

ADM-201^{Q&As}

Administration Essentials for New Admins

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QUESTION 1

Universal Containers wants to decrease call volume for the support team by creating a selfservice community that will host published articles with FAQ information and provide a chat with support reps. Which two features meet these requirements? Choose 2 answers

- A. Knowledge
- B. live Agent
- C. Content
- D. SOS

Correct Answer: AB

QUESTION 2

Which feature should Ursa Major Solar use if they want their support agents who are skilled in a particular product line to own cases directly after customer log then from an automated channel?

- A. Case team routing
- B. Case escalation rules
- C. Assignment rules
- D. Workflow
- E. field update

Correct Answer: A

QUESTION 3

Where do images for email templates, Cloud Scheduler, etc. need to be stored?

- A. In SF Documents

Correct Answer: A

QUESTION 4

If I'm looking at a detail page, how do I know what record type it is?

- A. For tabs that have multiple record types defined, you can look at the Record Type field on the page. However, this field must be added to the page layout.

Correct Answer: A

QUESTION 5

"#Error!" displays on report cells if your custom summary formula output is over 18 digits.

- A. True
- B. False

Correct Answer: A

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