

# CRT-211<sup>Q&As</sup>

Certification Preparation for Advanced Administrator

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## QUESTION 1

Which features are available only in Customizable forecast? Choose 3

- A. Territory Management
- B. Share Forecasts
- C. Snapshots and Forecast History
- D. Rename Categories

Correct Answer: ABC

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## QUESTION 2

How can administrator ensure article managers use specified values for custom article fields?

- A. Create a validation rule on article
- B. Require a field on page layout
- C. Create different article type for different requirements
- D. Use field dependencies on article types

Correct Answer: A

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## QUESTION 3

Universal Container's support team needs to track service level agreements for customers. Today, they manually look up contracts by name when a customer calls. How can an administrator automate this process?

- A. Configure a workflow rule that sends an email alert of old cases to the support manager
- B. Enable Case Feed and add a Contracts custom publisher to the Case Feed Layout
- C. Enable entitlements and add the tabs for entitlements and service contracts
- D. Create a private Chatter group for customers with high priority service level agreements

Correct Answer: C

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## QUESTION 4

While Seeing a case record that has a blank field even though that field is set as required on page layout. What may be possible reason for this kind of unexpected behavior?

- A. Workflow is used to close the record

- B. It is because of Validation
- C. Data entered through Dataloader
- D. Error in Salesforce

Correct Answer: C

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## QUESTION 5

Position and job opening is a Master Detail relationship. OWD for Position is Private. Someone else wants to edit Job Openings. How to do it?

- A. Create Sharing rule in Position
- B. Create Sharing rule in Job Application
- C. Create Apex based Sharing
- D. Create Manual Sharing

Correct Answer: A

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## QUESTION 6

A user changes roles from EMEA sales representatives to a US sales representative. How will this impact the ownership-based sharing rules for the user's records?

- A. All of ownership-based sharing rules are recalculated
- B. This will only affect ownership- based sharing rules if the user moves up in the role hierarchy
- C. This will affect the ownership of records for standard objects but not custom objects
- D. None of the ownership- based sharing rules are recalculated

Correct Answer: B

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## QUESTION 7

The VP Sales wants to require that the Next Step field is always updated when an opportunity stage is changed. How can this process be automated?

- A. Create a workflow rule with the following formula: AND ( ISCHANGED (StageName) , NOT (ISCHANGED (NextStep))
- B. Create a validation rule with the following formula: AND ( ISCHANGED(ISPICKVAL(StageName)), NOT (ISCHANGED (NextStep)))
- C. Create a workflow rule with the following formula: AND ( ISCHANGED(ISPICKVAL(StageName)), NOT (ISCHANGED (NextStep)))

D. Create a validation rule with the following formula: AND ( ISCHANGED (StageName) , NOT (ISCHANGED (NextStep))

Correct Answer: D

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## QUESTION 8

Universal Containers is implementing a new lead status process and wants to be able to do the following:

Track leads through five different status values.

Run reports showing the duration a lead spends in each status.

Run full Lifetime reports of a lead from creation to conversion.

Prevent leads from skipping a lead status.

How can these requirements be met?

- A. Use field history tracking on the lead status field to track the duration of each status. Use validation rules to prevent status skipping.
- B. Use an Apex trigger to populate custom date fields for each status, and use custom formula fields for calculating duration of each status.
- C. Use custom date fields and workflow rules for each status, and use custom formula fields for calculating duration of a status. Use validation rules to prevent status skipping.
- D. Use lead history reporting to track changes in the lead status field, and use custom reporting fields to calculate status duration. Use validation rules to prevent status skipping.

Correct Answer: C

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## QUESTION 9

A user has a profile with read only permissions for the case object. How can the user be granted edit permission for cases?

- A. Create a permission set with edit permissions for the case object
- B. Creating a sharing rule on the case object with read/write level of access
- C. Create a public group with edit permissions for the case object
- D. Add the user in a role hierarchy above users with edit permissions on the case object

Correct Answer: A

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## QUESTION 10

What is a capability of collaborative forecasting? Choose 3

- A. Rename categories
- B. Forecast using opportunity splits
- C. Overlay quota
- D. Add categories
- E. Select a default forecast currency setting

Correct Answer: ABE

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## QUESTION 11

How can you ensure that the Account Name is unique?

- A. Edit Account Name field and select Unique Checkbox
- B. Use the HLOOKUP operator in a validation rule for the account name
- C. Use the VLOOKUP operator in a validation rule for the account name
- D. Use an APEX Trigger

Correct Answer: C

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## QUESTION 12

Custom object with billing state, province and zip code. How we can make sure that Zip code is Correct as per billing State?

- A. Create Validation rule and use VLOOKUP to check zip code against stored Billing State
- B. Create Validation rule and use HLOOKUP to check zip code against stored Billing State
- C. Create Workflow to automatically update Zip code from stored Billing State

Correct Answer: A

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## QUESTION 13

A sales manager cannot view contact owned by a salesperson. The sales person is below the sales manager in the role hierarchy. Why can't the sales manager view the contact?

- A. Contact sharing setting have Grant Access Using Hierarchies unchecked
- B. The contact is not linked to an account
- C. Contact sharing settings are Private
- D. The contact has not been manually shared with the manager

Correct Answer: B

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## QUESTION 14

A field's label was changed in the sandbox. What should be done that the production's field label will also be changed? Choose 2

- A. Dataloader
- B. Changeset
- C. Manually change the field label in production
- D. Import wizard

Correct Answer: BC

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## QUESTION 15

An Administrator has been asked to grant read, create and edit access to the product object for users who currently have the standard marketing user profile. How can this be accomplished? Choose 2

- A. Change the access levels in the marketing user standard profile to read, create and edit for the product object
- B. Create a permission set with read, create and edit access for the product object and assign it to the marketing users
- C. Create a permission set with read and write access for the product object and assign it to the marketing users
- D. Create a new profile for the marketing users and change the access levels to read, create and edit for the product object

Correct Answer: BD

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