

# CRT-101<sup>Q&As</sup>

Certification Preparation for Administrator

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## QUESTION 1

Ursa Major Solar recently acquired a company whose Sales team has a unique sales process, with stages that are different from the current setup of stages in Salesforce.

The Chief Technology Officer (CTO) has decided that the new Sales team should NOT change their process at all.

What should the Administrator do to incorporate the new Sales team's process?

- A. Create new values for the Opportunity Stage field; create a new Sales Process assigned to a custom Record Type for the new Sales team.
- B. Create a Record Type and page layout for the new Sales team and a custom field for the new Stages.
- C. Create new values for the Opportunity Stage field and use field-level security to control which teams see which fields.
- D. Create new values for the Opportunity Stage field; order them so that the new Sales team's values are at the bottom of the picklist.

Correct Answer: B

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## QUESTION 2

A sales team is a set of users that normally work together on \_\_\_\_\_ ?

- A. Accounts
- B. Leads
- C. Opportunities
- D. Contacts
- E. Cases

Correct Answer: C

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## QUESTION 3

Ursa Major Solar is bringing a new type of solar panel to market. An Administrator needs to create a Sales Process for this new product.

What are three considerations for the Administrator in this scenario? (Choose three.)

- A. The Record Type's Page Layout is assigned to Users through their Profile assignments.
- B. All Picklist values on the Page Layout must be added to the Master Picklist Value List or be active values.
- C. An Opportunity Record Type will need to be created and assigned to the Sales Process.

D. The Record Type Name assignment becomes permanent upon Save of a new Record Type.

E. Adding a new value to the Record Type Master Picklist Value List adds the value to all existing Record Type picklists.

Correct Answer: ABE

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## QUESTION 4

Custom formula fields are recalculated:

A. Nightly

B. Every twenty minutes

C. Once per user session

D. Each time a user views the record

Correct Answer: D

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## QUESTION 5

Which Feature is not available in Salesforce.com?

A. Profile based Login Hours

B. Profile based Login IP Ranges

C. Organization based Login Hours

D. Organization based Login IP ranges

Correct Answer: C

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## QUESTION 6

Custom Summary Formulas can run calculations on report calculations.

A. True

B. False

Correct Answer: B

Custom summary formulas support calculations on custom formula fields Apply calculations only to summary rows can be used to calculate the summaries on numerical fields of summary and matrix reports 3900 chars per formula 5 per report Applies calc to only summary rows Custom formula fields are Read only on record detail pages Not visible on edit pages Are supported on std and custom objects Do not update last modified field Can reference custom/std / other formula fields Cannot reference themselves Cannot be deleted if they are referred in formulas Not searchable via sidebar / advanced search Not included in data export Not available for lead conversion Not available in Offline edition /

connect for outlook Are automatically calculated Cross object formula up to 5 levels

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## QUESTION 7

Determine if the description is Master/Detail or Lookup: No inherited sharing:

A. Lookup

Correct Answer: A

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## QUESTION 8

For which objects you have business processes?

A. Lead

B. Opportunity

C. Case

D. Account / Contact

E. Solutions

Correct Answer: ABCE

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## QUESTION 9

Universal Containers has a private sharing model on Opportunities. The System Administrator has been asked to create a new custom object that will track customer payment information and will link to the Opportunity. Only those users with access to the Opportunity should be able to see the records on the new object.

What should the Administrator do to accomplish this task?

A. Create a lookup relationship with Profile permissions.

B. Create a Master-Detail relationship with Profile permissions.

C. Create a Master-Detail relationship with a Criteria Based Sharing Rule.

D. Create a Lookup relationship with a Criteria Based Sharing Rule.

Correct Answer: B

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## QUESTION 10

Advanced filter conditions can be applied to a roll-up summary field:

A. True

B. False

Correct Answer: B

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## QUESTION 11

What determines a unique User Record?

A. User Name

B. Standard Profile

C. Custom Profile

D. User Role

Correct Answer: A

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## QUESTION 12

How is the expected revenue calculated in the opportunity?

A. Amount multiplied by the total price of all opportunity line items

B. The sales price on any line item times the probability of the opportunity

C. Opportunity Amount multiplied by the probability

D. Amount multiplied by the discount percent

Correct Answer: C

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## QUESTION 13

On which OWD sharing defaults the Sharing Rules can't be defined?

A. OWD is Private

B. OWD is Public Read Only

C. OWD is Public Read Write

D. Sharing rules can be created on any of the above

Correct Answer: C

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## QUESTION 14

If a user leaves your company, the system administrator should do the following to prevent future access to the Salesforce org.

- A. Delete their user record
- B. De-activate their user record
- C. Delete any accounts or contacts owned by that user
- D. None of the above

Correct Answer: B

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## QUESTION 15

The account owner, opportunity owners, and case owners may or may not be the same user.

- A. True
- B. False

Correct Answer: A

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