

ADM-201 Test Topics Pdf - ADM-201 Reliable Test Syllabus



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Salesforce Certified Administrator Sample Questions (Q32-Q37):

NEW QUESTION # 32

The Create New Folder link will only be visible to users with which permission

- A. Manage Documents
- B. Edit Documents
- C. Create Public Documents
- D. Manage Public Documents

Answer: D

Explanation:

Section: Volume H

NEW QUESTION # 33

The "Open Calendar" link below any list view can be clicked to display a view of my calendar. But, can I drag records from the list to time slots on the calendar to create events (sales calls, etc) for these records?

- A. Yes
- B. No

Answer: A

NEW QUESTION # 34

Which two statements about products and price books are true? (Choose two.)

- A. A product can have a different list price in different price books.
- B. Products without a price are automatically added to the standard price book.
- C. Price books that contain assets cannot contain products.
- D. The standard and list price for a product can be listed in multiple currencies.

Answer: A,D

Explanation:

Section: Volume K

NEW QUESTION # 35

DreamHouse Realty regularly processes customer requests for warranty work and would like to offer customers a self-serve option to generate cases.

Which two solutions should an administrator use to meet this request?

Choose 2 answers

- A. Case Escalation
- B. Email-to-Case
- C. Web-to-Case
- D. Case Queues

Answer: B,C

Explanation:

Explanation

Web-to-Case and Email-to-Case are two solutions that allow customers to create cases from a web form or an email. Web-to-Case generates HTML code for a web form that you can place on your website. Email-to-Case converts incoming emails into cases.

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

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

NEW QUESTION # 36

How would you allow collaborative access to accounts , contacts, contracts, opportunities, and cases of a US Sales rep, and Asia sales rep, and an EMEA sales rep?

- A. By creating a public group with all three Sales Reps
- B. By Creating three sharing rules between them
- C. By changing the Org wide defaults

Answer: A

Explanation:

Section: Volume F

NEW QUESTION # 37

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