



**Vendor:** Salesforce

**Exam Code:** ADM-201

**Exam Name:** Administration Essentials for New Admins

**Version:** DEMO

### QUESTION 1

Users at Universal Containers (UC) adhere to the following process for expense reports:

- Create the expense report.
- Attach receipts in an Expenses app.
- Send the report to the accountant to review and approve.

An administrator needs to enable this app for Salesforce Mobile.

What should the administrator consider from the Users perspective?

- A. A user can create records, attach receipts as photos, and submit for approval.
- B. A user can create list views, attach receipts as photos, and submit records for approval.
- C. A user can search Salesforce Records, attach receipts as photos, and approve records from Chatter.
- D. A user can utilize Search, create list views, and receive record push notifications from Chatter.

**Answer: A**

### QUESTION 2

Which three objects can be added as Campaigns Members? Choose 3 answers

- A. Contacts
- B. Leads
- C. Accounts
- D. Person Account
- E. Individuals

**Answer: ABC**

### QUESTION 3

Which setting on a profile makes a tab not accessible on the All Tabs page or visible in any app, but still allows a user Multiple Books to view records that would normally be found under this tab?

- A. App Permissions
- B. Object Permissions
- C. Tab Settings
- D. Org-wide Defaults

**Answer: C**

### QUESTION 4

Ursa Major Solar tracks both user issues and customer issues.

A user issue can be logged as:

- new
- waiting for reply
- closed

A user issue can be logged as:

- new
- working
- closed

An administrator needs to track both case types. Which features should be used?

- A. Workflows and Automated Case Users
- B. Page Layouts and Process Builder
- C. Record Types and Support Processes
- D. Page Layouts and Record Types

**Answer: C**

#### QUESTION 5

Ursa Major Solar's default, organization-wide sharing for accounts is set to public read/write. The administrator needs to ensure that marketing never modifies an account record. Which action should the administrator take to accomplish this goal?

- A. Switch organization-wide default sharing to public read only.
- B. Remove edit access on accounts from the custom marketing profile.
- C. Assign a permission set to marketing users which removes edit permission.
- D. Separate the marketing role hierarchy from the sales role hierarchy.

**Answer: B**

#### QUESTION 6

Universal Containers introduced a new product and wants to track all associated cases that get logged. They are looking for an automated solution that would give the product's two lead engineers read/write access to all new cases that reference the new product. What should an administrator do to satisfy this requirement?

- A. Create a user-based sharing rule and an ad-hoc case team.
- B. Create an auto-response rule and a public group.
- C. Create a queue and a criteria-based sharing rule.
- D. Create a predefined case team and an assignment rule.

**Answer: A**

#### QUESTION 7

The administrator at Ursa Major Solar has just finished creating new hot Account reports that filter Accounts that were modified this year with a rating of hot. The report was shared with the entire sales team. Some users are seeing some Accounts that have NOT been modified since last year and other Accounts where the rating is cold.

What should the administrator do to ensure that the report works as intended for all users?

- A. Lock the report filters.
- B. Create a filter using bucketing.
- C. Create the report in a private folder.
- D. Use a cross-object filter.

**Answer: A**

**QUESTION 8**

Supervisors at Universal Containers have read access to Contacts through their profiles. Sales reps have a separate profile that allows them to edit Contacts. Some sales reps are attending a conference for a week and supervisors will need to fill in to update Contact details while they are out. How should an administrator grant proper access to the supervisors?

- A. Assign a permission set with the edit permission on Contact to the supervisors that need it.
- B. Update the supervisor profile with edit permission on Contact.
- C. Create a sharing rule to grant read/write access on Contact to the supervisor role.
- D. Change the supervisor users profiles to be sales rep.

**Answer: A**

**QUESTION 9**

At Cloud Kicks, new public articles must be approved before publishing. Users are asked to click to the submit for approval button to begin the process but sometimes the user forgets. How should an administrator automate submission so all new public articles will enter the approval process?

- A. Default the Submit for Approval button
- B. Update initial Actions
- C. Use Process Builder
- D. Create a new record type and page layout

**Answer: C**

**QUESTION 10**

Ursa Major Solar is a Canadian company that has the following set up in Salesforce:

- They have activated Web-to-Case on their corporate website.
- Auto-Response is configured so that customers are thanked for logging the case and activated Assignment Rules based on the province (CANADA) in which the customer resides.
- Case ownership is therefore determined and routed to the corresponding queue - North, South, East, or West.

Customer Cases that do NOT meet the existing criteria need to be assigned to Queue - World. Which solution will satisfy this requirement?

- A. In Case Support Settings, change Default Case Owner to Queue - World.
- B. In an Active Case Flow, change the name of the Queue to World.
- C. Using a Workflow Rule, change the owner of new Cases outside CANADA to Queue - World.
- D. Using a Trigger, change the owner of Cases outside CANADA to Queue - World.

**Answer: B**

**QUESTION 11**

What are two considerations when configuring the lead conversion process? Choose 2 answers

- A. Custom lead fields can be mapped to account, contact, and opportunity fields.
- B. Standard lead fields are automatically converted to account, contact, and opportunity fields.
- C. Custom lead fields can be mapped to custom object fields.
- D. Roll -up summary lead fields can be mapped to custom contact fields.

**Answer:** AB

**QUESTION 12**

Ursa Major Solar uses data from the grand total of a custom report to create their dashboard. Which two components will populate the grand total properly?  
Choose 2 answers

- A. Chart
- B. Gauge
- C. Table
- D. Metric

**Answer:** AC

**QUESTION 13**

Which two actions can be completed with a workflow field update. Which two actions can UMS complete with this feature?  
Choose 2 answers

- A. Change the record type of a record.
- B. Select a formula field for a field update.
- C. Apply a specific value to a field.
- D. Update the value of a field on a child object.

**Answer:** AC

**QUESTION 14**

Which two action should an administrator perform to provide a sales team with an easy solution for gathering customer requirements and sharing presentations with the customers? Choose 2 answers

- A. Add customers to libraries
- B. Ensure opportunity teams are created for customers.
- C. Use Salesforce Files to post presentation in Chatter.
- D. Add customers to private Chatter groups.

**Answer:** CD

**QUESTION 15**

A new custom object called Manufacturers has been created for Universal Containers. Where should a System Administrator adjust how the object appears when it is found in the global search?

- A. Global Search, Manufacturers, and Global Search Layouts

- B. Object Manager, Manufacturers, and Page Layouts
- C. Global Search, Manufacturers, and Search Layouts
- D. Object Manager, Manufacturers, and Search Layouts

**Answer: D**

**QUESTION 16**

The VP of Marketing wants Sales Reps to get updates when materials are updated in the Marketing library. What feature should an Administrator recommend?

- A. Validation rule
- B. Email alert
- C. Approval process
- D. Subscribe

**Answer: B**

**QUESTION 17**

Sales representatives use a custom report type for Account reports. New fields have been created on the Account Object.

What should a System Administrator do to report on the newly created fields?

- A. Create a new account report and add the new fields from the Report Builder.
- B. From the Custom Report Type, Edit Layout, then add the new fields to the report. Calculator
- C. From the Custom Report Type, Edit Object Relationships, then add the new fields to the report.
- D. Create a new account report folder, go to share, and then add the new fields.

**Answer: B**

**QUESTION 18**

Ursa Major Solar is setting up case assignment rules.

What are two places where the cases can be assigned? Choose 2 answers

- A. User
- B. Profile
- C. Queue
- D. Contact

**Answer: AC**

**QUESTION 19**

North Trail Outfitters wants a backup administrator set up for their org. once the administrator is set up, they report that they are unable to perform any of the administrator duties.

What are two possible reasons for the access issues? Choose 2 answers

- A. The user was given the delegated administrator group access.
- B. The role needs to be specified on the user record
- C. The active checkbox is unchecked by default.
- D. The system Administrator profile is unavailable under the Salesforce Platform license.

**Answer:** BD

**QUESTION 20**

Northern Trail Outfitters has a web form for cases.

If the case assignment rules inactive, who will be assigned ownership when the case is created?

- A. The system administrator will be assigned.
- B. A The default case owner will be assigned.
- C. The case will be assigned to a default case queue.
- D. The case will be assigned to the default workflow user.

**Answer:** C

**QUESTION 21**

Which set of small and large data backup methods are available in native Salesforce

- A. Mass Exports, Weekly Data Export Service, and Data Loader Exports
- B. Report Exports, Weekly Data Export Service, and Data Loader Exports
- C. Dashboard Exports, Report Exports, and Weekly Data Export Service
- D. Mass Export Wizard, Weekly Data Export Service, and Data Loader Exports Calculator

**Answer:** C

**QUESTION 22**

Under which three conditions should a validation rule be used to prevent invalid data? Choose 3 answers

- A. When records are submitted using web-to-lead.
- B. When records are deleted by a user.
- C. When records are edited and saved by a user.
- D. When records are imported.
- E. When records are updated by a workflow rule

**Answer:** BDE

**QUESTION 23**

A Salesforce user at Universal Containers has been deactivated.

What will happen to the records the user owns in Salesforce?

- A. All records are automatically assigned to another user.
- B. All records are automatically deleted.
- C. All records are assigned to the deactivated user until reassigned.
- D. All records are automatically assigned to the Administrator.

**Answer:** C

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