

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

Certification Preparation for Advanced Administrator

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**QUESTION 1**

The VP for Marketing wanted to create a new campaign per region on Accounts with no open Opportunities.

What tool can you use?

- A. Analytical Snapshot
- B. Joined Report
- C. Standard Filter
- D. Cross Filter

Correct Answer: D

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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**

What permission is needed for customize entitlement , customize milestone , manage milestone and manage entitlement? Choose 2

- A. Manage Entitlements
- B. Customize Application
- C. Manage Application
- D. Customize Entitlements
- E. None

Correct Answer: AB

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**QUESTION 4**

Universal Containers uses a custom object to track customer complaints. The company wants to have a field on the custom object where they can include a reference to another complaint. What type of relationship can be used to accomplish this?

- A. Junction
- B. Lookup
- C. Master-detail
- D. Hierarchical

Correct Answer: B

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**QUESTION 5**

Universal Containers has a process to allow an employee to submit a vacation request and route it to the employee's manager for approval. An employee attempted to submit a request but it could not be submitted. How should the administrator troubleshoot this? Choose 2

- A. Ensure the user record has an assigned active manager
- B. Ensure the approval step has an associated action
- C. Review the system log to determine the root cause
- D. Use workflow to email the administrator if the process fails

Correct Answer: AC

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