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Salesforce

ADM-201 EXAM

Administration Essentials for New Admins

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Topic 1, Main Questions

Question: 1

Universal Containers introduced a new product and wants to track all associated cases that get logged. They are looking for an automated solution that would give the product's two lead engineers read/write access to all new cases that reference the new product.

What should an administrator do to satisfy this requirement?

- A. Create a user-based sharing rule and an ad-hoc case team.
- B. Create an auto-response rule and a public group.
- C. Create a queue and a criteria-based sharing rule.
- D. Create a predefined case team and an assignment rule.

Answer: C

Question: 2

The administrator at Ursa Major Solar has just finished creating new hot Account reports 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.

Answer: A

Question: 3

Northern Trail Outfitters has a web form for cases.

If the case assignment rules inactive, who will be assigned ownership when the case is created?

- A. The system administrator will be assigned.
- B. A The default case owner will be assigned.
- C. The case will be assigned to a default case queue.

D. The case will be assigned to the default workflow user.

Answer: B

Question: 4

Universal Containers is using lead assignment rules and record types. The sales team has the record type 'Corporate Leads' assigned as their default record type. The sales team has reported that Leads assigned to them are assigned to a different record type. They have requested to have all Leads assigned to them be assigned to the 'Corporate Leads' record type.

How should an administrator configure the sales team's request?

- A. Select require validation for converted Leads in Lead conversion settings.
- B. Select keep the existing record type in Lead conversion settings.
- C. Select preserve lead status in Lead conversion settings.
- D. Select override the existing record type with the assignee's default record type in Lead conversion settings.

Answer: D

Question: 5

Ursa Major Solar has service level agreements (SLA) that are routed to support queues. Cases that meet the 24 hour SLA need to be automatically re-assigned to the next tier queue.

Which feature should be used to fulfill this requirement?

- A. Case assignment rule
- B. Case escalation rule
- C. Auto-response rule
- D. Einstein Case Routing

Answer: A

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