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Salesforce

Exam Questions Advanced-Administrator

Salesforce Certified Advanced Administrator

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Question: 1

A sales manager is receiving an "insufficient privileges" error when viewing a contact. The contact owner is under the manager in the role hierarchy. What is the reason the sales manager is not able to view the contact?

- A. The contact owner has not selected the option to share contacts with others in the role hierarchy.
- B. The contact sharing settings are private, so access to the record is limited to the contact owner and system administrator.
- C. The account sharing settings are controlled by the parent, and the account owner is not under the sales manager's role.
- D. The contact sharing settings are controlled by the parent, and the account owner is not under the sales manager's role.

Answer: C

Question: 2

Who can collaborate about your business with Salesforce Communities? Select 3

- A. Partners
- B. Suppliers
- C. Competitors
- D. Customers
- E. Employees

Answer: A, D, E

Question: 3

Milestone actions determine what happens during a case support process and can trigger what type of workflow actions? Select 3

- A. SLA Breach
- B. Success
- C. Violation
- D. Entitlement Breach
- E. Warning

Answer: B, C, E

Question: 4

Service Entitlements in Service Cloud help you to: Select 3

- A. Track your supplier performance.
- B. Track the service levels you provide to your clients.
- C. Verify if your customer is eligible for support.
- D. Define and maintain service contracts.

Answer: B, C, D

Question: 5

How to create a report showing Company growth Year after Year. What function to use ?

- A. PREVGROUPVAL
- B. DATEVAL
- C. PRIORVALUE
- D. PARENTGROUPVAL

Answer: A

Question: 6

With Salesforce Knowledge integrated into your community, your customers can: Select 3

- A. Access knowledge articles
- B. Automatically access your customer accounts, contacts and opportunities.
- C. Submit Cases
- D. Access Self Service resources

Answer: A, C, D

Question: 7

When will account assignment rules automatically assign an opportunity to a territory



- A. When opportunity has no assigned territory and account has been assigned to a territory
- B. Account ownership was changed
- C. Account has no assigned territory
- D. Account has multiple territories

Answer: A

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