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Salesforce Admin Certification

# Salesforce Administrator Certification Practice Exam 3 Questions and Answers 100% Correct | Updated 2024

The Call Center Manager has requested that you add the ability for Service Reps to manually grant access to Cases to other Salesforce users. What Security and Access feature would you use to fulfill this requirement? - Answer 

Manual Sharing

This type of field is a special lookup relationship available only on the User object, which enables using a lookup field to associate one user with another user record. For example, you can create a this type of field to store a user's direct manager. What is this type of field called? - Answer 2 2 Hierarchical Relationship

You have been tasked with creating a new profile for a new team that has been created that focuses strictly on Social Media Marketing. These users report that a Custom App they used to have access to no longer appears from the Applications dropdown menu at the top-right of the screen in Salesforce Classic. What do you need to adjust on the Profile to get this Application to display for this new Profile's assigned users? - Answer 2 Assigned Apps

Universal Containers has previously implemented a Custom Object that is associated with Account. This Custom Object is called 'Private Notes' in which the Account Owner can create their personal notes related to an account. These notes are set to Private at the Org Wide Default, and access is not granted using hierarchies.

A new process automation request has come in for you to fulfill. This request contains a requirement that whenever an Account's owner is changed, all of the Account's Private Notes records are subsequently deleted.

Which Process Automation Tool can fulfill this requirement? (Select 1) - Answer ♥ ♥ Flow Builder

When mapping fields for the Lead conversion process, which other objects can you map fields to in Salesforce? (select 3) - Answer 2 1) Contact 2) Opportunity

Your support group has recently taken on support of another region. This new region requires support reps to capture new and different information on cases, and this new region's cases will require additional Case Status designations within the lifespan of

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Salesforce is a popular Customer Relationship Management (CRM) platform used by businesses around the world. As Salesforce is a complex platform, it requires certified professionals to manage and administer its various features and functionalities effectively. This is where the Salesforce-Certified-Administrator (Salesforce Certified Administrator) Exam comes in. The Salesforce Certified Administrator certification is designed to test the knowledge and skills of individuals who want to become certified Salesforce Administrators.

The Salesforce Salesforce-Certified-Administrator exam covers a broad range of topics, including security and access, data management, analytics and reporting, automation, and user setup and management. Salesforce Certified Administrator certification exam consists of 60 multiple-choice questions and must be completed within 90 minutes. To pass the exam, candidates must achieve a minimum score of 65%. Obtaining the Salesforce-Certified-Administrator Certification is a valuable asset for anyone working in Salesforce administration, as it demonstrates a high level of expertise and proficiency in the Salesforce platform.

# **Salesforce Certified Administrator Sample Questions (Q164-Q169):**

#### **NEW QUESTION # 164**

Which two objects are customizable the Stage Setup Flow? Choose 2 answers

- A. Campaigns
- B. Opportunities
- C. Campaign Members
- D. Leads

#### Answer: B,D

Explanation:

Explanation

The Stage Setup Flow is a tool that allows administrators to customize stages for leads and opportunities based on best practices from Salesforce experts. The Stage Setup Flow guides administrators through a series of questions about their sales process and then creates or updates stages for leads or opportunities accordingly.

The Stage Setup Flow also provides tips and resources for each stage such as key fields, guidance for success, reports and dashboards, etc. References:

https://help.salesforce.com/s/articleView?id=sf.stages\_setup\_flow\_overview.htm&type=5

# **NEW QUESTION # 165**

Ursa Major classifies its accounts as Silver, Gold, or Platinum Level. When a new case is created for a Silver or Gold partner, it should to the Regular Support Queue. When an account is Platinum Level, it should automatically go to the Priority Support Queue. What should the administrator use to achieve this?

- A. Workflow Rules
- B. Case Rules
- C. Escalation Rules
- D. Assignment Rules

Answer: D

### **NEW OUESTION # 166**

AW Computing would like to improve its Case Lightning record page by including:

\* A filtered component to display a message in bold font when a case is saved as acritical record type.

\* A quick way to update the account status from the case layout. Which two components should an administrator use to satisfy these requests? Choose 2 Answers

- A. Rich text
- B. Related List
- C. Record details
- D. Related Record

Answer: A,B

## **NEW QUESTION #167**

The marketing team wants a new picklist value added to the Campaign Member Status field for the upsell promotional campaign. Which two solutions should the administrator use to modify the picklist field values?

Choose 2 answers

- A. Modify the picklist value on the Campaign Member Statuses related list
- B. Edit the picklist values for the Campaign Status in object Manager.
- C. Add the Campaign Member Statuses related list to the Page Layout.
- D. Mass modify the Campaign Member Statuses related list.

Answer: A,B

Explanation:

Explanation

Campaign Status is a standardpicklist field on the Campaign object that indicates whether a campaign is planned, in progress, completed, or aborted. Campaign Member Status is a custom picklist field on the Campaign Member object that indicates how a person responded to a campaign, such as sent, responded, registered, attended, etc. To add a new picklist value for Campaign Status, you need to edit the field in Object Manager. To add a new picklist value for Campaign Member Status, you need to modify the field on the Campaign Member Statuses related list on the Campaign page layout. References: https://help.salesforce.com/s/articleView?id=sf.campaigns fields.htm&type=5https://help.salesforce.com/s/articleView?id=sf.campaigns fields.htm&type=5https://help.salesfor

# **NEW QUESTION # 168**

The administrator at Cloud kicks deleted a custom field but realized there is a business unit that still uses the field. What should an administrator take into consideration when undeleting the field?

- A. The field needs to be restored from the recycle bin.
- B. The field history will remain deleted.
- C. The field needs to be re-added to page Layouts.
- D. The field needs to be re-added to reports.

#### Answer: B

Explanation:

Explanation

When an administrator deletes a custom field, Salesforce moves it to the deleted fields list for 15 days, during which time it can be undeleted or erased permanently. If the administrator undeletes the field within 15 days, most of its properties and data are restored, except for its field history data, which remains deleted and cannot be recovered. References:

https://help.salesforce.com/s/articleView?id=sf.custom\_field\_delete.htm&type=5

#### **NEW QUESTION #169**

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