KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:31:30

37 of 65. An administrator at Northern Trail Outfitters is creating new record types for a custom object.

What should the administrator take into consideration?

A. (●) Add the record type to the required path.
B. ( ) Set the field-level security for the record type.
C. ( ) Create a new page layout for the record type.
D. ( ) Assign the record type to the appropriate profiles.

[ ] Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:37:34

23 of 65. Ursa Major Solar is looking into backup methods.

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

A. (●) Data Loader Exports, Report Exports, and Weekly Data Export Service
B. ( ) Data Loader Exports, Mass Exports, and Weekly Data Export Service
C. ( ) Report Exports, Dashboard Exports, and Weekly Data Export Service
D. ( ) Mass Export Wizard, Weekly Data Export Service, and Data Loader Exports

☐ Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:38:23

22 of 65. Northern Trail Outfitters has a web form for cases.

If the case assignment rules are inactive, who will be assigned ownership when the case is created?

A. ○ The system administrator will be assigned.
B. ◉ The default case owner will be assigned.
C. ○ The case will be assigned to a default case queue.
D. ○ The case will be assigned to the default workflow user.

☐ Mark this item for later review.

KRYTERION™ GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:32:09

36 of 65. A user with administrator privileges accidentally deleted a custom field in an org one day ago.

What should the administrator consider to restore the field?

A. (●) The deleted field and its data can be restored up to 15 days after deletion.
B. ( ) The deleted field and its data can be restored up to 30 days after deletion.
C. ( ) The deleted field can be restored up to 15 days after deletion, but all data will be lost.
D. ( ) The deleted field and its data **CANNOT** be restored.

☐ Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:39:32

20 of 65. Northern Trail Outfitters wants a backup administrator set up for their org. Once the administrator is set up, they report that they are unable to perform any of 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.

KRITERION GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:32:52

34 of 65. What are two ways to customize basic reports using Lightning Experience?

Choose 2 answers

A. [x] By adding a filter

B. [ ] By adding a Lightning Component

C. [x] By adding a chart

D. [ ] By adding links to external pages

[ ] Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRITERION
GLOBAL TESTING SOLUTIONS
salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:32:38

35 of 65. Sales Rep A and Sales Rep B view an Account report for All Accounts without any filters. The company uses a private sharing model. Each rep sees a different number of results.

What is the explanation for the discrepancy in the reports?

A. ◯ Sales Rep B needs to be assigned to the Sales Rep profile.
B. ◯ Sales Rep B needs to be assigned to the Sales Rep queue.
C. ◉ Sales Rep B needs to be assigned to the Sales Rep role.
D. ◯ Sales Rep B needs to be assigned to the Sales Rep permission set.

☐ Mark this item for later review.

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:39:13

21 of 65. The Support Manager wants to send an automatic email to the Case Contact when a case is closed.

Which automation tool can the administrator use?

A. (●) Workflow Rule
B. ( ) Sharing Rule
C. ( ) Case Auto-Response Rule
D. ( ) Validation Rule

[ ] Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:36:49

25 of 65. When a Salesforce user is deactivated, what happens to all of the records the user owns in Salesforce?

A. ○ They are automatically deleted.
B. ○ They are automatically assigned to another user.
C. ○ They are automatically assigned to the administrator.
D. ◉ They are assigned to the deactivated user until reassigned.

☐ Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™ GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:34:51

31 of 65. Ursa Major Solar has service level agreements (SLA) that are routed to support queues. Cases that meet the 24 hour SLA need to be automatically re-assigned to the next tier queue.

Which feature should be used to fulfill this requirement?

A. (●) Case assignment rule
B. ( ) Case escalation rule
C. ( ) Auto-response rule
D. ( ) Einstein Case Routing

[ ] Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:39:52

19 of 65. Ursa Major Solar is setting up case assignment rules.

What are two places where the cases can be assigned?

Choose 2 answers

A. [x] Queue
B. [ ] Contact
C. [x] User
D. [ ] Profile

[ ] Mark this item for later review.

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:40:06

18 of 65. At Ursa Major Solar, Sales representatives use a custom report type for Account reports. New fields have been created on the Account Object. An administrator needs to report on the newly created fields.

What should the administrator do to achieve this goal?

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

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

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

D. ◉ From the Custom Report Type, Edit Layout, then add the new fields to the report.

☐ Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:35:05

30 of 65. Universal Containers has a public read only sharing model on accounts. A new sales team has been created that will be dealing with high-security customers. The administrator has been asked to hide these accounts from anyone **NOT** on this team.

Which two steps must be taken to hide these accounts without impacting access to the rest of the Sales team?

Choose 2 answers

A. ☐ Create a new account record type to separate both teams.

B. ☑ Create ownership-based sharing rules.

C. ☑ Change the new team role to be outside the company hierarchy.

D. ☐ Change organization-wide default on accounts to private.

☐ Mark this item for later review.

KRYTERION
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:37:18

24 of 65. Ursa Major Solar uses a validation rule to prevent invalid data. What are three conditions where this rule is used?

Choose 3 answers

A. ☐ When records are deleted by a user.

B. ☑ When records are edited and saved by a user.

C. ☐ When records are updated by a workflow rule.

D. ☑ When records are imported.

E. ☑ When records are submitted using web-to-lead.

☐ Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:33:57

32 of 65. Ursa Major Solar recently purchased 15 new Salesforce licenses.

How many users can an administrator create at the same time on the add multiple users page?

A. ◯ An unlimited number of users.
B. ◉ A maximum of 10 users.
C. ◯ A maximum of 15 users.
D. ◯ A maximum of 5 users.

☐ Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:36:40

26 of 65. Universal Containers is using lead assignment rules and record types. The sales team has the record type 'Corporate Leads' assigned as their default record type. The sales team has reported that Leads assigned to them are assigned to a different record type. They have requested to have all Leads assigned to them be assigned to the 'Corporate Leads' record type.

How should an administrator configure the sales team's request?

A. ◯ Select require validation for converted Leads in Lead conversion settings.
B. ◯ Select keep the existing record type in Lead conversion settings.
C. ◯ Select preserve lead status in Lead conversion settings.
D. ◉ Select override the existing record type with the assignee's default record type in Lead conversion settings.

☐ Mark this item for later review.

KRYTERION
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:36:17

27 of 65. Universal Containers wants to set up a customer service community where existing and potential customers can view public discussions, collaborate with other members, and search for solutions posted by other members without logging into the community.

How should an administrator allow access to the community?

A. ◯ Set up self-registration for the community
B. ◯ Use LinkedIn or Facebook as authentication providers
C. ◯ Create a custom community profile
D. ◉ Use the community's guest user profile

☐ Mark this item for later review.

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:33:13

33 of 65. What are the defaults for Org Wide Default (OWD) and Profile permissions for all Profiles that have View All Data or Modify All Data disabled on a custom object?

A. ◯ Public Read/Write for OWD and CRED for Profiles

B. ◯ Private for OWD and No Access for Profiles

C. ◯ Private for OWD and CRED for Profiles

D. ● Public Read/Write for OWD and No Access for Profiles

KRYTERION
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:40:28

16 of 65. 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. (•) Object manager, parts, and search layouts
B. ( ) Object manager, parts, and page layouts
C. ( ) Global search, parts, and search layouts
D. ( ) Global search, parts, and global search Layouts

[ ] Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:40:21

17 of 65. The VP of Marketing wants Sales Reps to get updates when materials are updated in the Marketing library.

What feature should an Administrator recommend?

A. (•) Subscribe
B. ( ) Validation rule
C. ( ) Approval process
D. ( ) Email alert

[ ] Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:35:51

29 of 65. 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. [x] User
B. [x] Profile
C. [ ] Team
D. [ ] Role

[ ] Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™ GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:40:40

15 of 65. Which two actions should an administrator perform to provide a sales team with an easy solution for gathering customer requirements and sharing presentations with their customers?

Choose 2 answers

A. ☐ Ensure opportunity teams are created for customers.

B. ☑ Use Salesforce Files to post presentations in Chatter.

C. ☐ Add customers to libraries.

D. ☑ Add customers to private Chatter groups.

☐ Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:40:55

14 of 65. Ursa Major Solar (UMS) is using the workflow field update.

Which two actions can UMS complete with this feature?

Choose 2 answers

A. [x] Apply a specific value to a field.

B. [x] Modify the record type of a record.

C. [ ] Update the value of a field on a child object.

D. [ ] Choose a formula field for a field update.

[ ] Mark this item for later review.

KRYTERION GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:36:05

28 of 65. 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] Create a lookup relationship field on the survey object.

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

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

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

[ ] Mark this item for later review.

Salesforce Certified Administrator (SP21)

Time Remaining : 01:42:01

10 of 65. Ursa Major Solar has an existing process for their solar panel Opportunities that include 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. (●) Create a new sales process that includes the relevant stages and assign it to the new battery record type on Opportunity.

B. ( ) Create a new battery record type on Opportunity and add the appropriate values to the stage picklist.

C. ( ) Edit the stage field on Opportunity and activate qualification as a value.

D. ( ) Update the existing Opportunity sales process to include qualification as a valid stage.

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:31:14

38 of 65. Ursa Major Solar wants to ensure that unique data is always input into a specific field. Which two field properties should the administrator configure?

Choose 2 answers

A. [x] Required
B. [x] Unique
C. [ ] Default Value
D. [ ] Data Type

[ ] Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:31:03

39 of 65. An administrator for Ursa Major Solar wants to allow internal users to view a dashboard as a Sales Manager within a given sales region.

How can this be configured?

A. ◯ Create a dashboard to run as the logged-in user.
B. ◯ Create a dashboard for all opportunities in the region.
C. ◯ Create a dashboard with multiple components.
D. ◉ Create a dashboard to run as a specified user.

☐ Mark this item for later review.

KRYTERION
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:41:49

11 of 65. 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 based on the province (CANADA) in which 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. ◯ In an Active Case Flow, change the name of the Queue to World.

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

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

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:41:13

13 of 65. Ursa Major Solar uses data from the grand total of a custom report to create their dashboard. Which two components will populate the grand total properly?

Choose 2 answers

A. [x] Table
B. [x] Chart
C. [ ] Metric
D. [ ] Gauge

[ ] Mark this item for later review.

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:41:28

12 of 65. Ursa Major Solar (UMS) is configuring the lead conversion process.

Which two factors should UMS consider before setting up the process?

Choose 2 answers

A. [x] Custom lead fields can be mapped to account, contact, and opportunity fields.

B. [ ] Roll-up summary lead fields can be mapped to custom contact fields.

C. [x] Standard lead fields are automatically converted to account, contact, and opportunity fields.

D. [ ] Custom lead fields can be mapped to custom object fields.

[ ] Mark this item for later review.

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:27:48

49 of 65. Ursa Major Solar recently enabled the multiple currencies feature.

As a result, which currency will be used as the foundation for all currency conversion rates?

A. ◯ Personal currency
B. ◉ Corporate currency
C. ◯ Active currency
D. ◯ Record currency

☐ Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:23:49

61 of 65. What does campaign influence allow a user to do?

A. ◯ Report on the campaigns that have contributed to an opportunity.
B. ◯ View the entire campaign hierarchy.
C. ◉ Adjust the percentage of influence each campaign has on an opportunity.
D. ◯ Summarize campaign member statistics on a campaign.

☐ Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:24:01

60 of 65. What are two considerations when activating and assigning Themes and Branding?

Choose 2 answers

A. ☐ Themes apply to both Lightning Experience and mobile.

B. ☑ Only one Theme can be applied in an org at a time.

C. ☑ Up to 300 custom Themes can be created per org.

D. ☐ Each profile can be applied to a different Theme.

☐ Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™ GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:28:12

48 of 65. 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 on the 10th of the month.
B. ◯ The pending Chatter post will be will be paused.
C. ◯ The pending Chatter post will be canceled.
D. ◉ The pending Chatter post will be sent in 30 days.

☐ Mark this item for later review.

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:23:37

62 of 65. Ursa Major (UM) is using an approval process.

Which two statements are correct about this scenario?

Choose 2 answers

A. [x] An approval action defines the result of record approval or rejection.

B. [ ] A delegated approver can reassign approval requests.

C. [x] To track the process, UM can use the approval history related list.

D. [ ] UM can use an assignment rule to define the approver for each step in the process.

[ ] Mark this item for later review.

KRYTERION™ GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:23:19

63 of 65. High Priority cases at Ursa Major Solar need to get a response in less than 3 hours or escalated to a queue called "High Priority Queue."

An administrator needs to configure the case management process to implement this requirement.

How should the administrator achieve this goal?

A. ◯ Create a case milestone to assign all cases where status = high to the high priority queue based on the last modification time and set the age over to 3 (hours).

B. ◉ Create an escalation rule to assign all cases where status = high to the high priority queue based on the last modification time and set the age over to 3 (hours).

C. ◯ Create an assignment rule to assign all cases where status = high to the high priority queue.

D. ◯ Create an escalation rule to assign all cases where status = high to the high priority queue based on when the case is created.

☐ Mark this item for later review.

KRYTERION
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:42:18

9 of 65. At Cloud Kicks, new public articles must be approved before publishing. Users are asked to click the submit for approval button to begin the process but sometimes the user forgets.

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

A. ◯ Create a new record type and page layout
B. ◉ Use Process Builder
C. ◯ Update Initial Actions
D. ◯ Default the Submit for Approval button

☐ Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™ GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:42:41

8 of 65. Supervisors at Universal Containers have read access to Contacts through their profiles. Sales reps have a separate profile that allows them to edit Contacts. 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. ◯ Update the supervisor profile with edit permission on Contact.

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

C. ◉ Assign a permission set with the edit permission on Contact to the supervisors that need it.

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

☐ Mark this item for later review.

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:22:38

64 of 65. The VP of Sales at Northern Trail Outfitters requested a new value be added to the opportunity stage. The administrator added this new picklist value to the stage field but found that the new value was not available to users.

How should the administrator troubleshoot this issue?

A. ◯ Add the new value to the appropriate record type.
B. ◯ Mark the new value as active in the record type.
C. ◯ Ensure the stage probability value is set.
D. ● Assign the new value to the appropriate sales process.

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:24:30

58 of 65. Campaign member can be associated with which two objects?

Choose 2 answers

A. ☑ Contact
B. ☐ Account
C. ☐ Opportunity
D. ☑ Lead

☐ Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:24:13

59 of 65. A user at Ursa Major Solar attempts to log in to Salesforce from an IP address that is outside the login IP range on the user's profile but within the organization-wide trusted IP range.

What occurs as a result of this scenario?

A. The user will be unable to log in at all.
B. The user will be able to log in without activating the computer.
C. The user will be able to log in after answering one security question.
D. The user will be able to log in after the computer is activated.

Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:22:17

65 of 65. Ursa Major Solar wants to upload 10,000 Campaigns to Salesforce.

Which tool should the administrator utilize to accomplish this task?

A. ◯ AppExchange package
B. ◯ Bulk Data Load Jobs
C. ◉ Data Import Wizard
D. ◯ Data Loader

☐ Mark this item for later review.

< Back | Next > | Review All | Submit Exam

Salesforce Certified Administrator (SP21)

Time Remaining : 01:25:44

54 of 65. Ursa Major Solar has the following process regarding its opportunities:

- There are three different lines of business (Widget A, Widget B, Widget C) that each contain fields specific to that line of business's industry and customers.
- For each line of business, there is a specific set of fields that Sales users should see and a different set of fields that Marketing users should see.

An Administrator needs to configure Page Layouts and Record Types for the Opportunity object so that each team sees what it needs to see, without cluttered layouts containing unnecessary fields.

What should the Administrator do to accomplish this goal?

A. ○ Create six Record Types (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing Widget C) with one Page Layout.

B. ○ Create six Record Types (Marketing Widget A, Marketing Widget B, Marketing Widget C, Sales Widget A, Sales Widget B, and Sales Widget C) with six total Page Layouts, one for each Record Type.

C. ◉ Create three Record Types (Widget A, Widget B, Widget C) with six Page Layouts (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing Widget C).

D. ○ Create one Record Type with six Page Layouts (Marketing Widget A, Marketing Widget B, Marketing Widget C, Sales Widget A, Sales Widget B, and Sales Widget C).

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:43:17

6 of 65. Universal Containers introduced a new product and wants to track all associated cases that get logged. They are looking for an automated solution that would give the product's two lead engineers read/write access to all new cases that reference the new product.

What should an administrator do to satisfy this requirement?

A. ◯ Create a user-based sharing rule and an ad-hoc case team.
B. ◯ Create an auto-response rule and a public group.
C. ◉ Create a queue and a criteria-based sharing rule.
D. ◯ Create a predefined case team and an assignment rule.

☐ Mark this item for later review.

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:30:51

40 of 65. Ursa Major Solar users want to utilize Salesforce Knowledge.

Which statement accurately describes Knowledge?

A. ◯ An automated Machine Learning tool that converts Leads to Opportunities given a predefined set of conditions

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

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

D. ◉ A knowledge base comprised of articles that can be written and utilized by support agents

☐ Mark this item for later review.

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:30:37

41 of 65. The sales operations team at Universal Containers purchased a list of shipping companies they would like to be imported into the Salesforce org using the Data Import Wizard. Some companies on the list may already be customers.

Which fields should the administrator use to prevent duplicates when importing these Account records?

A. ◯ Account Name and Created Date.
B. ◯ Account Name and Billing Address.
C. ◉ Account Name and Account Site.
D. ◯ Owner Name and Account Name.

☐ Mark this item for later review.

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:25:29

55 of 65. Which two objects can an administrator customize the Stage Setup Flow?

Choose 2 answers

A. ☐ Campaign Members

B. ☑ Leads

C. ☑ Opportunities

D. ☐ Campaigns

☐ Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:42:54

7 of 65. The administrator at Ursa Major Solar has just finished creating new hot Account reports that filter Accounts that were modified this year with a rating of hot. The report was shared with the entire sales team. Some users are seeing some Accounts that have NOT been modified since last year and other Accounts where the rating is cold.

What should the administrator do to ensure that the report works as intended for all users?

A. (●) Lock the report filters.
B. ( ) Create a filter using bucketing.
C. ( ) Create the report in a private folder.
D. ( ) Use a cross-object filter.

☐ Mark this item for later review.

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:29:51

43 of 65. A sales ops user has been identified as the dashboards expert within Cloud Kicks. This user needs to be able to update dashboard folder access for all non-private folders.

Which permission should the administrator assign to the user?

A. ◯ Manage reports in public folders
B. ◉ Manage dashboards in public folders
C. ◯ Create dashboard folders
D. ◯ Create and customize dashboards

☐ Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:43:36

5 of 65. Ursa Major Solar's default, organization-wide sharing for accounts is set to public read/write. The administrator needs to ensure that marketing never modifies an account record.

Which action should the administrator take to accomplish this goal?

A. ◯ Separate the marketing role hierarchy from the sales role hierarchy.
B. ◯ Remove edit access on accounts from the custom marketing profile.
C. ◉ Switch organization-wide default sharing to public read only.
D. ◯ Assign a permission set to marketing users which removes edit permission.

☐ Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:24:57

57 of 65. Universal Containers wants to create a new sales team that focuses exclusively on small to medium business customers. This group will track information with the same fields and picklist values but will need two new options on the stage field.

How should the administrator accomplish this task?

A. ◯ Create a new record type and page layout.
B. ◉ Create a new sales process.
C. ◯ Create a new record type and sales process.
D. ◯ Create a new record type.

☐ Mark this item for later review.

Salesforce Certified Administrator (SP21)

Time Remaining : 01:43:58

4 of 65. 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. ◯ Record Types and Support Processes
C. ◯ Workflows and Automated Case Users
D. ◯ Page Layouts and Record Types

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:25:11

56 of 65. What are three considerations when a user is importing data via Data Loader?

Choose 3 answers

A. [x] Unrestricted picklists, a new picklist value will be applied but will **NOT** be added to the picklist.

B. [x] Importing data into checkbox fields allows for the use of TRUE/FALSE.

C. [ ] Validation rules do **NOT** execute when importing data.

D. [x] Field-Level Security access determines which fields will be visible.

E. [ ] Restricted picklists, a new picklist value will be ignored and the default value applied.

[ ] Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™ GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:30:25

42 of 65. A new approval process is being adapted by Ursa Major Solar. After an opportunity has been approved, the contract is sent to the customer for signature as the final step in that process.

How can the administrator implement this functionality?

A. ◯ Check the "Send PDF" box on the approval process setup.

B. ◯ Use the Salesforce Autosign flow.

C. ◯ Hire a consulting firm to develop a document signing workflow.

D. ◉ Install an app from the AppExchange.

☐ Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:28:50

46 of 65. Ursa Major Solar wants to customize Activities (tasks and events). What are three types of customization that occur?

Choose 3 answers

A. [x] Validation Rules
B. [ ] Field Tracking
C. [x] Custom Fields
D. [ ] Assignment Rules
E. [x] Workflow Rules

[ ] Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:26:59

52 of 65. The District Sales Director at Cloud Kicks wants to share the leaderboard component on his dashboard with his sales team.

What two actions should an administrator take to enable this functionality?

Choose 2 answers

A. [x] Build a Reporting Snapshot
B. [ ] Enable Opportunity Teams
C. [ ] Turn on Chatter Feed Tracking for Dashboards
D. [x] Create a Chatter group for the Sales Team

[ ] Mark this item for later review.

KRYTERION
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:26:46

53 of 65. Northern Trail Outfitters has two sales groups. Each group has its own unique sales process. Management wants to ensure that the sales groups see their relevant sales process when working on opportunities.

How should an administrator meet this requirement?

A. ◯ Page Layouts
B. ◉ Record types
C. ◯ Enable Paths
D. ◯ Opportunity Teams

☐ Mark this item for later review.

KRYTERION
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:44:46

1 of 65. 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 records, attach receipts as photos, and submit for approval.
B. ( ) A user can create list views, attach receipts as photos, and submit records for approval.
C. ( ) A user can search Salesforce Records, attach receipts as photos, and approve records from Chatter.
D. ( ) A user can utilize Search, create list views, and receive record push notifications from Chatter.

☐ Mark this item for later review.

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:44:15

3 of 65. Which setting on a profile makes a tab hidden in the App Launcher, but still allows a user to view records that would normally be found under this tab?

A. ◯ App Permissions
B. ◯ Tab Settings
C. ◯ Object Permissions
D. ◯ Org-wide Defaults

☐ Mark this item for later review.

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:28:33

47 of 65. Ursa Major Solar customers are starting to request custom-sized solar panels, which are currently unavailable in the standard inventory. Management has decided to add custom sizing as an add-on item in Salesforce.

The administrator needs to allow sales users to add custom sizing to the total opportunity sale.

What should the administrator do to achieve this goal?

A. ◯ Make a new custom object related to opportunities for custom sizing.
B. ◯ Add custom sizing as a new product in a pricebook.
C. ◯ Add a new field on the opportunity labeled custom sizing.
D. ◉ Add custom sizing as a new product in an order.

☐ Mark this item for later review.

KRYTERION™
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:27:32

51 of 65. Ursa Major Solar has a social marketing team set up as a public group. A sales representative would like to engage the social marketing team on one opportunity.

What should the sales representative do to ensure the social marketing team can access the opportunity?

A. (●) Manually share the record with the public group.
B. ( ) Add the public group to an opportunity queue.
C. ( ) Change the opportunity owner to the public group.
D. ( ) Add the public group to the opportunity team.

☐ Mark this item for later review.

KRYTERION™ GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:29:16

44 of 65. 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. [x] The standard and list price for a product can be listed in more than one currency.

B. [x] A product can have a different list price in different price books.

C. [ ] Products without a price are automatically added to the standard price book.

D. [ ] If price books contain assets, they can NOT contain products.

[ ] Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:29:05

45 of 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 it needs to be restored to the page layout.

What are three methods for achieving this goal?

Choose 3 answers

A. [x] Click the undo button or the cancel button.

B. [ ] Restore from the recycle bin within 15 days.

C. [ ] Clone the layout from a different profile and use save as.

D. [x] From the fields palette, drag the field into the same position.

E. [x] Restore original page layout from a sandbox.

[ ] Mark this item for later review.

KRYTERION
GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:44:22

2 of 65. Which three objects can be added as Campaigns Members?

Choose 3 answers

A. [x] Contacts
B. [ ] Person Accounts
C. [x] Leads
D. [x] Accounts
E. [ ] Individuals

[ ] Mark this item for later review.

< Back | Next > | Review All | Submit Exam

KRYTERION™ GLOBAL TESTING SOLUTIONS

salesforce partner

Salesforce Certified Administrator (SP21)

Time Remaining : 01:27:36

50 of 65. An administrator at Ursa Major Solar is setting up case feed.

What should the administrator consider?

A. (●) Chatter feed tracking must be enabled for the case object.
B. ( ) By default, the case feed replaces the standard case detail page.
C. ( ) The Service Cloud user feature license is required for case feed.
D. ( ) The Use Case Feed permission is automatically active for all profiles.

[ ] Mark this item for later review.

< Back | Next > | Review All | Submit Exam

Answers

1. A
2. ACD
3. B
4. B
5. C
6. C
7. A
8. C
9. B
10. A
11. D
12. AC
13. AB
14. AB
15. BD
16. A
17. A
18. D
19. AC
20. CB
21. A
22. B
23. A
24. BDE
25. D
26. D
27. D
28. AB
29. AB
30. BC
31. A
32. B
33. D
34. AC
35. C
36. A
37. A
38. AB
39. D
40. D
41. C
42. D
43. B
44. AB
45. ADE
46. CAE
47. D
48. D
49. B
50. A
51. A
52. AD
53. B
54. C
55. BC
56. ABD
57. B
58. AD
59. A
60. BC
61. C
62. AC
63. B
64. D
65. C