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**Vendor:**Salesforce

**Exam Code:**ADVANCED-ADMINISTRATOR

**Exam Name:**Salesforce Certified Advanced  
Administrator

**Version:**Demo

### QUESTION 1

Dylan has submitted a vacation request for approval by his manager, but the manager is not receiving any email alerts. What can you use in order to troubleshoot the issue? Choose two answers.

- A. Email log
- B. The Setup Audit Trail
- C. Debug Log
- D. A Time-Based Workflow

Correct Answer: AC

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### QUESTION 2

Users at Ursa Major Solar want to create complex dashboards with supporting charts based on data to come from a variety of sources, some of which live on the Internal company shared drives.

Which product should the administrator recommend to meet the users' needs?

- A. Lightning Dashboard Builder
- B. Report Bulkier
- C. List views
- D. Tableau CKM

Correct Answer: A

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### QUESTION 3

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.

Correct Answer: B

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#### QUESTION 4

What is the first step before setting up entitlements?

- A. Specify the entitlements-related lookup filters on cases
- B. Enable entitlement management
- C. Set up service contracts
- D. Customize entitlements fields

Correct Answer: B

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#### QUESTION 5

An administrator at AW Computing noticed that a custom field on the Contact object was changed from text to text area. What tool should the administrator use to investigate this change?

- A. Developer Console
- B. Field History Tracking
- C. Debug Log
- D. View Setup Audit Trail

Correct Answer: D

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#### QUESTION 6

Cloud Kicks tracks project details in a custom Project object. Project Milestones are tracked in a second custom object, with a reference to the parent Project record. Users need to automatically create a standard set of related Project Milestones when a Project record is created.

What is the recommended automation solution?

- A. Field Service flow
- B. Scheduled flow
- C. Before-save autolaunched flow
- D. After-save autolaunched flow

Correct Answer: D

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#### QUESTION 7

Support agents at Cloud Kicks associate Cases and Bugs so that can report on how many Cases are related to a Bug. A Bug is required to have a Case in order to be created. Which type of object relationship will meet this requirement?

- A. Junction
- B. Lookup
- C. Hierarchical
- D. Master-detail

Correct Answer: D

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### QUESTION 8

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 changes 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.

Correct Answer: BD

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### QUESTION 9

A user with permissions to create price books wants to quickly create a new product with the same information as the existing product by cloning the product.

What is an important consideration when cloning a product?

- A. Price book entries need to be activated before users can use the new price book
- B. Price book entries will not be created in the standard price book
- C. Price book entries in price books that the user does not have access to will be created
- D. Price book entries in price books that the user does not have access to will not be created

Correct Answer: D

Price book entries in price books that you don't have sharing access to aren't created.

Reference: [https://help.salesforce.com/articleView?id=sf.products\\_clone.htm&type=5](https://help.salesforce.com/articleView?id=sf.products_clone.htm&type=5)

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### QUESTION 10

What are permissions needed for the Accounts and Opportunity Object when merging Accounts?

- A. Edit permission for Account and Delete Permission for Opportunity
- B. Edit and Delete for Account and Read on Opportunity
- C. Edit and Delete for Account and Edit and Delete on Opportunity

Correct Answer: B

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#### **QUESTION 11**

Milestone actions determine what happens during a case support process and can trigger what type of workflow actions? Choose three answers.

- A. SLA Breach
- B. Success
- C. Violation
- D. Entitlement Breach
- E. Warning

Correct Answer: BCE

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#### **QUESTION 12**

Universal Containers' Support team is growing globally, and the manager has inquired about implementing Omni-Channel. The team supports multiple products that require complex expertise across multiple languages. Which routing option should the administrator recommend to ensure the right cases get to the correct agents for resolution?

- A. Skills-Based Routing
- B. Translation Workbench
- C. Queue-Based Routing
- D. Case Assignment Rules

Correct Answer: C