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Salesforce CRT-211

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## QUESTION NO: 1

Cloud Kicks would like to reassign ownership of all leads that are open and more than 60 days old. The system administrator has written an assignment rule to distribute these leads to the correct owners or queues.

Which two tools should the administrator use to update the owner of these leads?

Choose 2 answers

- A. Bulk API
- B. Mass Update
- C. Dataloader.io
- D. Import Wizard

**ANSWER: A B**

## QUESTION NO: 2

What are three options available to the administrator to 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 lists displayed.

**ANSWER: A B E**

## QUESTION NO: 3

Sales reps at AW Computing have been reporting that contact phone numbers sometimes revert back to an old value after being updated.

What should the administrator do to resolve this issue?

- A. Schedule Apex jobs.
- B. Delete all workflow rules.
- C. Add an invocable process.

D. Consolidate automation tools.

**ANSWER: D**

## QUESTION NO: 4

An administrator at AW Computing is trying to track the login history for a specific user. The AW Computing org has 150,000 users and multi-factor authentication (MFA) is enabled and enforced for all users. In reviewing the Identity Verification History data, the administrator is unable to find any information for the mentioned user. The user used to log in regularly but has been inactive this quarter.

Which two reasons explain why the user's data is missing from Identity Verification History?

Choose 2 answers

- A. Identity Verification History stores the last year's worth of data.
- B. User belongs to a specific role for which identity verification data is not stored.
- C. Up to 20,000 records of users' identity verification attempts are stored.
- D. The last 6 months worth of data is stored in the Identity Verification History.

**ANSWER: C D**

## QUESTION NO: 5

An administrator needs to create a junction object called Account Region to link the standard Account object with a custom object called Region.

Once the junction object is created, what are the next two steps the administrator should take?

Choose 2 answers

- A. Make a master-detail relationship field on the junction object to the Region object.
- B. Build a master-detail relationship field on the Region object to the junction object.
- C. Create a master-detail relationship field on the Account object to the junction object.
- D. Configure a master-detail relationship field on the junction object to the Account object.

**ANSWER: A D**

## QUESTION NO: 6

AW Computing created new multi-tier service plans. The primary difference between the packages is the length of the term. The company wants to capture start and end dates for each service plan sold, which can differ from the contract dates of the subscription.

How should an administrator ensure the data is captured properly?

- A. Build a validation rule on the Opportunity object to require custom date fields based on the product(s) selected.
- B. Configure formula fields to reflect the close date of the opportunity.
- C. Create a new price book for service plans with term lengths.
- D. Make a validation rule on the Opportunity Product object to require custom date fields based on the product family.

**ANSWER: B**

## QUESTION NO: 7

Sales managers at Ursa Major Solar have asked for some additional automation around opportunity reminders. If the opportunity is in the Proposal stage a week before the close date, they want an email sent to the opportunity owner and manager. If the Budget Approved custom field is checked, the managers want to be notified immediately.

How should these requirements be met without using code?

- A. Create a schedule-triggered flow. Configure the trigger to flow weekly.
- B. Create a record-triggered flow with scheduled paths. Configure the trigger to flow after the record is saved.
- C. Create a record-triggered flow with scheduled paths. Configure the trigger to flow before the record is saved.
- D. Create a schedule-triggered flow for the Opportunity object. Configure the trigger to flow daily.

**ANSWER: D**

## QUESTION NO: 8

AW Computers has enabled the feature for Contact to multiple Accounts. A rep is trying to remove the primary Account from a Contact but is unable to do so. The administrator has already updated the page layout to no longer require an Account.

What could be the issue?

- A. A primary Account relationship is required on a Contact regardless of the page layout settings.
- B. The Contact has indirect relationships to other Accounts.
- C. The Account Contact relationship record needs to be deleted first in order to disassociate Contact from the Account.
- D. Private Contacts need to be enabled in Setup.

**ANSWER: A**

## QUESTION NO: 9

Cloud Kicks (CK) wants the forecast numbers to be shown by territory regardless of who owns the record. CK also wants a way to forecast based on role hierarchy.

Which three options should an administrator recommend?

Choose 3 answers

- A. Have the user select the forecast type listed under the Forecast Type in the Display Settings.
- B. Enable Territory Forecast.
- C. Make a custom field to track the amounts for Territory and Hierarchy Forecast.
- D. Modify the Territory Forecast to match the Hierarchy Forecast model.
- E. Enable Role Hierarchy Forecast.

**ANSWER: A B E**

## QUESTION NO: 10

An administrator has found a free app on the AppExchange and would like to install it.

Which three items should the administrator take to consideration before installed he managed package?

Choose 3 answers

- A. Custom objects and custom fields used by the app count against the org's limits.
- B. Managed apps do not undergo a formal security review by Salesforce.
- C. Apps may require certain Salesforce editions or features to be enabled.
- D. Apps may require external, third-party web services to function properly.
- E. Apps must be installed in production before the app can be installed in a sandbox.

**ANSWER: C D E**

## QUESTION NO: 11

Cloud Kicks maintains Inventory in a legacy application. Management wants the information to also be available to view and report on in Salesforce.

Which action should the administrator take to achieve this goal?

- A. Create an external object that maps to the inventory application.
- B. Import the data into a custom object when needed; delete after it is used.
- C. Build a Lightning component and use SFDX to connect to the inventory app.
- D. Upload an Excel spreadsheet with the data into the Files tab.

**ANSWER: D**

## QUESTION NO: 12

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

Which two area 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: A B**

## QUESTION NO: 13

DreamHouse Realty wants better insights into potential revenue in the next quarter and is considering using Collaborative Forecasts.

What should the administrator consider when setting up Collaborative Forecasts?

- A. Opportunity Split data cannot be viewed in a forecast.
- B. A forecast can be either revenue-based or quantity-based.
- C. A single org can have up to six different types of forecasts.
- D. The default forecast categories cannot be customized.

**ANSWER: B**

## QUESTION NO: 14

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**

## QUESTION NO: 15

At Ursa Major Solar, there is a custom object called Galaxy. The sales director wants users to only see certain field market.

What Lightning will satisfy this requirement?

- A. Record Detail Component
- B. Fields component
- C. Highlights Panel Component
- D. Path Component

**ANSWER: B**