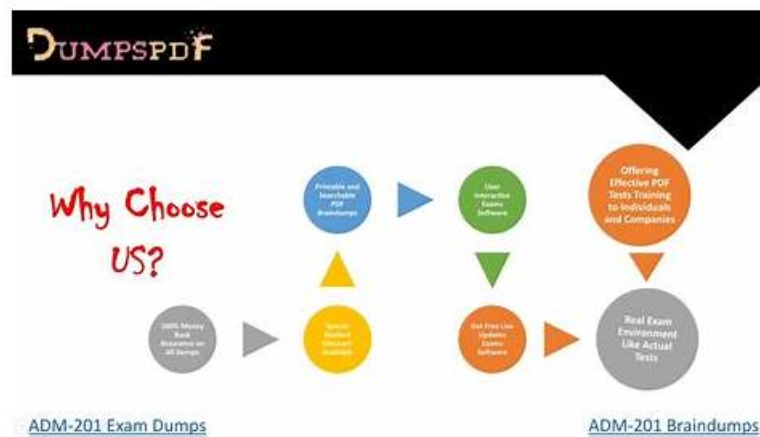


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## Salesforce Certified Administrator Sample Questions (Q60-Q65):

### NEW QUESTION # 60

Sales representatives at Ursa Major Solar are working on opportunities and need to see how their colleagues have effectively managed other opportunities with comparable products, competing against the same competitors.

Which two features should an administrator use to allow for this? (Choose two.)

- A. Opportunity Dashboard
- B. Big deal alerts
- C. Opportunity update reminders
- D. Chatter groups

Answer: A,D

Explanation:

Section: Volume L

Explanation/Reference:

### NEW QUESTION # 61

Formula fields can be converted from or to other field types.

- A. False
- B. True

**Answer: A**

Explanation:

Section: Volume I

### NEW QUESTION # 62

An administrator wants to create a form in Salesforce for users to fill out when they lose a client. Which automation tool supports creating a wizard to accomplish this goal?

- A. Process Builder
- B. Approval Process
- C. Outbound Message
- D. Flow Builder

**Answer: D**

Explanation:

Flow Builder supports creating a wizard that can collect user input and perform actions.

References: [https://help.salesforce.com/s/articleView?id=sf.flow\\_builder\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_builder_overview.htm&type=5)

### NEW QUESTION # 63

What happens when a user owns an opportunity record but does not have the Read permission on Opportunity Object?

- A. This case can never arise
- B. He is not able to see the Opportunity Record
- C. He still sees the Opportunity record

**Answer: B**

### NEW QUESTION # 64

An administrator at DreamHouse Realty wants an easier way to assign cases based on agent capacity and skill set. Which feature should the administrator enable to meet this requirement?

- A. Omni-Channel
- B. Knowledge Management
- C. Territory Management
- D. Escalation Rules

**Answer: A**

### NEW QUESTION # 65

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