Salesforce

Plat-Admn-201

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Question: 1

How should an administrator support this request?

A. Use process builder to capture the daily average on each opportunity.
B. Add Formula Fields to track Stages on each Opportunity.
C. Run the Opportunity Stage Duration report.
D. Refresh weekly reporting snapshots for Closed Opportunities.

Answer: C

Question: 2

Ursa Major Solar has a path on Case. The Company wants to require its users to follow the status values as they are on the path. Agents should be prohibited from preventing the case back to a previous status.
Which Feature Should an administrator use to fulfill this request?

A. Validation rules.
B. Global Value Picklists
C. Predefined field Values.
D. Dependent Picklists.

Answer: A

Question: 3

Sales reps miss key fields when filling out on opportunity record through the process. Reps need to move forward Win unable to enter previous stage.
Which three options should the administrator use to address this need?
Choose Three answers

A. Enable guided selling.
B. Use Validation Rules.
C. Configure Opportunity Path.
D. Use Flow to mark fields required.
E. Mark fields required on the page layout.

Answer: B, C, D

Question: 4

Cloud Kicks (CK) has new administrator who is asked to put together a memo detailing salesforce uses to budget for upcoming license purchases.
Where Should the administrator go to find out what type of licenses CK Has purchased and how many are available.

A. Search for licenses types in setup.
B. User Licenses Related List in Company information.
C. User Management settings in setup.
D. Usage based entitlement related list in company information.

Answer: B

Question: 5

The marketing team at Ursa Major Solar wants to send a personalized email whenever a lead fills out the web-to-Lead form on their website. They want to send different Message based on the Lead Industry Field Value.
What Should an administrator configure to meet this requirement?

A. Use Validation rule to trigger workflow to email to Lead.
B. Configure an auto response rule to email the lead.
C. Add a public group and process builder to email the lead.
D. Create an assignment rule to email the lead

Answer: B

Question: 6

Cloud Kicks has a Customer success agent going on leave and needs to change ownership on multiple cases.
Which two users are able to fulfill this request?
Choose 2 answers

A. A user with Read Permission on account.
B. A user with manager role above the agent.
C. A user with the System Administrator profile.
D. A user with the Manage Cases Permission

Answer: C, D

Question: 7

The marketing director at Northern Trail Outfitters has requested that the budget field is populated in order for the Lead Status field to be marked as qualified.
What tool should the administrator use to fulfill this request?

A. Lead Conversion.
B. Require Field.
C. Workflow Rule
D. Validation Rule

Answer: D

Question: 8

The administrator are Cloud Kicks created a new field for tracking returns on their new cloud shoe. A user has submitted case to the administrator indication that the new field is unavailable.
Which two steps should an administrator do to troubleshoot this issue?
Choose 2 answers

A. Ensure that the page layout for the user's profile has been updated.
B. Run the setup audit trail for the organization.
C. Update the organization wide default for the object.
D. Review the field level security of the field for the user profile

Answer: A, D

Question: 9

The administrator at Ursa Major Solar has Created a new record type for customer warranty cases which two assignments should the administrator use to display the new record type to users?
Choose 2 answers

A. Profile Assignment
B. Role Assignment
C. App Manager Assignment.
D. Page layout Assignment.

Answer: AD

A new Sales Rep at Ursa Major has a qualified lead that is ready for conversation.
When using the Lead Conversion process, which two records can be Created?
Choose 2 answers

A. Account
B. Campaign
C. Case
D. Contact

Answer: A, D

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