

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

Certification Preparation for Advanced Administrator

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## **QUESTION 1**

Universal Container categorizes its accounts with one of two status values-Prospect or Customer. The administrator wants to automatically change the value from Prospect to Customer when an opportunity is won. What can the administrator do to accomplish this? Choose 2

- A. Create an Account workflow rule that updates the Account Status field
- B. Use Visualforce to update the Account Status field
- C. Use an Apex trigger to updated the Account Status field
- D. Create an opportunity workflow rule that updates the Account Status field

Correct Answer: CD

#### **QUESTION 2**

The VP of the company is always travelling and uses only an iPad for office communications. Employees, who are chatter users, needs to submit their quotes for approval by the VP. How will the system admin meet this? Choose 2

- A. Enable Approval by Email
- B. Enable Chatter
- C. Configure Salesforce for Outlook
- D. Enable Salesforce Mobile

Correct Answer: AB

## **QUESTION 3**

A sales manager is receiving an "insufficient privileges" error when viewing a contact. The contact owner is under the manager in the role hierarchy and "grant access using hierarchies" is checked in their sharing settings. Why is the sales manager not able to view the contact?

- A. The contact sharing settings are controlled by the parent, and the account owner is not under the sales manager\\'s role
- B. The contact owner has not selected the option to share contacts with others in the role hierarchy
- C. The contact sharing settings are private, so access to the record is omitted to the contact owner and the system administrator
- D. The account sharing settings are controlled by the parent, and the account owner is not under the sales manager\\'s role

Correct Answer: A



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#### **QUESTION 4**

A custom object was created in Universal Containers only system administrator has CRED. Access needs to be extended to VP and Standard User? Choose 2

- A. Give "modify all" to both VP and Standard User
- B. Permission Set for VP and Standard User
- C. Create a custom profile and add VP and Standard User
- D. Add CRED to VP and Standard User profile

Correct Answer: BC

#### **QUESTION 5**

What type of data can be migrated between environments using change sets? Choose 2

- A. Account team roles
- B. Custom fields
- C. Field type changes
- D. Email templates

Correct Answer: BD

## **QUESTION 6**

System admin wants - when opportunity stage is change the amount field is incremented:

- A. Create workflow field update on account
- B. Use rollup summary on account
- C. Use cross object formula
- D. Create workflow field update on opportunity

Correct Answer: D

## **QUESTION 7**

Universal Containers has a workflow rule that sends an email alert to the VP of Sales when a large deal is won. The VP is reporting that these emails are not being delivered. What tool could be used to determine the problem?

- A. Workflow monitor
- B. Debug log



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- C. System audit trail
- D. Email log

Correct Answer: C

## **QUESTION 8**

How can you as a System Administrator enforce standardization of tags in libraries to prevent duplicate tags? Choose 2

- A. Enable restrictive tagging
- B. Change Tagging Field to multiselect picklist
- C. Enable workflow to send email alert for unnamed tags
- D. Customize tags with contributor upon library creation

Correct Answer: AD

## **QUESTION 9**

The administrator at Universal Containers needs to convert a lookup relationship to a master-detail relationship. What should the administrator verify to ensure that conversion is successful?

- A. No roll-up summaries exist on the lookup object
- B. The owner is the same for all related records
- C. The lookup field in all records contains a value
- D. The lookup field is required on the child object

Correct Answer: C

## **QUESTION 10**

Management tracks open cases per hour, per day and per week to ensure they have enough staff. What kind of report they need?

- A. Joined Report
- B. Matrix Report
- C. Summary Report
- D. Analytical Snapshot

Correct Answer: D

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## **QUESTION 11**

What permission you need for manage milestone and entitlement? Choose 2

- A. Manage Entitlement
- B. Customize Entitlement
- C. Customize Application
- D. Manage Application

Correct Answer: AC

## **QUESTION 12**

To set up entitlement management, including milestones, entitlement processes, and entitlements templates, which permission needs to be enabled? Choose 2

- A. Customize Entitlements
- B. Manage Entitlements
- C. Customize Applications
- D. Manage Milestones

Correct Answer: CD

## **QUESTION 13**

Agents can file vacation leave request that must be approved by the manager. An agent is unable to submit the request. What could be the possible cause?

- A. There is no Manager for User
- B. Approval Process is not enabled for them
- C. There is System Error

Correct Answer: A

#### **QUESTION 14**

A User is requesting for a new value to be added in Picklist. If System Admin is not able to perform in time what does the user need to be able to do it himself?

- A. Delegated Administration for users
- B. Delegated Administration for Object



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- C. Create , Read, Edit and Delete Permission on Object
- D. View All and Modify All

Correct Answer: B

## **QUESTION 15**

A user reports that a field can no longer be seen in the page layout. What can a system administrator use in order to troubleshoot this?

- A. Setup audit trail
- B. Field history tracking
- C. System log
- D. Field audit

Correct Answer: A

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