

# Salesforce

## ADM-201

Administration Essentials for New Admins (SU21)



## QUESTION & ANSWERS



## QUESTION 1

Northern Trail Outfitters has hired interns to enter Leads Into Salesforce and has requested a way to identify these new records from existing Leads.

What approach should an administrator take to meet this requirement?

- A. Create a separate Lead Lightning App.
- B. Define a record type and assign it to the interns.
- C. Set up Web-to-Lead for the interns' use.
- D. Update the active Lead Assignment Rules.

**Correct Answer: B**

## QUESTION 2

New Leads needs to be routed to the correct sales person based on the lead address.

How should the administrator configure this requirement?

- A. Create formula field.
- B. Use lead assignment rules.
- C. Assign with an escalation rule.
- D. Configure a validation rule

**Correct Answer: B**

## QUESTION 3

The administrator at cloud kicks has been ask to change the company's Shoe style field to prevent users from selecting more than one style on a record.

Which two steps should an administrator do to accomplish this?

Choose 2 answers

- A. Reactivate the appropriate Shoe Style values after the field type changes.
- B. Select the "Choose only one value "checkbox on the pick list field.
- C. Back-up the Shoe Style values in existing records.
- D. Change the field type from a multi-select picklist field to a picklist field.

**Correct Answer: B,D**

## QUESTION 4

When a cloud kicks Opportunity closes, the company would like to automatically create a renewal opportunity.

Which two automation tools should an administrator use to accomplish this request?

Choose 2 answers

- A. Approval Process
- B. Flow Builder
- C. WorkFlow Rule
- D. Process Builder

**Correct Answer: B,D**

## QUESTION 5

Cloud Kicks has asked the administrator to test a new screen flow that create contacts.

What are two key components of testing the flow?

Choose 2 answers

- A. Set Up a flow interview to test the flow.
- B. Run the flow using it to create contacts.
- C. Use Debug to test the flow in Flow Builder.
- D. Test the flow in a sandbox.

**Correct Answer: B,D**

## QUESTION 6

Executives at Cloud Kicks have reported that their dashboards are showing inaccurate dat

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administrator has discovered been changing the source reports.

Which two actions should the administrator take to preserve the integrity of the source reports?

Choose 2 answers

- A. Create a new report folder with viewer access.
- B. Move the dashboard to the user's private folder.
- C. Move the dashboard reports to the view-only folder.
- D. Change the dashboard to be a dynamic dashboard

**Correct Answer: C,D**

### QUESTION 7

Sales reps at Northern Trail Outfitters have asked for a way to change the Probability field value of their Opportunities.

What should an administrator suggest to meet this request?

- A. Define a new Stage picklist value.
- B. Create a custom field on Opportunity.
- C. Configure Forecasting support.
- D. Make the field editable on page layouts

**Correct Answer: D**

### QUESTION 8

Dreamhouse realty wants to offer a form on its experience cloud site where inspectors will submit findings from a property inspection.

Which feature should an administrator place on the page to fulfill this requirement?

- A. Related List
- B. Autolaunched Flow
- C. Record Detail
- D. Screen Flow

**Correct Answer: D**

### QUESTION 9

AW Computing would like to improve its Case Lightning record page by including:

\* A filtered component to display a message in bold font when a case is saved as a critical record type.

\* A quick way to update the account status from the case layout.

Which two components should an administrator use to satisfy these requests?

Choose 2 Answers

- A. Related List
- B. Related Record
- C. Record details
- D. Rich text

**Correct Answer: B,D**

### QUESTION 10

Ursa Major Solar wants to know which of its marketing efforts are helping the team win Opportunities. What should an administrator configure to provide these insights?

- A. Campaign Hierarchy.
- B. Campaign Influence
- C. Map Custom Lead Fields
- D. List Email Activities

**Correct Answer: B**

### QUESTION 11

Northern Trail Outfitters wants to track ROI for contacts that are key stakeholders for opportunities. The VP of Sales requested that this information be accessible on the opportunity and available for reporting.

Which two options should the administrator configure to meet these requirements?

Choose 2 answers

- A. Customize Campaign Member Role.
- B. Add the Campaign Member related list to the Opportunity page layout.
- C. Customize Campaign Role.
- D. Customize Opportunity Contact Role.
- E. Add the Opportunity Contact Role related list to the Opportunity page layout.

**Correct Answer: D,E**

### QUESTION 12

An administrator supporting a global team of salesforce users has been asked to configure company settings

Choose 2 options

- A. Currency Locale
- B. Default Language
- C. Password Policy
- D. Login Hours

**Correct Answer: A,B**

### QUESTION 13

Universal Container wants to increase the security of their org by requiring stricter user passwords. Which two of the following should an administrator configure?

Choose 2 answers

- A. Password different than username
- B. Prevent common words
- C. Minimum password length.
- D. Password complexity requirement.

**Correct Answer: C,D**

### QUESTION 14

Cloud Kicks wants to allow customers to create their own cases while visiting its public homepage.

What should the administrator recommend?

- A. SMS Response
- B. Web-to-Case
- C. Email-to-Case
- D. Omni-Channel

**Correct Answer: B**

### QUESTION 15

What are three Setting an administrator should configure to make it easy for approvers to respond to approval requests?

Choose 3 Answers.

- A. Update the organizations chatter setting to allow approvals.
- B. Enable the organizations Email approval response setting.
- C. Specify initial submission actions within the approval process.
- D. Add the Items to approve component to the approvers home page.
- E. Create a flow to automatically approve all records.

**Correct Answer: A,B,D**

### QUESTION 16

An Administrator wants to trigger a follow-up task for the opportunity owner when they close an opportunity as won and another task after 60 days to check in with the customer. which two automation tools should the administrator use?

Choose 2 answers

- A. process builder
- B. workflow Rule
- C. Field Update
- D. Outbound Message

**Correct Answer: A,C**

### QUESTION 17

The Administrator at Universal Container wants to add branding to salesforce. Which two considerations should the administrator keep in mind?

Choose 2 Answers

- A. Only one theme can be active at a time, and a theme applies to the entire org.
- B. Themes apply to salesforce classic and to the salesforce mobile app.
- C. Up to 150 custom themes can be created, modified, or cloned from the built-in themes.
- D. Chatter external users see the built-in Lightning theme only.

**Correct Answer: A,C**