Free Questions for CRT-211

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Questions # 1:

Ursa Major Solar offers customers annual service contracts. Account owners should receive an email renewal reminder l month before their customer's planned expiration date. The administrator builds a flow to automate the process, which runs when a record is created, and tests several possible scenarios.

What win occur if the expiration date is changed from January 1 of the next year to yesterday?

Options:

○ A.

The flow is unable to run and a flow error message Is sent to the user who Initiates the flow.

○ B.

The Interview resumes 1 month before the original expiration date and will send the email at that rime.

○ C.

The Interview is rescheduled based on the expiration date and sends the email on the last day of the current month.

○ D.

The resume event is recalculated and the email goes out to the account owner immediately.

Answer

D

Explanation

The resume event is recalculated and the email goes out to the account owner immediately because the flow uses a scheduled path that evaluates the expiration date field every time it changes. When the expiration date is changed to yesterday, the flow resumes immediately and executes the action of sending the email

Questions # 2:

An administrator created and activated several record-triggered flows that are configured to run before the record is saved on the same object.

What should the administrator consider about the order of execution for flows?

Options:

○ A.

The flow type will determine the order of execution.

○ B.

The last created date of the flow will determine the order.

○ C.

The order of flow execution is unpredictable.

○ D.

The flows will execute in alphabetical order based on their names.

Answer

C

Explanation

The order of execution for flows that are configured to run before the record is saved on the same object is unpredictable and may vary depending on factors such as flow version, flow name, or flow creation date. Therefore, it is recommended to avoid creating multiple flows with the same trigger conditions and instead consolidate them into a single flow.

Questions # 3:

DreamHouse Realty wants to notify an assigned agent when an appointment Is booked on a custom object for one of their listed homes along with the total number of appointments booked so far. The administrator has configured a Roll-up Summary for the number of appointments as well as a flow to detect the creation of a new appointment

and send the information to the agent.

What consideration about process automation should the administrator be aware of to ensure the right Information is delivered?

Options:

○ A.

Only standard objects can be used with Roll-up Summary fields.

○ B.

Rows can only be triggered from the records created on standard objects.

○ C.

Roll-up Summary calculations will prevent a Mow from being triggered.

○ D.

Roll-up Summary calculations run after processes and workflows.

Answer

D

Explanation

Roll-up Summary calculations are performed after processes and workflows are executed, which means that any changes made by processes or workflows will not be reflected in the roll-up summary field until after the transaction is committed. This could cause inaccurate or outdated information to be delivered to the agent if the flow relies on the roll-up summary field value.

Questions # 4:

Cloud Kicks would like to reassign ownership of all leads that are open and more than 60 days old. The system administrator has written an assignment rule to distribute these leads to the correct owners or queues.

Which two tools should the administrator use to update the owner of these leads?

Choose 2 answers

Options:

○ A.

Bulk API

○ B.

Mass Update

○ C.

Dataloader.io

○ D.

Import Wizard

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Answer

A, C

Explanation

Bulk API and Dataloader.io are both tools that can be used to update large numbers of records in Salesforce. Bulk API is a RESTful API that allows you to create, update, delete, or query millions of records asynchronously by submitting batches of data. Dataloader.io is a web-based data loader tool that allows you to import, export, or delete data using a simple user interface. References: https://developer.salesforce.com/docs/atlas.en-us.api_asynch.meta/api_asynch/asynch_api_intro.htm https://dataloader.io/

Questions # 5:

AW Computing has several service plans it offers with its laptops. Management wants the sales team to focus on bringing in new business and to have the creation of the renewal opportunity for the service plans happen automatically.

What approach should the administrator take to automate the renewal process7

Options:

○ A.

Configure a time-based workflow to send an email reminder to the sales rep when the service plan expires.

○ B.

Create a dynamic Lightning page with rich text to remind the rep to create a renewal opportunity when the opportunity is closed won.

○ C.

Create a validation rule to prevent the rep from closing the opportunity until a renewal is associated.

○ D.

Configure a flow that will create the renewal based on the closed-won date and opportunity line items.

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Answer

D

Explanation

To automate the renewal process for service plans, AW Computing should configure a flow that will create the renewal based on the closed-won date and opportunity line items. A flow is a tool that can automate complex business processes by executing logic, interacting with Salesforce database, calling Apex classes, and guiding users through screens. A flow can be triggered by various events, such as when an opportunity is closed won. References: https://help.salesforce.com/s/articleView?id=sf.flow_overview.htm &type=

Questions # 6:

Ursa Major Solar has a junction object that connects Docs with Solar Panels. The administrator needs users to be able to see all the solar panels that a Dot is related to. Users already have access to the Bot and the Junction, but not the Solar Panel object.

What access docs the user need to be able to see the solar panel records?

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Options:

○ A.

Read permission is required on both master records.

○ B.

Access permission Is not required on either master record.

○ C.

Create permission Is required on both master records.

○ D.

Read permission is required on at least are master record.

Answer

D

Explanation

Read permission is required on at least one master record to be able to see the solar panel records. Since Item is a junction object between Doc and Solar Panel, users need to have access to either Doc or Solar Panel to see Item records. If users have access to both Doc and Solar Panel, they can see all Item records related to either object. References: https://help.salesforce.com/s/articleView?id=sf.relationships_manytomany.htm &type=5

Questions # 7:

As part of their yearly audit, the compliance team at Cloud Kicks would like to track when a user's profile has been changed and who changed the data.

What should the administrator review to meet this requirement?

Options:

○ A.

Field History Tracking

○ B.

Setup Audit Trail

○ C.

Historical Trending

○ D.

Analytic Snapshot

Answer

B

Explanation

The Setup Audit Trail is a tool that allows you to view and download a log of changes made in your org's Setup area. The log shows up to 20 fields of information for each change, such as who made it, when it was made, what type of change it was, and what values were changed. You can use the Setup Audit Trail to track configuration changes directly in production and identify any unauthorized or problematic changes. One of the changes that the Setup Audit Trail tracks is when a user's profile is changed and who changed it. This means that you can use the Setup Audit Trail to see when a user's profile has been changed and who changed the data. References: https://help.salesforce.com/s/articleView?id=sf.monitorsetup.htm &type=5

Questions # 8:

A developer is getting errors for Production deployment. The test deployment in the Full sandbox, which included a local test run, was successful. The Full sandbox was last refreshed 2 weeks ago.

Where should the administrator check to see what was recently changed?

Options:

○ A.

Salesforce Optimizer

○ B.

Dev Console

○ C.

Field History

○ D.

Setup Audit Trail

Answer

D

Explanation

Setup Audit Trail is a tool that tracks the recent setup changes made by anyone in an org.

It can help identify who made what changes and when, as well as any errors or failures that occurred during the changes. Setup Audit Trail can help troubleshoot deployment issues by comparing the changes made in production with those made in sandbox

Questions # 9:

Cloud Kicks needs to create 10 separate environments for various projects. A developer sandbox has been created with the necessary configuration and data. The administrator needs to create 10 now environments with the same metadata and data for each user.

What should the administrator do to meet the requirements?

Options:

○ A.

Use refresh sandbox without Auto Activate.

○ B.

Use the existing sandbox as a sandbox template.

○ C.

Use clone a sandbox option from the existing sandbox.

○ D.

Use a scratch org definition to copy sandbox.

Answer

C

Explanation

Cloning a sandbox creates a duplicate copy of an existing sandbox with the same type, name, description, configuration, and license type as the original sandbox. Cloning a sandbox is useful when you need to create multiple sandboxes with the same metadata and data for testing or development purposes. References: https://help.salesforce.com/s/articleView?id=sf.data_sandbox_clone.htm &type=5

Questions # 10:

An administrator has found a free app on the AppExchanged and would like to install it.

Which three items should the administrator take to consideration before installed he managed package?

Choose 3 answers

Options:

○ A.

Custom objects and custom fields used by the app count against the org’s limits.

○ B.

Managed apps do not undergo a formal security review by Salesforce.

○ C.

Apps may require certain Salesforce editions or features to be enabled.

○ D.

Apps may require external, third-party web services to function properly.

○ E.

Apps must be installed in production before the app can be installed in a sandbox.

Answer

A, C, D

Explanation

A managed package is a type of app that can be installed from the AppExchange. Managed packages are typically created by ISV partners or developers who want to distribute and sell applications that are upgradeable and have intellectual property protection. Before installing a managed package, an administrator should consider the following:

A) Custom objects and custom fields used by the app count against the org’s limits.

Managed packages may include custom objects and custom fields that are used by the app. These custom objects and custom fields count against the org’s limits and may affect the performance or functionality of the org. Administrators should review the components

and requirements of the app before installing it and make sure they have enough space and resources for the app. References: https://help.salesforce.com/s/articleView?id=sf.packaging_limits.htm &type=5

C) Apps may require certain Salesforce editions or features to be enabled.

Managed packages may require certain Salesforce editions or features to be enabled in order to work properly. For example, some apps may require Lightning Experience, API access, custom permissions, or specific user licenses. Administrators should check the app's description and documentation before installing it and make sure they meet the prerequisites for the app. References: https://help.salesforce.com/s/articleView?id=sf.packaging_install.htm &type=5

D) Apps may require external, third-party web services to function properly.

Managed packages may require external, third-party web services to function properly. For example, some apps may integrate with other platforms or systems such as Google Maps, PayPal, or Twilio. Administrators should check the app's description and documentation before installing it and make sure they understand the implications and costs of using external web services. References: https://help.salesforce.com/s/articleView?id=sf.packaging_install.htm &type=5

Questions # 11:

The sales team at Cloud Kicks is noticing that sales reps are misusing the new Screen Flow tool for data entry, since they are viewed the initial screen after clicking finish.

What should the administrator do to fix this?

Options:

○ A.

Use a lightning action to redirect the user

○ B.

Create a new flow to redirect the user when the other flow finishes.

○ C.

Add a trigger to redirect the user to a new page.

○ D.

Update the flow with a local redirect action.

Answer

A

Explanation

A lightning action is a type of quick action that can invoke a Lightning component, a Visualforce page, or a URL. The administrator can use a lightning action to redirect the user to a different page after they finish the screen flow. This way, the user will not see the initial screen again and will not misuse the flow tool.

[References:, https://help.salesforce.com/s/articleView?id=sf.lightning_component_actions.htm&type=5, https://help.salesforce.com/s/articleView?id=sf.flow_distribute_lex.htm&type=5, , ,]

Questions # 12:

On the Planet custom object, Ursa Major Solar's sales director wants only certain action buttons to appear depending on if a given planet is defined as gaseous.

Which Lightning component should the administrator define dynamic action buttons?

Options:

○ A.

Record Detail

○ B.

Highlights Panel

○ C.

Activities

○ D.

Related Lists

Answer

B

Explanation

The Highlights Panel is a Lightning component that displays key information about a record at the top of the page. You can customize the Highlights Panel to show different actions based on the record type or other criteria. In this case, you can define dynamic action buttons for the Planet object that appear only if the gaseous field is true or false. This way, you can show different actions for different types of planets. References:
https://help.salesforce.com/s/articleView?id=sf.lex_page_layouts_highlights_panel.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.dynamic_actions_considerations.htm&type=5

Questions # 13:

AW Computing created new multi-tier service plans. The primary difference between the packages Is the length of the term. The company wants to capture start and end dates for each service plan sold, which can direr from the contract dates of the subscription.

How should an administrator ensure the data is captured properly?

Options:

○ A.

Build a validation rule on the Opportunity object to require custom date fields based on the product(s) selected.

○ B.

Configure formula fields to reflect the close date of the opportunity.

○ C.

Create a new price book for service plans with term lengths.

○ D.

Make a validation rule on the Opportunity Product object to require custom date fields based on the product family.

Answer

D

Explanation

Make a validation rule on the Opportunity Product object to require custom date fields based on the product family is how the administrator should ensure the data is captured properly. A validation rule is a way to enforce data quality and integrity

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