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## Salesforce Certification Preparation for Advanced Administrator Sample Questions (Q153-Q158):

### NEW QUESTION # 153

If your support process is not based on individual service contracts which steps should you perform when settling up entitlements?

- A. customize entitlement fields and entitlements page layout
- B. set up service contracts b. set up contract line items
- C. set up both service contracts and contract line items

Answer: C

#### NEW QUESTION # 154

AW Computers has enabled the feature for Contact to multiple Accounts. A rep is trying to remove the primary Account from a Contact but is unable to do so. The administrator has already updated the page layout to no longer require an Account. What could be the issue?

- A. Private Contacts need to be enabled in Setup.
- B. The Account Contact relationship record needs to be deleted first in order to disassociate Contact from the Account.
- **C. A primary Account relationship is required on a Contact regardless of the page layout settings.**
- D. The Contact has Indirect relationships to other Accounts.

**Answer: C**

Explanation:

When Contacts to Multiple Accounts is enabled, a contact must always be associated with a primary account, even if the account field is not required on the page layout. The primary account determines how the contact is shared and how roll-up summary fields calculate values from the contact records. To remove the primary account from a contact, the contact must be deleted or merged with another contact. References:

[https://help.salesforce.com/s/articleView?id=sf.relatiing\\_contacts\\_to\\_multiple\\_accounts.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.relatiing_contacts_to_multiple_accounts.htm&type=5)

#### NEW QUESTION # 155

Which two values roll up the Hierarchy to the manager for both Customizable and Collaborative Forecasts? Choose 2 answers

- A. Product quantity
- **B. Opportunity amount**
- **C. Quota amount**
- D. Expected revenue

**Answer: B,C**

#### NEW QUESTION # 156

A user accidentally created a duplicate opportunity and is unable to delete the duplicate record. What should an administrator do to troubleshoot this issue?

- A. Advise the user to mark the duplicate opportunity Closed Lost and keep it in the system.
- B. Change the user's profile to System Administrator so they have full permissions to delete object records.
- **C. Check the user profile permissions on the Opportunity object to see if they have permission to delete.**
- D. Run a report of all opportunities to identify other possible duplicates.

**Answer: C**

Explanation:

The user profile permissions on the Opportunity object is the item that the administrator should review to find out why the user is unable to delete the duplicate record. The user profile permissions determine what users can do with records and objects in Salesforce, such as creating, editing, deleting, viewing, or sharing. In this case, the administrator should check if the user has the Delete permission on the Opportunity object, which allows them to delete opportunity records that they own or have access to. If not, the administrator can either grant them this permission or delete the record for them. Reference:

[https://help.salesforce.com/s/articleView?id=sf.admin\\_general\\_permissions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.admin_general_permissions.htm&type=5) [https://help.salesforce.com/s/articleView?id=sf.admin\\_object\\_permissions.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.admin_object_permissions.htm&type=5)

#### NEW QUESTION # 157

Universal Containers has a private sharing model. Their field service manager wants to edit Cases owned by the service team but is unable to edit Case records.

Which option should an administrator use to solve this issue?

- A. Create a public group with read/write for cases and Accounts.
- B. Update the manager's profile to include edit access to the Case object.
- C. Set the Organization-Wide Default to public read/write for cases and Accounts.
- **D. Assign the manager a permission set with edit access to the Case object.**

**Answer: D**

### NEW QUESTION # 158

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