

Salesforce ADM-201 Hot Spot Questions: Salesforce Certified Administrator - NewPassLeader Quality and Value Guaranteed



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Salesforce Certified Administrator Sample Questions (Q21-Q26):

NEW QUESTION # 21

Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than two hours to an urgent Case queue and alert the support manager.

Which feature should an administrator configure to meet this requirement?

- A. Case Assignment Rules
- B. Case Dashboard Refreshes
- C. Case Escalation Rules

- D. Case Scheduled Report

Answer: C

Explanation:

Case escalation rules are a feature that can be used to meet this requirement. Case escalation rules can automatically escalate cases that meet certain criteria, such as being open for more than a specified time or having a certain priority. Escalation rules can assign cases to a different owner or queue and send email notifications to the support manager or other recipients. References:

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

NEW QUESTION # 22

A sales rep has a list of 300 accounts with contacts that they want to load at one time.

Which tool should the administrator utilize to import the records to salesforce?

- A. Dataloader.io
- B. Data Loader
- C. Data Import Wizard
- D. Manual Import

Answer: C

Explanation:

Explanation

Data Import Wizard allows you to import up to 50,000 records at a time.

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

NEW QUESTION # 23

Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on pacific time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support.

How should an administrator solve for this issue?

- A. Adjust the current business hours to accommodate the Eastern Time Zone.
- B. Allow the reps to set business hours manually.
- C. Create one set of business hours per time zone.
- D. Set temporary business hours for each time zone.

Answer: C

NEW QUESTION # 24

You have Read Only access to an account, can you add a task or event to the account?

- A. False
- B. True

Answer: A

NEW QUESTION # 25

Which two types of records can be transferred from one user to another user during a mass transfer of account records?

Choose 2 answers

- A. Closed activities
- B. Related custom object records
- C. Open cases
- D. Closed cases

Answer: C,D

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