



# Salesforce

**ADM-201**

**Administration Essentials for New Admins (SP21)**

**QUESTION & ANSWERS**

## QUESTION 1

Sales Reps at Universal Containers want to prioritize and flag at-risk deals. What feature should an administrator suggest to meet this requirement?

- A. Einstein Lead Scoring
- B. Einstein Opportunity Insights
- C. Einstein Opportunity Scoring
- D. Einstein Activity Capture

**Correct Answer: C**

## QUESTION 2

Universal Containers successfully deployed a partner community last quarter and is experiencing performance issues.

Which two strategies should a system administrator use to improve community performance?

Choose 2 answers

- A. Grant super user access to appropriate external users
- B. Use sharing sets
- C. Delete the Executive and Manager roles
- D. Create a new custom partner profile

**Correct Answer: A,C**

## QUESTION 3

Users in separate departments are able to see and edit different fields on Opportunities. The Sales team can edit all fields on the Opportunity while the Support team has read-only access to these fields.

Where is field-level Security controlled for users on these teams?

- A. Sharing Rules
- B. Role
- C. Profile
- D. Public Groups

**Correct Answer: C**

#### QUESTION 4

The VP of Sales at CloudKicks would like a graphic on the company performance dashboard to display the total current pipeline against the goal for the year,  
Which type of component should be used to display the requested information?

- A. Table
- B. Stacked Bar
- C. Gauge
- D. Metric

**Correct Answer: B**

#### QUESTION 5

Global search, parts, and global search Layouts

- A. Object manager, parts, and page layouts
- B. Object manager, parts, and page layouts
- C. Global search, parts, and search layouts
- D. Object manager, parts, and search layouts

**Correct Answer: D**

#### QUESTION 6

Ursa Major Solar users want to utilize Salesforce Knowledge.  
Which statement accurately describes Knowledge? Calculator

- A. An automated Machine Learning tool that converts Leads to Opportunities given a predefined set of conditions
- B. A knowledge base that uses Machine Learning to generate an article to solve customer support issues
- C. An automated tool that closes Cases based on historical information
- D. A knowledge base comprised of articles that can be written and utilized by support agents

**Correct Answer: D**

## QUESTION 7

UrsaMajorSolarrecentlyenabledthemultiplecurrenciesfeature.As a result, which currencywill be used as the foundation for all currency conversion rates?

- A. Record currency
- B. Active currency
- C. Personal currency
- D. Corporate currency

**Correct Answer: D**

## QUESTION 8

Sales executives at Ursa Major Solar (USM) frequently schedule virtual and remote meetings with key customer stakeholders.

USM wants to track activities for this meeting category to clearly display customer meetings in the account, contact, or opportunity page layouts, as well as adding this data to reports.

What should the administrator do to meet this goal?

- A. Inform the user to manually enter the meeting details in the account comments.
- B. Add a new value to the type field on tasks used for accounts, contacts, and opportunities.
- C. Add a new value to the type field on accounts, contacts, and opportunities.
- D. Inform the user to manually enter the meeting details in the description field on accounts, contacts, and opportunities.

**Correct Answer: B**

## QUESTION 9

Ursa Major Solar recently acquired a company whose sales team has a unique sales process, with stages that are different from the current setup of stages in Salesforce.

The Chief Technology Officer (CTO) has decided that the new sales team should NOT change their process at all.

What should the administrator do to incorporate the new sales teams process?

- A. Create new values for the opportunity stage field; order them so that the new Sales team's values are at the bottom of the picklist.
- B. Create new values for the opportunity stage field and use field-level security to control which teams see which fields.
- C. Create new values for the opportunity stage field; create a new sales process assigned to a custom record type for the new sales team.
- D. Create a record type and page layout for the new sales team and a custom field for the new stages.

**Correct Answer: C**

### QUESTION 10

The sales operations team at Universal Containers purchase a list of shipping companies they would like to be imported into the Salesforce org ... import Wizard. Some companies on the list may already be customers.

Which fields should administrator use to prevent duplicates when importing these Account records?

- A. Owner name and Account Name.
- B. Account name and CreatedDate.
- C. Account name and Account Site.
- D. Account Name and Billing Address.

**Correct Answer: C**

### QUESTION 11

The administrator at Ursa Major Solar has just finished creating new report filters that filter Accounts that were modified this year with a rating of hot. The report was shared with the entire sales team. Some users are seeing some Accounts that have NOT been modified since last year and other Accounts where the rating is cold.

What should the administrator do to ensure that the report works as intended for all users?

- A. Lock the report filters.
- B. Create a filter using bucketing.
- C. Create the report in a private folder.
- D. Use a cross-object filter.

**Correct Answer: A**