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Salesforce Certified Administrator Sample Questions (Q109-Q114):

NEW QUESTION # 109

Cloud Kicks executives have noticed the opportunity Expected revenue Field displays incorrect values. How Should the administrator correct this?

- A. Modify the closed won value associated with the stage.
- **B. Change the probability associated with the stage.**
- C. Adjust the forecast category associated with the stage.
- D. Update the expected revenue associated with the stage.

Answer: B

Explanation:

Explanation

Expected revenue is calculated as Amount x Probability. If the expected revenue field displays incorrect values, it means that the probability associated with the stage is not accurate. The administrator should change the probability to reflect the actual likelihood of closing the opportunity at that stage.

References: https://help.salesforce.com/s/articleView?id=sf.forecasts3_expected_revenue.htm&type=5

NEW QUESTION # 110

Cloud Kicks is Introducing a new shoe model and wants to advertise on TV, radio, print, and social under the banner of a called New Runners. In addition, total statistics for this marketing effort need to be aggregated and visible. Which feature should the administrator use to implement this functionality?

- **A. Parent campaign field**
- B. Master-detail relationship
- C. Junction object
- D. Lookup relationship

Answer: A

Explanation:

Explanation

To advertise on TV, radio, print, and social under one banner called New Runners and aggregate total statistics for this marketing effort, an administrator should use Parent campaign field on Campaign object. This field allows creating hierarchical relationships between campaigns by specifying one campaign as parent of another campaign. Parent campaigns roll up statistics from child campaigns such as number of leads generated, amount of revenue won etc. For example, an administrator can create four child campaigns for TV, radio, print and social ads respectively and link them to one parent campaign called New Runners using Parent campaign field. Junction object, lookup relationship, and master-detail relationship are not features related to Campaign object or hierarchy. References:

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

NEW QUESTION # 111

Northern Trail Outfitters wants emails received from customers to generate cases automatically. How should the administrator ensure that the emails are sent to the correct queue?

- **A. Configure Email-to-Case so emails are delivered to the correct queue**
- B. Utilize a flow to identify the correct queue and assign the case.
- C. Create an Escalation Rules to send cases to the correct queue.
- D. Use a custom email services to set the owner of the case upon creation.

Answer: A

Explanation:

Explanation

Email-to-Case allows administrators to set up routing addresses that automatically create cases from incoming emails and assign

them to queues based on predefined criteria. This way, emails from customers can generate cases automatically and be sent to the correct queue. A flow is a tool for building automated processes, but it is not designed for email routing. A custom email service is a way to process inbound emails using Apex code, but it requires coding skills and is more complex than Email-to-Case. An escalation rule is a way to escalate cases based on certain conditions, but it does not create cases from emails or assign them to queues.

References: https://help.salesforce.com/s/articleView?id=sf.customize_email2case.htm&type=5

NEW QUESTION # 112

An Administrator wants to trigger a follow-up task for the opportunity owner when they close an opportunity as won and another task after 60 days to check in with the customer.

which two automation tools should the administrator use?

Choose 2 answers

- A. workflow Rule
- **B. Field Update**
- **C. process builder**
- D. Outbound Message

Answer: B,C

Explanation:

Explanation

Process builder can be used to create a record-triggered flow that executes when an opportunity is closed as won and creates a follow-up task for the owner. Field update can be used to update a date field on the opportunity that can be referenced by a time-dependent workflow rule to create another task after 60 days.

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

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

NEW QUESTION # 113

Universal Containers wants to provide reseller partners with discounted prices on the products they purchase.

How should an administrator configure this requirement?

- **A. Create a separate PriceBook for reseller partners.**
- B. Build separate reseller partner products.
- C. Use a different Opportunity record type.
- D. Add a Partner_Discount_c field to the Opportunity

Answer: A

Explanation:

Explanation

A PriceBook is a feature that allows administrators to define different prices for the same products based on different criteria such as customer segment, region, channel, etc. For example, a PriceBook can provide reseller partners with discounted prices on the products they purchase compared to regular customers. A PriceBook consists of one or more PriceBook entries that specify the product ID, pricebook ID, list price, currency, and active status for each product-pricebook combination. References:

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

NEW QUESTION # 114

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