



ADM-201^{Q&As}

Administration Essentials for New Admins

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QUESTION 1

Support reps at Cloud Kicks (CK) are reporting that when they try to close a case, the Closed option in the Case Status picklist is missing. CK has asked the administrator to find a solution.

Why are the support reps unable to see the Closed option in the specified picklist?

- A. The Case record type is missing Closed as a picklist value.
- B. The Close Case page layout must be used to close a case.
- C. The Show Closed Statuses in Case Status Field checkbox is set to the default.
- D. The Support Process being used omits Closed as a status choice.

Correct Answer: A

QUESTION 2

Chatter Desktop is not available in which Salesforce Edition?

- A. Free Edition
- B. Group
- C. Professional
- D. Developer
- E. Enterprise
- F. Contact Manager

Correct Answer: A

QUESTION 3

A user successfully login at 3:00 PM, What happens at 3:31 PM, if the Login hours for the user's Profile are set from 7:30 AM to 3:30 PM?

- A. User is automatically Logged Out
- B. User keeps working continuously without any issues
- C. User is asked in a Popup window if he would like to extend his session
- D. User is logged out once he tries to do any DML (Data Manipulation) Operation i.e. Save, Edit etc.

Correct Answer: D



QUESTION 4

What can an Administrator use to create different content pages for a FAQ and a Help Article for the support team?

- A. Knowledge article versions
- B. Knowledge data categories
- C. Knowledge article record types
- D. Knowledge article types

Correct Answer: B

QUESTION 5

You can use conditional highlighting for summary and matrix report only.

- A. True
- B. False

Correct Answer: A

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