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Just as an old saying goes, it is better to gain a skill than to be rich. Contemporarily, competence far outweighs family backgrounds and academic degrees. One of the significant factors to judge whether one is competent or not is his or her Salesforce-Certified-Administrator certificates. Generally speaking, Salesforce-Certified-Administrator certificates function as the fundamental requirement when a company needs to increase manpower in its start-up stage. In this respect, our Salesforce-Certified-Administrator practice materials can satisfy your demands if you are now in preparation for a Salesforce-Certified-Administrator certificate.

Salesforce-Certified-Administrator (Salesforce Certified Administrator) Certification Exam is a globally recognized certification that validates the skills and knowledge of individuals who work with Salesforce. Salesforce Certified Administrator certification is designed for professionals who are responsible for managing, configuring, and customizing Salesforce applications for their organizations. Whether you are an experienced Salesforce administrator or a newcomer to the platform, the Salesforce Certified Administrator certification can help you establish your expertise and advance your career.

Salesforce Certified Administrator is a certification program designed to validate the skills and knowledge of professionals who are responsible for managing and administering Salesforce implementations. The Salesforce Certified Administrator certification exam measures the candidate's proficiency in various areas such as managing users, data, security, and access, configuring and customizing Salesforce, maintaining and optimizing the platform, and collaborating with stakeholders to achieve business objectives. Salesforce Certified Administrator certification is recognized globally and is highly valued by organizations that use Salesforce as their CRM system.

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Salesforce Certified Administrator exam consists of 60 multiple-choice questions that must be completed within 105 minutes. Salesforce-Certified-Administrator Exam assesses an individual's knowledge and skills in various areas of Salesforce administration, such as managing users and security, configuring and maintaining Salesforce, managing data, automating processes, and creating reports and dashboards. To pass the exam, individuals must score at least 65%. Preparation for the exam includes studying the official Salesforce Certified Administrator Study Guide, taking practice exams, and gaining practical experience in using Salesforce.

Salesforce Certified Administrator Sample Questions (Q227-Q232):

NEW QUESTION # 227

Northern Trail Outfitters wants emails received from customers to generate cases automatically. How should the administrator ensure that the emails are sent to the correct queue?

- **A. Configure Email-to-Case so emails are delivered to the correct queue**
- B. Utilize a flow to identify the correct queue and assign the case.
- C. Create an Escalation Rules to send cases to the correct queue.
- D. Use a custom email services to set the owner of the case upon creation.

Answer: A

Explanation:

Explanation

Email-to-Case allows administrators to set up routing addresses that automatically create cases from incoming emails and assign them to queues based on predefined criteria. This way, emails from customers can generate cases automatically and be sent to the correct queue. A flow is a tool for building automated processes, but it is not designed for email routing. A custom email service is a way to process inbound emails using Apex code, but it requires coding skills and is more complex than Email-to-Case. An escalation rule is a way to escalate cases based on certain conditions, but it does not create cases from emails or assign them to queues.

References: https://help.salesforce.com/s/articleView?id=sf.customize_email2case.htm&type=5

NEW QUESTION # 228

The administrator for AW Computing is working with a user who is having trouble toggling in to Salesforce. What should the administrator do to identify why the user is unable to log in?

- A. Reset the security token for the profile.
- B. Pull the password history to ensure the password policy was followed.
- **C. Review the login history for the user.**
- D. Check the attempted logins by running the setup audit trail.

Answer: C

NEW QUESTION # 229

The DreamHouse Realty team has a master-detail relationship set up with open house as the parent object and visitors as the child object.

What type of field should the administrator add to the open house object to track number of visitors?

- A. Multi-select Picklist
- B. Cross-object formula field
- **C. Roll-up Summary.**
- D. Indirect lookup

Answer: C

Explanation:

Explanation

A roll-up summary field is a type of field that calculates values from related records, such as the count of child records or the sum of a field on child records. In this case, the administrator can add a roll-up summary field to the open house object to track the number of visitors by counting the child records on the visitors object.

References:

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

NEW QUESTION # 230

An administrator at Cloud Kicks wants to deactivate a User who has left the company.

What are two reasons that would prevent a user from being deactivated?

Choose 2 answers

- A. The User is in a Custom hierarchy field.
- B. The User is the highest role in the role hierarchy
- **C. The user is part of a territory hierarchy.**
- **D. The User is assigned in workflow email alert.**

Answer: C,D

Explanation:

Explanation

Two reasons that would prevent a user from being deactivated are that the user is part of a territory hierarchy or that the user is assigned in workflow email alert. A territory hierarchy is a structure that defines how territories are related to each other in Salesforce; if a user is part of a territory hierarchy, they cannot be deactivated until they are removed from all territories. A workflow email alert is an action that sends an email to one or more recipients when a workflow rule is triggered; if a user is assigned in workflow email alert, they cannot be deactivated until they are removed from all email alerts. The user being in a custom hierarchy field or being the highest role in role hierarchy are not reasons that would prevent deactivation; they may affect data visibility or record ownership after deactivation, but they do not block deactivation itself.

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

NEW QUESTION # 231

A user at Northern Trail Outfitters is having trouble logging into Salesforce. The user's login history shows that this person has attempted to log in multiple times and has been locked out of the organization.

Which two ways should the administrator help the user log into Salesforce?

- A. Reset the password policies to allow the user to login.
- **B. Use the unlock button on the user's record detail page.**
- **C. Reset password on the user's record detail page.**
- D. Log in as the user to unlock the user and reset the password.

Answer: B,C

Explanation:

Explanation

To help a user who has attempted to log in multiple times and has been locked out of Salesforce, the administrator should reset password on the user's record detail page and use the unlock button on the user's record detail page. Resetting password will

generate a new temporary password and send it to the user's email address. Using unlock will restore access for a locked-out user without changing their password or waiting for lockout period to end. Logging in as the user or resetting the password policies will not help a locked-out user log in to Salesforce. References: https://help.salesforce.com/s/articleView?id=sf.users_passwords.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.users_unlock.htm&type=5

NEW QUESTION # 232

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