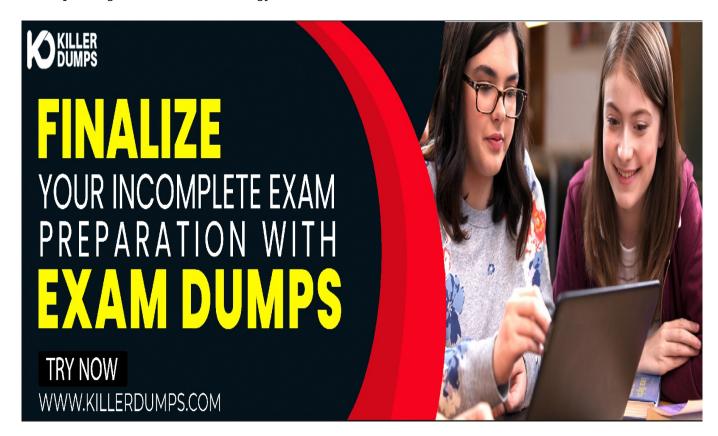# "Get Actual Salesforce ADM-201 Dumps Pdf to Get Immediate Success"

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The (ADM-201) Salesforce Certified Administrator certification practice exams help students by providing them with questions and answers that will help them in their real exams. Practice is really important while preparing yourself for the exams and these ADM-201 practice tests make sure that you get enough of that.

Question No. 1

A customer created a case using web to case. They contacted phone support to get an update on the cave two days later. The support agent cannot find the case although the customer is positive that it was created and logged.

What should the administrator reference to troubleshoot this issue?

- **A.** Validation rules
- **B.** Contact email address
- **C.** Setup Audit Trail
- **D.** Assignment rules

Answer: C

Question No. 2

Universal Containers uses a Private data access model for Cases. Support agents own cases and occasionally product specialists need access to cases in their product line. Which

two actions will result in the needed access?

Choose 2 answers

- **A.** Case owners configure pre -defined case teams.
- **B.** A case escalation rule assigns ownership to product specialists.
- **C.** Administrators configure pre -defined case teams and assignment rules.
- **D.** Case owners manually add product specialists to ad hoc case teams.

Answer: C, D

Question No. 3

What two valid assignee options should an administrator use to configure case assignment rules? Choose 2 answers

- **A.** Queue
- **B.** Pubic group
- **C.** case team
- **D.** User

Answer: A, D

Question No. 4

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

Answer: C

Question No. 5

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.

Answer: C