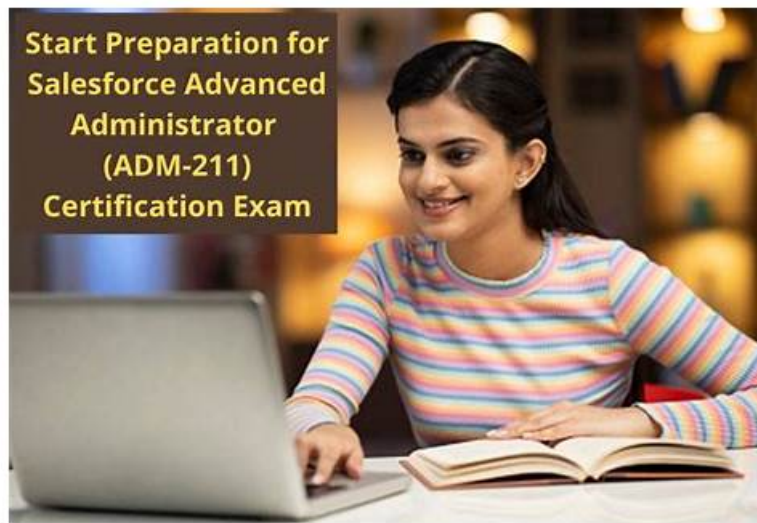


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The CRT-211 certification exam requires intense knowledge of Salesforce Administration, including configuring and managing Salesforce communities, managing data, and implementing automation. CRT-211 Exam comprises 60 multiple-choice questions that you have to answer in 95 minutes. The passing score for the CRT-211 exam is 65%.

Salesforce Certification Preparation for Advanced Administrator Sample Questions (Q134-Q139):

NEW QUESTION # 134

At Cloud Kicks, the Sales team uses a specific dashboard to see how they are doing daily. The team has asked the administrator for an easier way to see this dashboard.

What should the administrator recommend?

- A. Email the dashboard to the Sales Team every morning.
- **B. Add the dashboard to the Sales team's home page.**
- C. Create a custom app with a dashboard.
- D. Update the Sales team's app with a new dashboard.

Answer: B

NEW QUESTION # 135

A user at Ursa Major Solar is experiencing a flow error while trying to process a record to the next status. The users with the same access can process records without any errors.

What should the administrator do to troubleshoot the issue?

- **A. Use the flow debug option and set the selection to Run as another user.**
- B. Grant the user the Modify All permission to ensure they have full system access.
- C. Change the flow to run as System Context Without Sharing - Access All Data.
- D. Grant the user more data access by moving them higher in the role hierarchy.

Answer: A

Explanation:

The flow debug option is a tool that allows you to test and troubleshoot your flow by running it in debug mode and inspecting the values of variables and resources at each step. You can also set the debug mode to run as another user and see how the flow behaves for different users with different permissions and settings.

In this case, using the flow debug option and setting the selection to run as another user can help identify why one user is experiencing a flow error while others are not. References: https://help.salesforce.com/s/articleView?id=sf.flow_debug.htm&type=5

NEW QUESTION # 136

Ursa Major Solar (UMS) wants to improve its customers' ability to search for knowledge articles. UMS has already created categories for articles.

Which two additional changes should be made to improve search capabilities?

Choose 2 answers

- A. Configure Global Search for specific search terms.
- **B. Promote specific search terms for specific articles.**
- C. Configure Einstein Search for specific search terms.
- **D. Create synonyms for specific search terms.**

Answer: B,D

Explanation:

Knowledge is a feature that allows administrators to create, manage, and share articles that provide information and solutions for common issues or questions. Knowledge articles can be searched by users using keywords or phrases.

To improve its customers' ability to search for knowledge articles, UMS can use two options:

B) Create synonyms for specific search terms.

Synonyms are words or phrases that have the same or similar meanings, such as "TV" and "television" or "fix" and "repair". By creating synonyms for specific search terms, administrators can ensure that customers can find relevant articles even if they use different words or spellings than the ones used in the articles. Reference: https://help.salesforce.com/s/articleView?id=sf.knowledge_search_synonyms.htm&type=5

D) Promote specific search terms for specific articles.

Promoted search terms are keywords or phrases that administrators can associate with specific articles to boost their relevance and ranking in search results. By promoting specific search terms for specific articles, administrators can ensure that customers can find the most helpful or popular articles for their queries. Reference: https://help.salesforce.com/s/articleView?id=sf.knowledge_search_promotion.htm&type=5

NEW QUESTION # 137

What should an administrator consider when setting up and maintaining Salesforce Knowledge? Choose three answers. * (1 Point)

- A. Solution category browsing must be enabled in Solution settings.
- B. Data category visibility is assigned through roles and profiles
- C. Article version numbers must be assigned by a Knowledge Manager for tracking
- D. Knowledge settings must be configured to allow users to create an article from a case
- E. Enabling certain Knowledge features on a user record requires licensing.

Answer: B,D,E

NEW QUESTION # 138

Sales management wants a small subset of users with different profiles and roles to be able to view all data for compliance purposes. How can an administrator meet this requirement?

- A. Create a new profile and role for the subset of users with the View All Data permission.
- B. Enable the View All Data permission for the roles of the subset of users.
- C. Create a permission set with the View All Data permission for the subset of users.
- D. Assign delegated administrator to the subset of users to View All Data.

Answer: C

NEW QUESTION # 139

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