



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

Certification Preparation for Advanced Administrator

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### QUESTION 1

User is not the Owner of record and he has given READ/WRITE permission using Manual Sharing. However his profile only has READ permission. What will be actual permission for that record of that user?

- A. Can edit
- B. Can read only
- C. Can only edit what he owns
- D. Can delete record

Correct Answer: B

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### QUESTION 2

To setup the Entitlement Process, what must you do?

- A. Setup Service Contracts with Contract Line items and entitlement
- B. Specify Actions that you will add to your entitlement Process
- C. Setup Milestones that you will add to entitlement process
- D. Delete all pending actions in the entitlement process queue

Correct Answer: C

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### QUESTION 3

Universal Containers has a requirement to report on opportunities where the probability has dropped beneath 50%. The administrator has created a custom checkbox as a way to identify these records. What else should the administrator do to meet this requirement?

- A. Create a workflow rule that updates the field when the probability drops below 50%
- B. Build a validation rule that displays an error when the user enters the probability to less than 50%
- C. Create an approval process that submits the opportunity for approval when the custom checkbox is true.
- D. Enable field history tracking on the field and include the history in the report filter

Correct Answer: A

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### QUESTION 4

Universal Containers has a process to allow an employee to submit a vacation request and route it to the employee's manager for approval. An employee attempted to submit a request but it could not be submitted. How should the



administrator troubleshoot this? Choose 2

- A. Ensure the user record has an assigned active manager
- B. Ensure the approval step has an associated action
- C. Review the system log to determine the root cause
- D. Use workflow to email the administrator if the process fails

Correct Answer: AC

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#### QUESTION 5

What must be considered in Communities for internal and external users? External users are using chatter. Choose 2

- A. Use Ideas, QandA
- B. External and Internal users should be on different community
- C. You need to enable Chatter
- D. New Users should use Customer portal and partner portal instead of community

Correct Answer: AC

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