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**Salesforce**

# ADM-201

*Administration Essentials for New Admins ADM201*

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Question #137 Section 11

What are two considerations for the Org Recycle Bin? (Choose two.)

- A. You can restore reports and dashboards.
- B. Deleted records remain in the recycle bin for 15 days.
- C. Records are permanently deleted when using the "Delete" button.
- D. Records in the Recycle Bin count against your org's storage usage.

**Answer: AB**

Question #138 Section 11

Users at Universal Containers need the ability to save email templates in the following folder: "Unified Public Email Templates"

Currently, users are unable to do so.

Which action should a System Administrator take to allow users to save emails to this folder?

- A. Navigate to the profile of each user and check the box for Manage Public Templates.
- B. Navigate to the email templates and manually share each with the specific users.
- C. Navigate to the email templates and manually share each with the Profile of the specific users.
- D. Navigate to the user record and check the box for Manage Public Templates.

**Answer: A**

Question #139 Section 11

Ursa Major Solar utilizes Accounts in its Sales process; however, not all users have access to them. New users require Read access to Accounts. Additionally, four new users require Edit access.

What should an Administrator do to configure access for the new users?

- A. Configure a profile to grant Account View access and a Permission Set to grant Account Edit access to specific users.
- B. Configure a profile to grant Account Edit access and a Permission Set to restrict Read access to specific users.
- C. Configure a sharing rule for Account View access and another sharing rule for Edit access to specific users.
- D. Configure a Permission Set to grant Account Edit access to specific users and modify the Standard User profile.

**Answer: A**

Question #140 Section 11

Ursa Major Solar's support team currently has a very high call volume. They want to decrease this volume by creating a self-service community that will host published articles with Frequently Asked Questions (FAQs), and provide a chat with Help Desk representatives.

Which two features should be used to fulfill this goal? (Choose two.)

- A. SOS
- B. Knowledge
- C. Content
- D. Chat

**Answer: AD**

Question #141 Section 11

At Ursa Major Solar, an Administrator has set up a new user. The user needs to activate the account before the email link expires by default. How long does the user have before the link expires?

- A. 10 days
- B. 14 days
- C. 6 days
- D. 7 days

**Answer: D**

Question #142 Section 11

Ursa Major is onboarding 15 new employees in three weeks. The Administrator needs to create user records in Salesforce without activating them. Which two methods allow the Administrator to achieve this goal? (Choose two.)

- A. Click Add Multiple Users and ensure that Generate New Password and Notify User Immediately are unchecked.
- B. Create them with the User Import Wizard and ensure that Active is unchecked.
- C. Schedule a Time-Dependent Workflow to create users in three weeks.
- D. Create a .csv file ensuring that IsActive = False, and use the data loader to insert.

**Answer: AD**

Question #143 Section 11

Ursa Major Solar placed a time-dependent action in the workflow queue when the record was created. What are two situations that will cause this action to be removed from the queue? (Choose two.)

- A. If the action is deleted from the workflow queue
- B. If another record triggers the same workflow rule
- C. If the record no longer matches the rule criteria
- D. If a validation rule is triggered for the record

**Answer: AC**

Question #144 Section 11

What are two considerations for sharing email template folders? (Choose two.)

- A. Sharing on Lightning email templates is inherited from the folder it is in.
- B. Sharing a folder shares all subfolders in that folder.
- C. Subfolders are shared separately from the parent folder.
- D. Lightning email templates support packaging.

**Answer: AB**

Question #145 Section 11

Anytime an Opportunity is moved to Closed Won, Sales reps at Universal Containers (UC) are supposed to create a record on a child object of Opportunities called Survey Request. This action, however, does not always occur. Sales reps do not always populate all fields correctly. Which tool should be used to remove permissions from Sales to create these records and automate record creation?

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

**Answer: C**

Question #146 Section 11

In which two locations can a system administrator assign a page layout? (Choose two.)

- A. Role
- B. Profile
- C. App
- D. Record Type

**Answer: BD**

Question #147 Section 11

At Ursa Major Solar, Sales representatives use a custom report type for Account reports. New fields have been created on the Account Object.

An Administrator needs to report on the newly created fields.

What should the Administrator do to achieve this goal?

- A. From the Custom Report Type, Edit Layout, then add the new fields to the report.
- B. From the Custom Report Type, Edit Object Relationships, then add the new fields to the report.
- C. Create a new account report and add the new fields from the Report Builder.
- D. Create a new account report folder, go to share, and then add the new fields.

**Answer: A**

Question #148 Section 11

Ursa major Solar's administrator needs to create a custom field to track a specific Tier 2 support user on a case record.

What is the appropriate data type to utilize when creating this custom field?

- A. Hierarchical relationship
- B. Lookup filter
- C. Formula
- D. Lookup relationship

**Answer: D**

Question #149 Section 11

After a recent restructure of its Sales Department, Ursa Major Solar is having issues with records being omitted in the new Opportunity Report.

Which three questions should the Administrator ask to research this issue? (Choose three.)

- A. Do owners of all records have Roles and correct Territory Assignments?
- B. Do the records the sales managers expect to see match the filter criteria?
- C. Are records currently being shared with the sales manager?
- D. Have the owners of the records been frozen?
- E. Did the sales manager start from a copy or clone of an existing report?

**Answer: ABC**

Question #150 Section 11

Which feature should Ursa Major Solar use if they want their support agents who are skilled in a particular product line to own cases directly after customers log them from an automated channel?

- A. Assignment Rules
- B. Workflow Field Update
- C. Case Escalation Rules
- D. Case Team Routing

**Answer: A**

Question #151 Section 11

A user at Ursa Major Solar attempts to log in to Salesforce from an IP address that is outside the login IP range on the user's profile but within the organization- wide trusted IP range.

What occurs as a result of this scenario?

- A. The user will be able to log in after the computer is activated.
- B. The user will be unable to log in at all.
- C. The user will be able to log in without activating the computer.
- D. The user will be able to log in after answering one security question.

**Answer: B**

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