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Salesforce ADX-201E Exam Syllabus Topics:

Topic Details Topic 1- Customize Standard Functionality- Fiscal Year and Currency Topic 2- Organization-Wide Defaults-Customize the Existing User Interface (UI) Topic 3- Standard and Custom Fields- Create and Deploy a Change Set Topic 4- Describe the Role of an Administrator- Conditional Formatting and Charts Topic 5- Deploy Flow with a Lightning Component- Workflow and Approval Process

NO.51 Cloud Kicks would like to establish a backup administrator who can assign but not modify user permission How should this be accomplished?

- * Configure a custom administrator profile.
- * Assign 'the user the System Administrator profile.
- * Set up the user as a delegated administrator.
- * Create an administrator permission set group

NO.52 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

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

NO.53 Which permission do you need to manage entitlements? Choose two answers. * (1 Point)

- * "Manage Entitlements"
- * "Customize Application"
- * "Customize Entitlement"
- * " Manage Application "

NO.54 Cloud Kicks (CK) typically sells Its products direct to consumer and tracks sales using the Order object In Salesforce. The head of sales has now decided that CK will also sell to retail locations for resale. The administrator wants to leverage opportunities and opportunity products for these new deals.

What should the administrator do to track accurate sales data on opportunities?

- * Create new Products with the new retail pricing.
- * Add a new Order Process for Orders generated from opportunities.
- * Create a new Price Book for the new retail pricing.
- * Add a required lookup field from the Order to the opportunity.

NO.55 An administrator need a business process automated, but only for certain user and profiles. The administrator will need to frequently update which users and profiles will use the process. After evaluating the declarative options, it was determined that this functionality must be done via an Apex trigger.

What software requirement should the administrator request so that process execution can be declaratively controlled?

- * Use Process Automation Setting in Setup to the appropriate users or profiles.
- * Use a System permission that is assigned to the user or profile.
- * Use Apex Class Access to assign the Apex code to the user or profile.
- * Use a custom permission set that is assigned to the user.

NO.56 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?

- * View Setup and Configuration
- * Delegated Administration
- * Sharing Rule
- * Modify All Data

NO.57 Ursa Major Solar is using Experience Cloud for its customer community and wants to implement chatbots on its site that answer basic and also transfer customers to the right agents by topic and availability when more help is needed.

Which two features should the administrator configure to meet this request?

Choose 2 answers

- * Omni-Channel
- * Web-to-Case Form
- * Skills-Based Routing
- * Contact Bequest Flow

NO.58 When an administrator enables customizable prebuilt entitlements, which three options are automatically created?

Choose 3 answers

- * Three milestone types
- * One escalation rulte
- * Three field updates
- * One SLA process
- * One Warning Action

NO.59 Dream house Realty has created a custom object to track its Open Houses with a master-detail relationship up to a custom object for Properties. Agents need to quickly calculate the number of Open House records in a status or Pending so they can see the value from the Property record.

What feature should the administrator implement?

- * Lightning Component
- * Formula Fields
- * Roll-Up Summary
- * visualforce Page

NO.60 What declarative toot fete administrators test Lightning email temples and automations in a sandbox environment and then move what ' s successful to a production environment?

- * ANT Migration Tool
- * lightning Flow
- * Salesforce CL1
- * Change Sets

NO.61 Which two values roll up the Hierarchy to the manager for both Customizable and Collaborative Forecasts? Choose 2 answers

- * Expected revenue
- * Product quantity
- * Opportunity amount
- * Quota amount

NO.62 Sales management wants to enforce a process in which the name of an account is always included in the name of an opportunity. How can automation be used to help meet this requirement?

- * Use approval process that routes newly created opportunities to management for data quality review.
- * Use an Apex Trigger on the Account object that adds the account name to the opportunity name.
- * Write a criteria-based workflow rule that updates the opportunity name concatenated with the account name.
- * Write a validation rule that updates the opportunity name with the account name using a cross-object formula.

NO.63 What can an administrator do to enable customer-submitted service requests? Choose two answers.* (1 Point)

* Enable live agent on the company website

- * Enable chatter answers
- * Enable the service cloud console on the company website
- * Enable case feed on the company website

NO.64 An auto-response rule sends en email using Template when the field Case Source Is ' email' and Template when Case Source is blank. A Process Builder updates Case Source to ' email' when a case is created using Email-to-Case and to web' when a case Is created using Web-to-Case. Otherwise, Case Source Is blank.

What will occur when a case is created from an Incoming email?

- * Case Source updates to ' email' and an email is sent out using Template2.
- * An email is sent out using Template and then Case Source updates to email'.
- * An email la sent out using Template and then Case Source updates to 'email'.
- * Case Source updates to email and an email Is sent out using Template1.

NO.65 Which two processing steps are triggered when reassigning Account owners using the Mass Transfer too?

Choose 2 answers

- * Manual sharing is updated to reflect the new Owner
- * Only Owner-based sharing rules are recalculated.
- * All manual sharing is removed from the Accounts
- * All Account sharing rules are recalculated.

NO.66 What is the first step before setting up entitlements? * (1 Point)

- * Specify the entitlements-related lookup filters on cases
- * Enable entitlement management
- * Set up service contracts
- * Customize entitlements fields

NO.67 What type of data can be migrated between environments using change sets? Choose 2 answers

- * Account team roles
- * Custom fields
- * Field type changes
- * Email templates

NO.68 Cloud Kicks has Service end Soles Manager roles that need to be able to see a I Accounts. Currently, they each have their own custom profile. The organization-wide defaults are set to Private and a sharing rule share access to Accounts to the sales and service teams based on criteria.

What should the administrator do to allow the service and sales Manager to sec all Accounts?

- * Configure a custom profile for each manager that gives them view All on Accounts.
- * Set the organization-wide default for Accounts to Public Read Only.
- * Create a permission set with view All to Accounts and assign it to the Service and Sales Managers.
- * Move the Service and Sales Managers higher in the role hierarchy.

NO.69 Universal Containers uses Territory Management to manage its sales territories. Territory managers and sales representatives are at the same role level in the role hierarchy. Account and Opportunity objects are set to private.

Which three permissions should be granted to territory managers.

Choose 3 answers

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- * Transfer All opportunities associated with accounts in the territory, regardless of who owns the opportunities.
- * View, Edit, Transfer, and Delete accounts assigned to the territory, regardless of who owns the accounts.
- * Transfer and Delete opportunity assigned to the territory, regardless of who owns the opportunities.
- * View All opportunities associated with accounts in the territory, regardless of who owns the opportunities.
- * Edit All opportunities associated with accounts in the territory, regardless of who owns the opportunities.

NO.70 A custom object called Item has a many-to-many relationship with the Account and Quota objects. At Cloud Kicks, account owners are changed frequently while ownership of Quota records remains unchanged. When an account owner is updated, the new account owner can only see Item records if they are also the owner of the Quota record.

What step should the administrator take to give access to all Item records?

Change the data format of the Quota relationship field from master-detail to lookup.

- * Re-assign the Quota master-detail to the primary and the
- * Account master-detail to secondary.
- * Create a Quota criteria-based sharing rule using ISCHANGED for the Account Owner field.
- * Give the account owner Read access to both the Account and the Quota objects

NO.71 A sales manager wanes to edit the Opportunities owned by the sales team. The manager does NOT have edit access to the Opportunity object.

What is the recommended solution?

- * Redefine the role hierarchy grant access using hierarchies.
- * Change the Opportunity's organization-wide default setting to public read/write.
- * Enable team setting on the Opportunity object to grant read/write access.
- * Create a permission set for Opportunity edit and associate it to the year record.

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