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**Exam** : **ADX-211**

**Title** : Administer, Extend, and Automate Salesforce

**Vendor** : Salesforce

**Version** : DEMO

**NO.1** An administrator need a business process automated, but only for certain user and profiles. The administrator will need to frequently update which users and profiles will use the process. After evaluating the declarative options, it was determined that this functionality must be done via an Apex trigger.

What software requirement should the administrator request so that process execution can be declaratively controlled?

- A. Use Process Automation Setting in Setup to the appropriate users or profiles.
- B. Use a System permission that is assigned to the user or profile.
- C. Use Apex Class Access to assign the Apex code to the user or profile.
- D. Use a custom permission set that is assigned to the user.

**Answer:** D

Explanation:

Use a custom permission set that is assigned to the user because custom permissions are a way to grant access to custom processes or functionality based on user profiles or permission sets. Custom permissions can be referenced by Apex code, validation rules, flows, or other logic to control whether a process should run for a user or not. Custom permissions can be used to declaratively control process execution by assigning them to users or profiles.

**NO.2** Cloud Kicks has been tracking how many participants wear the company's shoes in each marathon. The administrator creates two custom objects: Races and Runners. There is a master-detail relationship between them as well as a Roll-up Summary field on the Races object to show the count of runners in each race. Requirements have changed, and the administrator wants to delete the Master-detail Relationship field without deleting the Runners records.

What action should an administrator take before the Relationship field can be deleted?

- A. Change the field type to a Lookup Relationship.
- B. Select the 'Allow Reparenting' checkbox on the Master-detail field.
- C. Uncheck 'Delete this record also' to turn off cascading deletes.
- D. Delete the Roll-up Summary field on the parent.

**Answer:** A

Explanation:

Changing the field type to a Lookup Relationship will allow deleting the Relationship field without deleting the Runners records. A lookup relationship creates a loose association between two objects, where the child records do not depend on the parent records for their existence. A lookup relationship can be deleted without affecting the child records, unlike a master-detail relationship that enforces cascading deletes. Reference:

[https://help.salesforce.com/s/articleView?id=sf.relationships\\_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.relationships_considerations.htm&type=5)

**NO.3** Cloud Kicks wants its sales reps to always use the same full zip code format with a hyphen where applicable.

What should the administrator implement to help ensure consistent formatting?

- A. Edit the standard field length to five characters.
- B. Add a quick create function for the sales reps to use.
- C. Create a REGEX function to use in a validation rule on the field.
- D. Add a help text instructing the sales rep on how to enter this field.

**Answer: C**

Explanation:

REGEX is a function that allows administrators to check whether a text value matches a regular expression pattern. Regular expressions are a way to define complex patterns of characters using symbols and operators. REGEX can be used to enforce consistent formatting for a field value by specifying the required length, characters, and separators.

**NO.4** When should an administrator apply a permission set to a user or group of users versus configuring the user's profile with the necessary access?

- A.** When a user is part of a team with an assigned profile that covers the majority of their needs but requires just a little less access than the rest of their team.
- B.** When a user is part of a team with an assigned profile that covers the majority of their needs but requires more access than the rest of their team.
- C.** When an organization's sharing model is too broad and they need to restrict access beyond what their sharing model and existing profiles provide.
- D.** When an organization has opted out of using the standard profiles and created custom profiles.

**Answer: B**

Explanation:

As explained in question 13, permission sets are collections of settings and permissions that give users access to various tools and functions without changing their profile or requiring multiple profiles for users who perform different tasks across apps in your org. Permission sets are useful when a user is part of a team with an assigned profile that covers the majority of their needs but requires more access than the rest of their team for some specific tasks or functions. For example, a user may need access to a custom object or field that is not available to their profile, but only for a limited time or project. In this case, assigning a permission set to the user can grant them the additional access they need without affecting their profile or other users with the same profile.

Reference: [https://help.salesforce.com/s/articleView?id=sf.perm\\_sets\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5)

**NO.5** An administrator at AW Computing is trying to track the login history for a specific user. The AW Computing org has 150,000 users and multi-factor authentication (MFA) is enabled and enforced for all users. In reviewing the Identity Verification History data, the administrator is unable to find any information for the mentioned user. The user used to log in regularly but has been inactive this quarter.

Which two reasons explain why the user's data is missing from Identity Verification History?

Choose 2 answers

- A.** Identity Verification History stores the last year's worth of data.
- B.** User belongs to a specific role for which identity verification data is not stored.
- C.** Up to 20,000 records of users' identity verification attempts are stored.
- D.** The last 6 months worth of data is stored in the Identity Verification History.

**Answer: C,D**

Explanation:

Identity Verification History stores up to 20,000 records of users' identity verification attempts for various features that require MFA, such as logging in from an unknown browser or device, resetting a password, or changing personal information. The data is stored for up to 6 months and then deleted automatically. Therefore, if a user has been inactive for more than 6 months or if there are more than

20,000 records in total, their data may be missing from Identity Verification History. Reference: [https://help.salesforce.com/articleView?id=sf.identity\\_verification\\_history.htm&type=5](https://help.salesforce.com/articleView?id=sf.identity_verification_history.htm&type=5)

**NO.6** A new administrator at Cloud Kicks has reported that they are unable to use outbound change sets as requested.

What permission should be reviewed to determine if it is missing from the administrator user or profile?

- A. Create and Upload Change Sets
- B. Modify Metadata Through Metadata API Functions
- C. Deploy Change Sets
- D. API Enabled

**Answer:** A

Explanation:

To use outbound change sets, a user needs to have the Create and Upload Change Sets permission on their profile or permission set. This permission allows users to create change sets in a sandbox or Developer Edition organization and upload them to another organization. Reference:

[https://help.salesforce.com/s/articleView?id=sf.changesets\\_create\\_upload\\_perm.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.changesets_create_upload_perm.htm&type=5)

**NO.7** Cloud Kicks (CK) does business directly with individual consumers (B2C) and large businesses (B2B). Some of CK's B2C customers are employed at its larger customer accounts and should be tracked under both.

Which two options will CK need to use to manage its customers' accounts?

Choose 2 answers

- A. Contacts to Multiple Accounts
- B. Leads
- C. Person Accounts
- D. Campaign Members

**Answer:** A,C

Explanation:

To manage both B2C and B2B customers, CK should use Person Accounts and Contacts to Multiple Accounts features. Person Accounts allow CK to store information about individual consumers without requiring a separate account record. Contacts to Multiple Accounts allow CK to associate a contact with multiple accounts, such as their employer and their personal account. Reference:

[https://help.salesforce.com/s/articleView?id=sf.account\\_person\\_behavior.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.account_person_behavior.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.account\\_contact\\_rel\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.account_contact_rel_overview.htm&type=5)

**NO.8** DreamHouse Realty manages its accounts and contacts in Salesforce using a B2C account model. The business has requested that third-party loan advisors be tracked in Salesforce along with the customers they work with.

How should the administrator track third-party financial advisors and the customers they work with?

- A. Create a Hierarchical lookup on Account to track loan advisors' customers.
- B. Set up Contacts to Multiple Accounts for loan advisors.
- C. Use a B2B Account Model to track loan advisors' customers.
- D. Use a Hierarchical lookup on Contact to track loan advisors' customers,

**Answer:** B

Explanation:

Contacts to Multiple Accounts is a feature that allows administrators to relate a contact to multiple accounts without creating duplicate contacts for each account. This feature is useful for scenarios where a contact has business relationships with more than one account, such as consultants, brokers, or loan advisors. By setting up Contacts to Multiple Accounts for loan advisors at DreamHouse Realty, administrators can track which loan advisors work with which customers and which accounts without creating duplicate contacts for each account. Reference:

[https://help.salesforce.com/s/articleView?id=sf.contacts\\_multiple\\_accounts\\_overview.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.contacts_multiple_accounts_overview.htm&type=5)

**NO.9** Sales teams at Cloud Kicks ask each visiting customer to fill out a form that capturing their contact information and some basic footwear preferences. This information is saved to a spreadsheet and used by the sales team to alert their contacts when new shows are added to the inventory that matches their preferences. The sales team wants to be able to track this in Salesforce and see the information when viewing the contact Record.

Which two ways should the administrator configure this requirement?

Choose 2 answers

- A. Data Loader
- B. Lookup Field
- C. Lightning Object Creator
- D. Schema Builder

**Answer:** A,C

Explanation:

Data Loader is a tool that allows administrators to import, export, insert, update, delete, or upsert records in Salesforce using CSV files. Data Loader can handle large data sets and complex data transformations. Data Loader can be used to import records for a custom object from a spreadsheet. Lightning Object Creator is a tool that allows administrators to create custom objects in Salesforce from spreadsheets. Lightning Object Creator can automatically map spreadsheet columns to fields and create relationships between objects. Lightning Object Creator can be used to create a custom object from a spreadsheet and import records at the same time.

**NO.10** Northern Trail Outfitters has many users set up as system administrators to perform Salesforce Administration.

Which two functions would a delegated administrator be able to perform in order to help the existing Salesforce Administrator?

Choose 2 answers

- A. Set up users and password management.
- B. Configure updates to sharing rules.
- C. Manage custom objects and customize nearly every aspect.
- D. Make updates to permission set configurations.

**Answer:** A,B

Explanation:

Delegated administrators in Salesforce are designated users who are given limited administrative privileges to assist system administrators without having full access to all administrative functions. The two functions they can typically perform, which align with the permissions available to delegated admins, are:

Set up users and password management:

Delegated administrators can create and manage user accounts, which includes setting up new users, resetting passwords, and updating user details.

This is particularly useful for helping with user management tasks without providing full system administrator access.

Configure updates to sharing rules:

Delegated administrators can manage sharing rules within their specific groups or roles, which helps control access to records based on criteria set within the organization.

This level of access allows them to modify sharing rules to ensure appropriate data access without requiring full administrative control over all settings.

The other options listed are not within the scope of delegated administrator capabilities:

Manage custom objects and customize nearly every aspect: Delegated administrators do not have the ability to manage custom objects or perform extensive customization. These functions are reserved for system administrators with broader privileges.

Make updates to permission set configurations: Delegated administrators cannot create or modify permission sets. This is also restricted to full administrators, as it involves controlling access at a granular level across the org.

By utilizing delegated administrators for user and sharing rule management, organizations can maintain security and control while also sharing some administrative workload.

**NO.11** Ursa Major Solar uses the custom object Product Development to track Ideas R&D is wording on. A former administrator added the custom object Potential Name with a lookup to Product Development to allow R&D to track names under consideration for those product. The R&D manager recently ran a record and noticed several potential names where the relationship to the Product Development record was missing. The current administrator needs to change this relationship to master detail to ensure a potential name only exists when there is product development. Which two options are available for altering the existing Potential Name records for the deployment of this change to be successful?

Choose 2 answers

- A.** Move any Potential Name records with blank lookup fields to the recycle bin.
- B.** Assign any Potential Name records with blank lookup fields to an existing record from Product Development.
- C.** Remove any existing data in the lookup field n Potential Name records
- D.** Remove the lookup field from the page layout so the data is maintained without changes.

**Answer:** A,B

Explanation:

Move any Potential Name records with blank lookup fields to the recycle bin or assign any Potential Name records with blank lookup fields to an existing record from Product Development are two options available for altering the existing Potential Name records for the deployment of this change to be successful. Changing a lookup relationship to a master-detail relationship requires that all child records have a parent record. Therefore, any Potential Name records that have blank lookup fields to Product Development need to be either deleted or assigned to a valid Product Development record before changing the relationship type

**NO.12** The administrator at AW Computing has received an email for a system error indicating that their organization has reached its hourly limit processing workflow time triggers.

Which two processes should the administrator review? Choose 2 answers

- A. Time-Based Workflows
- B. Paused now Interviews
- C. Apex Triggers
- D. Debug Logs

**Answer:** A,D

Explanation:

Time-based workflows are a type of workflow that execute actions based on a specific time trigger, such as a certain number of days before or after a date field on a record. Time-based workflows can cause delays in processing because they are added to a queue and processed in one-hour batches. If the queue is large or the system is busy, the actions may not execute at the exact time they are scheduled. Therefore, time-based workflows can contribute to reaching the hourly limit for processing workflow time triggers. Reference:

[https://help.salesforce.com/s/articleView?id=sf.workflow\\_time\\_action\\_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.workflow_time_action_considerations.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.workflow\\_limits.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.workflow_limits.htm&type=5)

**NO.13** Cloud Kicks uses a dashboard with multiple components based on Account, Case, and Opportunity reports. The system administrator adds a dashboard filter on Account Owner. When filtering the dashboard by Account Owner, records are now missing from several Opportunity components.

What is the recommended way for the system administrator to resolve this issue?

- A. Add a cross-filter to the Opportunity source reports.
- B. Use a custom report type for Accounts with or without Opportunities.
- C. On the Opportunity components, change the equivalent field.
- D. Create a joined Accounts and Opportunities report for the components.

**Answer:** C

Explanation:

The equivalent field is the field that matches the dashboard filter field on the source report object. For example, if the dashboard filter is on Account Owner, then the equivalent field on the Opportunity object is Opportunity Owner. Changing the equivalent field ensures that the dashboard filter applies correctly to the Opportunity components. Reference:

[https://help.salesforce.com/s/articleView?id=sf.dashboard\\_filters.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.dashboard_filters.htm&type=5)

**NO.14** An administrator has been tasked with sending an email notification to all project team members when project status is changed to Allocated. Project teams contain users from different departments and different roles.

How should an administrator ensure the proper users will receive the email?

- A. Configure a queue for the project team and have members view the queue's list view.
- B. Use sharing rules to automatically share with the individual users in the project team.
- C. Move the project users to the same role and send the email alert to everyone in the role.
- D. Create public groups for each project team and send the email alert to the project group.

**Answer:** D

Explanation:

Public groups let you share records with a set of users defined by criteria such as role, profile, or

individual users. You can use public groups as recipients for email alerts in workflow rules or process builder. Reference:

[https://trailhead.salesforce.com/en/content/learn/modules/administration\\_essentials\\_for\\_new\\_admins\\_in\\_lightning\\_experience/administration\\_essentials\\_for\\_new\\_admins\\_in\\_lightning\\_experience\\_security\\_sharing](https://trailhead.salesforce.com/en/content/learn/modules/administration_essentials_for_new_admins_in_lightning_experience/administration_essentials_for_new_admins_in_lightning_experience_security_sharing)

**NO.15** Ursa Major Solar wants to add a chat component to its corporate website, where its service agents can respond directly from Salesforce.

What are two considerations the administrator should understand before adding Chat to the Service Console? Choose 2 answers

- A.** Chat is unavailable in Lightning Experience if also using Omni-Channel.
- B.** Chat can only be added to Standard navigation Lightning apps.
- C.** Chat must be routed with Omni-Channel in Lightning Experience.
- D.** Chat can only be added to Console navigation Lightning apps.

**Answer:** C,D

Explanation:

Chat must be routed with Omni-Channel in Lightning Experience because Omni-Channel is the only way to route chats to agents in Lightning Experience<sup>1</sup>. Chat can only be added to Console navigation Lightning apps because Chat is a console app feature and requires a console app with a console navigation style<sup>2</sup>. Reference: 1

[https://help.salesforce.com/s/articleView?id=sf.live\\_agent\\_chat\\_omnichannel.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.live_agent_chat_omnichannel.htm&type=5) 2

[https://help.salesforce.com/s/articleView?id=sf.live\\_agent\\_chat\\_app.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.live_agent_chat_app.htm&type=5)

**NO.16** Cloud Kicks has Service and Sales Manager roles that need to be able to see all Accounts.

Currently, they each have their own custom profile. The organization-wide defaults are set to Private and a sharing rule share access to Accounts to the sales and service teams based on criteria.

What should the administrator do to allow the service and sales Manager to see all Accounts?

- A.** Configure a custom profile for each manager that gives them view All on Accounts.
- B.** Set the organization-wide default for Accounts to Public Read Only.
- C.** Create a permission set with view All to Accounts and assign it to the Service and Sales Managers.
- D.** Move the Service and Sales Managers higher in the role hierarchy.

**Answer:** C

Explanation:

A permission set is a collection of settings and permissions that can extend users' functional access without changing their profiles. By creating a permission set with view All on Accounts and assigning it to the service and sales managers, an administrator can grant them access to all account records in their org without modifying their existing profiles. Reference:

[https://help.salesforce.com/s/articleView?id=sf.users\\_permissionsets.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.users_permissionsets.htm&type=5)

**NO.17** The support operations team has noticed some Invalid data in the custom Primary issue picklist field on case records. They are unsure of what the issue is since the field is being updated by an automated procedure and there is a validation rule to ensure clean data on case records.

Why are records being updated with data that violates the validation rule?

- A.** The data change is triggered by an update record Flow element.
- B.** The field is being updated by a workflow field update.

- C. The field is being updated by an Apex before trigger.
- D. The user has the Modify All Data permission on the object.

**Answer:** B

Explanation:

The field is being updated by a workflow field update is why records are being updated with data that violates the validation rule. A workflow field update is a way to automatically change the value of a field when a workflow rule evaluates to true. A workflow field update can bypass validation rules and other security controls when updating a field value, which can result in invalid data being stored in the record.

**NO.18** Ursa Major Solar has a global customer base. Recent issues with customs have greatly delayed shipping to Canadian customers. While the Country field is already on the page layout, the sales team wants Canadian customers highlighted as a potential challenge for fulfillment until the shipping issue is resolved.

How should the administrator solve this issue?

- A. Modify the page layouts to move the Country field into its own section.
- B. Add a rich text component to the Lightning page. Use conditional visibility to only show the component if the account is Canadian.
- C. Create an in-app guidance prompt for Canadian records.
- D. Create a new record type and page layout for Canadian customers, ensuring their pages look different.

**Answer:** B

Explanation:

A rich text component allows administrators to add custom text or images to a Lightning page. Conditional visibility allows administrators to control when a component is visible based on criteria such as field values or device type. By using these features, administrators can highlight Canadian customers as a potential challenge for fulfillment without modifying the page layout or creating a new record type. Reference:

[https://help.salesforce.com/articleView?id=sf.app\\_builder\\_components\\_rich\\_text.htm&type=5](https://help.salesforce.com/articleView?id=sf.app_builder_components_rich_text.htm&type=5)

[https://help.salesforce.com/articleView?id=sf.app\\_builder\\_component\\_visibility.htm&type=5](https://help.salesforce.com/articleView?id=sf.app_builder_component_visibility.htm&type=5)

**NO.19** The Cloud Kicks security team has seen an increase in unattended device attacks, where hackers can view sensitive information when users leave devices unlocked in public settings. The security team wants to ensure Salesforce data cannot be viewed after 10 minutes of inactivity.

What is the recommended security setting to configure?

- A. Enforce login IP ranges on every request.
- B. Lock sessions to the domain in which they were first used.
- C. Require a high assurance session.
- D. Force logout on session timeout.

**Answer:** D

Explanation:

Force logout on session timeout is the recommended security setting to configure because it prevents users from resuming their sessions after they time out due to inactivity, which reduces the risk of unauthorized access to Salesforce data from unattended devices. Reference:

[https://help.salesforce.com/s/articleView?id=sf.security\\_sessions\\_logout.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.security_sessions_logout.htm&type=5)

**NO.20** The VP of sales at AW Computing utilizes a Lead report grouped by Country and Lead Source to show where the leads are coming from. The number of leads varies greatly for each Country. What should the administrator configure on the report to show the Lead Source effectiveness for each country?

- A. The 'Show Unique Count'
- B. PARENTGROUPVAL Function
- C. Bucket fitters
- D. PREVGROUPVAL function

**Answer:** B

Explanation:

The PARENTGROUPVAL function is a formula function that returns the value of a parent group in a report. It can be used to compare values across different groupings and show relative performance. In this case, the administrator can use this function to show the lead source effectiveness for each country by calculating the percentage of leads from each lead source divided by the total number of leads for each country. Reference:

[https://help.salesforce.com/s/articleView?id=sf.reports\\_formulas\\_parentgroupval.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_formulas_parentgroupval.htm&type=5)

**NO.21** An administrator has a request to create a Next Steps field for users to document what they need to do next on a lead. The field should allow users to format the text and be mapped to an opportunity when converted.

What type of field will satisfy these requirements?

- A. Formula (Text)
- B. Text Area (Long)
- C. Text Area
- D. Text Area (Rich)

**Answer:** D

Explanation:

A Text Area (Rich) field allows users to format the text with fonts, colors, images, and hyperlinks. It also supports mapping to an opportunity when converting a lead. Reference:

[https://help.salesforce.com/s/articleView?id=sf.fields\\_using\\_rich\\_text\\_area.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fields_using_rich_text_area.htm&type=5)

**NO.22** Ursa Major Solar (UMS) wants to identify customers that need to install a new solar panel monitor system it recently released. UMS tracks the installed products as Asset records that are related to the Account. Sales management has asked the administrator to create a report for users. What is the recommended method for the administrator to meet the requirement?

- A. Use PREVGROUPVAL() in Report Builder.
- B. Use Role Hierarchy filter to restrict related records.
- C. Use a Summary report with Bucket Columns.
- D. Use a Cross Filter with WITHOUT logic.

**Answer:** D

Explanation:

A cross filter with WITHOUT logic is a method for creating a report that shows accounts that are missing certain related records. A cross filter is a filter that lets you include or exclude records in your report based on related objects and their fields. You can use cross filters to create reports on

accounts with or without opportunities, contacts, cases, or other related objects. In this case, you can use a cross filter with WITHOUT logic to show accounts without assets that have a certain product name or code. This way, you can identify customers that need to install a new solar panel monitor system. Reference:

[https://help.salesforce.com/s/articleView?id=sf.reports\\_cross\\_filters.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_cross_filters.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.reports\\_examples\\_cross\\_filters.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.reports_examples_cross_filters.htm&type=5)