



**Vendor:** Salesforce

**Exam Code:** CRT-101

**Exam Name:** Prepare for your Administrator Certification

**Version:** DEMO

#### QUESTION 1

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

**Answer: D**

#### QUESTION 2

Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on pacific time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support.

How should an administrator solve for this issue?

- A. Set temporary business hours for each time zone.
- B. Adjust the currant business hours to accommodate the Eastern Time Zone.
- C. Create one set of business hours per time zone.
- D. Allow the reps to set business hours manually.

**Answer: C**

#### QUESTION 3

An administrator at Cloud Kicks is building a flow that needs to search for records that meet certain conditions and store values from those records in variable for use later in the flow.

What flow element should the administrator add?

- A. Assignment
- B. Get Records
- C. Create Records
- D. Update Records

**Answer: B**

#### QUESTION 4

An administrator at Cloud Kicks has a flow in production that is supposed to create new records. However, no new records are being created.

What could the issue be?

- A. The flow is read only.
- B. The flow is inactive.
- C. The flow URL is deactivated.
- D. The flow trigger is missing.

**Answer: B**

#### QUESTION 5

The sales manager at Cloud Kicks wants to set up a business process where opportunity discounts over 30% need to be approved by the VP of sales. Any discounts above 10% need to be approved by the user's manager. The administrator has been tasked with creating an approval process. Which are two considerations the administrator needs to review before setting up this approval process? Choose 2 answers

- A. Create a custom Discount field on the opportunity to capture the discount amount
- B. Populate the Manager standard field on the sales users' User Detail page.
- C. Configure two separate approval processes.
- D. Allow the submitter choose the approver manually.

**Answer:** AB

#### QUESTION 6

What are three characteristics of a master-detail relationship? Choose 3 answers

- A. The master object can be a standard or custom object.
- B. Permissions for the detail record are set independently of the master.
- C. Each object can have up to five master-detail relationships.
- D. Roll-up summaries are supported in master-detail relationships.
- E. The owner field on the detail records is the owner of the master record.

**Answer:** ADE

#### QUESTION 7

An administrator at Universal Containers has been asked to prevent users from accessing Salesforce from outside of their network.

What are two considerations for this configuration? Choose 2 answers

- A. IP address restrictions are set on the profile or globally for the org.
- B. Users can change their password to avoid login IP restrictions.
- C. Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.
- D. Single sign-on will allow users to log in from anywhere.

**Answer:** AC

#### QUESTION 8

The administrator at Cloud Kicks has created an approval process for time off requests. Which two automated actions are available to be added as part of the approval process? Choose 2 answers

- A. Field Update
- B. Chatter Post
- C. Auto launched Flow
- D. Email Alert

**Answer:** AD

**QUESTION 9**

Which two capabilities are considerations when marking a field as required in Object Manager?  
Choose 2 answers

- A. The field is not required to save records via the API on that object.
- B. The field is universally required to save a record on that object.
- C. The field is added to every page layout on that object.
- D. The field is optional when saving records via web-to-lead and web-to-case

**Answer: BC**

**QUESTION 10**

Universal Containers requires that when an Opportunity is closed won, all other open opportunities on the same account must be marked as closed lost. Which automation solution should an administrator use to implement this request?

- A. Quick Action
- B. Workflow Rule
- C. Flow Builder
- D. Outbound Message

**Answer: C**

**QUESTION 11**

Cloud Kicks wants a reports to categorize accounts into small, medium, and large based on the dollar value found in the Contract Value Field.

What feature should an administrator use to meet this request?

- A. Detail Column
- B. Bucket Column
- C. Group Rows
- D. Filter Logic

**Answer: B**

**QUESTION 12**

Cloud Kicks (CK) is partnering with a used shoe store and second-hand bicycle emporium. CK has an automated business process it wants to run once a week to count the number of open cases related to an account.

How should the administrator recommend automating this business process?

- A. Create a workflow rule with an outbound message.
- B. Set up a scheduled process in Process Builder.
- C. Configure a scheduled flow in flow Builder.
- D. Use a process to update the account when it is edited

**Answer: A**

**QUESTION 13**

An administrator has assigned a permission set group with the two-factor authentication for User Interface Logins permissions and the two-factor authentication for API Logins permission to a group of users.

Which two prompts will happen when one of the users attempts to log in to Data Loader? Choose 2 answers

- A. Users need to connect an authenticator app to their Salesforce account.
- B. Users need to get a security token from a trusted network using Reset My Security Token.
- C. Users need to download and install an authenticator app on their mobile device.
- D. Users need to enter a verification code from email or SMS, whichever has higher priority.

**Answer:** AC

#### QUESTION 14

Cloud Kicks need to be able to show different picklist values for sales and marketing users.

Which two options will meet this requirement? Choose 2 answers

- A. One page layout, two record types, one picklist
- B. Two page layouts, one record type, two picklists
- C. Two permission sets, one record type, one picklist
- D. One record type, two profiles, one picklist

**Answer:** AB

#### QUESTION 15

At universal Containers, users would like to be able to share Salesforce records with other members of their team, while collaborating around general topics as well. Which are two considerations for enabling this functionality? Choose 2 answers

- A. Collaboration groups are created automatically for every department.
- B. Object layouts should be configured to include the groups related list.
- C. The Add Record action must be configured in the group publisher.
- D. An administrator needs to create a group to enable record sharing

**Answer:** CD

#### QUESTION 16

Executives at Cloud Kicks have reported that their dashboards are showing inaccurate data. The 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

**Answer:** AC

**QUESTION 17**

Cloud Kicks has decided to delete a custom field.  
What will happen to the data in the field when it is deleted?

- A. The data in the field is stored for 20 days.
- B. The data is permanently deleted.
- C. The data associated with the field is required.
- D. The data is restorable from the recycle bin.

**Answer: B**

**QUESTION 18**

AW Computing has six sales teams in a region. These teams always consists of the same account manager, engineer, and assistant.  
What should the administrator configure to make it easier for teams to collaborate with the same customer?

- A. Enable and configure standard opportunity teams with splits.
- B. Enable account teams and show the users how to set up a default account team.
- C. Create a queue for each team and assign account ownership to the queue.
- D. Propose the users manually share all their accounts with their teammates.

**Answer: B**

**QUESTION 19**

A user at Cloud Kicks is having issues logging in to Salesforce. The user asks the administrator to reset their password.  
Which two options should the administrator consider when resetting the user's password?  
Choose 2 answers

- A. Resetting the password will change the user's password policy.
- B. Single sign-on users can reset their own passwords using the forgot password link.
- C. Resetting a locked-out user's password automatically unlocks the user's account.
- D. After resetting a password, the user may be required to activate their device to successfully log in to Salesforce.

**Answer: CD**

**QUESTION 20**

When users log in to Salesforce via the user interface, which two settings does the system check for authentication? Choose 2 answers

- A. The user's Two-Factor Authentication for API Logins permission
- B. The role IP address restrictions
- C. The user's profile login hours restrictions
- D. The user's Two-Factor Authentication for User Interface Logins permission

**Answer: AB**

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