criteria.

* A workflow rule is an automation tool that allows you to perform actions based on certain criteria and evaluation time. It does not create or assign tasks based on date criteria.

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

NEW QUESTION # 134

What are the types of Pricebook ? Choose 2

- A. Discount
- B. List Price
- C. Standard
- D. Master Price

Answer: B,C

NEW QUESTION # 135

Which of the following is NOT true about article types in Salesforce Knowledge? * (1 Point)

- A. Article Types should enable 'actionable' content.
- B. Article Types are typically short HTML documents.
- C. An organization must have 2 article types to enable Knowledge.
- D. Article Types may include attachments.

Answer: C

NEW QUESTION # 136

Ursa Major Solar wants to add a chat component to its corporate website, where its service agents can respond directly from Salesforce.

What are two considerations the administrator should understand before adding Chat to the Service Console?

Choose 2 answers

- A. Chat can only be added to Standard navigation Lightning apps.
- B. Chat must be routed with Omni-Channel in Lightning Experience.
- C. Chat is unavailable in Lightning Experience if also using Omni-Channel.
- D. Chat can only be added to Console navigation Lightning apps.

Answer: B,D

Explanation:

Explanation

Chat must be routed with Omni-Channel in Lightning Experience because Omni-Channel is the only way to route chats to agents in Lightning Experience . Chat can only be added to Console navigation Lightning apps because Chat is a console app feature and requires a console app with a console navigation style2. References:

1 https://help.salesforce.com/s/articleView?id=sf.live_agent_chat_omnichannel.htm&type=5 2

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

NEW QUESTION # 137

A sales rep at Ursa Major Solar was assigned to a role under their manager and is the record owner of several opportunities; however, the sales rep is missing from the manager's forecast.

What should the administrator review to solve this issue?

- A. Allow Override Forecasts
- B. Enable manager adjustments
- C. Enable owner adjustment
- **D. Allow Forecasting**

Answer: D

Explanation:

Allow Forecasting is what the administrator should review to solve this issue. Allow Forecasting is a user permission that enables users to access and edit forecasts. If a user does not have this permission, they will not be able to see their own forecast or any forecasts below them in the role hierarchy. Therefore, the administrator should make sure that the sales rep has this permission enabled on their profile or permission set.

NEW QUESTION # 138

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