



ADM-201^{Q&As}

Administration Essentials for New Admins

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QUESTION 1

Ursa Major Solar is setting up case assignment rules.

What are two places where the cases can be assigned? Choose 2 answers

- A. User
- B. Profile
- C. Queue
- D. Contact

Correct Answer: AC

QUESTION 2

Ursa Major Solar is noticing a decrease in deals with a cross-sell opportunity type and want to share all cross-sell opportunities with a team of subject matter experts in their organization. The company has different roles, and the organization-wide default for Opportunity is set to Private.

How should the administrator accomplish this?

- A. Create a new role for the subject matter experts and give them access to the records with an owner-based sharing rule.
- B. Change the organization-wide default for Opportunity from Private to Public Read/Write to open up access for the subject matter experts.
- C. Add the subject matter experts to a public group and give them access to the records with a criteria-based sharing rule.
- D. Enable territory management, assign the subject matter experts to the same territory, and give them access to the records with manual sharing.

Correct Answer: C

QUESTION 3

Sales reps are supposed to create a record on a child object of Opportunities called Survey Request when an Opportunity is moved to Closed Won. The VP of Sales Operations has indicated that this doesn't always happen or the rep doesn't

populate all fields correctly. The system administrator has been asked to remove permissions from Sales to create these records and automate record creation.

Which tool should be used?



- A. Workflow
- B. Approvals
- C. Visual Flow
- D. Process Builder

Correct Answer: C

QUESTION 4

List view can (Choose all that apply)

- A. Show up to 2000 records in the record count display
- B. Print up to 1000 records in print view
- C. Be enabled and disabled by individual users
- D. Print list can be exported to excel

Correct Answer: AB

QUESTION 5

You can then associate each business process with one / more record types and make it available to users based on their:

- A. Role
- B. Profile
- C. OWD
- D. Licence Type
- E. Salesforce Edition

Correct Answer: B

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