



Vendor: Salesforce

Exam Code: CRT-211

Exam Name: Certification Preparation for Advanced
Administrator

Version: DEMO

QUESTION 1

DreamHouse Realty wants to notify an assigned agent when an appointment is booked on a custom object for one of their listed homes along with the total number of appointments booked so far. The administrator has configured a Roll-up Summary for the number of appointments as well as a flow to detect the creation of a new appointment and send the information to the agent. What consideration about process automation should the administrator be aware of to ensure the right information is delivered?

- A. Only standard objects can be used with Roll-up Summary fields.
- B. Rows can only be triggered from the records created on standard objects.
- C. Roll-up Summary calculations will prevent a Flow from being triggered.
- D. Roll-up Summary calculations run after processes and workflows.

Answer: D

Explanation:

Roll-up Summary calculations are performed after processes and workflows are executed, which means that any changes made by processes or workflows will not be reflected in the roll-up summary field until after the transaction is committed. This could cause inaccurate or outdated information to be delivered to the agent if the flow relies on the roll-up summary field value.

QUESTION 2

A developer is getting errors for Production deployment. The test deployment in the Full sandbox, which included a local test run, was successful. The Full sandbox was last refreshed 2 weeks ago. Where should the administrator check to see what was recently changed?

- A. Salesforce Optimizer
- B. Dev Console
- C. Field History
- D. Setup Audit Trail

Answer: D

Explanation:

Setup Audit Trail is a tool that tracks the recent setup changes made by anyone in an org. It can help identify who made what changes and when, as well as any errors or failures that occurred during the changes. Setup Audit Trail can help troubleshoot deployment issues by comparing the changes made in production with those made in sandbox.

QUESTION 3

The administrator at Cloud Kicks built a flow in a sandbox. After testing and validating the flow, the administrator plans to promote the flow to the production environment with a change set. Which three considerations should the administrator be aware of when moving flows with a change set? (Choose 3 answers)

- A. Flows deployed are inactive and need to be manually activated.
- B. Flow allows only one version of the flow when deployed with a change set.
- C. Deploying or redeploying a flow with change sets creates a version of the flow in the destination org.
- D. All flow dependencies are automatically added to the change set.
- E. Flows are automatically activated upon deployment.

Answer: ACD

Explanation:

Flows deployed with change sets are inactive by default and need to be manually activated in the destination org before they can run. Deploying or redeploying a flow with change sets creates a new version of the flow in the destination org, which preserves the previous versions and allows for rollback if needed. All flow dependencies, such as custom fields, objects, or variables, are automatically added to the change set when a flow is added.

QUESTION 4

An administrator has created a flow that sends platform events whenever an opportunity is updated. An Apex developer has been tasked to write code that listens for these events. When reviewing the debug logs for a user, the developer can see that the flow ran, but the debug Information is missing. What should the administrator recommend to assist with debugging?

- A. Select the Debug Enabled checkbox on platform events,
- B. Platform events are unavailable for debugging.
- C. Set a debug log on the Automated Process entity.
- D. Search the AppExchange to find a tool that assists with debugging.

Answer: C

Explanation:

Setting a debug log on the Automated Process entity allows capturing information about platform events that are published or subscribed by flows or processes. This can help debug issues related to platform events and flows.

QUESTION 5

An administrator at Cloud Kicks recently built a screen flow in a sandbox that creates a case and follow-up task. When the flow runs in the sandbox, it works just as expected. When tested in production, the flow errors when creating the records. (Choose 2 answers)

- A. Change the user experiencing the issue to the System Administrator profile.
- B. Open the flow in Debug mode and Run the Flow as another user.
- C. Change the Default Case Creator to the user's manager.
- D. Log in as another user and run the flow.

Answer: BD

Explanation:

Opening the flow in Debug mode and running it as another user allows simulating how the flow behaves for different users with different permissions and settings. This can help identify any issues related to user.

QUESTION 6

Cloud Kicks (CK) has a sneaker maintenance plan that it includes with all orders for its new line of Bluetooth-enabled custom sneakers. The sneaker maintenance plan gives each customer 6 months of phone support in case they have issues with their new sneakers. The administrator at CK is having a hard time keeping up with the work associated with managing the maintenance plan. What should the administrator do to help manage the plan?

- A. Use Flow to automatically create and assign entitlements.
- B. Create a support process for the maintenance plan.
- C. Ensure milestones are in place for the maintenance plan.
- D. Set up and configure entitlement templates.

Answer: D

Explanation:

Entitlement templates are a way to automatically create and associate entitlements with products or service contracts. They can help simplify the management of entitlements and ensure that customers receive the correct level of service. Entitlement templates can also be used to define service levels, milestones, and entitlement processes for different types of products or service contracts.

QUESTION 7

Select power users want the ability to make configuration changes to a specific custom object. What tool should the administrator assign to the power users to enable this?

- A. View Setup and Configuration
- B. Delegated Administration
- C. Sharing Rule
- D. Modify All Data

Answer: B

Explanation:

Delegated Administration is a feature that allows administrators to delegate some administrative tasks to other users without giving them full access to Setup. Delegated administrators can manage users and assign permissions for specific custom objects, tabs, apps, and fields. This can help reduce the workload of the system administrator and empower power users to make configuration changes to a specific custom object.

QUESTION 8

Cloud Kicks has a very large knowledge base in Salesforce. Service reps are having a hard time finding the most relevant articles because there are too many search results. What should the administrator do to help service reps quickly narrow down the number of articles?

- A. Implement and configure Data Categories.
- B. Delete and remove old Knowledge articles.
- C. Update Knowledge to auto-search the case's subject.
- D. Activate and configure Einstein Search.

Answer: A

Explanation:

Data Categories are a way to organize and classify knowledge articles into a hierarchical structure based on topics or criteria. Data Categories can help service reps quickly narrow down the number of articles by filtering or browsing by category. Data Categories can also be used to control the visibility and access of articles for different users or roles.

QUESTION 9

An administrator is receiving cases that users are getting logged out of Salesforce without notice. What should the administrator do to address this issue?

- A. Deselect disable session timeout warning popup.
- B. Select force logout on session timeout.
- C. Remove the session timeout settings.
- D. Enable Remember me until logout.

Answer: A

Explanation:

Deselecting disable session timeout warning popup enables a warning message to appear before a user's session expires due to inactivity. This gives the user a chance to extend their session or save their work before being logged out. This can help prevent users from being logged out of Salesforce without notice.

QUESTION 10

The sales VP notices several sales reps generating a contract too early in the sales stage. To help correct this behavior, the sales VP has requested the Create Contract button only be available when the opportunity reaches the negotiation stage.

How should the administrator meet this requirement?

- A. Create a validation rule.
- B. Configure dynamic action.
- C. Create a custom permission.
- D. Modify page layout.

Answer: B

Explanation:

Dynamic actions are a way to conditionally display actions on a record page based on criteria such as field values, user profile, device type, or record type. Dynamic actions can help streamline the user interface and guide users to take the right actions at the right time. Dynamic actions can be used to show or hide the Create Contract button based on the opportunity stage value.

QUESTION 11

A user at Cloud Kicks has informed the administrator that they are unable to log in to Salesforce via multi-factor authentication.

Which two areas should the administrator review to understand potential root causes? (Choose 2 answers)

- A. Identity Verification History
- B. Login History
- C. Debug Logs
- D. Setup Audit Trail

Answer: AB

Explanation:

Identity Verification History is a tool that tracks the verification methods used by users when they log in to Salesforce via multi-factor authentication. It can help identify any issues or errors related to verification methods such as email, phone, or app. Login History is a tool that tracks the login attempts and status of users who access Salesforce. It can help identify any issues or errors related to login credentials, IP addresses, browser types, or locations.

QUESTION 12

Northern Trail Outfitters (NTO) wants to start using Salesforce for its HR recruiting process. NTO needs to ensure that every application is linked to both a job posting and an applicant can apply for more than one job posting, and each job posting can have more than one application.

How should an administrator configure the objects?

- A. Make Job Application as a junction object with a master-detail relationship to Applications and a lookup relationship to Job Posting.
- B. Create Application as a junction object with a master- detail relations to Job Postings and a lookup relationship to Job Applications.
- C. Add applicants as a junction object with master-detail relationship to both Posting and Job Applications.
- D. Configure Job Application as a Junction object with master-detail relationship to both Application and Job Postings.

Answer: D

Explanation:

A junction object is a custom object with two master-detail relationships that allows you to create many-to-many relationships between two objects. In this case, the Job Application object can be used as a junction object to link the Application object and the Job Posting object, so that each application can be related to one or more job postings, and each job posting can have one or more applications.

QUESTION 13

When should an administrator apply a permission set to a user or group of users versus configuring the user's profile with the necessary access?

- A. When a user is part of a team with an assigned profile that covers the majority of their needs but requires just a little less access than the rest of their team.
- B. When a user is part of a team with an assigned profile that covers the majority of their needs but requires more access than the rest of their team.
- C. When an organization's sharing model is too broad and they need to restrict access beyond what their sharing model and existing profiles provide.
- D. When an organization has opted out of using the standard profiles and created custom profiles.

Answer: B

Explanation:

Permission sets are collections of settings and permissions that give users access to various tools and functions without changing their profile or requiring multiple profiles for users who perform different tasks across apps in your org. Permission sets are useful when a user is part of a team with an assigned profile that covers the majority of their needs but requires more access than the rest of their team for some specific tasks or functions. For example, a user may need access to a custom object or field that is not available to their profile, but only for a limited time or project. In this case, assigning a permission set to the user can grant them the additional access they need without affecting their profile or other users with the same profile.

QUESTION 14

Cloud Kicks has two record-triggered flows on the same object. One flow creates a child record when criteria are met. The second record-triggered flow is based on criteria to check if the child record exists and updates a field. The field on the child record that needs to be updated is still null after the second record trigger.

What should the administrator do to resolve this issue?

- A. Make a new record-triggered flow on the child object to update the field on the parent record.
- B. Have the record-triggered flows fire on create or edit to update the field.
- C. Combine the two flows into one with checks to see which part of the flow needs to be run.
- D. flows into schedule flows and have them update the field.

Answer: C

Explanation:

Flows are tools that automate business processes by collecting data and performing actions in your org or an external system. Flows can be triggered by various events such as record creation, updates, or invocations from other processes or flows. Flows can also have decision elements that evaluate conditions and determine which path to follow in the flow. By combining the two flows into one with decision elements, the administrator can ensure that the flow runs in the correct order and updates the field on the child record after it is created by the first flow.

Reference:

https://help.salesforce.com/s/articleView?id=sf.flow_concepts.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_decision.htm&type=5

QUESTION 15

Cloud Kicks has updated several profiles and created a new app in the sandbox. After testing, everything is working as expected. Which two options should the administrator use to migrate these changes to production from the sandbox? (Choose 2 answers)

- A. Package deployment
- B. Change Data Capture
- C. Outbound Change Set
- D. Inbound Change Set

Answer: CD

Explanation:

Change sets are tools that allow administrators to move customizations such as fields, page layouts, profiles, permission sets, etc. from one Salesforce org to another. To use change sets, administrators need to establish a deployment connection between a source org (such as a sandbox) and a target org (such as production). Then, administrators can create an outbound change set in the source org that contains the components they want to deploy, and upload it to the target org. In the target org, administrators can view and validate the inbound change set before deploying it to their org.

QUESTION 16

Cloud Kicks has created a new flow that deletes records.

What should the administrator consider when testing the flow?

- A. Flows with delete elements cannot be debugged by the Flow debugged tool.
- B. Even if the flow is inactive, debugging the flow will delete the test record.
- C. Record deleted by Flow when debugging are hard deleted.
- D. Flow with delete elements need to be inactivate to ensure that the test record is not actually deleted.

Answer: B

Explanation:

Debugging a flow allows administrators to test how a flow behaves before activating it or making changes to it. Debugging a flow runs it in real time using test data provided by the administrator or default values from the flow. However, debugging a flow also performs any actions defined in the flow, such as creating, updating, or deleting records. Therefore, if a flow has a delete element that deletes a record based on certain criteria, debugging the flow will delete the test record even if the flow is inactive.

QUESTION 17

An administrator is asked to create a report to calculate the year-over--year changed in the dollar amount of a company's opportunities.
What reporting tool should be used to complete this request?

- A. A row-level formula to compare amounts grouped by year.
- B. A joined report with two report blocks for each year
- C. A custom summary formula with PARENTGROUPVAL function
- D. A custom summary formula with the PREVGROUPVAL function.

Answer: D

Explanation:

A custom summary formula is a formula that calculates values from summary fields in reports such as sum, average, min, max, etc. Custom summary formulas can use functions such as PREVGROUPVAL to compare values from different groups in reports. For example, to calculate the year-over-year change in dollar amount of opportunities, an administrator can create a custom summary formula that uses PREVGROUPVAL to compare the sum of amount from this year's group with the sum of amount from last year's group, and divide it by last year's sum of amount.

QUESTION 18

The administrator at Cloud Kicks made new fields and page layout adjustments based on new requirements from the service team. The changes have been built in a sandbox and are ready to be deployed into production.

What should an administrator do before deploying the change set in production?

- A. Request a new sandbox based on the sandbox where the changes were made.
- B. Make a new sandbox based on production to restore changes from.
- C. Push the change set to another sandbox to restore from.
- D. Create the fields and update the page layouts in production.

Answer: C

Explanation:

Change sets are tools that allow administrators to move customizations from one Salesforce org to another. However, change sets do not track dependencies or conflicts between components in different orgs, so administrators need to manually verify that all required components are included in the change set and that they do not overwrite existing customizations in the target org. To avoid losing changes in production due to deploying an incomplete or incorrect change set, administrators should push the change set to another sandbox first and test it there before deploying it to production.

QUESTION 19

Users at Northern Trail Outfitters have a lot of fields on their new account records because they track their accounts and competitors on the Account object. For accounts created for customers, they need access to different fields than the accounts used to track competitors. For partner accounts, they need different values in the Industry field.

What should the administrator use to resolve the issues?

- A. Business Processes
- B. Required Fields
- C. Flow Builder
- D. Record Types

Answer: D

Explanation:

Record types allow administrators to offer different business processes, picklist values, and page layouts to different users based on their profiles. By using record types for accounts and contacts at AW Computing, administrators can track their accounts and competitors on different record types with different fields on their page layouts. For partner accounts, they can also use record types to specify different values in the Industry picklist field.

QUESTION 20

At Cloud Kicks, the Sales team uses a specific dashboard to see how they are doing daily. The team has asked the administrator for an easier way to see this dashboard. What should the administrator recommend?

- A. Add the dashboard to the Sales team's home page.
- B. Create a custom app with a dashboard.
- C. Email the dashboard to the Sales Team every morning.
- D. Update the Sales team's app with a new dashboard.

Answer: A

Explanation:

A dashboard is a visual display of key metrics and trends for records in your org. Dashboards allow users to quickly monitor performance and identify trends or issues at a glance. To make it easier for users to see a dashboard they use frequently, administrators can add it to their home page using Lightning App Builder. This way, users can see their dashboard every time they log in or go to their home tab without having to navigate elsewhere.

QUESTION 21

Users at AW Computing use a custom object to manage order*. All profiles share a single page layout. Customer Service and Sales users express frustration overseeing actions that-do not always apply to their situation on the page layout. What should an administrator recommend?

- A. Use Dynamic Actions and conditional visibility to show the appropriate actions to the applicable users.
- B. Create separate record types for the Customer Service and Sales users' records.
- C. Configure two separate permission sets and assign the appropriate permissions to each user.
- D. Make two separate Lightning record pages and assign them to the applicable profiles.

Answer: A

Explanation:

Dynamic actions are actions that appear on Lightning record pages based on criteria such as field values or user profiles. Dynamic actions allow administrators to customize which actions are available for users on different record types or page layouts without creating multiple page layouts for each scenario. By using dynamic actions and conditional visibility for accounts at AW Computing, administrators can show only relevant actions for customer service and sales users based on their situation.

QUESTION 22

AW Computing has a 4-hour SLA in its support guarantee. The company recently received feed that customers are reporting long wait times before an agent responds to a new case after it has been submitted.

How should an administrator ensure cases are properly prioritized?

- A. Auto-Response Rules
- B. Escalation Rules
- C. Assignment Rules
- D. Workflow Rules

Answer: B

Explanation:

Escalation rules are rules that automatically escalate cases if they have not been resolved within a certain time frame or meet certain criteria such as priority or status. Escalation rules can perform actions such as changing ownership of cases, sending email notifications, or creating tasks for users or queues. By using escalation rules, AW Computing can ensure that cases are properly prioritized and handled within their SLA time limit.

QUESTION 23

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Assignment rules are rules that automatically assign cases to users or queues based on criteria such as case origin, type, or product. Assignment rules can also send email notifications to users or customers when a case is assigned. By using assignment rules, AW Computing can ensure that cases are routed to the right agents or teams based on their skills and availability.

QUESTION 24

A user started to work remotely. They are having an Issue logging in.
What could be the issue?

- A. The login session has expired for this user.
- B. They are signing in from a mobile device.
- C. The time zone for the profile is outside of login hours.
- D. The user is not in the IP range for their profile.

Answer: D

Explanation:

IP ranges are settings that restrict login access to Salesforce from specific IP addresses. Administrators can set IP ranges at the org level or at the profile level. If a user tries to log in from an IP address that is outside the allowed range for their profile or their org, they will not be able to access Salesforce. Therefore, if a user started to work remotely and is having an issue logging in,

it could be because they are not in the IP range for their profile or their org.

QUESTION 25

The administrator at Universal Containers does a soft launch of the Salesforce Authenticator app and allows users to optionally use it to log in. The administrator would now like to look at how many users have successfully used it since it was rolled out.

What are two ways the administrator can get this information? (Choose 2 answers)

- A. Create a new view in Identity Verification History, specifying Method.
- B. Open the Login Access Policies in Setup which shows how many users are using MFA.
- C. Run a session setting report, specifying login methods by user.
- D. Export Login History and filter based off of Authentication Method Reference,

Answer: AD

Explanation:

Salesforce Authenticator is an app that adds an extra layer of security for logging into Salesforce by requiring users to verify their identity using their mobile device after entering their username and password on the Salesforce login page. To see how many users have successfully used Salesforce Authenticator since it was rolled out, an administrator can use two methods:

A) Create a new view in Identity Verification History, specifying Method. Identity Verification History is a tool that shows information about each identity verification event for users in your org, such as the date and time, the verification method used, the IP address, and the status of the verification. By creating a new view in Identity Verification History and specifying the method as Salesforce Authenticator, an administrator can see how many users have used the app to verify their identity when logging in.

Export Login History and filter based off of Authentication Method Reference. Login History is a tool that shows information about each login attempt for users in your org, such as the date and time, the username, the source IP address, the login type, and the status of the login.

By exporting Login History as a CSV file and filtering based on the Authentication Method Reference column, an administrator can see how many users have used Salesforce Authenticator as their authentication method when logging in.

QUESTION 26

DreamHouse Realty manages its accounts and contacts in Salesforce using a B2C account model. The business has requested that third-party loan advisors be tracked in Salesforce along with the customers they work with.

How should the administrator track third-party financial advisors and the customers they work with?

- A. Create a Hierarchical lookup on Account to track loan advisors' customers.
- B. Set up Contacts to Multiple Accounts for loan advisors.
- C. Use a B2B Account Model to track loan advisors' customers.
- D. Use a Hierarchical lookup on Contact to track loan advisors' customers,

Answer: B

Explanation:

Contacts to Multiple Accounts is a feature that allows administrators to relate a contact to multiple accounts without creating duplicate contacts for each account. This feature is useful for scenarios where a contact has business relationships with more than one account, such as consultants, brokers, or loan advisors. By setting up Contacts to Multiple Accounts for loan advisors at DreamHouse Realty, administrators can track which loan advisors work with which customers and which accounts without creating duplicate contacts for each account.

QUESTION 27

An administrator created and activated several record-triggered flows that are configured to run before the record is saved on the same object.

What should the administrator consider about the order of execution for flows?

- A. The flow type will determine the order of execution.
- B. The last created date of the flow will determine the order.
- C. The order of flow execution is unpredictable.
- D. The flows will execute in alphabetical order based on their names.

Answer: C

Explanation:

The order of execution for flows that are configured to run before the record is saved on the same object is unpredictable and may vary depending on factors such as flow version, flow name, or flow creation date. Therefore, it is recommended to avoid creating multiple flows with the same trigger conditions and instead consolidate them into a single flow.

QUESTION 28

Which two ways can an administrator review the page performance for a Lightning record page? (Choose 2 answers)

- A. Lightning Usage App
- B. Analyze Button
- C. Activation Button
- D. Pages Menu

Answer: BD

Explanation:

The Analyze button is a tool that allows administrators to view the performance metrics of a Lightning record page, such as load time, component count, and component type. The Pages menu is a tool that allows administrators to access the Lightning Page Performance Optimizer app, which provides recommendations and best practices for improving the performance of a Lightning record page.

QUESTION 29

The Cloud Kicks online Lead Intake form was recently updated to allow for new choices on some older picklist fields. The leads are all being created properly in Salesforce, but reps are getting errors as they try to work the leads.

What tool should the administrator use to evaluate what is causing the errors?

- A. Login History
- B. Debug Log
- C. Setup Audit Log
- D. Record History

Answer: B

Explanation:

Debug Log is a tool that captures information about database operations, system processes, and errors that occur when executing a transaction or running a unit test. Debug Log can help troubleshoot issues related to triggers, workflows, validation rules, or other custom logic by showing the order of execution and the values of variables and expressions.

QUESTION 30

Cloud Kicks (CK) has a field called Shoe Type Preference. CK's product team wants to see a report that groups specific picklist values together into one of two lists. What functionality should the administrator use to fulfill the team's request?

- A. PREVGROUPVALUE
- B. Summary Formula
- C. Bucket field
- D. Matrix Report

Answer: C

Explanation:

Bucket field is a feature that allows administrators to group report values into categories without changing the data in Salesforce. Bucket field can help simplify reports and charts by reducing the number of values displayed and summarizing data based on criteria such as ranges or groups. Bucket field can be used to group specific picklist values together into one of two lists.

QUESTION 31

Sales teams at Cloud Kicks ask each visiting customer to fill out a form that captures their contact information and some basic footwear preferences. This information is saved to a spreadsheet and used by the sales team to alert their contacts when new shows are added to the inventory that matches their preferences. The sales team wants to be able to track this in Salesforce and see the information when viewing the contact Record.

Which two ways should the administrator configure this requirement? (Choose 2 answers)

- A. Data Loader
- B. Lookup Field
- C. Lightning Object Creator
- D. Schema Builder

Answer: AC

Explanation:

Data Loader is a tool that allows administrators to import, export, insert, update, delete, or upsert records in Salesforce using CSV files. Data Loader can handle large data sets and complex data transformations. Data Loader can be used to import records for a custom object from a spreadsheet. Lightning Object Creator is a tool that allows administrators to create custom objects in Salesforce from spreadsheets. Lightning Object Creator can automatically map spreadsheet columns to fields and create relationships between objects. Lightning Object Creator can be used to create a custom object from a spreadsheet and import records at the same time.

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