Vendor: Salesforce

Exam Code:CRT-211

Exam Name: Certification Preparation for Advanced Administrator

Version: Demo

QUESTION 1

Recruiters at Universal container uses the position object to enter and track new position. They are required to select existing salesforce user in hiring manager field. what type of relationship exist between position and user object?

A. Master Detail

B. Hierarchical

C. Junction

D. Lookup

Correct Answer: D

QUESTION 2

Universal Containers wants to allow its customers to submit support requests across multiple channels. How can this be accomplished with Salesforce? Choose 2

A. Offer a Live Agent chat button on the company website

B. Enable the Service Cloud console app on the company website

C. Enable Chatter Answers in the company\\'s Customer Community

D. Expose the case feeds option on the company\\'s website

Correct Answer: C

QUESTION 3

What Should be filter criteria to get all records having billing statement blank?

A. Billing statement | equal | null

B. Billing statement |equal| blank

C. Billing statement | contains | ""

D. Billing statement | equal |

Correct Answer: D

QUESTION 4

Pricebooks\\' OWD is set to No Access. What should an admin do to allow users to select a product and pricebooks for their opportunity?

A. Manually share pricebooks to individual users

B. Create sharing rule on pricebooks and grant access to individual users

C. Grant "Manage Pricebooks" to individual users

Correct Answer: A

QUESTION 5

An Administrator is preparing to deploy change set into the production environment. Until the deployment is complete, only user with System Administrator profile should be allowed to access data in the production system. When any other user attempts to log in, a maintenance notice should be displayed instead. How can administrator meet this requirement?

A. Assign all other users a custom profile with read access to all objects revoked and add a custom home page message

B. Add login hours to all profiles except System Administrator and set the custom maintenance message

C. Add Individual IP range to all profiles except System Administrator and add a custom home page message

D. Activate Planned maintenance window feature and set the custom maintenance message

Correct Answer: A

QUESTION 6

The VP of Finance wants to ensure that once an opportunity is closed, it cannot be modified by any user. How can an administrator meet this requirement?

A. Create a workflow field update to update the IsClosed field to True If a closed opportunity is modified

B. Create an opportunity validation rule with the following formula: PRIORVALUE (IsClosed) = True

C. Set all fields to Read only on the standard Closed Opportunity page layout

D. Set the Do Not Modify Closed Opportunity permission for all profiles

Correct Answer: B

QUESTION 7

Sales management wants a small subset of users with different profiles and roles to be able to view all data for compliance purposes. How can an administrator meet this requirement?

A. Assign delegated administration to the subset of users to View All Data

B. Create a new profile and role for the subset of users with the View All Data permission

C. Enable the View All Data permission for the roles of the subset of users

D. Create a permission set with the View All Data permission for the subset of users

Correct Answer: D

QUESTION 8

AW Computing wants to identify If certain customer is eligible for a service contract based on product. How to check it?

A. Entitlements Only

B. Service Contracts with Entitlements

C. Service Contracts with Contract Line Items and Entitlements

Correct Answer: C

QUESTION 9

While Seeing a case record that has a blank field even though that field is set as required on page layout. What may be possible reason for this kind of unexpected behavior?

A. Workflow is used to close the record

B. It is because of Validation

C. Data entered through Dataloader

D. Error in Salesforce

Correct Answer: C

QUESTION 10

How to create a report showing Company growth Year after Year. What function to use?

A. PARENTGROUPVAL

B. PREVGROUPVAL

C. DATEVAL

D. PRIORVALUE

Correct Answer: B

QUESTION 11

What tool can be used to deploy sandbox to 2 different Orgs?

A. Force.com Migration Tool

B. DataLoader

C. Import Wizard

D. ChangeSet

Correct Answer: A

QUESTION 12

Admin is asked to restrict visibility of cases of a particular record type to 5 users. One user is assigned the Support Manager Profile, while the other four are assigned th Support Representative Profile. How can admin accomplish this?

A. Create a Public Group and parent case record type

B. Create a Public Group and criteria-based sharing rule to extend to the 5 users

C. Create a new profile for the 5 users

D. Modify the profiles of the 5 users

Correct Answer: C