## Salesforce Certified Administrator (SP24)

Salesforce Salesforce-Certified-Administrator

**Version Demo** 

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#### **QUESTION NO: 1**

Universal Containers has a custom object named Feedback which is used to capture Users' candid comments about their experience at work. The sales team manager and all representatives have roles in the role hierarchy with sales representatives directly under the sales team manager. HR requires that all Feedback records be private to each User. Managers should not have access to subordinates' Feedback records.

What action should an Administrator take to ensure this requirement is met?

- A. Confirm Feedback object is set to Private and Uncheck 'Grant Access Using Hierarchies' in Organization-wide sharing.
- B. Confirm Feedback object is set to Private and Uncheck 'Enable Role Hierarchy' in Organization-wide sharing.
- C. Confirm Feedback object is set to Restricted and Uncheck 'Enable Role Hierarchy' in Organization-wide sharing.
- D. Confirm Feedback object is set to Restricted and Uncheck 'Grant Access Using Hierarchies' in Organization-wide sharing.

#### ANSWER: A

#### **QUESTION NO: 2**

Universal Containers organization wide defaults for Leads object are set to private. What should a sales rep see when running a lead report with the All Leads filters?

- A. Only leads visible based on the folder access.
- **B.** All leads for which the sales reps have access.
- **C.** Only leads owned by the sales rep.
- D. All leads for which the running user of the report has access.

#### ANSWER: C

#### **QUESTION NO: 3**

Universal Containers wants to back-up Salesforce data on a monthly basis.

Which tools can a System Administrator use to meet this requirement?

- A. Data Loader, Reporting Snapshot, Report Export
- B. Data Loader. Scheduled Report, Reporting Snapshot
- C. Data Export Service, Reporting Snapshot, Einstein Analytics

D. Data Export Service, Data Loader, Report Export

ANSWER: D

#### **QUESTION NO: 4**

When converting a lead, how can an administrator capture custom lead data on the converted contact?

- A. Use the lead conversion wizard to select the fields.
- B. Map custom lead fields to custom contact fields.
- C. Use the data loader to move the custom lead data.
- D. Map custom lead fields to standard contact fields.

#### **ANSWER: B**

#### **QUESTION NO: 5**

When creating a new user, which two items must the Administrator ensure before saving the new user record? (Choose two.)

- A. Username is added to the Active User Log.
- B. Username is in the format of an Email Address.
- C. Username is identical to the User's Email address.
- D. Username is unique across all Salesforce Orgs.

#### ANSWER: B D

#### **QUESTION NO: 6**

When case assignment rules are being set up, in which two places should cases be assigned?

(Choose two.)

A. Queue

- B. Contact
- C. Profile

D. User

#### ANSWER: A D

#### **QUESTION NO: 7**

Which three can be modified on standard object fields? (Choose three.)

- A. Help text
- B. Label
- **C.** Field type
- D. Picklist values
- E. Default text

#### ANSWER: A B D

#### **QUESTION NO: 8**

A user 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? (Choose two.)

- A. Click Unlock on the user's record detail page.
- B. Log in as the user and enter a new password.
- C. Click Reset Password on the user's record detail page.
- D. Send an email to the user containing the user's password.

#### ANSWER: A C

#### **QUESTION NO: 9**

Which three types of customization should be done on Activities (tasks and events)? (Choose three.)

- A. Workflow Rules
- B. Custom Fields
- C. Validation Rules

- D. Field tracking
- E. Assignment Rules

#### ANSWER: A B C

#### **QUESTION NO: 10**

Universal Containers uses a custom field on the account object to capture the account credit status. The sales team wants to display the account credit status on opportunities. Which feature should a system administrator use to meet this requirement?

- A. Lookup field
- B. Roll-up summary field
- C. Cross-object formula field
- D. Workflow field update

#### **ANSWER: C**