



# CRT-101<sup>Q&As</sup>

Certification Preparation for Administrator

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**QUESTION 1**

The system administrator has been asked to create a way to track Shipments of products to customers. Shipments should be closely tied to the Opportunity record and there may be more than one shipment record per Opportunity and the Opportunity should be required (i.e. Users cannot save a Shipment record without associating it to an Opportunity). The system administrator should create.

- A. A cross object formula displaying Opportunity ID on the Shipment record
- B. A Master - Detail relationship on the Shipment object to the Opportunity object
- C. A lookup relationship on the Opportunity object to the Shipment object
- D. A lookup relationship with a lookup filter from Opportunity to Shipment

Correct Answer: B

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**QUESTION 2**

Criteria-based sharing rules allow administrators to share records based on field values rather than record ownership.

- A. True
- B. False

Correct Answer: A

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**QUESTION 3**

System administrators can modify tab settings for custom profiles (Default On, Default Off and Hidden).

- A. True
- B. False

Correct Answer: A

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**QUESTION 4**

Even a user with "View all data" (VAD) permission cannot view hidden folders as well as folders shared to no one.

- A. True
- B. False

Correct Answer: B

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#### QUESTION 5

Case escalation rules triggered on the last modification will be reset each time a user adds an activity or sends an email from the case record?

- A. True
- B. False

Correct Answer: B

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