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Administration Essentials for New Admins

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QUESTION 1

Which tool should an administrator use to review recent configuration changes made in their org?

A. Critical Updates

B. Setup Audit Trail

C. Debug Logs

D. Field History Tracking

Correct Answer: B

QUESTION 2

What are two considerations when configuring the lead conversion process? Choose 2 answers

A. Custom lead fields can be mapped to account, contact, and opportunity fields.

B. Standard lead fields are automatically converted to account, contact, and opportunity fields.

C. Custom lead fields can be mapped to custom object fields.

D. Roll -up summary lead fields can be mapped to custom contact fields.

Correct Answer: AB

QUESTION 3

The Director of Sales wants a report that shows the trending performance of his sales reps. He would like to see the trend by month, with a review of the previous 6 months. Which report format would you use to create this custom report?

A. The Tabular Report

B. The Summary Report

C. Matrix Report.

Correct Answer: C

QUESTION 4

Customer service accesses articles with the Knowledge Lightning component on the Service Cloud Console. Billing department users would like similar functionality on the case record without using the console.

How should the administrator configure this request?

A. Add the knowledge component to the page layout.

B. Add the Knowledge component list to the page layout.

C. Add the Knowledge related list to the page layout.

D. Add the knowledge related list to the record page

Correct Answer: C

QUESTION 5

Cloud Kicks needs to change the owner of a case when it has been open for more than 7 days. How should the administrator complete this requirement?

A. Escalation Rules

B. Auto-Response Rules

C. Assignment Rules

D. Validation Rules

Correct Answer: C

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