



# ADVANCED-ADMINISTRATOR<sup>Q&As</sup>

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### QUESTION 1

System admin wants to give "view all data" to users who have different profiles and different roles. How can he do this?

- A. Delegate admin to the users
- B. Permission set to those users
- C. Set owd to read/write
- D. Give view all data on that object

Correct Answer: B

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### QUESTION 2

Service Entitlements in Service Cloud help you to: Choose three answers.

- A. Track your supplier performance.
- B. Track the service levels you provide to your clients.
- C. Verify if your customer is eligible for support.
- D. Define and maintain service contracts.

Correct Answer: BCD

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### QUESTION 3

users at Northern Trail Outfitters have a lot of fields on their new account records because they track their accounts and competitors on the Account object. For accounts created for customers, they need access to different fields than the accounts used to track competitors. For partner accounts, they need different values in the Industry field.

What should the administrator use to resolve the issues?

- A. Business Processes
- B. Required Fields
- C. Flow Builder
- D. Record Types

Correct Answer: D

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#### QUESTION 4

AW Computers has enabled the feature for Contact to multiple Accounts. A rep is trying to remove the primary Account from a Contact but is unable to do so. The administrator has already updated the page layout to no longer require an Account.

What could be the issue?

- A. A primary Account relationship is required on a Contact regardless of the page layout settings.
- B. The Contact has Indirect relationships to other Accounts.
- C. The Account Contact relationship record needs to be deleted first in order to disassociate Contact from the Account.
- D. Private Contacts need to be enabled in Setup.

Correct Answer: A

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#### QUESTION 5

AW Computing wants to enable a backup resource to assign permissions while restricting the backup resource's ability to create or modify permission sets. Which feature should be employed to accomplish this request?

- A. Assignment Rules
- B. Delegated Administrator
- C. View All Users Permission
- D. Customize Application Permission

Correct Answer: B

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