Exam : **CRT-211**

Title : Certification Preparation for Advanced Administrator

Vendor : Salesforce

Version : DEMO

NO.1 Ursa Major Solar has a global customer base. Recent issues with customs have greatly delayed shipping to Canadian customers. While the Country field is already on the page layout, the sales team wants Canadian customers highlighted as a potential challenge for fulfillment until the shipping issue is resolved.
How should the administrator solve this issue?
A. Modify the page layouts to move the Country field into its own section.
B. Add a rich text component to the Lightning page. Use conditional visibility to only show the component if the account is Canadian.
C. Create an in-app guidance prompt for Canadian records.
D. Create a new record type and page layout for Canadian customers, ensuring their pages look different.
Answer: B
Explanation:
A rich text component allows administrators to add custom text or images to a Lightning page. Conditional visibility allows administrators to control when a component is visible based on criteria such as field values or device type. By using these features, administrators can highlight Canadian customers as a potential challenge for fulfillment without modifying the page layout or creating a new record type. Reference:
https://help.salesforce.com/articleView?id=sf.app_builder_components_rich_text.htm&type=5
https://help.salesforce.com/articleView?id=sf.app_builder_component_visibility.htm&type=5

NO.2 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 org'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.
Answer: A,C,D
Explanation:
A managed package is a type of app that can be installed from the AppExchange. Managed packages are typically created by ISV partners or developers who want to distribute and sell applications that are upgradeable and have intellectual property protection. Before installing a managed package, an administrator should consider the following:
A) Custom objects and custom fields used by the app count against the org's limits.
Managed packages may include custom objects and custom fields that are used by the app. These custom objects and custom fields count against the org's limits and may affect the performance or functionality of the org. Administrators should review the components and requirements of the app before installing it and make sure they have enough space and resources for the app. Reference:
https://help.salesforce.com/s/articleView?id=sf.packaging_limits.htm&type=5 C) Apps may require certain Salesforce editions or features to be enabled.
Managed packages may require certain Salesforce editions or features to be enabled in order to work properly. For example, some apps may require Lightning Experience, API access, custom permissions,

or specific user licenses. Administrators should check the app's description and documentation before installing it and make sure they meet the prerequisites for the app. Reference: https://help.salesforce.com/s/articleView?id=sf.packaging_install.htm&type=5 D) Apps may require external, third-party web services to function properly.
Managed packages may require external, third-party web services to function properly. For example, some apps may integrate with other platforms or systems such as Google Maps, PayPal, or Twilio. Administrators should check the app's description and documentation before installing it and make sure they understand the implications and costs of using external web services. Reference: https://help.salesforce.com/s/articleView?id=sf.packaging_install.htm&type=5

NO.3 An administrator is receiving cases that users are getting logged out of Salesforce without notice.
What should the administrator do to address this issue?
A. Deselect disable session timeout warning popup.
B. Select force logout on session timeout.
C. Remove the session timeout settings.
D. Enable Remember me until logout.
Answer: A
Explanation:
Deselecting disable session timeout warning popup enables a warning message to appear before a user's session expires due to inactivity. This gives the user a chance to extend their session or save their work before being logged out. This can help prevent users from being logged out of Salesforce without notice

NO.4 When an Account has more than five open opportunities over US$10,000, the sales rep should have an option on the Account page to start the escalation process to allocate additional resources.
Which two configurations should the administrator create?
Choose 2 answers
A. Component Visibility filter
B. Formula field
C. Roll-Up Summary field
D. Dynamic Forms
Answer: B,D
Explanation:
Formula field and Dynamic Forms should be created to meet the requirements because a formula field can be used to count the number of open opportunities over US$10,000 related to an account using a roll-up summary filter condition, and Dynamic Forms can be used to display or hide a component on an account page based on a visibility filter using the formula field value. Reference: https://help.salesforce.com/s/articleView?id=sf.customize_functions_i_z.htm

NO.5 An administrator at Clod Kicks has build a flow that delivers status update email to customers.
Recently, there's been an increasae in support cases from customers reporting they had not received the email.
Where should the administrator look to investigate the issue?
A. Paused Flow Interviews

B. Process Automation Setting
C. Email Logs
D. Setup Audit Trail
Answer: C
Explanation:
Email logs are files that provide information about email delivery and activity in your Salesforce org. Email logs contain details such as sender, recipient, subject, date, status, error code, and more for each email sent or received within a specified time range. You can use email logs to investigate issues with email delivery or performance in your org. In this case, you can use email logs to check if the status update emails were sent successfully or if there were any errors or failures. Reference:
https://help.salesforce.com/s/articleView?id=sf.email_logs.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.email_logs_format.htm&type=5

NO.6 An administrator needs to Import a large amount of historical data (more than 100,000 records) from another system.
how should the administrator import the data?
A. SOAP based API with Developer console
B. Data Loader with Bulk API Enabled
C. An AppExchange package
D. Import Wizard with Add Only
Answer: B
Explanation:
Data Loader is a tool that allows administrators to import or export large amounts of data (more than 50,000 records) from or to Salesforce using CSV files. Data Loader can be used for inserting, updating, deleting, upserting, exporting, or extracting data. Bulk API is an API that allows administrators to process large batches of records asynchronously in the background. Bulk API can handle millions of records with high performance and minimal system resources. By using Data Loader with Bulk API enabled, an administrator can import a large amount of historical data (more than 100,000 records) from another system efficiently and securely. Reference:
https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.loader_api.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.bulk_api_intro.htm&type=5

NO.7 The director of sales wants to make sure that every opportunity has either a sales engineer or an account executive assigned to the deal.
How should the administrator meet this requirement?
A. Write a validation rule that checks if the fields are blank and require that one of them of completed in order to save the opportunity.
B. Create a different record type for deals with Sales Engineers and deals with Account Executives to capture one or the other.
C. Require the Sales Engineer and the Account Executive lookup fields on the page layout.
D. Assign a task to the owner if an opportunity is created without one of these fields filled out.
Answer: A
Explanation:
A validation rule can enforce data quality by preventing users from saving records that do not meet

certain criteria. In this case, the validation rule can check if both the Sales Engineer and the Account Executive lookup fields are blank, and display an error message if so. This way, the director of sales can ensure that every opportunity has either a sales engineer or an account executive assigned to the deal. Reference:
https://help.salesforce.com/s/articleView?id=sf.validation_rules_overview.htm&type=5

NO.8 Cloud Kicks needs to track government-issued identification numbers for its customers. The security team requires that the identification number cannot changed by users and must be masked when displayed, except the last two digits.
Which two recommended configurators should administrator create? Choose 2 answers

A. Use a field with Classic Encryption.

B. Enable Shield Platform Encryption.

C. Configure a Field Encryption Policy

D. SetRead-Only Field-Level Security in the user Profile

Answer: B,C
Explanation:
Shield Platform Encryption is a Salesforce feature that allows you to encrypt sensitive data at rest while preserving critical platform functionality. It uses a combination of tenant secrets, encryption keys, and masking policies to protect your data. A field encryption policy is a set of rules that defines which fields are encrypted and how they are masked when displayed. A field encryption policy can be used to encrypt and mask the identification number field, except for the last two digits. Reference:
https://help.salesforce.com/s/articleView?id=sf.security_pe_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.security_pe_field_encryption_policies.htm&type=5

NO.9 AW Computing wants to create a process to assign accounts to different salespeople based on the annual revenue.... of the company. The administrator has decided to create a flow.
Which two consideration should the administrator make sure to remember when creating the flow? Choose 2 answers

A. Use a Get Record component instead of hard coding record IDs.

B. The running user of a flow is the user that last saved the flow.

C. Update record elements should be placed outside the flow loop.

D. Update Record elements should be placed inside the flow loop.

Answer: A,C
Explanation:
Using a Get Record component allows the flow to dynamically retrieve records based on criteria or record IDs without hard coding them. This makes the flow more flexible and maintainable. Updating record elements outside the flow loop prevents unnecessary DML operations and reduces the risk of hitting governor limits.

NO.10 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:

Data Categories are a way to organize and classify knowledge articles into a hierarchical structure based on topics or criteria. Data Categories can help service reps quickly narrow down the number of articles by filtering or browsing by category. Data Categories can also be used to control the visibility and access of articles for different users or roles.

NO.11 DreamHouse Realty currently deals only with single-family homes but is expanding its business it include condos in large cities. There are some features and amenities that inly apply to condos, such as the amount of a deposit and concierge services.

How should an administrator configure the Opportunity object to ensure that only relevant fields are displayed on the record?

How should an administrator configure the Opportunity object to ensure that only relevant fields are displayed on the record?

A. Build a Lightning component to display fields that only apply to condos.

B. Create a Record Type for the type of property and custom page layouts for each.

C. Configure a validation rule to display fields based on the type of property the user is viewing.

D. Make is custom Lightning page to display specific fields based on the type of property.

Answer: B

Explanation:

A record type allows administrators to offer different business processes, picklist values, and page layouts to different users based on their profiles. By creating a record type for the type of property (single-family home or condo), DreamHouse Realty can assign different page layouts to each record type that display only relevant fields for each property type. The record type can also determine which sales process and path are available for each opportunity. Reference:

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

NO.12 The administrator at Universal Containers recently rolled out Email-to-Case functionality. Even though a new record type was created and specified in the Email-to-Case settings, all incoming cases are receiving a different record type.

What is likely causing the record type discrepancy?

A. The new Case Owner needs permissions to the new record type.

B. The Automated Case User needs permissions to the new record type.

C. A Case assignment rule is preventing the record type from being updated.

D. A validation rule is preventing the record type from being updated.

Answer: B

Explanation:

The Automated Case User is the default user for cases created via Email-to-Case. This user needs to have permissions to the new record type in order to assign it to the incoming cases. If the Automated Case User does not have the permissions, the cases will receive a different record type based on the organization-wide default settings. Reference:

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

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

NO.13 Which three fields should be used as filter criteria? Choose 3 answers
A. A phone field that provides the full phone number of the seller.
B. A multi-select picklist field that designates features of the listing.
C. A number field that designates the square footage of the listing.
D. A formula field that calculates a price for the listing.
E. A picklist field that designates the county of the listing.
Answer: A,C,E
Explanation:
A phone field that provides the full phone number of the seller, a number field that designates the square footage of the listing, and a picklist field that designates the county of the listing should be used as filter criteria because they are fields that can be used to narrow down the report results based on specific values or ranges. A multi-select picklist field that designates features of the listing and a formula field that calculates a price for the listing should not be used as filter criteria because they are fields that cannot be filtered on in reports. Reference:
https://help.salesforce.com/s/articleView?id=sf.reports_filtering.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.reports_fields_unavailable.htm&type=5

NO.14 At Cloud Kicks, the distributor account information is sensitive information. The administrator needs to make sure this information is unavailable to testers in the full sandbox.
What should the administrator recommend?
A. Refresh the sandbox.
B. Assign the users a new permission set.
C. Use the data masking tool.
D. Delete the sensitive information.
Answer: C
Explanation:
The data masking tool is a tool that allows you to mask sensitive data in your full sandbox by replacing it with fictitious data. This can help you protect your data privacy and comply with regulations while testing in a realistic environment. You can use the data masking tool to mask data for standard and custom objects, including person accounts, and choose from different masking formats and options. Reference:
https://help.salesforce.com/s/articleView?id=sf.data_mask.htm&type=5

NO.15 Cloud Kicks (CK) has an email parsing tool. CK wants to ensure that when certain field are updated, the Case Owner is notified by email.
What should the administrator use to email the Case Owner?
A. After Save Flow
B. Outbound Message
C. Email-to-Case
D. Before Save Flow
Answer: A
Explanation:
An after save flow is a type of flow that runs in the background after a record is saved and performs actions based on the record data or changes. An after save flow does not require user input or

interaction and can be triggered by a record-triggered flow element or by an Apex trigger. In this case, you can create an after save flow that runs when a case record is updated and delivers status update email to customers based on certain criteria or conditions. Reference:
https://help.salesforce.com/s/articleView?id=sf.flow_trigger_types.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.flow_concepts_trigger.htm&type=5

NO.16 The administrator at AW Computing implements multi-factor authentication using the Salesforce Authenticator app downloaded on company-provided iPhones. A sales rep breaks their phone and needs to update an opportunity record.
How should the administrator grant access for the sales rep?
A. Instruct the sales rep to log in from the company's VPN.
B. Delegate multi-factor identification to the sales rep.
C. Add the sales rep's IP address to the trusted IP ranges.
D. Generate a temporary identity verification code for the rep.
Answer: D
Explanation:
To grant access for the sales rep who broke their phone and needs multi-factor authentication using Salesforce Authenticator app, the administrator can generate a temporary identity verification code for them. This code allows users who don't have their verification method available to log in securely without compromising their account security. Reference:
https://help.salesforce.com/s/articleView?id=sf.identity_verification_codes.htm&type=5

NO.17 Users report that the industry picklist field is no longer visible on account records. What test can an administrator use to troubleshoot the issue?
A. Field audit history
B. Setup audit trail
C. Field history tracking
D. Debug log
Answer: B
Explanation:
The setup audit trail tracks the recent setup changes that you and other administrators have made to your org. It can help you troubleshoot issues by showing you what changes were made, who made them, and when. In this case, the setup audit trail can help the administrator identify if someone changed the field-level security, page layout, or profile settings for the industry picklist field.
Reference: https://help.salesforce.com/s/articleView?id=sf.monitorsetup.htm&type=5

NO.18 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. Matching Rules

C. Validation Rules
D. Workflow Rules
Answer: A,C
Explanation:
Assignment rules and validation rules are two features that can satisfy these requirements:
Assignment rules are used to automatically assign leads or cases to users or queues based on certain criteria. In this case, an assignment rule can be used to assign leads to different planetary teams depending on which planet the lead is coming from.
Validation rules are used to validate the data entered by users and prevent records from being saved if they do not meet certain criteria. In this case, a validation rule can be used to ensure that every team has all of the information they need by making certain fields required or dependent on other fields.
The other two options are incorrect because:
Matching rules are used to identify duplicate records based on certain fields or fuzzy logic. They do not assign records or validate data.
Workflow rules are used to automate tasks or actions based on certain criteria. They do not assign records or validate data.

NO.19 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?
A. Lightning Component
B. Formula Fields
C. Roll-Up Summary
D. visualforce Page
Answer: C
Explanation:
A roll-up summary field is used to display a value in a master record based on the values of a set of related detail records. In this case, the administrator can create a roll-up summary field on the Properties object that counts the number of Open House records in a Pending status. Reference:
https://help.salesforce.com/s/articleView?id=sf.fields_about_roll_up_summary_fields.htm&type=5

NO.20 The administrator at Cloud Kicks has been asked to delete a large number of quote line items. The/ receive a .csv fife with the record IDs to be deleted. The administrator uses Data Loader to delete them and selects Use Sulk APL When the job runs, every record shows an 'entity Is deleted' error In the error file that is created.
What is the reason for the error?
A. The batch size selected was greater than the 200 record limit.
B. Deleting with Data Loader can only be done In Batch API mode.
C. One of the IDs in the batch referenced a record that was In the recycle bin.
D. This Is the standard error message when records are deleted using Bulk API.
Answer: C
Explanation:
One of the IDs in the batch referenced a record that was in the recycle bin because deleting records

with Bulk API does not delete records permanently but moves them to the recycle bin. Therefore, if a record ID in the batch matches an existing record ID in the recycle bin, an 'entity is deleted' error will occur.

NO.21 Cloud Kicks uses a Lightning web component to provide instructions to sales reps. An administrator needs to correct a spelling error in the displayed text in one of the Lightning web components.
What is the recommended tool to make the change?
A. Developer Org
B. VisualStudio Code
C. Salesforce Lightning Inspector
D. Developer Console
Answer: B
Explanation:
VisualStudio Code is a recommended tool to make the change in the displayed text in one of the Lightning web components. VisualStudio Code is an integrated development environment (IDE) that supports Salesforce development tools such as Salesforce Extensions for Visual Studio Code, Salesforce CLI, and Lightning Web Components. You can use VisualStudio Code to create, edit, debug, and deploy Lightning web components and other Salesforce metadata. To make the change in the displayed text, you need to open the HTML file of the Lightning web component in VisualStudio Code and modify the text element accordingly. Reference: https://developer.salesforce.com/tools/vscode https://developer.salesforce.com/docs/component-library/documentation/en/lwc/lwc.create_components

NO.22 Cloud kicks has received feedback that customers are frustrated with the amount of time it takes to reach a support agent by area of expertise according to product information after a new case has been submitted. Love you too jani Which feature should administrator configure in order to improve the case management process?
A. Omni-Channel
B. Escalation Rules
C. Macros
D. Knowledge Component
Answer: A
Explanation:
Omni-Channel is a feature that allows service reps to receive work assignments based on their availability, capacity, and skills. It also allows administrators to define routing rules and priorities for different types of work items, such as cases, chats, or leads. Omni-Channel can help reduce the wait time for customers and improve the efficiency of service reps.