



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

Certification Preparation for Advanced Administrator

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### QUESTION 1

When a lead comes in from APAC it needs to be assigned to an external partner if the manager approves. Also external partner needs to be notified that lead has been assigned to him:

- A. Assignment rule, workflow rule
- B. Assignment rule, workflow rule, approval process
- C. Assignment rule, auto-response rule, workflow rule
- D. Assignment rule, approval process
- E. Assignment rule, workflow rule

Correct Answer: A

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### QUESTION 2

What tool can be used to deploy sandbox to 2 different Orgs?

- A. Force.com Migration Tool
- B. DataLoader
- C. Import Wizard
- D. ChangeSet

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

What is used to deploy changes on Meta-Data to different org? Choose 2



- A. Force.com IDE
- B. Username and password
- C. Settings of Fields
- D. Change Set

Correct Answer: AB

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#### QUESTION 5

The administrator at Universal Containers needs to convert a lookup relationship to a master-detail relationship. What should the administrator verify to ensure that conversion is successful?

- A. No roll-up summaries exist on the lookup object
- B. The owner is the same for all related records
- C. The lookup field in all records contains a value
- D. The lookup field is required on the child object

Correct Answer: C

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#### QUESTION 6

What will happen when you use dataloader to transfer a record to a new owner? Choose 2

- A. Manual sharing rules will not be carried over
- B. All owner base sharing will be recalculated
- C. Account Teams will not be transferred
- D. Criteria-based sharing rule will be recalculated

Correct Answer: AC

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#### QUESTION 7

How to streamline knowledge article creation process?

- A. Validation rule that check article is updated
- B. Workflow that new article is created on case
- C. Escalation process need approval of draft created from article manager

Correct Answer: B

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### QUESTION 8

A user has a profile with read only permissions for the case object. How can the user be granted edit permission for cases?

- A. Create a permission set with edit permissions for the case object
- B. Creating a sharing rule on the case object with read/write level of access
- C. Create a public group with edit permissions for the case object
- D. Add the user in a role hierarchy above users with edit permissions on the case object

Correct Answer: A

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### QUESTION 9

An administrator wants to allow users who are creating leads to have access to the Find Duplicates button. What lead object - level permission will the administrator need to provide to these users?

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

Correct Answer: B

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### QUESTION 10

What is true about Salesforce Communities? Choose 2

- A. Ideas tab is used by community users to submit, like and promote Ideas
- B. Communities can be used by internal salesforce users only
- C. Reputation level is the same across all communities.

Correct Answer: AC

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### QUESTION 11

Customer already have products delivered and payment is done on monthly basis. What kind of scheduling can be done?

- A. Default Quota scheduling



- B. Default Revenue scheduling
- C. Default Quantity Scheduling
- D. Default Scheduling

Correct Answer: B

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#### QUESTION 12

AW Computing wants to identify If certain customer is eligible for a service contract based on product. How to check it?

- A. Entitlements Only
- B. Service Contracts with Entitlements
- C. Service Contracts with Contract Line Items and Entitlements

Correct Answer: C

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#### QUESTION 13

An administrator notes that there are two account records in the system with the same name. A contact record with the same name is associated with each account. Using the Salesforce merge feature, what steps should be taken to merge these accounts?

- A. Merge the duplicate accounts, and the duplicate contacts will be merged automatically
- B. Merge the duplicate contacts, and then merge the duplicate accounts
- C. Merge the duplicate accounts, and then merge the duplicate contacts
- D. Merge the duplicate accounts, and check the box that optionally merges the duplicate contacts

Correct Answer: C

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#### QUESTION 14

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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### QUESTION 15

An administrator has unchecked the "Enable content pack creation" checkbox after users had created content packs. What is the impact of this change?

- A. Users can modify the description and title of existing packs
- B. The Clone and Customize button will continue to be available
- C. Users can continue to edit the contents of existing packs
- D. All existing content packs will be deleted

Correct Answer: A

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