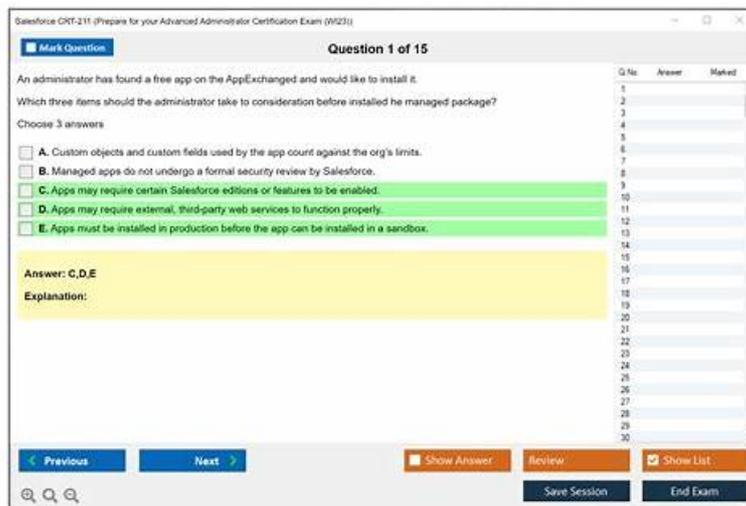# CRT-211 Exam Material & Valid CRT-211 Exam Tips

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Salesforce Certification Preparation for Advanced Administrator Sample Questions (Q57-Q62):

NEW QUESTION # 57
Cloud Kicks uses a Review junction object to track product reviews by account. the Review object has a Master-Detail relationship to Account and a Master-Detail relationship to a customer Product object. A user accidentally deleted the Account, Product, and related Review records.
How should the deleted Review records be restored?

- A. Restore the Review junction object record from the Recycle Bin.
- B. Restore either the Account or Product master records from the Recycle Bin.
- C. The Review object records are permanently deleted without the ability to restore.
- D. Restore both the Account and Product master records from the Recycle Bin.

Answer: D

Explanation:

To restore the deleted Review records, you need to restore both the Account and Product master records from the Recycle Bin. A master-detail relationship is a type of relationship that links two objects together and enforces a parent-child relationship between them. A master-detail relationship affects the security and deletion of the child records. If you delete a master record, all of its detail and subdetail records are deleted as well and moved to the Recycle Bin. To restore a detail or subdetail record, you must first restore its parent record. References: https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.recyclebin_overview.htm&type=5

NEW QUESTION # 58

Cloud Kicks has a very large knowledge base in Salesforce, Service reps are having a hard the finding the most reviewing articles because there are too many search results.

What should the administrator do to help service reps quickly narrow down the number of articles?

- A. Implement and configure Data Categories.
- B. Delete and remove old Knowledge articles.
- C. Activate and configure Einstein Search.
- D. Update Knowledge to auto-search the case's subject.

Answer: A

Explanation:
Data Categories are a way to organize and classify knowledge articles into a hierarchical structure based on topics or criteria. Data Categories can help service reps quickly narrow down the number of articles by filtering or browsing by category. Data Categories can also be used to control the visibility and access of articles for different users or roles.

NEW QUESTION # 59

Cloud Kicks users need to link multiple Case records to multiple Outcome records stored in a custom object.

Any user that can view the Case record must be able to create a link. The administrator creates a Case Outcome custom object.
What is the recommended option to use when adding a field to Case Outcome?

- A. Lookup relationship with Read/Write sharing setting
- B. Master-detail relationship with Read-Only sharing setting.
- C. Lookup relationship with Ready-Only sharing setting.
- D. Mater-detail relationship with Read/Write sharing setting

Answer: A

Explanation:
A lookup relationship with Read/Write sharing setting is the recommended option to use when adding a field to Case Outcome custom object. A lookup relationship is a type of relationship that links two objects together and allows users to associate one record with another. A lookup relationship does not affect the security or deletion of either record and can be optional or required. In this case, you can create a lookup relationship field on Case Outcome object that references Case object and allows users to link multiple Case records to multiple Case Outcome records. You can also set the sharing setting for the lookup field to Read/Write, which means that users who have access to the parent record can also access and edit the child record. References: https://help.salesforce.com/s/articleView?id=sf.relationships_lookup.htm&type=5 https://help.salesforce.com /s/articleView?id=sf.relationships_considerations_lookup.htm&type=5

NEW QUESTION # 60

how can an administrator use the service cloud console to increase the efficiency of support users? choose 3

- A. configure it to manage chatter answers cases and live agent chat conversations.
- B. configure the idea themes page layout with buttons and links to case detail information
- C. enable the service cloud console application in salesforce communities.
- D. use publisher actions in case feed to combine the publisher extension menus in a single row.
- E. customize the softphone to provide a screen pop-up on incoming support calls.

Answer: A,C,E

NEW QUESTION # 61

Universal Containers suspects a used is logging in as other users and editing Account records without their approval.
Where would an administrator go to verify who is logging in as other users?

- A. Users Login History
- B. Setup Audit Trail
- C. Debug Logs
- D. History Tracking on the Account

Answer: B

NEW QUESTION # 62

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