



# ADM-201<sup>Q&As</sup>

Administration Essentials for New Admins

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### QUESTION 1

An administrator at Universal Containers needs a simple way to trigger an alert to the director of sales when opportunities reach an amount of \$500,000. What should the administrator configure to meet this requirement?

- A. Key Deals component on the homepage
- B. Set up Big Deal Alerts for the amount.
- C. Enable Opportunity Update Reminders.
- D. Opportunity warnings in Kanban View

Correct Answer: B

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### QUESTION 2

What happens when a user clicks on the Create New Apps option present in the List of Apps section?

- A. User is taken to a Create new App Page in salesforce.com
- B. User is taken to App Exchange
- C. User is taken to developer.force.com page
- D. None of the above

Correct Answer: C

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### QUESTION 3

Northern Trail Outfitters held an event for hikers to blaze the trail for the new year. Their marketing team collected over a million new lead records to upload into Salesforce. What is the recommended method for uploading this data?

- A. Lightning Sync
- B. AppExchange app
- C. Data Import Wizard
- D. Data Loader

Correct Answer: B

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### QUESTION 4

Which two actions should an administrator perform with Case escalation rules? Choose 2 answers

- A. Change the Case Priority.



- B. Re-open the Case.
- C. Re-assign the Case.
- D. Send email notifications.

Correct Answer: CD

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#### QUESTION 5

The administrator at Cloud Kicks needs to automatically route support cases, regardless of how they are created, to a queue based on case priority. What tool should the administrator use?

- A. Auto-Response Rules
- B. Assignment Rules
- C. Email-to-Case
- D. Web-to-Case

Correct Answer: B

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