



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

Certification Preparation for Advanced Administrator

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**QUESTION 1**

Universal Containers wants only users from the sales department to have access to price books. How can an administrator meet this requirement?

- A. Create a sharing rule to share all price books to sales users
- B. Manually share each price book to the sales users\\' profile
- C. Set the organization-wide default for price book to Use
- D. Clone all custom price books from the standard price book

Correct Answer: C

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**QUESTION 2**

When a Sales Representative creates a lead, a workflow rule should be triggered to immediately send a welcome email to the lead. Some representative report that their leads never received this email, even when the email address is correct. What can the System Administrator do to trouble shoot this issue?

- A. Monitor the time-based workflow queue to make sure the emails are being sent
- B. Monitor Setup Audit Trail while Sales Representative creates lead to make sure emails are being sent
- C. Monitor the Debug Log and verify that the workflow rule is being triggered.
- D. Ensure that Sales Representative have correct permissions to trigger workflow rules

Correct Answer: C

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**QUESTION 3**

Universal Container\\'s support team needs to track service level agreements for customers. Today, they manually look up contracts by name when a customer calls. How can an administrator automate this process?

- A. Configure a workflow rule that sends an email alert of old cases to the support manager
- B. Enable Case Feed and add a Contracts custom publisher to the Case Feed Layout
- C. Enable entitlements and add the tabs for entitlements and service contracts
- D. Create a private Chatter group for customers with high priority service level agreements

Correct Answer: C

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**QUESTION 4**

What should an administrator consider when moving approval processes using a change set?



- A. Change sets do not include the order of active approval processes from the source organization
- B. Custom fields on standard objects will need to be manually added in target organization
- C. The Unique Name of approval process is not allowed to be changed once deployed in the target organization
- D. Change sets do not include the approval and rejection actions from the source organization

Correct Answer: D

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#### QUESTION 5

A User wants to be able to find duplicate records. What permission is needed to show "Find Duplicate" button?

- A. Merge
- B. Edit
- C. Modify All Data
- D. Delete

Correct Answer: D

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#### QUESTION 6

The inside sales manager at Universal Containers wants to be able to report on how long leads have a Lead Status of "Open" before the status changes to another value. Additionally, the sales team has requested the status value be changed with fewer clicks.

What should the administrator do to meet this requirement?

- A. Use a publisher action to change the status value and a workflow rule to update a date field
- B. Use a workflow rule that sends an email when the Lead Status is changed and an approval process to update the status
- C. Turn on Field History tracking for the lead status field and create a report based on that field
- D. Use a formula field to calculate the difference between the current and created date when the status changes

Correct Answer: C

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#### QUESTION 7

A sales manager wants to edit the opportunities owned by the sales team. The manager does not have Edit access to the Opportunity object. What is a recommended solution?

- A. Enable team selling on the Opportunity object to grant Read/Write access
- B. Redefine the role hierarchy by enabling "grant access using hierarchies"



- C. Change the opportunity's organization-wide default setting to Public Read/Write
- D. Create a permission set and associate Edit opportunity to the user record

Correct Answer: D

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#### QUESTION 8

Admin wants to make exact copy of production metadata in developer sandbox:

- A. Schedule full weekly backup
- B. Create and Deploy changeset
- C. Schedule Sandbox refresh
- D. Use Developer Console

Correct Answer: B

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#### QUESTION 9

What can you do with Chat in Live Agent? Choose 3

- A. Chat with multiple users in one window
- B. Escalate Case to Manager
- C. Transfer a session to another agent
- D. Include information from an article in a chat response
- E. Use chatlets to view information about chatters

Correct Answer: ACD

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#### QUESTION 10

A custom field can be Viewed by profile Sales Manager, VP of Sales and System Administrator. However this field should only be edited by VP of sales and System Administrator profile. How to Setup?

- A. Modify Role Hierarchy
- B. Create Permission set and assign to profiles VF of Sales and System Admin
- C. Set Field level Security
- D. View All Data for rofiles VF of Sales and System Admin

Correct Answer: C

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#### QUESTION 11

Capability of Territory management:

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

Correct Answer: A

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#### QUESTION 12

System admin wants to give "view all data" to users who have different profiles and different roles. How can he do this?

- A. Delegate admin to the users
- B. Permission set to those users
- C. Set owd to read/write
- D. Give view all data on that object

Correct Answer: B

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#### QUESTION 13

Testing an AppExchange package is completed on Developer Sandbox, what needs to be done to deploy the package to production without any customization?

- A. Metadata API
- B. Create and Deploy change sets
- C. Create Package and deploy using Force Migration Tool
- D. Install package on production from AppExchange

Correct Answer: D

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#### QUESTION 14

Which features are available only in Customizable forecast? Choose 3

- A. Territory Management



B. Share Forecasts

C. Snapshots and Forecast History

D. Rename Categories

Correct Answer: ABC

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#### QUESTION 15

A user changes roles from EMEA sales representatives to a US sales representative. How will this impact the ownership-based sharing rules for the user's records?

A. All of ownership-based sharing rules are recalculated

B. This will only affect ownership-based sharing rules if the user moves up in the role hierarchy

C. This will affect the ownership of records for standard objects but not custom objects

D. None of the ownership-based sharing rules are recalculated

Correct Answer: B

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