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QUESTION 1

Cloud Kicks uses a dashboard with multiple components based on Account, Case, and Opportunity reports. The system administrator adds a dashboard filter on Account Owner. When filtering the dashboardby Account Owner, records are now missing from several Opportunity components.

What is the recommended way for the system administrator to resolve this issue?

A. Add a cross-filter to the Opportunity source reports.

B. Use a custom report type for Accounts with or without Opportunities.

C. On the Opportunity components, change the equivalent field.

D. Create a joined Accounts and Opportunities report for the components.

Correct Answer: A

QUESTION 2

While reviewing the quarterly forecast, a manager notices the newest team member is missing inthe forecast- After looking at a few the manager can see where the sales representative has closed six opportunities this month and has three additional opportunities m progress.

Where should the administrator start troubleshooting?

A. Chide Allow Forecasting under general Information for user.

B. Create a permission set with View All Forecasting permission.

C. Verify the app the user is selecting and adjust tabs as needed.

D. Assign View All Forecasting permission to the sales profile.

Correct Answer: D

QUESTION 3

A User is requesting for a new value to be added in Picklist. If System Admin is not able to perform in time what does the user need to be able to do it himself?

A. Delegated Administration for users

B. Delegated Administration for Object

C. Create , Read, Edit and Delete Permission on Object

D. View All and Modify All

Correct Answer: B

QUESTION 4

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. Confirm the correct price book is selected on the opportunity.

B. Make sure the price book Is in the company currency.

C. Ensure the product is associated with the correct price book.

D. Verify the product has a start date entered.

Correct Answer: AC

QUESTION 5

Which two values rolls up the hierarchy to the manager for and Collaborative Forecasts? Choose two answers.

A. Expected revenue

B. Product quantity

C. Quota amount

D. Opportunity amount

Correct Answer: AD

QUESTION 6

Universal Containers has implemented a custom process related to products. They have a custom object called Draft Product. Once a Draft Product is approved, automation is needed to create a new Product record and delete the original

Draft Product record.

Which two options would meet this requirement?

Choose 2 answers.

A. Flow that calls a Process Builder

B. Process Builder that calls Apex

C. Process Builderthat calls a Flow

D. Process Builder that calls a workflow Rule

Correct Answer: BC

QUESTION 7

How can an administrator use the service cloud console to increase the efficiency of support users? Choose 3

A. configure it to manage chatter answers cases and live agent chat conversations.

B. customize the softphone to provide a screen pop-up on incoming support calls.

C. configure the idea themes page layout with buttons and links to case detail information

D. enable the service cloud console application in salesforce communities.

E. use publisher actions in case feed to combine the publisher extension menus in a single row.

Correct Answer: ABD

QUESTION 8

When a lead comes in from APAC it needs to be assigned to an external partner if the manager approves. Also external partner needs to be notified that lead has been assigned to him:

A. Assignment rule, workflow rule

B. Assignment rule, workflow rule, approval process

C. Assignment rule, auto-response rule, workflow rule

D. Assignment rule, approval process

E. Assignment rule, workflow rule

Correct Answer: A

QUESTION 9

How can you ensure that when people are entering State Country information it is standardised across the entire business?

A. Build a validation rule that only lets the correct country/state name be entered.

B. Make the relevant fields required on the page layout

C. Enable State and Country picklists feature

D. Install a third party AppExchange app

Correct Answer: C

QUESTION 10

What are three options available to the administratorto help with this issue? Choose 3 answers

A. Move some page components behind a tab.

B. Remove some of the fields displayed.

C. Deactivate unnecessary validation rules.

D. Convert all Process builders to flows.

E. Reduce the number of related listsdisplayed.

Correct Answer: ABE

QUESTION 11

A Sales Manager does not have edit access on accounts. However a user below them in the role hierarchy does have
edit access. Do they inherit this access?

A. True

B. False

Correct Answer: B

QUESTION 12

Which three actions can occur when an administrators clicks "save" after making a number of changes to Knowledge
data categories in a category group and changing their position in the hierarchy? Choose three.

A. The contents of category drop-down menu change

B. Users are temporarily locked out of the ability to access articles

C. Users may temporarily experience performance issues when searching for articles

D. The history of article usage is reset to zero utilization

E. The articles and questions visible to users change

Correct Answer: BDE

QUESTION 13

When the delete permission is selected in a muting permission set, which other permission is automatically muted?

A. View All Records

B. View All Data

C. Modify All Records

D. Modify All Data

Correct Answer: D

The muting permission set contains the delete permission that you want to mute. When you add the muting permission set to the group, assigned group users no longer have the delete permission. Reference: http://www.miraforce.net/what-are-permission-set-groups/

QUESTION 14

A sales rep at AW Computing needs to give read/write access to an Account and related records to a teammate while the sales rep is on vacation. How could the administrator enable the sales rep to give record access to a colleague?

A. Create an ownership-based sharing rule.

B. Add the Manual Sharing button the page layout.

C. Include the rep on the Opportunity Team.

D. Enable public groups for sharing.

Correct Answer: A

QUESTION 15

In "Setup | Salesforce CRM Content | Settings" , what will happen if you uncheck "Enable content pack creation"? Choose 5

A. You can create New "Content Pack"

B. You can clone existing "Content Pack"

C. You can delete "Content Pack"

D. You can change Title of "Content Pack"

E. You can change description of "Content Pack"

F. Edit documents inside existing Content Pack

G. You can add, Edit Tags

H. You can Change Language

Correct Answer: CDEGH

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7 / 7