



Salesforce Certified Administrator  
ADM-201

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1 The Human resources department at Northern Trail outfitters wants employees to provide feedback about the manager using a custom object in Salesforce. It is important that managers are unable to see the feedback records from their staff.

How should an administrator configure the custom object to meet this requirement?

- A. Uncheck grant access using Hierarchies.
- B. Define a criteria-based sharing rules.
- C. Set the default external access to private.
- D. Configure an owner-based sharing rules.

*Answer: A*

Explanatio

n

Grant access using Hierarchies is a setting that can be used to configure the custom object to meet this requirement. Grant access using Hierarchies determines whether access to records of the custom object is granted through the role hierarchy. If this setting is unchecked, managers are unable to see the feedback records from their staff, unless they are given access by other means, such as sharing rules or manual sharing.

References:

[https://help.salesforce.com/s/articleView?id=sf.security\\_sharing\\_owd\\_custom\\_objects.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.security_sharing_owd_custom_objects.htm&type=5)

2 The administrator has created new users for ten new employees at Northern Trail Outfitters. Why are these users unable to access the account object in the Salesforce or?

- A. Users' profile requires a sharing rule for Accounts.
- B. Users' profile requires permission to the Account object.
- C. Users' roles are low on the role hierarchy.
- D. Organization-wide defaults are set to private.

*Answer: B*

Explanatio

n

To access the account object in Salesforce, users need to have permission to the account object on their profile or permission set. Permission to an object determines what users can do with records of that object, such as create, read, edit, delete, view all, or modify all. If users do not have permission to an object, they will not be able to see or access that object in Salesforce. References:

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

3 An administrator installed a managed package that contains a permission set group. The permission set group that was installed includes Delete access on several objects, and the administrator needs to prevent users in the permission set group from being able to delete records. What should the administrator do to control Delete access?

- A. Use a muting permission set with a permission set group to mute selected permissions.
- B. Create a new permission set that has Delete access deselected for the objects.
- C. Create a new role that prevents Delete permissions from rolling up to the users.
- D. Edit the profile for the users to remove Delete access from the objects.

*Answer: A*

Explanatio

n

Muting permission sets allow you to remove permissions that are granted by a permission set group.

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

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4 Sales reps miss key fields when filling out an opportunity record through the process. Reps need to move forward Win unable to enter previous stage.

Which three options should the administrator use to address this need?

Choose Three answers

- A.** Enable guided selling.
- B.** Use Validation Rules.
- C.** Configure Opportunity Path.
- D.** Use Flow to mark fields required.
- E.** Mark fields required on the page layout.

**Answer:** A B E

Explanation

Guided selling, validation rules, and required fields on the page layout are three options that can be used to ensure sales reps fill out key fields when working on an opportunity through the process. Guided selling allows administrators to add prompts and guidance at each stage of the path to help reps move forward with confidence. Validation rules allow administrators to enforce data quality and business logic by preventing reps from saving records that do not meet certain criteria. Required fields on the page layout allow administrators to make certain fields mandatory for reps to enter before saving records. Configuring opportunity path can help reps visualize and update key fields at each stage, but it does not make them required or prevent them from moving forward without entering them. Using flow to mark fields required is not possible because flows cannot modify page layouts or field properties. References:

[https://help.salesforce.com/s/articleView?id=sf.path\\_guided\\_selling.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.path_guided_selling.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.validation\\_rules.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.validation_rules.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.fields\\_defining\\_field\\_properties.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.fields_defining_field_properties.htm&type=5)

5 Users at Cloud Kicks want to be able to create a task that will repeat every two weeks. What should an administrator do to meet the requirement?

- A.** Enable Creation of Recurring Tasks.
- B.** Flow to create recurring tasks.
- C.** Workflow rule to create recurring tasks.
- D.** Turn on Recurring Activities.

**Answer:** A

Explanation

Recurring tasks are tasks that repeat at regular intervals, such as daily, weekly, monthly, etc. They can be created by users who have the permission to create recurring tasks, which can be enabled by administrators in the user profile settings. Flow, workflow rule, and recurring activities are not valid options for creating recurring tasks in Salesforce. References:

[https://help.salesforce.com/s/articleView?id=sf.tasks\\_recurring.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.tasks_recurring.htm&type=5)

6 AW Computing would like to improve its Case Lightning record page by including:

- \* A filtered component to display a message in bold font when a case is saved as a critical record type.
- \* A quick way to update the account status from the case layout.

Which two components should an administrator use to satisfy these requests?

Choose 2 Answers

- A.** Related List

- B. Related Record**
- C. Record details**
- D. Rich text**

**Answer:** B D

Explanation

A related record component is a type of component that allows users to view and edit fields from a parent record on a child record page without leaving the page. For example, a related record component can allow users to update the account status from the case layout by selecting an account record from a drop-down list. A rich text component is a type of component that allows users to display formatted text on a record page using rich text editor tools such as bold font, bullet points, images, and links. For example, a rich text component can display a message in bold font when a case is saved as a critical record type by using conditional visibility rules.

References:

[https://help.salesforce.com/s/articleView?id=sf.lightning\\_page\\_components\\_related\\_record.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.lightning_page_components_related_record.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.lightning\\_page\\_components\\_rich\\_text.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.lightning_page_components_rich_text.htm&type=5)

7 An administrator at Ursa Major Solar needs to send information to an external accounting system. What workflow action should the administrator use to accomplish this?

- A. Assign Task**
- B. Outbound Message**
- C. Create Record**
- D. Custom**

Notification **Answer:** B

Explanation

Outbound message allows you to send information to an external system as part of a workflow rule or approval process. You can use outbound message to specify which fields to send and which endpoint URL to send them to.

References:

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

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

8 Ursa Major Solar offers amazing experiences for all of its employees. The Employee engagement committee wants to post updates while restricting other employees from posting.

What should the administrator create to meet this request?

- A. Chatter Stream.**
- B. Chatter Broadcast Group**
- C. Chatter Recommendations.**
- D. Chatter Unlisted Group**

**Answer:** B

Explanation

Chatter broadcast group is a type of group that should be created to meet this request. Chatter broadcast group is a group where only group owners and managers can create posts, but anyone can comment on posts. This can be useful for sharing important updates or announcements with a large audience without cluttering the feed with other posts. References:

[https://help.salesforce.com/s/articleView?id=sf.collab\\_groups\\_create.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.collab_groups_create.htm&type=5)

9 Dreamhouse Realty just announced its new home concierge offering. This product is unlike anything the company has offered in the past and follows a different business model.

What Should the administrator Configure to meet this requirement?

- A. Create a quick action.
- B. Create a new approval process.
- C. Create a new sales process.
- D. Create a new Opportunity product.

*Answer: C*

Explanatio

n  
A sales process is a set of stages that an opportunity goes through as it moves from creation to close. It can be customized by administrators to match different business models or product lines within an org. Creating a new sales process can help Dreamhouse Realty define a different set of stages for its new home concierge offering that is unlike anything the company has offered in the past and follows a different business model.

Creating a quick action, a new approval process, or a new opportunity product are not solutions for creating a customized sales process; they are used for different purposes such as creating records, approving records, or adding products to opportunities. References:

[https://help.salesforce.com/s/articleView?id=sf.customize\\_salesprocess.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.customize_salesprocess.htm&type=5)

10 Customer service accesses articles with the Knowledge Lightning component on the Service Cloud Console.

Billing department users would like similar functionality on the case record without using the console.

How should the administrator configure this request?

- A. Add the knowledge component to the page layout.
- B. Add the Knowledge component list to the page layout.
- C. Add the Knowledge related list to the page layout.
- D. Add the knowledge related list to the record page

*Answer: C*

Explanatio

n  
The Knowledge Lightning component is a component that allows users to access articles from the Service Cloud Console app. However, if users want to access articles from a different app that does not use the console, they can use the Knowledge related list instead. The Knowledge related list shows articles related to a record based on data categories and shows article details such as title, summary, rating, and view count. To add the Knowledge related list to a record page, an administrator can use the page layout editor and drag and drop the Knowledge related list to the appropriate section on the page layout. References:

[https://help.salesforce.com/s/articleView?id=sf.knowledge\\_lightning\\_component.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_lightning_component.htm&type=5)

[https://help.salesforce.com/s/articleView?id=sf.knowledge\\_related\\_list.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.knowledge_related_list.htm&type=5)

11 The business development team at Cloud Kicks thinks the account creation process has too many fields to fill out and the page feels cluttered. They have requested the administrator to simplify the

process.

Which automation tool should an administrator use?

- A.** Approval process
- B.** Workflow rule
- C.** Flow builder
- D.** Validation rule

*Answer:* C

Explanation

Flow builder is an automation tool that allows administrators to create flows that guide users through screens, collect data, and perform actions on records. It can be used to simplify the account creation process by creating a screen flow that shows only the essential fields for creating an account and hides any unnecessary fields or sections from the page layout. Approval process, workflow rule, and validation rule are not automation tools that can simplify the account creation process; they are used for different purposes such as approving records, updating fields, or enforcing data quality.

References:

[https://help.salesforce.com/s/articleView?id=sf.flow\\_builder.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5)

**12** A user at Northern Trail Outfitters is having trouble logging into Salesforce. The user's login history shows that this person has attempted to log in multiple times and has been locked out of the organization.

Which two ways should the administrator help the user log into Salesforce?

- A.** Log in as the user to unlock the user and reset the password.
- B.** Reset the password policies to allow the user to login.
- C.** Reset password on the user's record detail page.
- D.** Use the unlock button on the user's record detail page.

*Answer:* C D

Explanation

To help a user who has attempted to log in multiple times and has been locked out of Salesforce, the administrator should reset password on the user's record detail page and use the unlock button on the user's record detail page. Resetting password will generate a new temporary password and send it to the user's email address. Using unlock will restore access for a locked-out user without changing their password or waiting for lockout period to end. Logging in as the user or resetting the password policies will not help a locked-out user log in to Salesforce. References:

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

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

**13** Cloud Kicks need to be able to show different picklist values for sales and marketing users. Which two options will meet this requirement?

Choose 2 answers

- A.** One page layout, two record types, one picklist
- B.** Two page layouts, one record type, two picklists
- C.** Two permission sets, one record type, one picklist
- D.** One record type, two profiles, one picklist

*Answer:* A D

Explanation

To show different picklist values for sales and marketing users, you can either use record types or