



# CRT-211<sup>Q&As</sup>

Certification Preparation for Advanced Administrator

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### QUESTION 1

Admin is asked to restrict visibility of cases of a particular record type to 5 users. One user is assigned the Support Manager Profile, while the other four are assigned the Support Representative Profile. How can admin accomplish this?

- A. Create a Public Group and parent case record type
- B. Create a Public Group and criteria-based sharing rule to extend to the 5 users
- C. Create a new profile for the 5 users
- D. Modify the profiles of the 5 users

Correct Answer: C

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### QUESTION 2

A sales manager is receiving an "insufficient privileges" error when viewing a contact. The contact owner is under the manager in the role hierarchy and "grant access using hierarchies" is checked in their sharing settings. Why is the sales manager not able to view the contact?

- A. The contact sharing settings are controlled by the parent, and the account owner is not under the sales manager's role
- B. The contact owner has not selected the option to share contacts with others in the role hierarchy
- C. The contact sharing settings are private, so access to the record is omitted to the contact owner and the system administrator
- D. The account sharing settings are controlled by the parent, and the account owner is not under the sales manager's role

Correct Answer: A

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### QUESTION 3

What permission you need for manage milestone and entitlement? Choose 2

- A. Manage Entitlement
- B. Customize Entitlement
- C. Customize Application
- D. Manage Application

Correct Answer: AC

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### QUESTION 4



A user with permissions to create price books wants to quickly create a new product with the same information as the existing product by cloning the product. What is an important consideration when cloning a product?

- A. Price book entries need to be activated before users can use the new price book
- B. Price book entries will not be created in the standard price book
- C. Price book entries in price books that the user does not have access to will be created
- D. Price book entries in price books that the user does not have access to will not be created

Correct Answer: D

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#### QUESTION 5

System admin wants to know which delegated admin is actively customizing their organization. What will he use ?

- A. Delegated Admin Logs
- B. Login History
- C. System Audit Trails
- D. Debug Log

Correct Answer: C

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