Salesforce Certified Administrator (WI21)

Time Remaining : 00:39:58

56. Which feature should Ursa Major Solar use if they want their support agents who are skilled in a particular product line to own cases directly after customers log them from an automated channel?

A ◯ Case team routing
B ◯ Case escalation rules
C ◯ Assignment rules
D ◯ Workflow field update

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Salesforce Certified Administrator (WI21)

Time Remaining : 00:27:53

5.

A customer created a case using web to case. They contacted phone support to get an update on the case two days later. The support agent cannot find the case although the customer is positive that it was created and logged.

What should the administrator reference to troubleshoot this issue?

A ○ Contact email address

B ● Validation rules

C ○ Assignment rules

D ○ Setup Audit Trail

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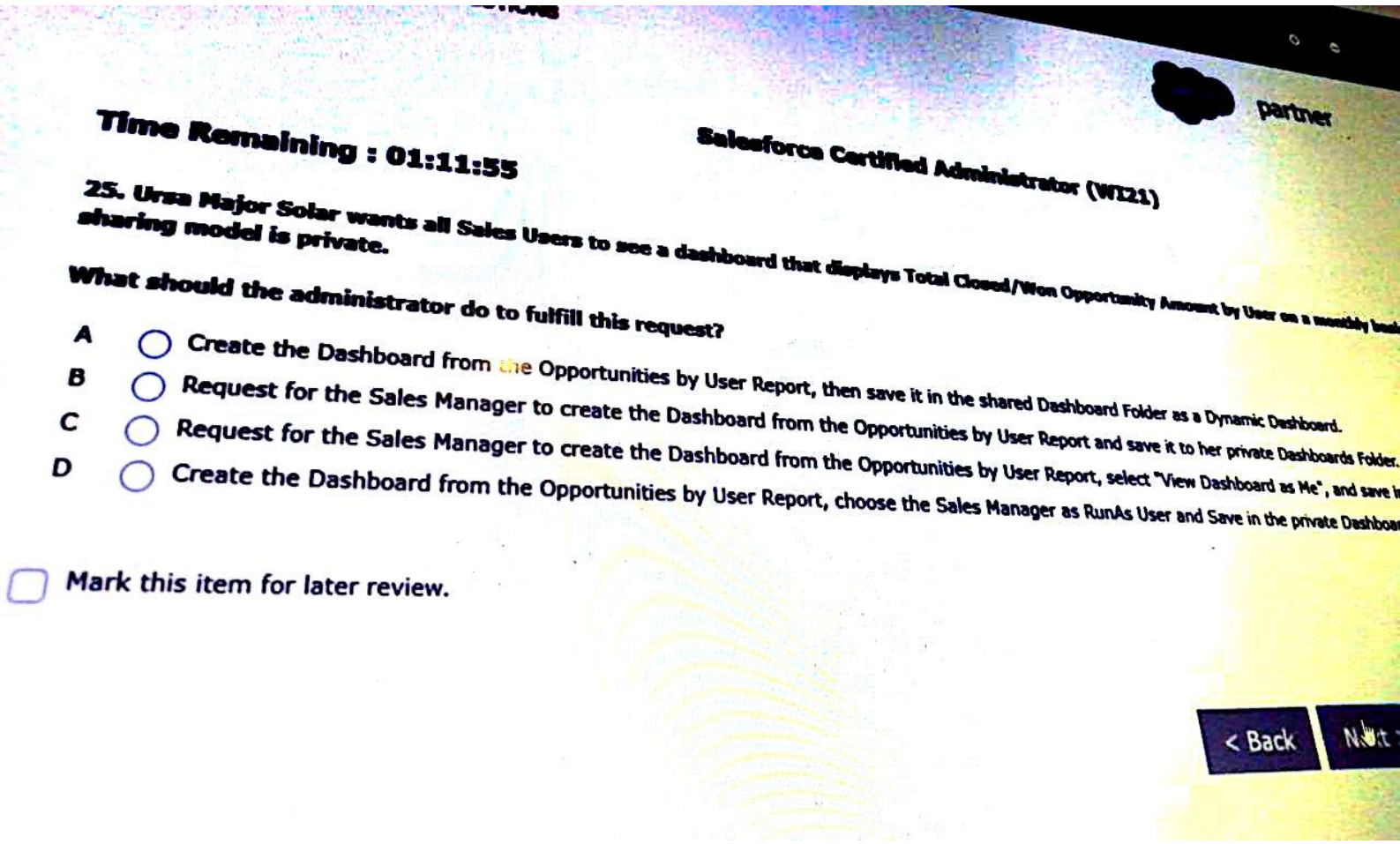

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Salesforce Certified Administrator (WI21)

Time Remaining : 00:41:05

54. Ursa Major Solar's administrator needs to create a custom field to track a specific Tier 2 support user on a case record.

What is the appropriate data type to utilize when creating this custom field?

A ◯ Lookup relationship

B ◯ Lookup filter

C ◯ Hierarchical relationship

D ◯ Formula

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62. Users at Universal Containers (UC) adhere to the following process for expense reports:

- Create the expense report.
- Attach receipts in an Expenses app.
- Send the report to the accountant to review and approve.

An administrator needs to enable this app for Salesforce Mobile.

What should the administrator consider from the User's perspective?

A ◯ A user can create list views, attach receipts as photos, and submit records for approval.

B ◯ A user can search Salesforce Records, attach receipts as photos, and approve records from Chatter.

C ◯ A user can utilize Search, create list views, and receive record push notifications from Chatter.

D ◯ A user can create records, attach receipts as photos, and submit for approval.

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Time Remaining : 01:04:27

Salesforce Certified Administrator (WD21)

34. Which two actions should an administrator perform to provide a sales team with an easy solution for gi
presentations with their customers?

Choose 2 answers

A ☐ Add customers to libraries.

B ☐ Add customers to private Chatter groups.

C ☐ Ensure opportunity teams are created for customers.

D ☐ Use Salesforce Files to post presentations in Chatter.

☐ Mark this item for later review.

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Time Remaining : 00:52:57

Salesforce Certified Administrator (WI21)

45. The administrator at Universal Containers was tasked with creating a user record for a new hire. Upon saving the new u displayed and the record was not saved.

Which two considerations should the Administrator take into account when creating a user record?

Choose 2 answers

A ☐ The username already exists and needs to be unique across all Salesforce orgs.

B ☐ The data in the username field needs to resemble an email address.

C ☐ The locale settings are based on the computer's locale settings.

D ☐ The password must be unique to the salesforce organization.

☐ Mark this item for later review.

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Time Remaining : 00:28:12

3. Ursa Major Solar wants to add charts to a Salesforce dashboard.

What are three standard chart types that are available?

Choose 3 answers

A ☐ Venn Diagram

B ☑ Bar charts

C ☑ Tables

D ☐ Heat maps

E ☑ Gauge charts

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partner

Salesforce Certified Administrator (WI21)

Time Remaining : 01:23:52

14. Sales executives at Ursa Major Solar (USM) frequently schedule virtual and remote meetings with key customer stakeholders.

USM wants to track activities for this meeting category to clearly display customer meetings in the account, contact, or opportunity p
this data to reports.

What should the administrator do to meet this goal?

A ◯ Inform the user to manually enter the meeting details in the description field on accounts, contacts, and opportunities.

B ◯ Inform the user to manually enter the meeting details in the account comments.

C ◯ Add a new value to the type field on accounts, contacts, and opportunities.

D ◯ Add a new value to the type field on tasks used for accounts, contacts, and opportunities.

☐ Mark this item for later review.

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Time Remaining : 01:13:24

Salesforce Certified Administrator (WI21)

23. A System Administrator attempts to deactivate a user but receives the error message "You CANNOT deactivate this us

What is the reason the Administrator is unable to to deactivate the user?

A ◯ The user is listed as the default Case Owner.

B ◯ The user is not assigned to a role.

C ◯ The user is logged into Salesforce.

D ◯ The user is still the owner on open opportunities.

☐ Mark this item for later review.

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Time Remaining : 00:41:52

Salesforce Certified Administrator (WI21)

54. Ursa Major Solar's administrator needs to create a custom field to track a specific Tier 1 support user

What is the appropriate data type to utilize when creating this custom field?

A ◯ Lookup relationship

B ◯ Lookup filter

C ◯ Hierarchical relationship

D ◯ Formula

☐ Mark this item for later review.

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: 00:55:34

42. What are two valid use cases for Salesforce Communities?

Choose 2 answers

A ☐ External partners can track the status of joint Opportunities.

B ☐ External customers can gain full user rights to Salesforce.

C ☐ Internal users can replicate Salesforce automation without licenses fees.

D ☐ External customers can track their purchases and open support cases.

☐ Mark this item for later review.

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: 00:32:55

63. Ursa Major Solar needs a case to be automatically created.

Which three features can an administrator use to accomplish this goal?

Choose 3 answers

A ☐ SMS-to-case

B ☐ Web-to-case

C ☐ Email-to-case

D ☐ Process Builder

E ☐ Lightning for Outlook

☐ Mark this item for later review.

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Time Remaining : 01:05:11

Salesforce Certified Administrator

33. Ursa Major (UM) is using an approval process.

Which two statements are correct about this scenario?

Choose 2 answers

A ☐ A delegated approver can reassign approval requests.

B ☐ To track the process, UM can use the approval history related list.

C ☐ UM can use an assignment rule to define the approver for each step in the process.

D ☐ An approval action defines the result of record approval or rejection.

You must select exactly 2 responses.

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Salesforce Certified Administrator (WI21)

Time Remaining : 00:28:03

4. Ursa Major Solar needs to fulfill the following requirements:

- **A custom object must be created to capture account survey data.**
- **Users need the ability to select an account from the survey record and view related surveys on the account record.**

Which two actions can an administrator configure to meet these requirements?

Choose 2 answers

A [x] Put the survey related list on the account page layout.

B [ ] Create a lookup relationship field on the account object.

C [x] Create a lookup relationship field on the survey object.

D [ ] Put the account related list on the survey page layout.

[ ] Mark this item for later review.

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Time Remaining : 01:25:11

13.
Ursa Major Solar tracks both user issues and customer issues.

A user issue can be logged as:

- new
- waiting for reply
- closed

A customer issue can be logged as:

- new
- working
- closed

An administrator needs to track both case types.

Which features should be used?

A ◯ Page Layouts and Process Builder

B ◯ Workflows and Automated Case Users

C ◯ Page Layouts and Record Types

D ◯ Record Types and Support Processes

☐ Mark this item for later review.

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Time Remaining : 00:43:25

Salesforce Certified Administrator (WI21)

52. Ursa Major Solar is bringing a new type of solar panel to market. An administrator needs to create a sales process for this new product.

What are three considerations for the administrator in this scenario?

Choose 3 answers

A ☐ Adding a new value to the record type master picklist value list adds the value to all existing record type picklists.

B ☐ The record type's page layout is assigned to users through their profile assignments.

C ☐ The record type name assignment becomes permanent upon save of a new record type.

D ☐ An opportunity record type will need to be created and assigned to the sales process.

E ☐ All picklist values on the page layout must be added to the master picklist value list or be active values.

☐ Mark this item for later review.

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Time Remaining : 01:13:45

22.

What does campaign influence allow a user to do?

A ◯ Adjust the percentage of influence each campaign has on an opportunity.

B ◯ Summarize campaign member statistics on a campaign.

C ◯ View the entire campaign hierarchy.

D ◯ Report on the campaigns that have contributed to an opportunity.

☐ Mark this item for later review.

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43. Ursa Major Solar placed a time-dependent action in the workflow queue when the record was created.

What are two situations that will cause this action to be removed from the queue?

Choose 2 answers

A ☐ If the action is deleted from the workflow queue

B ☐ If a validation rule is triggered for the record

C ☐ If another record triggers the same workflow rule

D ☐ If the record no longer matches the rule criteria

☐ Mark this item for later review.

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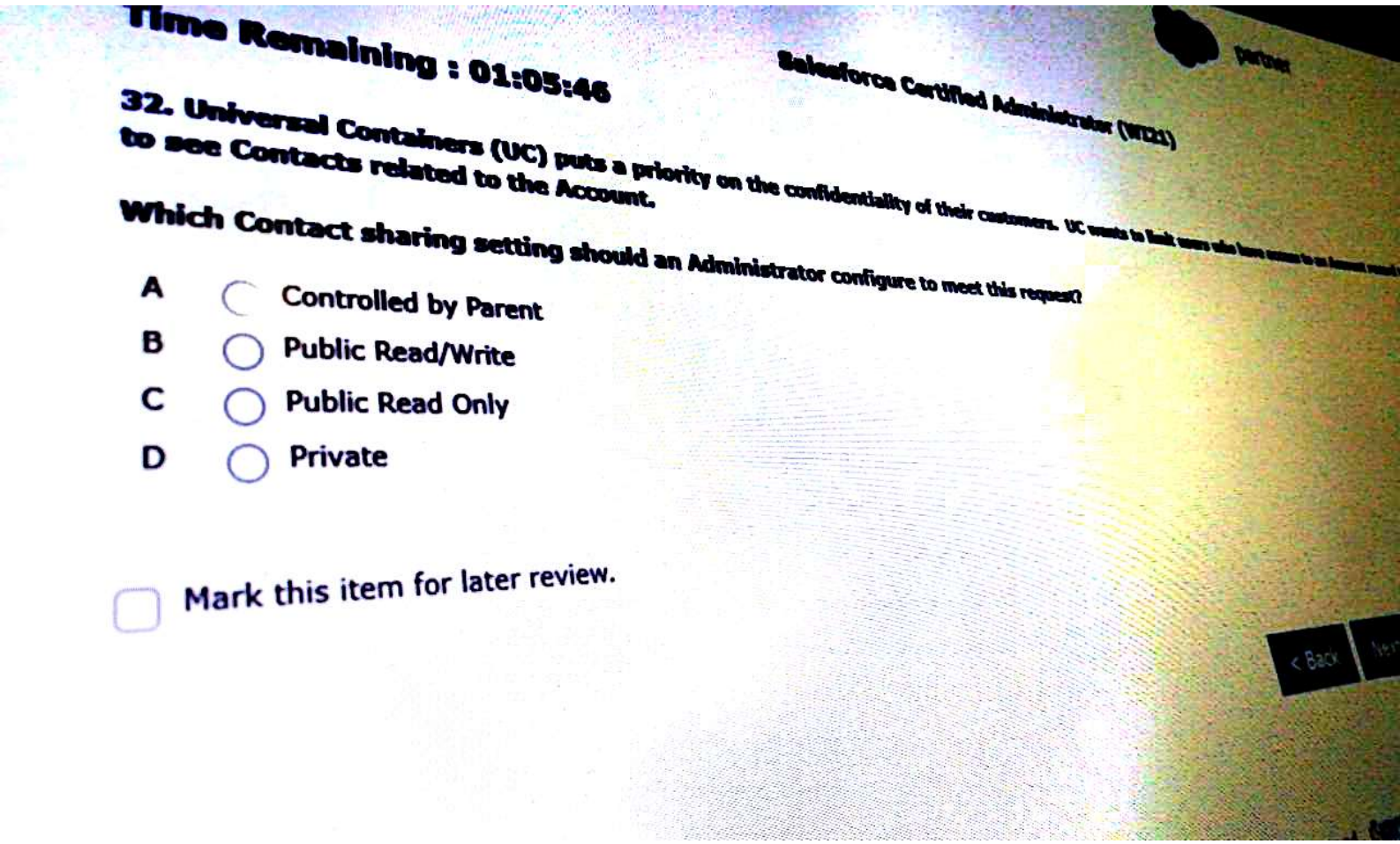

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Time Remaining : 00:34:33

61. Ursa Major Solar is using products and price books.

Which two items should an administrator take into considerations about these features?

Choose 2 answers

A ☐ The standard and list price for a product can be listed in more than one currency.

B ☐ If price books contain assets, they can NOT contain products.

C ☐ A product can have a different list price in different price books.

D ☐ Products without a price are automatically added to the standard price book.

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Time Remaining : 00:28:21

Certified Administrator (V

2. What are three considerations when a user is importing data via Data Loader?

Choose 3 answers

A ☑ Field-Level Security access determines which fields will be visible.

B ☐ Importing data into checkbox fields allows for the use of TRUE/FALSE.

C ☐ Restricted picklists, a new picklist value will be ignored and the default value applied.

D ☑ Validation rules do **NOT** execute when importing data.

E ☑ Unrestricted picklists, a new picklist value will be applied but will **NOT** be added to the picklist.

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:26:33

12. Northern Trail Outfitters wants a backup administrator set up for their org. Once the administrator is set up, they report that the administrative duties.

What are two possible reasons for the access issues?

Choose 2 answers

A ☐ The active checkbox is unchecked by default.

B ☐ The role needs to be specified on the user record

C ☐ The System Administrator profile is unavailable under the Salesforce Platform license.

D ☐ The user was given the delegated administrator group access.

☐ Mark this item for later review.

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Time Remaining : 01:15:45

Salesforce Certified Administrator (WI21)

21. A new custom object called Parts has been created for Ursa Major Solar.

Where should an administrator adjust how the object appears when it is found in the global search?

A ◯ Global search, parts, and global search Layouts

B ◯ Object manager, parts, and page layouts

C ◯ Object manager, parts, and search layouts

D ◯ Global search, parts, and search layouts

☐ Mark this item for later review.

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Time Remaining : 00:42:50

53. An administrator at Ursa Major Solar is configuring password requirements for the company's users.

Which three actions are administrators able to configure?

Choose 3 answers

A ☐ Set the length of time before passwords expire.

B ☐ Set password complexity requirements.

C ☐ Set prohibited password values.

D ☐ Set maximum invalid login attempts.

E ☐ Set requirement that passwords must be unique for each user.

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Salesforce Certified Administrator (

Time Remaining : 00:56:44

41. Ursa Major Solar needs its sales users to be able to do the following:

- **View their open Opportunities grouped by Stage**
- **View their open Opportunities grouped by source report on a dashboard component.**

Which report format needs to be used to accomplish this goal?

A ◯ Joined

B ◯ Matrix

C ◯ Tabular

D ◯ Summary

☐ Mark this item for later review.

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...ields should the administrator

- Owner Name and Account Name.
- Account Name and Account Site.
- Account Name and Created Date.
- Account Name and Billing Address.

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Time Remaining : 00:35:05

59. The VP of marketing has asked the administrator to restrict marketers from deleting campaign records. The marketers are user profile.

What action should the administrator take to satisfy the request?

A ◯ Create a validation rule to prevent delete for marketing users only.

B ◯ Update the current profile by removing the campaign delete permission.

C ◯ Use a custom profile with the campaign delete permission disabled.

D ◯ Assign a permission set with campaign create, read and edit permissions.

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Time Remaining : 00:28:15

3. Ursa Major Solar wants to add charts to a Salesforce dashboard.

What are three standard chart types that are available?

Choose 3 answers

A ☐ Venn Diagram

B ☑ Bar charts

C ☑ Tables

D ☐ Heat maps

E ☑ Gauge charts

Mark this item for later review

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Time Remaining : 00:28:15

3. Ursa Major Solar wants to add charts to a Salesforce dashboard.

What are three standard chart types that are available?

Choose 3 answers

A ☐ Venn Diagram

B ☑ Bar charts

C ☑ Tables

D ☐ Heat maps

E ☑ Gauge charts

Mark this item for later review

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Time Remaining : 01:28:04

11. Ursa Major Solar is a Canadian company that has the following set up in Salesforce:

- **They have activated Web-to-Case on their corporate website.**
- **Auto-Response is configured so that customers are thanked for logging the case and activated Assignment Rules the customer resides.**
- **Case ownership is therefore determined and routed to the corresponding queue - North, South, East, or West.**

Customer Cases that do NOT meet the existing criteria need to be assigned to Queue - World.

Which solution will satisfy this requirement?

A ◯ *Using a Trigger, change the owner of Cases outside CANADA to Queue - World.*

B ◯ *Using a Workflow Rule, change the owner of new Cases outside CANADA to Queue - World.*

C ◯ *In an Active Case Flow, change the name of the Queue to World.*

D ◯ *In Case Support Settings, change Default Case Owner to Queue - World.*

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20. Ursa Major Solar has an existing process for their solar panel Opportunities that includes the following stages:

- Prospecting
- Value Proposition
- Negotiation/Review
- Closed Won
- Closed Lost

They want to implement a new process for their battery Opportunities using the following stages:

- Qualification
- Value Proposition
- Negotiation/Review
- Closed Won
- Closed Lost

What should the administrator configure to implement these changes?

A ◯ Edit the stage field on Opportunity and activate qualification as a value.

B ◯ Update the existing Opportunity sales process to include qualification as a valid stage.

C ◯ Create a new sales process that includes the relevant stages and assign it to the new battery record type on Oppo

D ◯ Create a new battery record type on Opportunity and add the appropriate values to the stage picklist.

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Salesforce Certified Administrator (WI21)

Time Remaining : 00:57:32

40. An Administrator at Ursa Major Solar is converting a lead and needs to capture custom lead data on the converted contact.

What should the administrator do to accomplish this goal?

A ◯ Utilize the data loader to move the custom lead data.

B ◯ Map custom lead fields to standard contact fields.

C ◯ Utilize the lead conversion wizard to select the fields.

D ◯ Map custom lead fields to custom contact fields.

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Time Remaining : 00:46:15

51. Universal Containers uses Salesforce Content to store technical manuals and videos used by support agents when troubleshooting. They would like to organize these files by product to make it easier to find the correct information and limit access to support agents only.

Which Content feature can be used to organize these files?

A ◯ Featured Topics
B ◯ Data Categories
C ◯ Libraries
D ◯ Groups

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Time Remaining : 01:07:29

Salesforce Certified Administrator (WI21)

30. Universal Containers uses a private sharing model for Accounts. Accounts are assigned to a region using a custom region picklist on [illegible]. Europe has requested that the entire set of EMEA users be able to work on all EMEA Accounts.

Which two actions should an administrator take to complete this request?

Choose 2 answers

A ☐ Create a sharing rule on Account that shares Accounts where region = EMEA with the EMEA users public group.

B ☐ Create a sharing rule on Account that shares Accounts where region = EMEA with the EMEA users queue.

C ☐ Create a sharing rule on Account that shares Accounts where region = EMEA with the EMEA users role.

D ☐ Create a sharing rule on Account that shares Accounts where region = EMEA with the EMEA users profile.

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Time Remaining : 00:39:08

Administrator (WI21)

60. After a recent restructure of its Sales Department, Ursa Major Solar is having issues with records being omitted in the new Opportunity Report.

Which three questions should the administrator ask to research this issue?

Choose 3 answers

A ☐ Are records currently being shared with the sales manager?

B ☐ Do the records the sales managers expect to see match the filter criteria?

C ☐ Did the sales manager start from a copy or clone of an existing report?

D ☐ Do owners of all records have Roles and correct Territory Assignments?

E ☐ Have the owners of the records been frozen?

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Time Remaining : 00:28:30

Salesforce Certified Administrator (

1.

In which two locations can a system administrator assign a page layout?

Choose 2 answers

A ☐ Role

B ☐ App

C ☑ Profile

D ☑ Record Type

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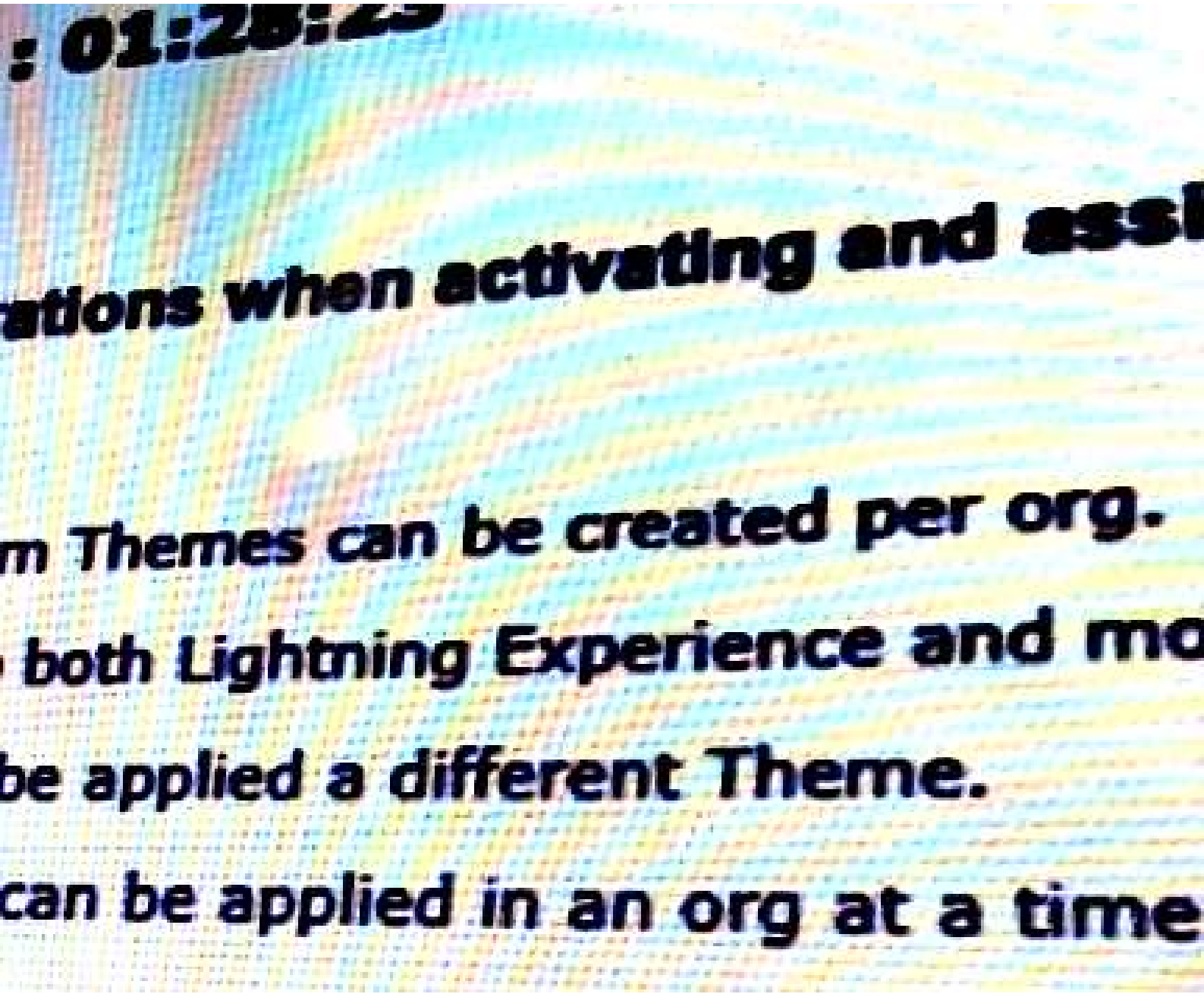

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:18:03

19. Ursa Major Solar has selected report folders that are shared with a small group of users who are on Lightning Experience. The administrator these users from customizing the information in the reports.

What should the administrator do to achieve this goal?

A ◯ Lock report filters.

B ◯ Utilize Custom Report Types.

C ◯ Run the report as a specified user.

D ◯ Change Field Level Security.

☐ Mark this item for later review.

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Time Remaining : 00:46:44

50. The managers at Ursa Major Solar asked the administrator to quickly provide access to sales reports and dashboards.

How can this be done?

A ◯ Search the AppExchange for free adoption report apps.

B ◯ Log a case to Salesforce Support.

C ◯ Use the Salesforce Auto-Report Builder.

D ◯ Build reports and dashboards.

☐ Mark this item for later review.

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39. Ursa Major Solar (UMS) wants to assign a Lightning for Outlook layout.

Which two options can UMS assign this layout to?

Choose 2 answers

A ☐ Role

B ☐ User

C ☐ Profile

D ☐ Team

☐ Mark this item for later review.

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Time Remaining : 01:07:06

Salesforce Certified Administrator (WI21)

31.

At Universal Containers, there is a custom field on the Lead named Product_Category__c. Management would like this information to be [illegible] upon lead conversion.

What action should the administrator take to satisfy the request?

A ◯ Create a custom field on the Opportunity and map the two fields.

B ◯ Configure the product categories picklist field on the product.

C ◯ Map the lead custom field to the product's product category field.

D ◯ Create a workflow to update opportunity fields based on the lead.

☐ Mark this item for later review.

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Time Remaining : 00:39:19

59. The VP of marketing has asked the administrator to restrict marketers from deleting campaign records. The marketers are currently assigned to the marketing user profile.

What action should the administrator take to satisfy the request?

A ◯ Create a validation rule to prevent delete for marketing users only.

B ◯ Update the current profile by removing the campaign delete permission.

C ◯ Use a custom profile with the campaign delete permission disabled.

D ◯ Assign a permission set with campaign create, read and edit permissions.

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Time Remaining : 00:29:06

Certified Administrator (WI21)

57. Universal Containers wants to begin selling to consumers, in addition to businesses. The Opportunity stages for selling to consumers those used for businesses.

Which feature in Salesforce will allow for this to be accomplished?

A ◯ Business Processes

B ◯ Sharing Rules

C ◯ Record Types

D ◯ Page Layouts

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Time Remaining : 01:31:38

8. The administrator has added the company IP address ranges to the network access section.

What will happen when a user tries to log in from outside the company network?

A ◯ Login attempts using the API are denied.

B ◯ Users must enter a verification code.

C ◯ Users are redirected to the VPN.

D ◯ Login attempts by all users are denied.

☐ Mark this item for later review.

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Time Remaining : 00:32:15

64. An administrator at Ur[illegible] Major Solar wants to allow a sales user to relate an opportunity to a campaign.

What are two ways to accomplish this goal?

Choose 2 answers

A ☐ Use the campaign hierarchy related list on the opportunity.

B ☐ Choose the primary campaign source for the opportunity.

C ☐ Select the campaign record type when creating the opportunity.

D ☐ Utilize the campaign influence related list on the opportunity.

☐ Mark this item for later review.

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Time Remaining : 00:49:09

49.

At Ursa Major Solar, a workflow rule is in place that sends a reminder email 30 days before the warranty expiration date. A customer renews their w... another three years.

What is the expected behavior for the em...l workflow rule?

A ◯ The email is sent with the 30 day reminder criteria.

B ◯ The email is NOT sent because the record no longer meets the criteria.

C ◯ The email is locked in the job queue until it meets the criteria.

D ◯ The email is NOT sent because the customers email address was missing.

☐ Mark this item for later review.

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58. **Universal Containers created a new job posting on the first of the month. It triggered a process scheduled action that will send a Chatter post to the department VP in 30 days if the position is still open and the status is NOT equal to Interviewing. On the 10th of the month, an applicant interviews, and the job posting status is updated to Interviewing.**

What will happen to the Chatter post in this situation?

A ◯ The pending Chatter post will be sent in 30 days.

B ◯ The pending Chatter post will be will be paused.

C ◯ The pending Chatter post will be sent on the 10th of the month.

D ◯ The pending Chatter post will be canceled.

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Time Remaining : 00:53:41

Salesforce Certified Administrator (WI21)

44. At Ursa Major Solar, Salesforce users have a session timeout of 12 hours, but management wants the session timeout to be increased t
management wants inactive users to be logged out at that time.

What should the administrator do to fulfill this request?

A ◯ In user profiles, enter 24 hours in the timeout section, and check the box for Fforce logout on session timeout.

B ◯ In session settings, select 24 hours, and check the box for force logout on session timeout.

C ◯ In session settings, select 24 hours, and uncheck the box for force logout on session timeout.

D ◯ In user profiles, type in 24 hours in the timeout section, and uncheck the box for force logout on session timeout.

☐ Mark this item for later review.

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Time Remaining : 01:19:01

Salesforce Certified Administrator (WI21)

18. Ursa Major Solar recently enabled the multiple currencies feature. As a result, which currency will be used as the foundatio

A ◯ Active currency

B ◯ Corporate currency

C ◯ Personal currency

D ◯ Record currency

☐ Mark this item for later review.

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:08:32

28. At Ursa Major Solar, Sales representatives use a custom report type for Account reports. New fields have been created on the Account Ob... needs to report on the newly created fields.

What should the administrator do to achieve this goal?

A ◯ From the Custom Report Type, Edit Layout, then add the new fields to the report.

B ◯ Create a new account report folder, go to share, and then add the new fields.

C ◯ Create a new account report and add the new fields from the Report Builder.

D ◯ From the Custom Report Type, Edit Object Relationships, then add the new fields to the report.

☐ Mark this item for later review.

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Time Remaining : 01:30:23

Administrator (WI21)

9. The support group at Ursa Major Solar has the following requirements:
   - Agents need to capture different information for product support and inquiry cases.
   - The lifecycle for inquiry cases should have fewer steps than the lifecycle for product support cases.

Which three features should an administrator use to meet these requirements?

Choose 3 answers

A ☐ Field-level security

B ☐ Support processes

C ☐ Record types

D ☐ Page layouts

E ☐ Permission sets

☐ Mark this item for later review.

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Time Remaining : 00:30:50

Salesforce Certified Administrator (WI21)

65. The Ursa Major Solar administrator is editing the page layout for a new custom object. A text area field is accidentally removed from the page layout, and needs to be restored to the page layout.

What are three methods for achieving this goal?

Choose 3 answers

A ☐ Click the undo button or the cancel button.

B ☐ From the fields palette, drag the field into the same position.

C ☐ Restore original page layout from a sandbox.

D ☐ Restore from the recycle bin within 15 days.

E ☐ Clone the layout from a different profile and use save as.

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48. The administrator at Ursa Major Solar wants to configure automation that should run when an Account's

- **Check if the rating changed from Hot to Cold**
  - **If yes, create a Case**
  - **If yes, send an Email**
- **Check if the rating changed from Cold to Hot**
  - **If yes, delete a related Task record**

Which two automation solutions would be able to accomplish these tasks?

Choose 2 answers

A ☐ One Flow

B ☐ One Process Builder that calls one Flow

C ☐ One Process Builder

D ☐ One Flow that calls One Process Builder

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:00:44

38. The administrator creates a validation rule that will require a custom text field called "Details" be updated based on the value of another picklist "Status."

Which two actions should the administrator take before activating the validation rule?

Choose 2 answers

A ☐ Add the fields to the page layout.

B ☐ Add the validation rule to the user's profile.

C ☐ Update the user's profile to read/write access to both fields.

D ☐ Update the field types to be compatible with validation rules.

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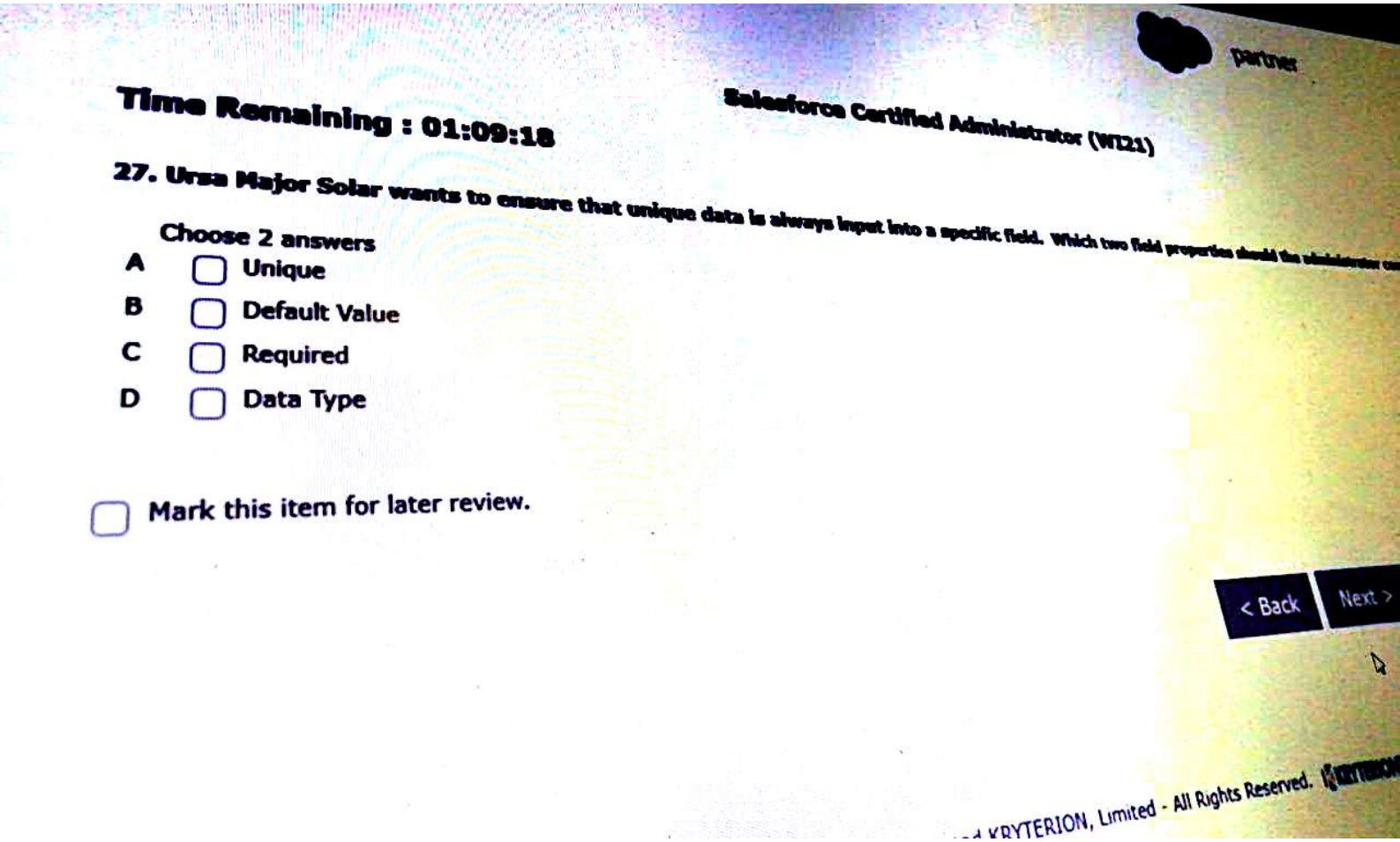

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Time Remaining : 01:20:49

Salesforce Certified Administrator (WI21)

17. Previous Ursa Major Solar sales representatives worked on approximately 180 accounts with billing addresses in California. The retain viewing and editing access to these accounts for 1-3 months. An administrator needs to easily provide view and edit access accounts.

What should the administrator do to achieve this goal?

A ◯ Configure a new account sharing rule for the Sales Rep profile with criteria based on billing state equals California.

B ◯ Configure a new account folder for these users with criteria based on billing state equals California.

C ◯ Configure a new profile for these users with criteria based on billing state equals California.

D ◯ Configure a new account sharing rule for these users with criteria based on billing state equals California.

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partner

Salesforce Certified Administrator (WI21)

Time Remaining : 01:33:36

7. At Cloud Kicks, new public articles must be approved before publishing. Users are asked to click the submit for approval button to be sometimes the user forgets.

How should an administrator automate submission so all new public articles will enter the approval process?

A ◯ Update Initial Actions

B ◯ Create a new record type and page layout

C ◯ Use Process Builder

D ◯ Default the Submit for Approval button

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Salesforce Certified Administrator (WI21)

Time Remaining : 00:39:43

57. Universal Containers wants to begin selling to consumers, in addition to businesses. The Opportunity stages for selling to consumers will be different than those used for businesses.

Which feature in Salesforce will allow for this to be accomplished?

A ◯ Business Processes

B ◯ Sharing Rules

C ◯ Record Types

D ◯ Page Layouts

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: 00:29:22 (W121)

47. Supervisors at Universal Containers have read access to Contacts through their profiles. Sales reps have a separate profile that allows them to Some sales reps are attending a conference for a week and supervisors will need to fill in to update Contact details while they are out.

How should an administrator grant proper access to the supervisors?

A ◯ Assign a permission set with the edit permission on Contact to the supervisors that need it.

B ◯ Create a sharing rule to grant read/write access on Contact to the supervisor role.

C ◯ Change the supervisor users profiles to be sales rep.

D ◯ Update the supervisor profile with edit permission on Contact.

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Salesforce Certified Administrator (WI21)

Time Remaining : 00:51:18

47. Supervisors at Universal Containers have read access to Contacts through their profiles. Sales reps have a separate profile that allows them to edit Cont Some sales reps are attending a conference for a week and supervisors will need to fill in to update Contact details while they are out.

How should an administrator grant proper access to the supervisors?

A ◯ Assign a permission set with the edit permission on Contact to the supervisors that need it.

B ◯ Create a sharing rule to grant read/write access on Contact to the supervisor role.

C ◯ Change the supervisor users profiles to be sales rep.

D ◯ Update the supervisor profile with edit permission on Contact.

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Time Remaining : 01:01:36

37. Ursa Major Solar is looking into backup methods.

Which set of small and large data backup methods are available in native Salesforce?

A ◯ Report Exports, Dashboard Exports, and Weekly Data Export Service

B ◯ Mass Export Wizard, Weekly Data Export Service, and Data Loader Exports

C ◯ Data Loader Exports, Report Exports, and Weekly Data Export Service

D ◯ Data Loader Exports, Mass Exports, and Weekly Data Export Service

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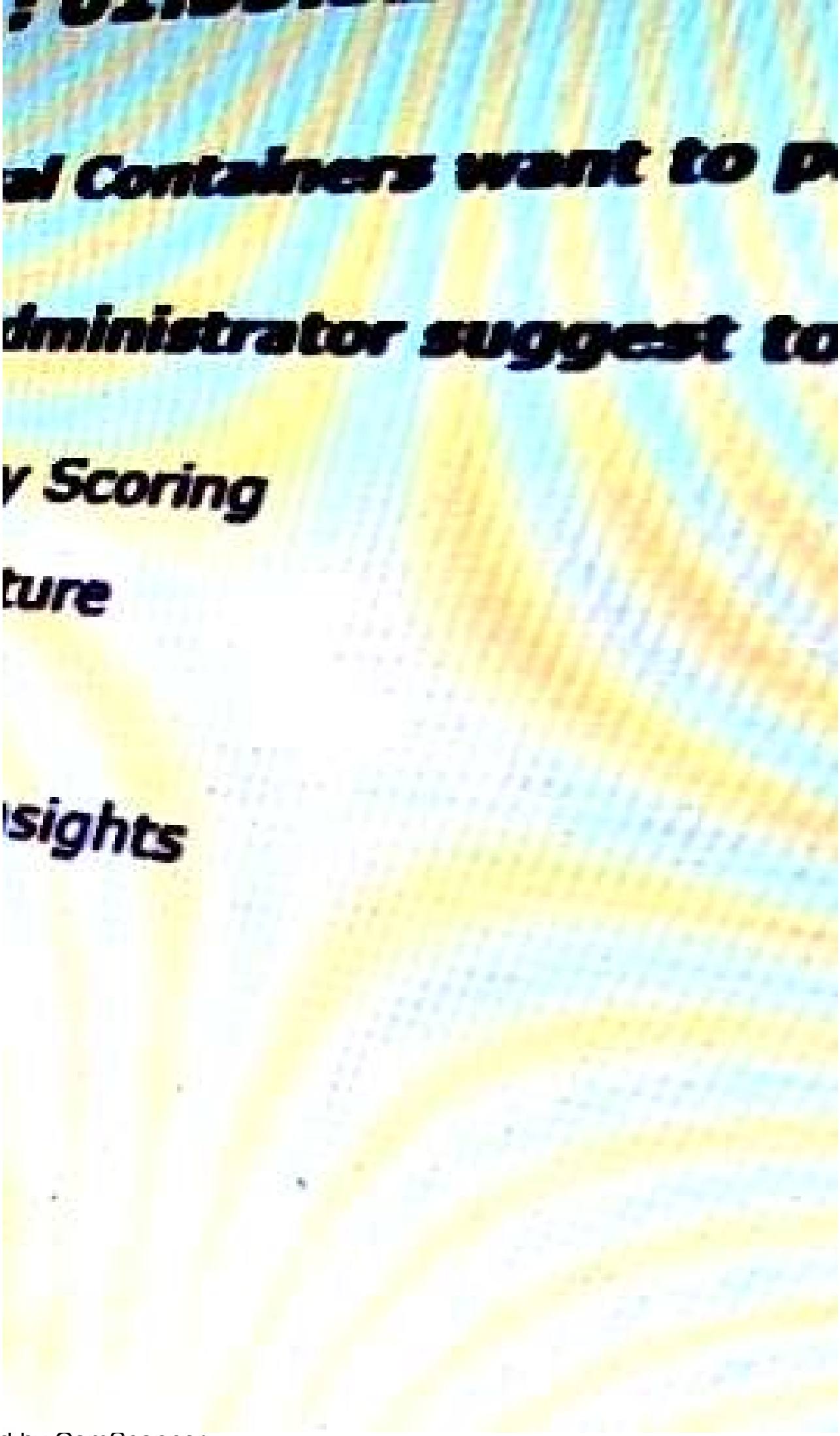

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Time Remaining : 01:10:28

Salesforce Certified Administrator (WI21)

26. A sales ops user has been identified as the dashboards expert within Cloud Kicks. This user needs to be able to update d
private folders.

Which permission should the administrator assign to the user?

A ◯ Create dashboard folders

B ◯ Manage dashboards in public folders

C ◯ Manage reports in public folders

D ◯ Create and customize dashboards

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Time Remaining : 01:21:57

16.

Universal Containers successfully deployed a partner community last quarter and is now experiencing performance issues.

Which two strategies should a system administrator use to improve community performance?

Choose 2 answers

A ☐ Create a new custom partner profile

B ☐ Use sharing sets

C ☐ Delete the Executive and Manager roles

D ☐ Grant super user access to appropriate external users

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Time Remaining : 00:52:04

Salesforce Certified Administrator (WI21)

46. Ursa Major Solar has the following environment and requirements:

- Critical, high-priority accounts have an assigned District Manager, Sales Representative, Inside Sales Representative, and Customer Service Rep
- The Sales Manager wants to prevent these accounts from being inadvertently contacted more than once on the same day.
- The Sales Manager wants to report on various customer interactions.

How should the administrator fulfill these requirements?

A ◯ Log a separate task, call, or activity on the account.

B ◯ Enter comments into the notes section on the account.

C ◯ Log a case on the account.

D ◯ Post customer interactions in Chatter on the account.

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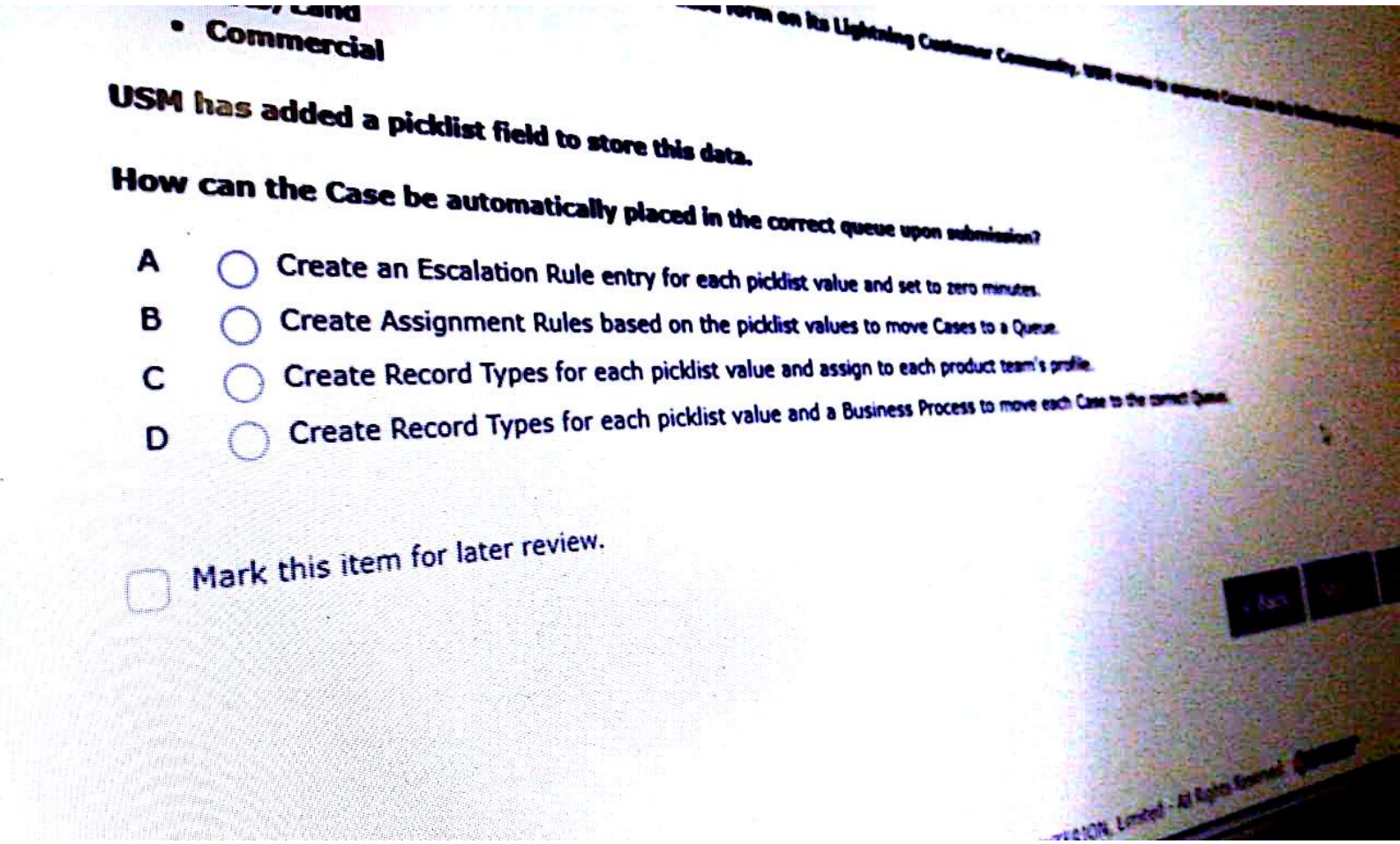

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USM has added a picklist field to store this data.

How can the Case be automatically placed in the correct queue upon submission?

A ◯ Create an Escalation Rule entry for each picklist value and set to zero minutes.

B ◯ Create Assignment Rules based on the picklist values to move Cases to a Queue.

C ◯ Create Record Types for each picklist value and assign to each product team's profile.

D ◯ Create Record Types for each picklist value and a Business Process to move each Case to the correct Queue.

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:36:48

5.

A customer created a case using web to case. They contacted phone support to get an update on the case two days later. The su
although the customer is positive that it was created and logged.

What should the administrator reference to troubleshoot this issue?

A ◯ Contact email address

B ◯ Validation rules

C ◯ Assignment rules

D ◯ Setup Audit Trail

☐ Mark this item for later review.

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Major Solar wants to upload 10,000 Campaigns to Salesforce.

Which tool should the administrator utilize to accomplish this task?

A ◯ AppExchange package

B ◯ Data Loader

C ◯ Data Import Wizard

D ◯ Bulk Data Load Jobs

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Time Remaining : 01:23:12

15. When a Salesforce user is deactivated, what happens to all of the records the user owns in Salesfo

A ◯ They are automatically assigned to another user.

B ◯ They are automatically deleted.

C ◯ They are assigned to the deactivated user until reassigned.

D ◯ They are automatically assigned to the administrator.

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Time Remaining : 01:13:09

Salesforce Certified Administrator (WI21)

24. Ursa Major Solar users want to utilize Salesforce Knowledge.

Which statement accurately describes Knowledge?

A ◯ A knowledge base that uses Machine Learning to generate an article to solve customer support issues

B ◯ An automated tool that closes Cases based on historical information

C ◯ A knowledge base comprised of articles that can be written and utilized by support agents

D ◯ An automated Machine Learning tool that converts Leads to Opportunities given a predefined set of conditi

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Salesforce Certified Administrator (WI21)

Time Remaining : 01:23:52

14. Sales executives at Ursa Major Solar (USM) frequently schedule virtual and remote meetings with key customer stakeholders.

USM wants to track activities for this meeting category to clearly display customer meetings in the account, contact, or opportunity p
this data to reports.

What should the administrator do to meet this goal?

A ◯ Inform the user to manually enter the meeting details in the description field on accounts, contacts, and opportunities.

B ◯ Inform the user to manually enter the meeting details in the account comments.

C ◯ Add a new value to the type field on accounts, contacts, and opportunities.

D ◯ Add a new value to the type field on tasks used for accounts, contacts, and opportunities.

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Time Remaining : 00:28:12

3. Ursa Major Solar wants to add charts to a Salesforce dashboard.

What are three standard chart types that are available?

Choose 3 answers

A ☐ Venn Diagram

B ☑ Bar charts

C ☑ Tables

D ☐ Heat maps

E ☑ Gauge charts

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Time Remaining : 00:52:57

Salesforce Certified Administrator (WI21)

45. The administrator at Universal Containers was tasked with creating a user record for a new hire. Upon saving the new u displayed and the record was not saved.

Which two considerations should the Administrator take into account when creating a user record?

Choose 2 answers

A ☐ The username already exists and needs to be unique across all Salesforce orgs.

B ☐ The data in the username field needs to resemble an email address.

C ☐ The locale settings are based on the computer's locale settings.

D ☐ The password must be unique to the salesforce organization.

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Time Remaining : 01:04:27

Salesforce Certified Administrator (WD21)

34. Which two actions should an administrator perform to provide a sales team with an easy solution for gi
presentations with their customers?

Choose 2 answers

A ☐ Add customers to libraries.

B ☐ Add customers to private Chatter groups.

C ☐ Ensure opportunity teams are created for customers.

D ☐ Use Salesforce Files to post presentations in Chatter.

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62. Users at Universal Containers (UC) adhere to the following process for expense reports:

- Create the expense report.
- Attach receipts in an Expenses app.
- Send the report to the accountant to review and approve.

An administrator needs to enable this app for Salesforce Mobile.

What should the administrator consider from the User's perspective?

A ◯ A user can create list views, attach receipts as photos, and submit records for approval.

B ◯ A user can search Salesforce Records, attach receipts as photos, and approve records from Chatter.

C ◯ A user can utilize Search, create list views, and receive record push notifications from Chatter.

D ◯ A user can create records, attach receipts as photos, and submit for approval.

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Salesforce Certified Administrator (WI21)

Time Remaining : 00:41:05

54. Ursa Major Solar's administrator needs to create a custom field to track a specific Tier 2 support user on a case record.

What is the appropriate data type to utilize when creating this custom field?

A ◯ Lookup relationship

B ◯ Lookup filter

C ◯ Hierarchical relationship

D ◯ Formula

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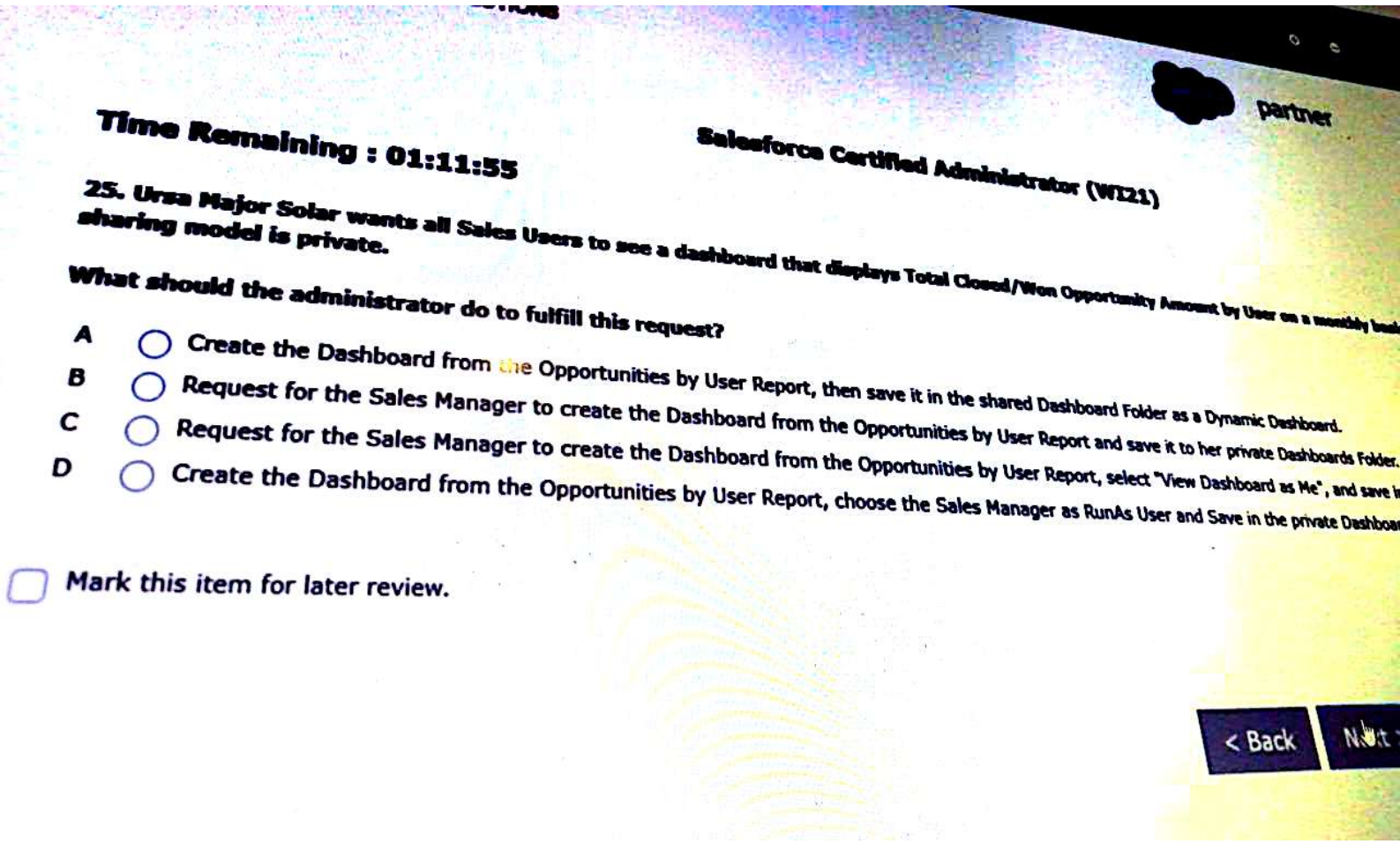

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Salesforce Certified Administrator (WI21)

Time Remaining : 00:27:53

5.

A customer created a case using web to case. They contacted phone support to get an update on the case two days later. The support agent cannot find the case although the customer is positive that it was created and logged.

What should the administrator reference to troubleshoot this issue?

A ○ Contact email address

B ● Validation rules

C ○ Assignment rules

D ○ Setup Audit Trail

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