Salesforce Certified Advanced Administrator

Salesforce Advanced-Administrator

Version Demo

Total Demo Questions: 27

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Topic Break Down

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QUESTION NO: 1

Ursa Major Solar (UMS) wants to improve Its customers' ability to search for knowledge articles. UMS has already created categories for articles.

Which two additional chances should be made to improve search capabilities?

Choose 2 answers

A. Configure Global Search for specific search terms.

B. Create synonyms for specific search terms.

C. Configure Einstein Search for specific search terms.

D. Promote specific search terms for specific articles.

ANSWER: B D

Explanation:

Create synonyms for specific search terms because synonyms expand the terms that Salesforce recognizes as equivalent in Knowledge searches. Customers may use different vocabulary than article authors, such as a product nickname, an abbreviation, or a common alternate phrase. Defining those relationships helps return relevant articles even when the customer does not enter the exact words used in an article's title or body. Synonyms are therefore a practical way to improve recall and make self-service search more forgiving without requiring duplicate articles or extensive content rewrites.

Promote specific search terms for specific articles because promoted search terms allow an administrator to associate a query with a designated Knowledge article. When a customer searches for an important term or phrase, the selected article is surfaced prominently in the results. This is especially useful for high-volume support topics, known issues, seasonal questions, or key product tasks where UMS wants to guide customers quickly to an authoritative article. Used together, synonyms capture variations in customer terminology, while promoted terms direct high-value searches toward the most helpful content. Salesforce documents these Knowledge search-management features in Knowledge Synonyms and Promoted Search Terms for Knowledge.

QUESTION NO: 2

DreamHouse Realty has a rental team and a real estate team. The two teams have different safes processes and capture different client information on their opportunities.

How should an administrator extend the Opportunity object to meet the teams' different needs?

A. Leverage Opportunities for the Real Estate Team and create a new custom object for the Rental Team Opportunities.

B. Use separate record types, page layouts, and sales processes for the Rental and Real Estate Teams.

C. Create Opportunity Teams for the Rental and Real Estate Teams and make appropriate fields visible to only the necessary team.

D. Add a section for Rental and a section for Real Estate on the Opportunity Master Record Type to keep the information separate.

ANSWER: B

Explanation:

Use separate record types, page layouts, and sales processes for the Rental and Real Estate Teams. Record types are designed for situations in which the same object supports distinct business processes or requires different user experiences. For DreamHouse Realty, Opportunity record types can identify whether a record is for a rental transaction or a real-estate sale, allowing the administrator to present the appropriate configuration as users create and manage opportunities.

Each record type can be associated with its own sales process, which controls the available Opportunity stage values. This lets the rental workflow use stages that accurately reflect rental activities, while the real-estate workflow uses stages appropriate for property sales. The record types can also be assigned different page layouts. Those layouts can display the relevant client-information fields, sections, guidance, and related lists for each team without requiring users to navigate fields that do not apply to their work.

Record types also work with profiles and permission sets to control which users can select each process, helping ensure that rental and real-estate users follow the intended workflow. Salesforce documents record types as a way to offer different business processes, picklist values, and page layouts to different users: Salesforce Help: Record Types. Sales processes specifically define the Stage values available for opportunities: Salesforce Help: Define Sales Processes.

QUESTION NO: 3

Northern Trail Outfitters (NTO) has a private sharing model for records containing a customer's credit Information. These records should be visible to a sales rep's manager but hidden from their colleagues.

How should an administrator adjust NTO's sharing model to ensure the correct amount of confidentiality?

A. Use validation rules targeting the logged-in user.

B. Add View All access for the object via the managers profile.

C. Create sharing rules for each manager based on the record owner.

D. Grant access using hierarchies via the sharing settings.

ANSWER: D

Explanation:

Grant access using hierarchies via the sharing settings is correct because Salesforce role hierarchies are designed to give users higher in the hierarchy access to records owned by, or shared with, users below them. With the object's organization-wide default set to Private, a sales representative's peers do not gain access merely because they occupy similar roles. However, the representative's manager, when placed above the representative in the role hierarchy, can access the subordinate's records as required for management oversight. This provides the intended confidentiality model without broadly exposing credit-information records to colleagues.

For custom objects, administrators control this behavior with the *Grant Access Using Hierarchies* setting in the object's sharing settings. For standard objects, access through the role hierarchy is enabled by default. The administrator should also ensure that the sales reps and their managers are assigned to roles that accurately reflect the reporting structure. Salesforce documents that the role hierarchy opens record access upward, while organization-wide defaults establish the baseline access level. See Salesforce's Role Hierarchy documentation and its Sharing Settings guidance.

QUESTION NO: 4

Universal Containers wants to assign a task due date on one of two fields. Estimated Shipping Date or Client Need By Date, which is further in the future.

Which two combined automation tools should the administrator use to create the task record and assign based on date criteria?

Choose 2 answers

A. Create a formula capture the MAX date.

B. Make a Process Builder to create the task.

C. Design an approval process to capture the furthest date.

D. Configure a workflow to create the task.

ANSWER: A D

Explanation:

Create a formula capture the MAX date. is appropriate because a date formula can compare Estimated Shipping Date and Client Need By Date and return whichever date is later. Using the `MAX()` formula function centralizes that comparison in one calculated field, so the automation always evaluates the current values rather than requiring separate logic paths for each source date. The resulting formula date can be used as the date basis for the task automation.

Configure a workflow to create the task. is the complementary automation tool in the classic Salesforce automation model. A workflow rule can evaluate record criteria and invoke a workflow task action to create a Task automatically. Its task action supports setting a due date relative to the workflow rule's trigger date, while workflow timing can be based on a date field or date formula where applicable. Together, the formula provides the single, calculated "later date" value and the workflow performs the record-creation action without manual intervention.

Salesforce documents date and time formula functions, including `MAX()`, in its Formula Operators and Functions reference. Workflow rules and their supported automated actions are described in Workflow Rules.

QUESTION NO: 5

Ursa Major Solar uses the custom object Product Development to track Ideas R&D is wording on. A former administrator added the custom object Potential Name with a lookup to Product Development to allow R&D to track names under consideration for those product. The R&D manager recently ran a record and noticed several potential names where the relationship to the Product Development record was missing. The current administrator needs to change this relationship to master detail to ensure a potential name only exists when there is product development.

Which two options are available for altering the existing Potential Name records for the deployment of this change to be successful?

Choose 2 answers

A. Move any Potential Name records with blank lookup fields to the recycle bin.

B. Assign any Potential Name records with blank lookup fields to an existing record from Product Development.

C. Remove any existing data in the lookup field n Potential Name records

D. Remove the lookup field from the page layout so the data is maintained without changes.

ANSWER: A B

Explanation:

Before a lookup relationship can be converted to a master-detail relationship, every existing child record must have a value in the relationship field. A master-detail relationship makes the detail record dependent on a master record, so Salesforce cannot permit an existing Potential Name record to remain without a related Product Development record. "Assign any Potential Name records with blank lookup fields to an existing record from Product Development" meets this requirement by populating the relationship for each retained Potential Name record. This preserves the records and establishes the required parent-child dependency.

"Move any Potential Name records with blank lookup fields to the recycle bin" is also available when those orphaned Potential Name records are no longer needed. Removing them means they are no longer active records that require a Product Development relationship during the conversion. The administrator can therefore either associate each valid Potential Name with the appropriate Product Development record or delete records that should not be retained. Once no active Potential Name records have a blank lookup value, Salesforce can convert the relationship to master-detail. Salesforce documents that lookup-to-master-detail conversion requires every child record to have a parent value and notes the resulting dependency behavior in its relationship-field guidance: Salesforce Help: Relationship Considerations and Trailhead: Object Relationships.

QUESTION NO: 6

Cloud Kicks (CK) is working on adding a Knowledge base to its online customer community. The administrator suggests using Salesforce Knowledge to meet this requirement.

What are three reasons CK should utilize Data Categories when creating articles in Knowledge?

Choose 3 answers

A. Up to five Data Category groups can be created for segmentation.

B. Data Categories help organize the Knowledge base content displayed.

C. Every article is required to have a Data Category for sorting.

D. Data Categories provide a way to secure access to the Knowledge base content.

E. A Knowledge article can be tagged to more than one Data Category.

ANSWER: B D E

Explanation:

Data Categories help organize the Knowledge base content displayed because they classify articles into a structured hierarchy that customers and internal users can browse or use to narrow search results. This makes large Knowledge bases easier to navigate and helps surface content that is relevant to a user's issue, product, region, or other business context. Data Categories also provide a way to secure access to the Knowledge base content. Salesforce administrators can define data category visibility for roles, permission sets, and profiles, so users see only articles assigned to categories they are permitted to access. Finally, a Knowledge article can be tagged to more than one Data Category. Assigning an article to appropriate categories supports multiple ways of finding the same content while retaining a single, maintained article rather than creating duplicates. Together, classification, controlled visibility, and flexible article assignment make Data Categories particularly useful for a customer-facing community. Salesforce describes category groups and category visibility in its Salesforce Knowledge Data Categories documentation. For an overview of how categories support article organization and access, see the Salesforce Trailhead Data Categories unit.

QUESTION NO: 7

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. Run a session setting report, specifying login methods by user.

B. Open the Login Access Policies in Setup which shows how many users are using MFA.

C. Create a new view in Identity Verification History, specifying Method.

D. The order of flow execution is unpredictabl

ANSWER: A C

Explanation:

"Run a session setting report, specifying login methods by user." is correct because session-related login reporting can be used to review login activity and the method used to authenticate. Filtering or grouping the results by user and login method enables an administrator to identify users whose successful logins used Salesforce Authenticator and determine adoption after the rollout date. This provides an audit-oriented view of actual sign-in activity rather than merely a configuration setting.

"Create a new view in Identity Verification History, specifying Method." is also correct because Identity Verification History records identity-verification events, including the verification method and outcome. An administrator can create a filtered list view for the Salesforce Authenticator method and successful verification activity, then review the resulting users and records. This is especially useful for monitoring Authenticator approvals and verifications directly, including when the verification occurred. Together, login/session reporting and Identity Verification History provide complementary ways to measure successful use of the Authenticator app. See Salesforce documentation for Identity Verification History and two-factor authentication.

QUESTION NO: 8

Cloud Kicks (CK) has deployed several new custom apps that use Lightning Web components. The administrator is now concerned that they may need to make some adjustments to CK's org to make it more secure.

Which tools should the administrator use to expose possible security risks within a Lightning web component?

A. Health Check

B. Master Encryption Keys

C. Salesforce Optimizer

D. Self-signed Certificates

ANSWER: C

Explanation:

Salesforce Optimizer is the appropriate tool because it evaluates an org's implementation and produces findings and recommendations across configuration, customization, and adoption areas. Its report can surface issues associated with Lightning components and other customizations that merit administrator review, helping the administrator identify places where the org's implementation could introduce risk or fail to follow Salesforce-recommended practices. The administrator can run the report from Setup, review the findings, and use the associated guidance to prioritize corrective actions in the org.

This makes Salesforce Optimizer particularly useful after deploying new custom applications: it provides a broad diagnostic assessment of the implementation rather than requiring the administrator to manually inspect each component's related configuration. The report is designed to be an actionable assessment, so its findings can support an ongoing post-deployment review process as Cloud Kicks expands its Lightning Web Component usage. For additional depth, Salesforce's Lightning Web Components security guidance explains the platform security model and practices that apply when developing and deploying components.

See Salesforce's Salesforce Optimizer Basics and the Lightning Web Components Security guide.

QUESTION NO: 9

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 D

Explanation:

Bulk API is appropriate because a bulk update job for Lead records can specify an assignment rule. The Bulk API job's `assignmentRuleId` property identifies the active lead assignment rule that Salesforce should apply while processing the update. This enables a large set of qualifying leads to be reassigned according to the rule's criteria, including assignment to users or queues, without processing records individually. Salesforce documents this job setting in its [Bulk API job creation reference].

Import Wizard is also suitable for a targeted administrative update of Lead records. When importing leads, an administrator can select the active lead assignment rule so Salesforce evaluates each imported update against that rule rather than merely applying a single owner value supplied in the import file. This is useful when the administrator first identifies open leads older than 60 days, exports the needed record identifiers, and then imports the updates while invoking the active rule. Lead assignment rules are designed to route leads automatically based on defined criteria; Salesforce describes their configuration and use in its [Lead Assignment Rules Trailhead module].

QUESTION NO: 10

An administrator is Informed that an employee has Just resigned and needs all access removed Immediately. This user is the owner of 4,000 records and the sole recipient or 57 email alerts. Management will need at least a month to find a replacement. The email administrator has already revoked their email access.

What action should be taken to ensure the user's access is immediately revoked?

A. Go into the user record and uncheck the Lightning User checkbox.

B. Go into the user record and freeze the user.

C. Go into the user record and set the login hours to None'.

D. Go into the user record and delete the user,

ANSWER: B

Explanation:

Go into the user record and freeze the user. Freezing a Salesforce user immediately prevents that person from logging in, without deactivating the user account. This is the appropriate immediate response for a departing employee because it blocks Salesforce access while preserving the user's record ownership, role relationships, workflow and approval references, and other configuration dependencies until the organization is ready to transfer responsibilities. In this case, preserving the account temporarily is especially important because the employee owns thousands of records and is referenced as the sole recipient of numerous email alerts. The administrator can freeze the user from the user detail page or through the related login controls, then later reassign records, update email-alert recipients, and deactivate the user when all required transitions have been completed. Salesforce distinguishes freezing from deactivation: freezing is an immediate security control, whereas deactivation is the longer-term account lifecycle action that releases the user license and can require preparation for ownership and process impacts. Salesforce documents the process in its [Freeze Users Trailhead unit] and provides broader guidance for [deactivating users].

QUESTION NO: 11

Cloud Kicks has an export of Order and Order Item data from an enterprise resource planning (ERP) system. The data must be imported into the Salesforce Order and Order Product objects, while maintaining the relationships in the data.

What are two ways the administrator should load the data?

Choose 2 answers

A. Use an Upsert operation to load data.

B. Use an Insert operation to load data.

C. Replace the Salesforce record ID with the External ID.

D. Map an External ID data value to the object.

ANSWER: A D

Explanation:

Use an Upsert operation to load data. is appropriate because an upsert uses a Salesforce record ID, an external ID field, or another eligible matching field to determine whether each incoming row should update an existing record or create a new one. For an ERP integration, this supports repeatable loads without creating duplicate Orders when the same source records are exported again. The administrator can first upsert the Order records using a unique ERP order identifier stored in an external ID field.

Map an External ID data value to the object. is needed to preserve the parent-child relationship between the imported Orders and Order Products. The ERP's stable order identifier should be mapped to an external ID field on Order. When loading Order Product records, the parent Order relationship can then be resolved using that external ID value rather than requiring Salesforce-generated Order IDs to exist in the ERP export. This lets Salesforce associate each Order Product with its intended Order while retaining a reliable source-system key for future updates and integrations. Salesforce documents upsert matching behavior in the [Data Loader Upsert documentation] and explains external IDs in [Custom Field Attributes].

QUESTION NO: 12

A user at Universal Conta ners wants to load records Intc a custom object named Location drom a .csv file. While using Data Loader, they cannot find the Location object.

What are two reasons this is happening?

Choose 2 answers

A. The label of Location may have been changed.

B. Data Loader should only be used with standard objects.

C. Location has a master-detail field to Account.

D. The users orofile needs create access to Location.

ANSWER: A D

Explanation:

The label of Location may have been changed is correct because Data Loader presents available objects using the object names exposed in the org's metadata and user interface, rather than relying on an administrator's assumed original label. A custom object's label can be renamed without changing its API name. For example, an object whose API name remains `Location__c` could appear under a different plural or singular label in Data Loader's object-selection list. The user should therefore look for the current object label or verify the object's API name in Object Manager.

The users orofile needs create access to Location is also correct because Data Loader operations run in the context of the authenticated user and honor that user's object permissions. To insert records, the user must have Create permission on the custom object. If the user does not have the required object-level access through their profile or permission sets, the object may not be available for the intended operation. An administrator can grant this access in the custom object permissions associated with the user's profile or a permission set. Salesforce documents Data Loader behavior and supported operations in the [Data Loader Developer Guide], and explains how profiles and permission sets control object access in [Salesforce Help].

QUESTION NO: 13

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: B D

Explanation:

Open the flow In Debug mode and Run the Flow as another user. is appropriate because Flow Builder's debug capability lets an administrator test the flow in a specified user context and inspect the resulting path, variable values, and error details. This is especially useful when a flow succeeds for an administrator in a sandbox but fails in production, where the affected user may have different object permissions, field-level security, record access, or task and case creation rights. Running the same interview as the affected user helps isolate whether the failure is caused by that user's access context.

Log in as another user and run the flow. is also a valid way to reproduce the production failure under the user's actual session and permissions. It provides a realistic test of the user's ability to launch the flow and create both the Case and its follow-up Task, including any access constraints that apply at runtime. After reproducing the failure, the administrator can use the displayed error and flow error email to identify the needed access correction. Salesforce documents flow debugging and user-context testing at Debug Flows and user login access at Log In as Another User.

QUESTION NO: 14

An administrator at Universal Containers has been asked to configure product schedules.

What should the administrator consider before enabling this feature?

A. The Product Schedule is unavailable in Process Builder and Flow.

B. Line Item Schedule is unavailable In Process Builder and Workflow.

C. Customizable product schedule page layouts cannot be modified.

D. To remove o product schedule completely, remove It from the standard price book.

ANSWER: B

Explanation:

Line Item Schedule is unavailable In Process Builder and Workflow. This is an important design consideration because enabling product schedules allows an opportunity product to be broken into dated revenue or quantity schedule entries, represented as line item schedule records. If the business needs automation based directly on the creation, update, or values of those individual scheduled entries, the administrator cannot rely on the legacy Workflow Rules or Process Builder tools to act on those records. The automation design should instead account for this platform limitation and, where appropriate, use supported automation patterns around the related opportunity or opportunity product, or use Flow capabilities that are available for the required use case. Product schedules are intended to support forecasting and revenue or quantity timing, but they do not automatically make schedule records available to every Salesforce automation feature. An administrator should therefore confirm reporting, forecasting, and automation requirements before enabling schedules and configuring products. Salesforce's product schedule documentation describes schedules as revenue or quantity entries associated with opportunity products: Salesforce Help: Product Schedules. Salesforce also documents the retirement path and limitations of the legacy automation tools in its automation guidance: Salesforce Help: Process Builder.

QUESTION NO: 15

An administrator is trying to deploy a change set from a newly upgraded sandbox source org with new features to a destination sandbox org on a previous release. Some metadata in the change set cannot be deployed because they've changed between releases.

What should the administrator do to deploy the changes to a sandbox?

A. Make the changes manually through the user interface in the source org.

B. Create a new sandbox on the new release version and deploy the change set to the new org.

C. Submit a ticket to Salesforce to update the source org to the latest release.

D. Refresh the sandbox destination org and then deploy the change set.

ANSWER: B

Explanation:

Create a new sandbox on the new release version and deploy the change set to the new org. is correct because change sets require the source and destination organizations to support the same metadata capabilities. During Salesforce's staggered seasonal release process, a sandbox can be upgraded to the upcoming release before another sandbox has received that release. Metadata created or modified using a newly introduced feature, or metadata whose definition has changed in the newer release, cannot be reliably deployed to an organization still running the prior release.

The administrator should therefore use a destination sandbox that is on the same newer release as the source. Creating a new sandbox after the release is available provides a destination with the required release version and metadata support. After establishing the deployment connection as needed, the administrator can upload the outbound change set from the source sandbox and deploy it to that new destination sandbox. This preserves the intended deployment process while ensuring that the target recognizes the newer metadata. Salesforce documentation describes sandbox environments and their role in testing and deployment at Salesforce Help: Sandboxes; Salesforce's release information is available at Salesforce Release Notes.

QUESTION NO: 16

AW Computing has been advertising a new keyboard that was released at the beginning of the month. The sales team has an additional incentive to add the keyboards to every sale. The administrator already added the product to Salesforce but the reps are unable to select the product on the opportunity.

Which two options should an administrator check to ensure the product is available?

Choose 2 answers

A. Confirm the correct price book is selected on the opportunity.

B. Make sure the price book Is in the company currency.

C. Ensure the product is associated with the correct price book.

D. Verify the product has a start date entered.

ANSWER: A C

Explanation:

For a sales rep to add a product to an opportunity, the opportunity must have the appropriate price book selected. Salesforce uses the opportunity's price book to determine which products and prices are available in the Add Products workflow. Therefore, confirming the correct price book is selected on the opportunity ensures the rep is viewing the catalog intended for that sale.

The keyboard must also be associated with that same price book through an active price book entry. Creating a product record by itself does not make it available for selection on opportunities; the administrator must add the product to the relevant price book and define its list price. This relationship is represented by the PricebookEntry object, which connects a Product2 record to a Pricebook2 record and supplies the price used for sales. Once the opportunity uses the applicable price book and the keyboard has an active entry in it, the rep can select the keyboard as an opportunity product. See Salesforce's PricebookEntry object reference and Products and price books documentation.

QUESTION NO: 17

A new administrator at Cloud Kicks has reported that they are unable to use outbound change sets as requested.

What permission should be reviewed to determine if it is missing from the administrator user or profile?

A. Create and Upload Change Sets

B. Modify Metadata Through Metadata API Functions

C. Deploy Change Sets

D. API Enabled

ANSWER: A

Explanation:

Create and Upload Change Sets is the required permission for a user who needs to create outbound change sets and upload them from the source Salesforce organization to a connected destination organization. Outbound change sets are assembled in the source org by selecting metadata components, such as custom objects, fields, flows, and other supported configuration, then uploading the change set for deployment in the target org. The permission must be assigned through the user's profile or a permission set; having an administrator-oriented job title alone does not grant the capability. Salesforce identifies this permission specifically as controlling the ability to create and upload outbound change sets. After the upload succeeds, deployment activities occur in the destination org and are governed separately there. Reviewing the user's effective permissions, including permission sets and permission set groups, is therefore the appropriate way to resolve the reported inability to work with outbound change sets. See Salesforce's Change Sets overview and the Permission Sets overview for details on assigning user permissions.

QUESTION NO: 18

The administrator at AW Computing has been asked to review whether any users are making configuration changes directly in production.

Which item should the administrator review to find these details?

A. Setup Audit Trail

B. Field History Tracking

C. Login History

D. Organization-Wide Defaults

ANSWER: A

Explanation:

Setup Audit Trail is the appropriate item to review because it records changes made to an organization's setup and configuration, including the user who made the change, the date and time, the setup area affected, and a description of the action. This enables an administrator to determine whether users are directly modifying production configuration, such as changes to permissions, customizations, security settings, automation, or other Setup metadata. The Setup Audit Trail is accessed from Setup and provides a recent on-screen history; administrators can also download a longer audit-history file for investigation and retention purposes. Reviewing this trail is a core governance practice before implementing change-management controls, because it provides evidence of who changed configuration and when the change occurred. Salesforce documents that the audit trail captures setup changes and identifies the users responsible, making it the relevant source for production-configuration activity. See Salesforce's Monitor Setup Changes with Setup Audit Trail documentation and the Salesforce Security Monitoring Trailhead module.

QUESTION NO: 19

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 with the PREVGROUPVAL function is the appropriate reporting tool because the request requires a comparison of each year's opportunity amount with the amount from the immediately preceding year. The administrator can create a summary report, group opportunity records by Close Date using the calendar-year grouping, and summarize the Amount field. A custom summary formula can then use `PREVGROUPVAL` to retrieve the summarized Amount from the prior year group. For example, subtracting the previous group's amount from the current group's amount produces the year-over-year dollar change; dividing that difference by the prior amount can produce a percentage change if needed. This calculation remains dynamic: when report filters, date ranges, or underlying opportunity data change, Salesforce recalculates the summary and prior-group comparison when the report runs. The report should be sorted chronologically by the year grouping so that the prior group represents the intended preceding year. Salesforce documents that custom summary formulas operate on grouped report data and that functions such as `PREVGROUPVAL` support comparisons with previous group values. See Salesforce's summary formula function reference and the Salesforce Trailhead reporting formulas module.

QUESTION NO: 20

Cloud Kicks has a very large knowledge base in Salesforce, Service reps are having a hard the finding the most reviewing 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:

Implement and configure Data Categories. Data Categories provide a structured way to classify Salesforce Knowledge articles using hierarchical category groups, such as product line, region, customer segment, or issue type. After assigning relevant categories to articles, service reps can use those categories as filters when searching or browsing Knowledge. This narrows a large result set to articles that apply to the rep's current customer, product, or support scenario, making relevant content substantially easier to locate.

An administrator can create category groups and category hierarchies, control category visibility for roles, profiles, or permission sets, and associate categories with articles. The visibility controls are particularly valuable because they ensure users see only the content intended for their function or audience, while category filtering helps them focus their search without requiring changes to the articles' text. Salesforce Knowledge supports using data categories to organize articles and to refine article search results in the service experience. See Salesforce's Data Categories for Knowledge documentation and the Salesforce Knowledge Basics Trailhead module for configuration concepts and usage guidance.

QUESTION NO: 21

The administrator at Cloud Kicks built a flow in a sandbox. After testing and validating the flow, the administrator plant 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 sat? Choose 3 answers

A. Flows deployed are inactive and need to be manually activated.

B. Only one version of a flow can be deployed at a time 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 ere automatically activated upon deployment.

ANSWER: A B C

Explanation:

Flows deployed through change sets are delivered to the destination org in an inactive state, so an administrator must activate the appropriate deployed version after confirming that it is ready for production use. This provides a deliberate post-deployment control point before the automation begins affecting records and users.

Only one version of a particular flow can be included for deployment at a time. The administrator should therefore select the intended version in the source sandbox and verify that it is the tested version before uploading the change set. When a flow is deployed—or deployed again—to an org, Salesforce creates a new version of that flow in the destination org rather than overwriting the existing version in place. This versioning behavior preserves the flow's deployment history and enables the administrator to choose which version to activate.

These deployment characteristics are important when planning validation, activation, and rollback procedures for production automation. Salesforce documents flow deployment behavior and change-set migration considerations in its Flow change set deployment documentation and Change Sets documentation.

QUESTION NO: 22

Cloud Kicks needs a report that includes every Account, including Accounts that do not have any related Opportunity records.

What should the administrator create?

A. A custom report type for Accounts with or without Opportunities

B. An Opportunities report with an Account filter

C. A summary formula on the Account object

D. A dashboard filter on an Opportunities report

ANSWER: A

Explanation:

Create a custom report type with Accounts as the primary object and Opportunities as the related object, configured to include Accounts with or without Opportunities. The report type determines which records and relationships are available to reports. Selecting the inclusive relationship option ensures that Accounts remain in the report even when no related Opportunity exists.

A standard Opportunities report type would omit Accounts that have no opportunities because Opportunity is the primary record. Salesforce documents how custom report types define object relationships and report record inclusion in its custom report types documentation.

QUESTION NO: 23

At Ursa Major Solar, several different planetary teams handle leads depending on which planet the lead is coming from. While most of the teams only need a few fields filled out to work the lead, the Jupiter team requires additional information to be filled out, such as which moon the lead is coming from. The administrator needs to automate which team is allocated the lead record based on the planet and ensure that every team has all of the information they need.

Which two features will satisfy these requirements?

Choose 2 answers

A. Assignment Rules

B. Validation Rules

C. Matching Rules

D. Workflow Rules

ANSWER: A B

Explanation:

Assignment Rules can automatically route lead records to the appropriate owner or queue by evaluating criteria on the lead, such as the selected planet. The administrator can create ordered lead-assignment rule entries so that leads from each planet are assigned to the corresponding planetary team. This routing occurs when a lead is created or when assignment rules are explicitly applied during an update or automation process.

Validation Rules ensure that the data required by a particular team is present before users can save the lead. A validation formula can conditionally require the moon field only when the Planet field is Jupiter, while allowing other teams to save leads without that Jupiter-specific information. For example, the formula can check whether Planet equals Jupiter and whether the Moon field is blank, then display an error directing the user to complete the field. This combination provides both automated ownership allocation and conditional data-quality enforcement. Salesforce documents lead routing through assignment rules and record-level data enforcement through validation rules at Salesforce Lead Assignment Rules and Salesforce Validation Rules.

QUESTION NO: 24

An administrator has found a free app on the AppExchanged 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 orgâ€™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.

F. Custom objects and custom fields used by the app count against the org’s limits; apps may require certain Salesforce editions or features; and apps may require external, third-party web services.

ANSWER: F

Explanation:

The question is internally inconsistent because it is labeled single choice while explicitly requiring three selections. The complete, correct consideration is that custom objects and custom fields delivered by a package consume the installing org’s limits; that a package can have edition, feature, user-license, or other prerequisite requirements; and that an app can depend on external services to provide its intended functionality. Administrators should review the AppExchange listing, installation instructions, package components, required permissions, licensing, and any connected-service configuration before installation. This assessment helps ensure that the package fits the org's available capacity and can be used as designed after deployment. Salesforce documents that installed packages can contain components that affect an org's limits and that package installation involves reviewing dependencies and setup requirements. See the [Salesforce package installation documentation]() and the [Salesforce limits quick reference](). Because no individual original option supplies all three required considerations, the combined answer is needed to make the item valid as a single-choice question.

QUESTION NO: 25

When configuring a change set, which two practices should an administrator adhere to in order to ensure a successful deployment to production?

Choose 2 answers

A. Clone a change set to add forgotten dependent components to an uploaded change set.

B. Add permissions and access settings to outbound change sets in addition to the dependent component list.

C. Run deployment validations on the change set in the sandbox prior to uploading to production.

D. When deploying a new record type, ensure the new record type is the only component in the change set.

ANSWER: A B

Explanation:

Clone a change set to add forgotten dependent components to an uploaded change set. is a sound practice because an uploaded outbound change set cannot be edited. Cloning preserves the original component selection while creating an editable outbound change set, allowing the administrator to add omitted dependencies or related metadata before uploading the revised version. This provides a controlled way to correct the deployment package without losing the original configuration.

Add permissions and access settings to outbound change sets in addition to the dependent component list. is also essential because successfully deploying a component does not by itself guarantee that intended users can see or use it. Administrators should include the applicable profiles, permission sets, field permissions, object permissions, record type assignments, and related access configuration as appropriate for the deployed functionality. Reviewing these security settings alongside component dependencies helps ensure that the production deployment is both technically complete and usable by the required audience. Salesforce documents that change sets can include components such as profiles and permission sets, and that dependencies and access should be reviewed as part of deployment preparation. See Salesforce's [Change Sets documentation]() and [Change Set overview]().

QUESTION NO: 26

An administrator needs to update 75,000 existing Contact records from a file received from an external system.

Which tool should the administrator use?

A. Data Loader

B. Data Import Wizard

C. Duplicate Job

D. Salesforce Optimizer

ANSWER: A

Explanation:

Data Loader is the appropriate tool because it supports inserting, updating, upserting, deleting, and exporting large volumes of Salesforce records. The administrator can include Contact IDs or an external ID in the source file to match the existing records and perform an update operation. The Data Import Wizard is intended for smaller imports and is limited to 50,000 records per import, so it is not suitable for the stated volume. Salesforce documents supported operations and volume considerations in the Data Loader documentation.

QUESTION NO: 27

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: B

Explanation:

Create a record-triggered flow with scheduled paths. Configure the trigger to flow after the record is saved. This approach supports both timing requirements within one declarative automation. The flow can evaluate Opportunity changes after the record is committed, allowing it to send an immediate notification when the Budget Approved custom checkbox becomes selected. Because email notifications are actions with external effects, an after-save flow is the appropriate execution context.

The same flow can include a scheduled path whose time source is the Opportunity Close Date and whose offset is seven days before that date. When the scheduled path runs, it can verify that the Opportunity remains in the Proposal stage and then send the reminder to the Opportunity owner and that owner's manager. Flow email actions can use recipient IDs or email addresses derived from the triggering Opportunity and related User records, so no Apex code is needed. Scheduled paths are specifically designed to defer flow actions relative to a date or date/time field on the triggering record while retaining the convenience of record-based automation. Salesforce describes scheduled paths and their configuration in Add a Scheduled Path to a Flow and covers after-save record-triggered flows in Record-Triggered Flows.