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**QUESTION 1**

An administrator is receiving cases that users are getting logged out of Salesforce without notice. What should the administrator do to address this issue?

- A. Deselect disable session timeout warning popup.
- B. Select force logout on session timeout.
- C. Remove the session timeout settings.
- D. Enable Remember me until logout.

Correct Answer: A

QUESTION 2

Some users across the business in various departments need the ability to export reports. Which feature will best grant access to these users?

- A. Create a new profile with the Export Reports permission
- B. Create a permission set with the Export Reports permission and assign it to the relevant users
- C. Use Delegated Administration and assign it to the relevant users
- D. Enable the Export Reports permission on their existing profiles

Correct Answer: B

QUESTION 3

Developers at Universal Containers have created new custom objects and fields in a sandbox. Records have also been created for these new objects. What should an administrator do to move these objects, fields, and records to a production environment?

- A. Use the Force.com IDE's built-in deployment wizard to migrate all changes.
- B. Use the Data Loader to Migrate all the new metadata and the related records.
- C. Use the change sets to migrate the new metadata and Data Loader to migrate the records.
- D. Use the change sets to migrate both the metadata and the records.

Correct Answer: C

QUESTION 4

When a lookup relationship is created between two objects, which three options can the administrator select to help



manage situations when a lookup record is deleted? Choose three answers.

- A. Prompt the user to enter another record to resolve the lookup relationship.
- B. Do not allow deletion of a lookup record that is part of a lookup relationship.
- C. Notify the record owner.
- D. Delete the related record also.
- E. Clear the value of the lookup field.

Correct Answer: BDE

QUESTION 5

Dylan has submitted a vacation request for approval by his manager, but the manager is not receiving any email alerts. What can you use in order to troubleshoot the issue? Choose two answers.

- A. Email log
- B. The Setup Audit Trail
- C. Debug Log
- D. A Time-Based Workflow

Correct Answer: AC

QUESTION 6

An administrator created and activated several record-triggered flows that are configured to run before the record is saved on the same object.

What should the administrator consider about the order of execution for flows?

- A. The flow type will determine the order of execution.
- B. The last created date of the flow will determine the order.
- C. The order of flow execution is unpredictable.
- D. The flows will execute in alphabetical order based on their names.

Correct Answer: C

QUESTION 7

Admin wants parent case cant be closed until all child cases are closed.

- A. Validation rule on child case before closing it



- B. Workflow on parent to check status of child case
- C. Rollup summary on child
- D. Apex trigger to check child case status before closing it

Correct Answer: D

QUESTION 8

The sales team has requested that a new field be added to accounts called Current Customer. The default value will be No and will change "Yes" if any related opportunity is successfully closed as won. What can an admin do to meet this requirement?

- A. Configure current customer as a roll-up summary field that will recalculate whenever an opportunity is won
- B. Use an Apex trigger on the Account object that sets the Current customer field when an opportunity is won.
- C. Use a workflow rule on the Opportunity object that sets the current customer field when an opportunity is won.
- D. Configure current customer as a text field and use an approval process to recalculate its value

Correct Answer: B

QUESTION 9

Your support process is NOT based on individual service contracts. Which steps should you perform when setting up entitlements?

- A. Set up service contracts
- B. Set up contract line items
- C. Set up both service contracts and contract line items
- D. Customize entitlements fields and the entitlements page layout

Correct Answer: D

QUESTION 10

What are permissions needed for the Accounts and Opportunity Object when merging Accounts?

- A. Edit permission for Account and Delete Permission for Opportunity
- B. Edit and Delete for Account and Read on Opportunity
- C. Edit and Delete for Account and Edit and Delete on Opportunity

Correct Answer: B



QUESTION 11

Which of the following are some of the capabilities of a Live Agent?

- A. Skills
- B. Live Agent Chat Queues
- C. Pre-Chat Forms and Post-Chat Pages
- D. Knowledge chatlet and the Articles tool
- E. All of the above

Correct Answer: E

QUESTION 12

Capability of Territory management.

- A. It grants access to records regardless of ownership
- B. It grants access to record based on role hierarchy
- C. It grants access to records based on profile
- D. It grants access to record based on Ownership

Correct Answer: A

QUESTION 13

What do you need to configure on a profile to allow it to find duplicate records?

- A. Read and Edit
- B. View All
- C. Merge
- D. Delete

Correct Answer: B

QUESTION 14

To create a large number of Salesforce user accounts from a CSV import file, you can use _____ to perform the import. Select one:



A. Data Import Wizard

B. Bitlocker

C. Excel

D. Data Loader

Correct Answer: D

NOTES:

Data Loader does allow you to import users, you cannot import users with the Data Import Wizard.

QUESTION 15

What will happen when you use dataloader?

A. Manual sharing rules will not carry over

B. Ownerbase sharing will be recalculated

C. Components will be transfer along with dependants

D. Once transfer - apex test code will automatically run

Correct Answer: A

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