



ADM-201^{Q&As}

Administration Essentials for New Admins

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QUESTION 1

Universal Containers wants to begin selling to consumers, in addition to businesses. The Opportunity stages for selling to consumers will be different than those used for businesses.

Which feature in Salesforce will allow for this to be accomplished?

- A. Page Layouts
- B. Sharing Rules
- C. Business Processes
- D. Record Types

Correct Answer: D

QUESTION 2

Which is a capability of the Cloud Scheduler? Choose 2 answers:

- A. Allow a user to propose multiple meeting times
- B. Automatic propose meeting times based on Salesforce user calendars
- C. Sync a Salesforce calendar with an Outlook Calendar
- D. Custom brand different invitations per customer

Correct Answer: AB

QUESTION 3

Custom Web Tab may consist of all the following EXCEPT:

- A. A URL
- B. A URL that passes salesforce.com data like an organization\\'s name
- C. An S-Control
- D. An S-Control snippet

Correct Answer: B

QUESTION 4

Northern trail Outfitter wants to use contract hierarchy in its or to display contact association.



What should the administrator take into consideration regarding the contact hierarchy?

- A. Contacts displays in the contact hierarchy are limited to record-level access by User.
- B. Contact Hierarchy is limited to only 3,000 contacts at one time.
- C. Customizing hierarchy columns changes the recently viewed Contacts list view.
- D. Sharing setting are ignored by contacts displayed in the Contact Hierarchy.

Correct Answer: A

QUESTION 5

Universal Containers has activated Web -to -Case on their corporate website. IT configured Auto - Response to thank the customer for logging the case and activated Assignment Rules based on the state (USA) in which the customer resides. Case ownership is therefore determined and routed to the corresponding queue - North, South, East, or West. Customer Cases that do not meet the existing criteria should be assigned to Queue - World. Which solution will satisfy this requirement?

- A. In Case Support Settings, change Default Case Owner to Queue - World.
- B. Using a Trigger, change the owner of Cases outside the US to Queue - World.
- C. Using a Workflow Rule, change the owner of new Cases outside the US to Queue - World.
- D. In an Active Case Flow, change the name of the Queue to World.

Correct Answer: A

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