

# DUMPS ARENA

**Salesforce Certified Administrator**

**Salesforce Salesforce-Certified-Administrator**

**Version Demo**

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**QUESTION NO: 1**

A user is having trouble logging into Salesforce. The user's login history shows that this person has attempted to log in multiple times and has been locked out of the organization. Which two ways should the administrator help the user log into Salesforce? (Choose two.)

- A. Click Unlock on the user's record detail page.
- B. Log in as the user and enter a new password.
- C. Click Reset Password on the user's record detail page.
- D. Send an email to the user containing the user's password.

**ANSWER: A C****QUESTION NO: 2**

Universal Containers is onboarding ten new employees in two weeks.

Which two methods should a System Administrator use to create user records in Salesforce, without activating them? (Choose two.)

- A. Create them with the User Import Wizard, and ensure that Active is unchecked.
- B. Schedule a Time-Dependent Workflow to create users in two weeks.
- C. Click Add Multiple Users, and ensure that Generate New Password and Notify User Immediately are unchecked.
- D. Create a .csv file, ensure that IsActive = False, and use the data loader to insert.

**ANSWER: C D****QUESTION NO: 3**

What relationship can be selected in a custom report type where Accounts is the primary object and Contacts is the related object?

- A. Each account may or may not have related contacts.
- B. Each contact must have a related account.
- C. Each account must not have related contacts.
- D. Each contact may or may not have a related account.

**ANSWER: A**

**QUESTION NO: 4**

Which three options are available when customizing a report? (Choose three.)

- A. Add a gauge component
- B. Schedule a refresh time
- C. Add a grouping
- D. Summarize fields
- E. Add a filter

**ANSWER: C D E**

**QUESTION NO: 5**

Which two statements are correct regarding an approval process? (Choose two.)

- A. An approval action defines the result of record approval or rejection.
- B. An assignment rule defines the approver for each process step.
- C. The approval history related list can be used to track the process.
- D. A delegated approver can reassign approval requests.

**ANSWER: A C**

**QUESTION NO: 6**

Universal Containers wants to understand all of the configuration changes that have been made over the last six months.

What tool should an Administrator use to gather this information?

- A. Setup Audit Trail
- B. Debug Log
- C. Custom Report Type
- D. Network Access Settings

**ANSWER: A**

**QUESTION NO: 7**

Universal Containers is using a private sharing model. The U.S. sales director needs full access to all records owned by the U.S. sales representatives. How can this can be accomplished?

- A. Define a role hierarchy where the U.S. sales representatives roll up to the U.S. sales director.
- B. Place the U.S. sales director in a queue with the U.S. sales representatives.
- C. Define a role hierarchy where the U.S. sales director rolls up to the CEO.
- D. Give the U.S. sales director read/write/edit/delete object permissions on the profile.

**ANSWER: A**

**QUESTION NO: 8**

Universal Containers uses a Private data access model for Cases. Support agents own cases, and occasionally product specialists need access to cases in their product line. Which two actions will result in the needed access? (Choose two.)

- A. Case owners manually add product specialists to ad hoc case teams.
- B. Case owners configure pre-defined case teams.
- C. A case escalation rule assigns ownership to product specialists.
- D. Administrators configure pre-defined case teams and assignment rules.

**ANSWER: A D**

**QUESTION NO: 9**

Universal Containers wants to proactively alert each of its sales team users 30 days before their account renewal is due. To do this, a 'required' custom account date field named 'Renewals' has been created to hold the accounts' Renewal date. The default is one year from 'Create Date'. A validation rule ensures the date value entered is at least 30 days into the future. An Email alert and Email template has been created and is set to be delivered to the Account Owner recipient.

What kind of workflow action is needed to complete this requirement?

- A. Time-Triggered Workflow Action
- B. Time-Dependent Workflow Action
- C. Date-Triggered Workflow Action
- D. Date-Dependent Workflow Action

**ANSWER: B**

**QUESTION NO: 10**

At Universal Containers, the sharing model is set to private. Sales operations, legal, and accounting users all have the Standard User profile. A person from each department will assist the Account Executive in the sales process. The Sales operations and Accounting Reps need read/ write access and legal needs read-only access to the Opportunity object.

What should the Administrator do to ensure that each person has the correct access?

- A. Create a criteria-based opportunity sharing rule for each user.
- B. Assign a custom profile to the users that need access opportunities.
- C. Add the users to the opportunity team.
- D. Manually share the account record with each other.

**ANSWER: B**