[Q105-Q129 2024 Verified CRT-211 dumps Q&As on your Salesforce Certified Advanced Administrator Exam Questions Certain Success!

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NO.105 What would cause a required field to not be populated on some records? Choose 2
* The field is hidden
* The field is not in the page layout
* The field is set to Read Only
* The field is protected by field level security

NO.106 Cloud Kicks (CK) has e sneaker maintenance plan that It Includes with all orders for Its new line of Bluetooth-enabled custom sneakers. The sneaker maintenance plan gives each customer 6 months of phone support in case they have Issues with their new sneakers. The administrator at CK is having a hard time keeping up with the work associated with managing the maintenance plan.

What should the administrator do to help manage the plan?
* Use Flow to automatically create and assign entitlements.
* Create a support process for the maintenance plan.
* Ensure milestones are in place for the maintenance plan.
* Set up and configure entitlement templates.

Entitlement templates are a way to automatically create and associate entitlements with products or service contracts. They can help simplify the management of entitlements and ensure that customers receive the correct level of service. Entitlement templates can also be used to define service levels, milestones, and entitlement processes for different types of products or service contracts.

NO.107 What is NOT a feature of CRM Content Packs?
* A content pack can contain a collection of related documents
* A content pack can include any file from inside CRM content
* If individual documents are updated the content pack can also be updated
* CRM Content requires a feature license,

NO.108 What permission would you need to locate duplicate records that you do not own in a custom object?
* Read, Edit
* View All Data
* Merge
* Delete

NO.109 A sales manager at AW Computing has created a contact record but is missing some of the information to complete the record. The organization-wide default for Accounts is set to Public Read Only, and Contacts are controlled by parent.
* Who will be able to edit this new contact record?
* Users above the sales manager in the role hierarchy
* All users in the organization
* The owner and users below the owner in the role hierarchy
* Sales manager and system administrator

The sales manager and system administrator will be able to edit this new contact record because they are either the owner or have

Modify All Data permission respectively. Users above or below the sales manager in the role hierarchy will not be able to edit this contact record because contacts are controlled by parent and accounts are set to Public Read Only. All users in the organization will be able to view but not edit this contact record because accounts are set to Public Read Only. Reference: https://help.salesforce.com/s/articleView?id=sf.admin_sharing.htm&type=5

NO.110 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
* Create a new view In Identity Verification History, specifying Method.
* Open the Login Access Policies In Setup which shows how many users are using MFA.
* Run a session setting report, specifying login methods by user.
* Export Login History and filter based off of Authentication Method Reference,

Salesforce Authenticator is an app that adds an extra layer of security for logging into Salesforce by requiring users to verify their identity using their mobile device after entering their username and password on Salesforce login page. To see how many users have successfully used Salesforce Authenticator since it was rolled out, an administrator can use two methods:

* A) Create a new view In Identity Verification History, specifying Method.

Identity Verification History is a tool that shows information about each identity verification event for users in your org, such as the date and time, the verification method used, the IP address, and the status of the verification. By creating a new view in Identity Verification History and specifying the method as Salesforce Authenticator, an administrator can see how many users have used the app to verify their identity when logging in. References:

https://help.salesforce.com/s/articleView?id=sf.identity_verification_history.htm&type=5

* D) Export Login History and filter based off of Authentication Method Reference.

Login History is a tool that shows information about each login attempt for users in your org, such as the date and time, the username, the source IP address, the login type, and the status of the login. By exporting Login History as a CSV file and filtering based on the Authentication Method Reference column, an administrator can see how many users have used Salesforce Authenticator as their authentication method when logging in.

References: https://help.salesforce.com/s/articleView?id=sf.monitoring_login_history.htm&type=5

NO.111 AW Computing continues to grow and has concerns about the volume of sensitive data being stored in its org. The administrator suggests utilizing Salesforce Shield.

What should the team consider before Implementing Salesforce Shield?
* Encrypted f elcz art j-ab e to be referenced in flows.
* Einstein Lead Scoring is available on encrypted fields.
* Paused flows can cause data to be saved in an unencrypted state.
* Shield Platform Encryption can be used with custom metadata types.

NO.112 The administrator at Cloud Kicks needs to import a batch of person accounts into Salesforce.

What tool should the administrator use?

* Data Import Wizard
* Quick Create
* Bulk API
* Mass Update

NO.113 Things to considered enabling Territory Management , Choose 2
* Users can only go to one territory
* Cannot be disable again
* Must be set the same setting with role hierarchy
* Changes on Account Opportunity and Cases

NO.114 Cloud Kicks has organization-wide snaring defaults on the opportunity set to prvete. However, members of the finance team need to see closed won opportunities. The Drama team members all have roles under the finance director, while the sales team members have roles under the sales marager.

Which two options should the administrator use to meet these criteria?

Choose 2 answers
* Share with roles and subordinates of the finance cirector role.
* Make an owner-based sharing rule where the wnn field – true.
* Create a criteria-based sharing rule where the won field = true.
* Select all opportunities owned by the sales manager role.

Two options that the administrator should use to meet these criteria are:

Share with roles and subordinates of the finance director role. This option allows you to grant access to records based on the role hierarchy of your org. You can share records with users who are in a specific role or in roles below that role in the hierarchy. In this case, you can share records with roles and subordinates of the finance director role, which includes all the members of the finance team.

Create a criteria-based sharing rule where the won field = true. This option allows you to grant access to records based on certain field values or formulas. You can create a criteria-based sharing rule on opportunities that grants access to records where the won field is true, which means that the opportunity stage is closed won.

The other two options are incorrect because:

Make an owner-based sharing rule where the won field = true is not an option because owner-based sharing rules do not allow you to specify field values or formulas as criteria. Owner-based sharing rules only allow you to share records based on who owns them or what role or group they belong to.

Select all opportunities owned by the sales manager role is not an option because it does not meet the criteria of sharing all closed won opportunities. It only shares opportunities that are owned by users who are in the sales manager role, regardless of their stage.

NO.115 System admin – wants to make sure that when opportunity is close – nobody can modify it.
* Change owd setting read / write
* Validation rule with priorvalue(isclosed) = true
* Create workflow (isclosed) is true – if customer modifies it
* Give read only permission on close opportunity
* Select DONT CLOSE Opportunity checkbox from Opportunity Setting

NO.116 Admin wants parent case cant be closed until all child cases are closed.

* Validation rule on child case before closing it
* Workflow on parent to check status of child case
* Rollup summary on child
* Apex trigger to check child case status before closing it

NO.117 You can track only Assets sold by your company.
* False
* True

NO.118 AW Computing has a 4-hour SLA in its support guarantee. The company recently received feed that customers art reporting long wait times before an agent responds to a new case after it has been submitted.

How should an administrator ensure cases are properly prioritized?
* Auto-Response Rules
* Escalation Rules
* Assignment Rules
* Workflow Rules

NO.119 An administrator at Universal Containers has been asked to configure product schedules.

What should the administrator consider before enabling this feature?
* The Product Schedule is unavailable in Process Builder and Flow.
* Line Item Schedule is unavailable In Process Builder and Workflow.
* Customizable product schedule page layouts cannot be modified.
* To remove o product schedule completely, remove It from the standard price book.

Product schedules allow users to track revenue or quantity over time for products in opportunities or orders by creating schedules manually or automatically based on predefined criteria such as start date, end date, frequency etc. However, product schedules have some limitations that administrators should consider before enabling this feature. One of these limitations is that line item schedules are unavailable in Process Builder and Workflow rules; only revenue schedules are available. References:

https://help.salesforce.com/s/articleView?id=sf.products_schedules_def.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.products_schedules_considerations.htm&type=5

NO.120 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
* Run a session setting report, specifying login methods by user.
* Open the Login Access Policies in Setup which shows how many users are using MFA.
* Create a new view in Identity Verification History, specifying Method.
* The order of flow execution is unpredictabl

NO.121 Universal Containers uses a custom object to track services called Work Items with a lookup to Accounts. The work Items records should only be visible by users that own the Account records. Which sharing setting provides the correct visibility?
* Public Read/Write/Transfer
* Controlled by Parent

* Public Read Only
* Private

NO.122 The accounting team at Universal Containers is looking to roll out two new custom objects: a parent Invoice object and a child Payment object. Whenever a Payment record is created, the Invoice object should be updated to reflect the current outstanding value of the Invoice.

What should the administrator do to build this functionality?
* Create a lookup-relationship on the Payment with a Roll-up Summary field on the Invoice.
* Create a lookup-relationship on the Payment and a workflow cross object field update.
* Create a master-detail relationship on the Payment and a workflow cross object field update.
* Create a master-detail relationship on the Payment with a Roll-up Summary field on the Invoice.

Creating a master-detail relationship on the Payment with a Roll-up Summary field on the Invoice will build this functionality. A master-detail relationship creates a parent-child relationship between two objects, where the child records inherit the sharing and security settings of their parent. A Roll-up Summary field calculates values from related child records, such as count, sum, min, or max. In this case, the Roll-up Summary field on the Invoice can calculate the sum of all Payments related to it and subtract it from the Invoice amount to get the current outstanding value. Reference:
https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&type=5

NO.123 Ursa Major Solar has a junction object that connects Docs with Solar Panels. The administrator needs users to be able to see all the solar panels that a Dot is related to. Users already have access to the Bot and the Junction, but not the Solar Panel object.

What access docs the user need to be able to see the solar panel records?
* Read permission is required on both master records.
* Access permission Is not required on either master record.
* Create permission Is required on both master records.
* Read permission is required on at least are master record.

NO.124 Which features are available only in Collaborative forecast ? Choose 2
* You can Rename Forecast Category
* You can use Territory Management
* Default Forecast Currency Setting
* Custom Fiscal Years

NO.125 Universal Containers’ support team wants to use Salesforce Knowledge to allow customers and the support team to have access to the product documentation. There are many different types of documentation with usage across the globe.

What feature should the administrator configure?
* Enable the Case Feed.
* Create article types.
* Define data categories and visibility.
* Setup record types and page layouts.

Data categories and visibility are features that allow you to organize and control access to your Salesforce Knowledge articles based on different topics or criteria. Data categories are logical groupings of articles that reflect your business needs and processes. You can create a data category group and assign it to one or more article types, and then create data categories and subcategories within that group. Data category visibility is a setting that determines which data categories users can access based on their profiles or permission sets. You can use data categories and visibility to provide relevant and appropriate product documentation to your customers and support team. References:

https://help.salesforce.com/s/articleView?id=sf.knowledge_categories.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.knowledge_category_visibility.htm&type=5

NO.126 At Ursa Major Solar, there is an account owner by a user with the role of Galaxy manager. Two users with the same profile are both assigned to the sub-role, Galaxy Subordinate. However, only one can access the account.

What is the reason only one user can see the account record?
* Workflow Rule
* Manual Sharing
* Queues
* Role Hierarchy

NO.127 Cloud Kicks needs to automate several updates to lead records and update unrelated records. Select changes should happen every time a record is created or updated, Put other changes should only happen when the record is updated.

Which two options should the administrator use to automate these updates?

Choose 2 answers
* Use a Decision element with the “Only if the record that triggered the flow to run is updated to meet the condition requirements” option.
* Create a Process Builder that runs when a record is changed.
* Create a flow that runs when a record is created or updated.
* Use “formula evaluates to true” workflow rule with the ISCHANCEO function to make changes when the record Is updated.

Process Builder and Flow Builder are tools that allow administrators to automate business processes in Salesforce without writing code. Process Builder and Flow Builder can perform actions such as creating records, updating fields, sending emails, posting to Chatter, invoking Apex classes, calling flows, etc.

To automate several updates to lead records and update unrelated records at Cloud Kicks, an administrator can use two options:

* B) Create a Process Builder that runs when a record is changed

Process Builder is a tool that allows administrators to create processes that consist of criteria nodes and action groups. Criteria nodes define the conditions that trigger the process and action groups define the actions that the process performs. Processes can run when a record is created or when a record is created or edited.

By creating a Process Builder that runs when a record is changed, an administrator can automate updates to lead records based on certain criteria and perform actions such as updating fields, sending emails, posting to Chatter, invoking Apex classes, calling flows, etc. References:

https://help.salesforce.com/s/articleView?id=sf.process_overview.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.process_considerations.htm&type=5

* C) Create a flow that runs when a record is created or updated

Flow Builder is a tool that allows administrators to create flows that consist of elements such as screens, assignments, decisions, loops, etc. Elements define the logic and user interface of the flow. Flows can run in different ways such as when a user clicks a button, when a record is updated by Process Builder, when an event occurs in the system (such as record creation), etc.

NO.128 AW Computing continues to grow and has concerns about the volume of sensitive data being stored in its org. The administrator suggests utilizing Salesforce Shield.

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* Einstein Lead Scoring is available on encrypted fields.
* Paused flows can cause data to be saved in an unencrypted state.
* Shield Platform Encryption can be used with custom metadata types.

Paused flows can cause data to be saved in an unencrypted state because when a flow pauses, Salesforce saves its state and any data it has collected in a flow interview object, which is not encrypted by Shield Platform Encryption. Reference:
https://help.salesforce.com/s/articleView?id=sf.security_pe_considerations_flows.htm&type=5

NO.129 An administrator at Cloud Kicks has created and tested a screen-based lead qualification flow m a Ml sandbox environment and has deployed the flow to production.

Which two options would allow use of the flow after it has been deployed?

Choose 2 answers
* Manually activate the inactive flow.
* Deploy processes and flows as active.
* Deactivate other versions of the flow.
* Enable Apex jobs in the user interface.

The CRT-211 exam is designed to test the knowledge and skills of advanced Salesforce administrators who have already earned the Certified Administrator credential. It covers a wide range of topics, including data management, security, automation, and analytics, and requires a deep understanding of the Salesforce platform and how it can be customized to meet the needs of different businesses and industries. Passing the CRT-211 exam is a key step towards becoming a Salesforce Certified Advanced Administrator.

Earning the Salesforce CRT-211 Certification can be beneficial for professionals looking to advance their careers in the Salesforce industry. Certified individuals will have a deep understanding of advanced administration concepts and will be able to apply them in real-world scenarios. Additionally, this certification can increase the job opportunities and earning potential of certified individuals.