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Salesforce Certified Advanced Administrator**Time Remaining : 01:22:51**

1 of 65. Ursa Major Solar customer records have a lot of fields and Lightning components to give users a variety of information and available functions. Recently, users have noted that their pages take a long time to load and it's starting to negatively impact their experience.

What should the administrator do to help diagnose where improvements can be made?

- A. ☐ Review the debug logs from the Developer Console.
- B. ☒ Click Analyze from the Lightning App Builder toolbar.
- C. ☐ Check the debug logs found in the Environment section of Setup.
- D. ☐ Use the Apex debugger while loading a customer record.

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Salesforce Certified Advanced Administrator

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2 of 65. An administrator has been tasked with sending an email notification to all project team members when project status is changed to Allocated. Project teams contain users from different departments and different roles.

How should an administrator ensure the proper users will receive the email?

- A. ☒ Create public groups for each project team and send the email alert to the project group.
- B. ☐ Configure a queue for the project team and have members view the queue's list view.
- C. ☐ Move the project users to the same role and send the email alert to everyone in the role.
- D. ☐ Use sharing rules to automatically share with the individual users in the project team.

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3 of 65. An administrator at AW Computing noticed that a custom field on the Contact object was changed from text to text area.

What tool should the administrator use to investigate this change?

- A. ☐ Developer Console
- B. ☐ Field History Tracking
- C. ☐ Debug Log
- D. ☒ View Setup Audit Trail

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4 of 65. The finance director at Cloud Kicks asks the administrator for an exception report that shows all B2C accounts that are missing the credit card number. The credit card number is a classic encrypted field.

What action should the administrator take to meet this requirement?

- A. ☐ Build a custom checkbox called 'Has Credit Card' that Finance checks when a credit card is recorded and a tabular report filtered on the checkbox equal to false.
- B. ☐ Create a summary report that includes a cross-filter to the Account object with a sub-filter for credit card number equal to null.
- C. ☒ Add 'View Encrypted Fields' to a permission set assigned to Finance and system administrators and a summary report filtered by credit card number.
- D. ☐ Unmask the encrypted credit card number field to make it available and add a custom filter to a report where credit card number is blank.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:22:33**

5 of 65. Ursa Major Solar has a global customer base. Recent issues with customs have greatly delayed shipping to Canadian customers. While the Country field is already on the page layout, the sales team wants Canadian customers highlighted as a potential challenge for fulfillment until the shipping issue is resolved.

How should the administrator solve this issue?

- A. ☒ Add a rich text component to the Lightning page. Use conditional visibility to only show the component if the account is Canadian.
- B. ☐ Create an in-app guidance prompt for Canadian records.
- C. ☐ Modify the page layouts to move the Country field into its own section.
- D. ☐ Create a new record type and page layout for Canadian customers, ensuring their pages look different.

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Salesforce Certified Advanced Administrator

Time Remaining : 01:22:30

6 of 65. AW Computers is looking to enhance Salesforce to track conference rooms and IT equipment. An administrator has created a custom object called Room. The administrator also created a custom object called Equipment. This object has two fields: a currency field Price, and a lookup relationship to Room. While performing user acceptance testing, management requested to roll up all the Price values and display them on the corresponding Room record.

How should an administrator accomplish this?

- A. ☒ Make record-triggered flows whenever Equipment records are created, modified, or deleted.
- B. ☐ Configure a roll-up summary field on Equipment.
- C. ☐ Write record-triggered flows whenever Room records are created, modified, or deleted.
- D. ☐ Create a roll-up summary field on Room.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:22:27**

7 of 65. Cloud Kicks has just released a new Process Builder on the Account in production. The end users keep getting error messages that prevent them from completing their updates to the Account.

Which three things should the administrator do to resolve this issue?

Choose 3 answers

- A. ☒ Deactivate the Process Builder in production.
- B. ☒ Review the Error Email for the Process Builder and rectify the issues.
- C. ☐ Manually make the updates to the Account as the logged-in user.
- D. ☒ Fix the Process Builder in a sandbox and migrate the change to production.
- E. ☐ Have the users refresh the Account page so they get the current Process Builder.

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Salesforce Certified Advanced Administrator

Time Remaining : 01:22:23

8 of 65. An administrator has a request to create a Next Steps field for users to document what they need to do next on a lead. The field should allow users to format the text and be mapped to an opportunity when converted.

What type of field will satisfy these requirements?

- A. ☐ Text Area
- B. ☐ Formula (Text)
- C. ☐ Text Area (Long)
- D. ☒ Text Area (Rich)

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Salesforce Certified Advanced Administrator**Time Remaining : 01:22:19**

9 of 65. Cloud Kicks (CK) does business directly with individual consumers (B2C) and large businesses (B2B). Some of CK's B2C customers are employed at its larger customer accounts and should be tracked under both.

Which two options will CK need to use to manage its customers' accounts?

Choose 2 answers

- A. ☒ Contacts to Multiple Accounts
- B. ☐ Campaign Members
- C. ☐ Leads
- D. ☒ Person Accounts

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Salesforce Certified Advanced Administrator**Time Remaining : 01:22:15**

10 of 65. AW Computing is conducting an audit and wants to understand how many objects have been shared as public externally.

Which tool should the administrator use to quickly obtain this detail?

- A. ☐ Setup Audit Trail
- B. ☐ Session Security Settings
- C. ☒ Security Health Check
- D. ☐ Object Manager

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Salesforce Certified Advanced Administrator**Time Remaining : 01:22:10**

- 11 of 65.** A user at Ursa Major Solar is experiencing a flow error while trying to process a record to the next status. The users with the same access can process records without any errors.

What should the administrator do to troubleshoot the issue?

- A. ☐ Grant the user the Modify All permission to ensure they have full system access.
- B. ☐ Change the flow to run as System Context Without Sharing - Access All Data.
- C. ☐ Grant the user more data access by moving them higher in the role hierarchy.
- D. ☒ Use the flow debug option and set the selection to Run as another user.

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Salesforce Certified Advanced Administrator

Time Remaining : 01:22:06

12 of 65. The administrator at AW Computing has been asked to review whether any users are making configuration changes directly in production.

Which item should the administrator review to find these details?

- A. ☐ Organization-Wide Defaults
- B. ☒ Setup Audit Trail
- C. ☐ Field History Tracking
- D. ☐ Login History

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Salesforce Certified Advanced Administrator**Time Remaining : 01:22:02**

13 of 65. Ursa Major Solar's administrator has configured multiple record-triggered flows to run before or after the record is saved on the Account object.

What should the administrator consider when a record-triggered flow executes first?

- A. ☐ The flow with the shortest execution time will execute first.
- B. ☐ Assign the highest priority to the record-triggered flow which should execute first.
- C. ☐ The flow with the longest execution time will execute first.
- D. ☒ The order in which those flows are executed is not guaranteed.

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Salesforce Certified Advanced Administrator

Time Remaining : 01:21:59

- 14 of 65. The sales manager at Cloud Kicks wants a way to report on information from a form their clients fill out during the sales cycle. Once a form has been submitted, the client is unable to access it. This form may need to be filled out more than once during the sales cycle. There are more than 30 fields on this form, and the sales team needs to be able to see what changed from one submission to the next.

Which two options should an administrator use to solve this scenario?

Choose 2 answers

- A. ☐ Add forms as attachments.
- B. ☐ Create a custom object.
- C. ☒ Turn on Field Tracking.
- D. ☒ Make custom fields.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:21:55**

- 15 of 65.** AW Computing has been advertising a new keyboard that was released at the beginning of the month. The sales team has an additional incentive to add the keyboards to every sale. The administrator already added the product to Salesforce but the reps are unable to select the product on the opportunity.

Which two options should an administrator check to ensure the product is available?

Choose 2 answers

- A. ☐ Verify the product has a start date entered.
- B. ☒ Make sure the price book is in the company currency.
- C. ☒ Confirm the correct price book is selected on the opportunity.
- D. ☐ Ensure the product is associated with the correct price book.

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Salesforce Certified Advanced Administrator

Time Remaining : 01:21:51

- 16 of 65. The security department at AW Computing wants to prevent users from exporting more data than they need. Included in this request is limiting records containing sensitive information, such as bank accounts and Personal Identifiable Information (PII).

Which feature should an administrator recommend to help limit what data is exported?

- A. ☐ Export Data Settings
- B. ☐ Muted Permission Sets
- C. ☒ Salesforce Shield
- D. ☐ Salesforce Platform Encryption

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Salesforce Certified Advanced Administrator**Time Remaining : 01:21:47**

- 17 of 65.** The sales manager at Cloud Kicks (CK) wants to make sure the accounts that CK serves are happy. One way they track this is by how many open cases an account has with CK. The sales manager asks CK's administrator to build a report to show Accounts with Open Cases.

What report type would this be?

- A. ☐ Matrix Report
B. ☐ Bucket Report
C. ☒ Summary Report
D. ☐ Joined Report

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Salesforce Certified Advanced Administrator**Time Remaining : 01:21:43**

- 18 of 65.** Users at AW Computing are receiving a duplicate message when they enter contacts with common first and last names. Management wants to improve the user experience but also keep the data integrity of contacts.

What should an administrator implement for this issue?

- A. ☒ Include the Email field to the existing matching rule for a more exact match.
- B. ☐ Change the duplicate rule to report instead of alert so the message is avoided.
- C. ☐ Add a secondary matching rule to the duplicate rule to match on the associated customer.
- D. ☐ Update the matching method on the rule from fuzzy to exact for First Name and Last Name.

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Salesforce Certified Advanced Administrator

Time Remaining : 01:21:39

19 of 65. What should an administrator do to keep secure fields protected in email templates?

- A. ☐ Remove the fields from the email.
- B. ☐ Set up an approval process for email alerts.
- C. ☒ Use classic encrypted fields.
- D. ☐ Implement GDPR.

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Salesforce Certified Advanced Administrator

Time Remaining : 01:21:34

20 of 65. An administrator at Cloud Kicks has been asked to reduce the file size of full data exports in order to have quicker exports.

Which three recommendations should the administrator make?

Choose 3 answers

- A. ☒ Reduce the amount of objects per export.
- B. ☒ Request a backup file every 5 days.
- C. ☒ Deselect 'Include images, documents, and attachments' in the export.
- D. ☐ Keep deleted record counts to a minimum.
- E. ☐ Unselect the recycle bin in the object export option.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:21:30**

21 of 65. Sales managers at Ursa Major Solar have asked for some additional automation around opportunity reminders. If the opportunity is in the Proposal stage a week before the close date, they want an email sent to the opportunity owner and manager. If the Budget Approved custom field is checked, the managers want to be notified immediately.

How should these requirements be met without using code?

- A. ☐ Create a record-triggered flow with scheduled paths. Configure the trigger to flow after the record is saved.
- B. ☐ Create a schedule-triggered flow. Configure the trigger to flow weekly.
- C. ☒ Create a schedule-triggered flow for the Opportunity object. Configure the trigger to flow daily.
- D. ☐ Create a record-triggered flow with scheduled paths. Configure the trigger to flow before the record is saved.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:21:26****22 of 65.** The administrator at Cloud Kicks needs to import a batch of person accounts into Salesforce.

What tool should the administrator use?

- A. ☐ Quick Create
- B. ☒ Data Import Wizard
- C. ☐ Bulk API
- D. ☐ Mass Update

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Salesforce Certified Advanced Administrator

Time Remaining : 01:21:22

23 of 65. A previous consultant helped Universal Containers automate many of its business processes. The administrator changed the email address on the consultant's user record and deactivated it. The consultant called to say they continue to get email messages from failed flows and processes.

What steps should the administrator perform to stop the fault messages from going to the consultant?

- A. ☐ Create a custom metadata type and associate the LastModifiedBy field. Write a flow that updates the field in any flows or processes equal to the consultant's name.
- B. ☐ Request an Email Log from Email Log Files in Setup and filter the request by the consultant's email. Manually update any flows or processes listed on the log.
- C. ☐ Export Flow Interviews filtered by LastModifiedBy.email using Data Loader. In the .csv file, change LastModifiedBy to the System Admin and upload changes with Data Loader.
- D. ☒ Set 'Send Process or Flow Error Email' to 'Apex Exception Email Recipients' in Automation settings. Add the System Admin's email to the Apex Exception Email page in Setup.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:21:19**

24 of 65. A sales rep at Ursa Major Solar realized that the wrong price book was selected for an opportunity.

How can the sales rep change the price book on the opportunity?

- A. ☐ The change can be made through the mobile app.
- B. ☐ The change can be made through the desktop site.
- C. ☐ Once selected, the price book can be updated via the forecasting tab.
- D. ☒ Once selected, the price book is locked on the opportunity.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:21:15**

25 of 65. 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 workflow rule with three field updates entered in the correct order.
- C. ☒ Create a process with three criteria nodes and stop after each action.
- D. ☐ Create a process with one criteria node and three field updates in the correct order.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:21:11**

26 of 65. The sales team at Cloud Kicks is noticing that sales reps are misusing the new Screen Flow tool for data entry, since they are kicked back to the initial screen after clicking finish.

What should the administrator do to fix this?

- A. ☐ Use a Lightning action to redirect the user.
- B. ☒ Update the flow with a local redirect action.
- C. ☐ Add a trigger to redirect the user to a new page.
- D. ☐ Create a new flow to redirect the user when the other flow finishes.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:21:07**

27 of 65. Cloud Kicks is a large company with many divisions. Some divisions have a higher turnover, so each division wants to be able to create and manage users only within their division.

What should the administrator do to set this up?

- A. ☐ Create a permission set group for the division leaders.
- B. ☐ Customize and assign profiles for the division teams.
- C. ☒ Set up delegated administrators for the division leaders.
- D. ☐ Assign a flat territory role hierarchy for the divisions.

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Salesforce Certified Advanced Administrator

Time Remaining : 01:21:02

28 of 65. An administrator at AW Computing is trying to track the login history for a specific user. The AW Computing org has 150,000 users and multi-factor authentication (MFA) is enabled and enforced for all users. In reviewing the Identity Verification History data, the administrator is unable to find any information for the mentioned user. The user used to log in regularly but has been inactive this quarter.

Which two reasons explain why the user's data is missing from Identity Verification History?

Choose 2 answers

- A. ☒ Up to 20,000 records of users' identity verification attempts are stored.
- B. ☒ The last 6 months worth of data is stored in the Identity Verification History.
- C. ☐ Identity Verification History stores the last year's worth of data.
- D. ☐ User belongs to a specific role for which identity verification data is not stored.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:20:58**

- 29 of 65.** An administrator needs to create a junction object called Account Region to link the standard Account object with a custom object called Region.

Once the junction object is created, what are the next two steps the administrator should take?

Choose 2 answers

- A. ☐ Build a master-detail relationship field on the Region object to the junction object.
- B. ☐ Create a master-detail relationship field on the Account object to the junction object.
- C. ☒ Make a master-detail relationship field on the junction object to the Region object.
- D. ☒ Configure a master-detail relationship field on the junction object to the Account object.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:20:54**

30 of 65. An administrator is creating a custom Opportunity record page for Sales users for new logo opportunities. They need to control what fields display on the record when a sales user is viewing the opportunity.

Where should the administrator edit what fields display in the details of the record page?

- A. ☒ Record Types
- B. ☐ Custom Lightning Component
- C. ☐ Page Layout
- D. ☐ Record Detail Component

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Salesforce Certified Advanced Administrator**Time Remaining : 01:20:50**

31 of 65. DreamHouse Realty (DR) wants to ensure that its data is protected. There have been several recent attempts to phish employees.

What should DR do to help ensure that the user that is logged in is the right user when the running user is trying to view reports and dashboards?

- A. ☒ Require a high assurance session when exporting or printing reports and dashboards.
- B. ☐ Require a Username, Password, and Security Token when logging in.
- C. ☐ Set up an authentication provider for reports and dashboards.
- D. ☐ Require MFA when users need to view and export dashboards and reports.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:20:46**

32 of 65. The administrator at Cloud Kicks (CK) is troubleshooting why users are missing expected email alerts from an automated process. The investigation shows that CK is hitting its daily limit.

What should the administrator review to resolve the issue?

- A. ☐ HTML Email Status Report
- B. ☒ Email Logs
- C. ☐ Outbound Messages
- D. ☐ Notification Delivery Settings

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Salesforce Certified Advanced Administrator**Time Remaining : 01:20:41**

33 of 65. AW Computing uses a custom Invoice object to track invoices related to accounts. The administrator wants to use roll-up summary fields to view high-level information at a glance on the account record.

Which two considerations should an administrator remember about roll-up summary fields?

Choose 2 answers

- A. ☒ Roll-up summary fields prevent the conversion of a master-detail relationship to a lookup.
- B. ☐ Rollup fields are calculated prior to save.
- C. ☒ Roll-up summary fields are created on the master side of a master-detail relationship.
- D. ☐ Roll-up types include COUNT, SUM, and AVG.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:20:37**

34 of 65. The administrator at AW Computing has received an email for a system error indicating that their organization has reached its hourly limit for processing workflow time triggers.

Which two processes should the administrator review?

Choose 2 answers

- A. ☐ Debug Logs
- B. ☐ Apex Triggers
- C. ☒ Time-Based Workflows
- D. ☒ Paused Flow Interviews

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Time Remaining : 01:20:33

35 of 65. AW Computing has a new requirement from its security team where audit information relating to an account must be recorded in a new custom object called Audit. Audit records need to be preserved for 10 years and only accessible by the audit team.

What relationship should be used to relate the Audit object to the Account object?

- A. ☐ Self
- B. ☐ Master-Detail
- C. ☐ Many-To-Many
- D. ☒ Lookup

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Salesforce Certified Advanced Administrator**Time Remaining : 01:20:29**

36 of 65. When configuring a change set, which two practices should an administrator adhere to in order to ensure a successful deployment to production?

Choose 2 answers

- A. ☒ Clone a change set to add forgotten dependent components to an uploaded change set.
- B. ☒ Add permissions and access settings to outbound change sets in addition to the dependent component list.
- C. ☐ Run deployment validations on the change set in the sandbox prior to uploading to production.
- D. ☐ When deploying a new record type, ensure the new record type is the only component in the change set.

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37 of 65. An administrator is given a .csv file of 5,000 leads with External Id and Status fields. They need to match existing and add new records with Data Loader.

What action should be taken to populate the Status field on the records and add new records?

- A. ☐ Update
- B. ☒ Upsert
- C. ☐ Insert
- D. ☐ Export

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Time Remaining : 01:20:17

38 of 65. Universal Containers wants to assign a task due date on one of two fields, Estimated Shipping Date or Client Need By Date, which is further in the future.

Which two combined automation tools should the administrator use to create the task record and assign based on date criteria?

Choose 2 answers

- A. ☐ Create a formula to capture the MAX date.
- B. ☐ Design an approval process to capture the furthest date.
- C. ☒ Make a Process Builder to create the task.
- D. ☒ Configure a workflow to create the task.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:20:12**

39 of 65. The administrator at Cloud Kicks noticed that the before trigger they are working on executes successfully but fails to save the original version of the record to the external data archive. The administrator finds there is also a record-triggered flow on that object that is configured to run before save.

How should the administrator advise the developer?

- A. ☐ The trigger is writing the data to the wrong place in the external data archive.
- B. ☐ The code could be trying to create duplicates in the archive when it is unable to.
- C. ☒ Record-triggered flows that are configured to run before save execute prior to all before triggers.
- D. ☐ A validation rule could be preventing records from ever meeting the conditions in the trigger.

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Time Remaining : 01:20:08

40 of 65. Cloud Kicks (CK) has an email parsing tool. CK wants to ensure that when certain fields are updated, the Case Owner is notified by email.

What should the administrator use to email the Case Owner?

- A. ☐ Before Save Flow
- B. ☒ After Save Flow
- C. ☐ Outbound Message
- D. ☐ Email-to-Case

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Time Remaining : 01:20:03

41 of 65. AW Computing has several service plans it offers with its laptops. Management wants the sales team to focus on bringing in new business and to have the creation of the renewal opportunity for the service plans happen automatically.

What approach should the administrator take to automate the renewal process?

- A. ☐ Create a validation rule to prevent the rep from closing the opportunity until a renewal is associated.
- B. ☐ Create a dynamic Lightning page with rich text to remind the rep to create a renewal opportunity when the opportunity is closed won.
- C. ☒ Configure a flow that will create the renewal based on the closed-won date and opportunity line items.
- D. ☐ Configure a time-based workflow to send an email reminder to the sales rep when the service plan expires.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:19:57**

42 of 65. AW Computing wants to enable a backup resource to assign permissions while restricting the backup resource's ability to create or modify permission sets.

Which feature should be employed to accomplish this request?

- A. ☐ Customize Application Permission
- B. ☒ View All Users Permission
- C. ☐ Assignment Rules
- D. ☐ Delegated Administrator

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Time Remaining : 01:19:54

43 of 65. The administrator at AW Computing implements multi-factor authentication using the Salesforce Authenticator app downloaded on company-provided iPhones. A sales rep breaks their phone and needs to update an opportunity record.

How should the administrator grant access for the sales rep?

- A. ☒ Generate a temporary identity verification code for the rep.
- B. ☐ Delegate multi-factor identification to the sales rep.
- C. ☐ Add the sales rep's IP address to the trusted IP ranges.
- D. ☐ Instruct the sales rep to log in from the company's VPN.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:19:50****44 of 65.** Ursa Major Solar has a training sandbox with 160MB of test data that needs to be refreshed every other day.

Which two sandboxes should be used in this instance?

Choose 2 answers

- A. ☒ Partial
- B. ☐ Developer
- C. ☒ Full
- D. ☐ Developer Pro

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Salesforce Certified Advanced Administrator**Time Remaining : 01:19:46**

- 45 of 65.** At Ursa Major Solar, several different planetary teams handle leads depending on which planet the lead is coming from. While most of the teams only need a few fields filled out to work the lead, the Jupiter team requires additional information to be filled out, such as which moon the lead is coming from. The administrator needs to automate which team is allocated the lead record based on the planet and ensure that every team has all of the information they need.

Which two features will satisfy these requirements?

Choose 2 answers

- A. ☐ Workflow Rules
- B. ☒ Validation Rules
- C. ☒ Assignment Rules
- D. ☐ Matching Rules

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Salesforce Certified Advanced Administrator

Time Remaining : 01:19:41

46 of 65. How should an administrator support a finance team that is trying to use Opportunity data to keep an eye on their pipeline rather than manually calculating anticipated income for the quarter?

- A. ☒ Set up collaborative forecasting to view quota against the open pipeline.
- B. ☐ Show the finance team how to use the Opportunity Kanban List View.
- C. ☐ Create a custom Forecasting object to inform the finance team on the status of deals.
- D. ☐ Run a report at the end of each quarter to update the finance team on pipeline status.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:19:37**

47 of 65. Northern Trail Outfitters (NTO) has a private sharing model for records containing a customer's credit information. These records should be visible to a sales rep's manager but hidden from their colleagues.

How should an administrator adjust NTO's sharing model to ensure the correct amount of confidentiality?

- A. ☐ Use validation rules targeting the logged-in user.
- B. ☒ Grant access using hierarchies via the sharing settings.
- C. ☐ Add View All access for the object via the manager's profile.
- D. ☐ Create sharing rules for each manager based on the record owner.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:19:33**

48 of 65. At Cloud Kicks, the distributor account information is sensitive information. The administrator needs to make sure this information is unavailable to testers in the full sandbox.

What should the administrator recommend?

- A. ☐ Assign the users a new permission set.
- B. ☒ Use the data masking tool.
- C. ☐ Delete the sensitive information.
- D. ☐ Refresh the sandbox.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:19:29**

49 of 65. The Service team at Cloud Kicks needs a way to show the current status from the Account on the Case. This value should be on the page and is used in validation rules.

What should the administrator recommend to solve this?

- A. ☐ Add a lookup field to Account.
- B. ☒ Create a cross-object formula.
- C. ☐ Use a picklist field.
- D. ☐ Make a Rollup Summary.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:19:24****50 of 65.** Cloud Kicks wants to implement multi-factor authentication (MFA) to help better secure its Salesforce org.

Which two options should the administrator consider to use MFA?

Choose 2 answers

- A. ☐ A Security Token
- B. ☒ An Authentication App
- C. ☐ An Encryption Key
- D. ☒ A Username and Password

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Salesforce Certified Advanced Administrator

Time Remaining : 01:19:19

51 of 65. At Cloud Kicks, the Sales team uses a specific dashboard to see how they are doing daily. The team has asked the administrator for an easier way to see this dashboard.

What should the administrator recommend?

- A. ☐ Email the dashboard to the Sales Team every morning.
- B. ☐ Create a custom app with a dashboard.
- C. ☒ Add the dashboard to the Sales team's home page.
- D. ☐ Update the Sales team's app with a new dashboard.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:19:13**

52 of 65. Universal Containers' support team wants to use Salesforce Knowledge to allow customers and the support team to have access to the product documentation. There are many different types of documentation with usage across the globe.

What feature should the administrator configure?

- A. ☐ Setup record types and page layouts.
- B. ☐ Create article types.
- C. ☒ Define data categories and visibility.
- D. ☐ Enable the Case Feed.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:19:09**

53 of 65. At Ursa Major Solar, there is an account owned by a user with the role of Galaxy Manager. Two users with the same profile are both assigned to the sub-role, Galaxy Subordinate. However, only one can access the account.

What is the reason only one user can see the account record?

- A. ☐ Workflow Rule
- B. ☐ Queues
- C. ☐ Role Hierarchy
- D. ☒ Manual Sharing

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Salesforce Certified Advanced Administrator

Time Remaining : 01:19:05

54 of 65. A new administrator at Cloud Kicks has reported that they are unable to use outbound change sets as requested.

What permission should be reviewed to determine if it is missing from the administrator user or profile?

- A. ☐ API Enabled
- B. ☐ Modify Metadata Through Metadata API Functions
- C. ☐ Create and Upload Change Sets
- D. ☒ Deploy Change Sets

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Salesforce Certified Advanced Administrator**Time Remaining : 01:19:00**

55 of 65. Cloud Kicks maintains inventory in a legacy application. Management wants the information to also be available to view and report on directly in Salesforce.

Which action should the administrator take to achieve this goal?

- A. ☐ Upload an Excel spreadsheet with the data into the Files tab.
- B. ☒ Create an external object that maps to the inventory application.
- C. ☐ Import the data into a custom object when needed; delete after it is used.
- D. ☐ Build a Lightning component and use SFDX to connect to the inventory app.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:18:55**

56 of 65. Cloud Kicks (CK) completed a project in a sandbox environment and wants to migrate the changes to production. CK split the deployment into two distinct change sets. Change set 1 has new custom objects and fields. Change set 2 has updated profiles and automation.

What should the administrator consider before deploying the change sets?

- A. ☐ Both change sets must be deployed simultaneously.
- B. ☐ Change set 2 needs to be deployed first.
- C. ☒ The Field-Level Security will not be deployed with the profiles in change set 2.
- D. ☐ Automations need to be deployed in the same change set in order to be activated.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:18:50**

57 of 65. On the Planet custom object, Ursa Major Solar's sales director wants only certain action buttons to appear depending on if a given planet is defined as gaseous.

Which Lightning component should the administrator define dynamic action buttons?

- A. ☐ Record Detail
- B. ☐ Activities
- C. ☒ Highlights Panel
- D. ☐ Related Lists

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Salesforce Certified Advanced Administrator**Time Remaining : 01:18:46**

58 of 65. A sales manager at AW Computing has created a contact record but is missing some of the information to complete the record. The organization-wide default for Accounts is set to Public Read Only, and Contacts are controlled by parent.

Who will be able to edit this new contact record?

- A. ☐ All users in the organization
- B. ☒ Sales manager and system administrator
- C. ☐ Users above the sales manager in the role hierarchy
- D. ☐ The owner and users below the owner in the role hierarchy

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Salesforce Certified Advanced Administrator**Time Remaining : 01:18:42**

59 of 65. A sales rep needs to help cross-sell an opportunity but is unable to make updates on the record or update the opportunity team.

Which two options would be required for a sales rep to add a rep to the opportunity team?

Choose 2 answers

- A. ☐ A permission with Edit access on the Account object
- B. ☒ Transferred ownership of the Opportunity to the sales rep
- C. ☐ Transferred ownership of the Account to the sales rep
- D. ☒ A role above the Opportunity owner in the role hierarchy

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Salesforce Certified Advanced Administrator**Time Remaining : 01:18:37**

60 of 65. 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. ☐ Advise the user to mark the duplicate opportunity Closed Lost and keep it in the system.
- B. ☒ Check the user profile permissions on the Opportunity object to see if they have permission to delete.
- C. ☐ Change the user's profile to System Administrator so they have full permissions to delete object records.
- D. ☐ Run a report of all opportunities to identify other possible duplicates.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:18:33**

61 of 65. An administrator has a request to write a report listing accounts that have sales from this year and that have a completed activity in the last 30 days.

What reporting feature should the administrator employ to provide only the list of accounts, without listing the details of the opportunities?

- A. ☐ Joined Report
- B. ☐ Cross-Filter
- C. ☐ Filter Logic
- D. ☒ Summary Report

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Salesforce Certified Advanced Administrator**Time Remaining : 01:18:27**

62 of 65. Support staff at Cloud Kicks work on multiple accounts and opportunities at the same time. Currently, they are switching between browser tabs, which is tedious and confusing. Support managers put in a request for a better agent experience.

What should an administrator recommend?

- A. ☐ Create a screen flow to pull all related opportunities onto one page.
- B. ☐ Configure Split List Views.
- C. ☐ Implement Service Console.
- D. ☒ Enable Subtab Record Browsing in the Setup menu.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:18:22**

63 of 65. Northern Trail Outfitters requires the sales user to input a use case before moving the opportunity stage to qualified. A consultant has reviewed the business requirement and ran a report to check the state of data completion. When pulling a report for opportunities in the qualified stage or beyond, it appears that only 30% of records have a use case filled out with varying text strings.

What should the administrator recommend?

- A. ☒ Create a validation rule and add the Use Case field to the Stage Guidance in Path.
- B. ☐ Use a quick action with the Use Case field in the layout, and add it as a Lightning component.
- C. ☐ Write a record-triggered flow that populates the Use Case field when an opportunity is closed.
- D. ☐ Make the Use Case field required on the master Opportunity layout.

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Salesforce Certified Advanced Administrator**Time Remaining : 01:18:17****64 of 65.** When should an administrator consider when using Person Accounts?

- A. ☐ In a complex business model and the users find it easiest to record Opportunity information on Contacts rather than Accounts.
- B. ☒ In a B2C business model and the consumer is the intended recipient of sales and marketing attention.
- C. ☐ In a B2B business model and is selling to the primary contact at a business organization.
- D. ☐ In a business model that needs a separate Contact and Account to be included on all Case records submitted.

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Time Remaining : 01:18:12

65 of 65. The distributors at Cloud Kicks are eligible for support based on a specific service contract.

How should the administrator show this in Salesforce?

- A. ☐ Build a new custom object.
- B. ☐ Add a service contract to the record.
- C. ☐ Turn on Service Cloud.
- D. ☒ Use entitlement management.

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Topic	Percentage Correct
Security and Access	91%
Objects and Applications	81%
Auditing and Monitoring	100%
Cloud Applications	57%
Data and Analytics Management	62%
Environment Management and Deployment	50%
Process Automation	83%

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