

# ADVANCED-ADMINISTRATOR<sup>Q&As</sup>

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### QUESTION 1

What is an Article Type?

- A. An Article Type defines the structure and format of an article
- B. An Article Type defines the access and security of an article
- C. An Article Type defines which channel can access the article and Internal and Partner and Customer etc.
- D. Each Article created will have a corresponding Article Type that controls its content

Correct Answer: A

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### QUESTION 2

Which feature should NOT be used if SFB Consulting wants to validate data being entered via an API?

- A. Validation Rules
- B. Checking the "Required" box when creating a field.
- C. Marking "Required" via the page layout edit page

Correct Answer: C

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### QUESTION 3

The administrator of Universal Containers is testing an approval process in a recently refreshed Developer Pro sandbox and is finding that none of the notification emails are being sent to the approvers. Which two reasons could be the cause? Choose two answers

- A. Workflow emails only work in Full sandboxes.
- B. The email addresses for the users are incorrect.
- C. HTML templates are not available in sandboxes.
- D. The Deliverability Access Level setting is incorrect.

Correct Answer: BD

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### QUESTION 4

Cloud Kicks has a Process Builder which should trigger upon a status change from on approval process. The Process Builder triggers if the status is updated manually, but not as a result of the approval process update. What could the administrator do to troubleshoot the issue?

- A. Check the Approval Process to make sure it is on the correct version.

- B. Check the ReevaluateWorkflow Rules After Field Change box on the Approval Process Field Update Action.
- C. Turn Recursion the Process Builder under the Advanced Settings so the Process Builder fires again.
- D. Change the value with a Specific New Field Value so the Process Builder knows what value to look for.

Correct Answer: B

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#### QUESTION 5

Position and job opening is a Master Detail relationship. OWD for Position is Private. Someone else wants to edit Job Openings. How to do it?

- A. Create Sharing rule in Position
- B. Create Sharing rule in Job Application
- C. Create Apex based Sharing
- D. Create Manual Sharing

Correct Answer: A

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#### QUESTION 6

The administrator at Cloud Kicks made new fields and page layout adjustments based on new requirements from the service team. The changes have been built in a sandbox and are ready to be deployed into production.

What should an administrator do before deploying the change set in production?

- A. Request a new sandbox based on the sandbox where the changes were made.
- B. Make a new sandbox based on production to restore changes from.
- C. Push the change set to another sandbox to restore from.
- D. Create the fields and update the page layouts in production.

Correct Answer: B

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#### QUESTION 7

A user accidentally created a duplicate opportunity and is unable to delete the duplicate record. What should an administrator do to troubleshoot this issue?

- A. Run a report of all opportunities to identify other possible duplicates.
- B. Check the user profile permissions on the Opportunity object to see if they have permission to delete.

- C. Advise the user to mark the duplicate opportunity Closed Lost and keep it in the system.
- D. Change the user's profile to System Administrator so they have full permissions to delete object records.

Correct Answer: C

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#### QUESTION 8

The Cloud Kicks online Lead Intake form was recently updated to allow for new choices on some older picklist fields. The leads are all being created properly in Salesforce, but reps are getting errors as they try to work the leads.

What tool should the administrator use to evaluate what is causing the errors?

- A. Login History
- B. Debug Log
- C. Setup Audit Log
- D. Record History

Correct Answer: B

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#### QUESTION 9

The administrator at Cloud Kicks recently replaced several case workflow rules with a single before save flow. Since this change, some cases are routing in unexpected ways.

What could be the cause or the changes to routing?

- A. The old workflow rules are still active and impacting routing.
- B. The flow precedes assignment rules; workflow rules are after assignment rules.
- C. Assignment rules no longer reference the correct fields.
- D. Multiple automation tools have been used and the automation is executed in a different order.

Correct Answer: B

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#### QUESTION 10

Universal Container wants to relate multiple projects to opportunities to track change orders when new order items are added to the project. All Opportunity team members should have access to the opportunity, but only opportunity owners should have access to the change orders. What relationship type should be used to meet these requirements?

- A. Master Detail
- B. Hierarchical
- C. Lookup

D. Many to Many

Correct Answer: C

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#### QUESTION 11

Universal Containers would like applicants to apply for multiple positions, tracking how many applicants have applied and how many positions each individual applicant has applied for. To do this, the administrator will create a Job Application junction object between Applicant and Position objects. Why will this action meet the requirement?

- A. A lookup relationship on the Applicant object with Position as the master provides rollup summary fields without code.
- B. The junction object allows the administrator to add a workflow rule to update fields on the Position and Applicant objects.
- C. The junction object allows a many-to-many relationship and also roll-up summary fields on the parent objects.
- D. The Job Application object as a master to Positions and Applicant objects will allow rollup summary fields on the Positions and Applicant objects.

Correct Answer: C

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#### QUESTION 12

The administrator at Cloud Kicks needs to set up automation to update three fields on the Shipment custom object. Because of the effect these updates will have on some programmatic customizations, they need to happen in a very specific order.

How should the administrator configure the field updates to ensure the proper order.

- A. Create three workflow rules in order, one workflow rule for each field update.
- B. Create a process with one criteria node and three field updates in the correct order.
- C. Create a process with three criteria nodes and stop after each action.
- D. Create a workflow rule with three field updates entered in the correct order.

Correct Answer: C

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#### QUESTION 13

Universal Containers has three different profiles for the support desk. The VP of Support requests permission to only reassign profiles for support desk users. How should this access be granted?

- A. Delegated administration access to the three profiles.
- B. The manage users permission to the profile.
- C. The administrator profile.

D. A permission set with the manage users permission.

Correct Answer: C

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#### QUESTION 14

What are the things to consider about master detail? Choose 3

- A. Child record will be deleted when parent is deleted
- B. Master object will be the master object in a report
- C. We need to fill up lookup fields in child object
- D. Child record wont be deleted when parent is deleted

Correct Answer: ABC

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#### QUESTION 15

Admin wants to make exact copy of production metadata in developer sandbox:

- A. Schedule full weekly backup
- B. Create and Deploy changeset
- C. Schedule Sandbox refresh
- D. Use Developer Console

Correct Answer: B

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