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NEW QUESTION: 1

A Sales user is trying to manage Campaign Members for an upcoming networking event. The user can view the Campaign, but add new Campaign Members or update Member statuses. How can an administrator troubleshoot this problem?

- A. Create a permission set to allow the user to edit Campaign Members.
- B. Provide the user access to both Leads and Contacts to edit all Members.
- C. Make sure the Marketing User Checkbox is checked on the user record page.
- D. Run a Campaign report and update any Member information via Data Loader.

Answer: (SHOW ANSWER)

To allow a user to add new Campaign Members or update Member statuses, the administrator should make sure that Marketing User Checkbox is checked on the user record page. This checkbox enables users to create, edit, and delete campaigns, configure advanced campaign setup, import leads, manage campaign members, and update campaign history via mass update. The checkbox also requires users to have Read and Edit permissions on campaigns and leads/contacts. Creating a permission set, providing access to both Leads and Contacts, or running a Campaign report will not enable users to manage Campaign Members.

Reference: https://help.salesforce.com/s/articleView?id=sf.campaigns_enable.htm&type=5

NEW QUESTION: 2

Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than two hours to an urgent Case queue and alert the support manager.

Which feature should an administrator configure to meet this requirement?

- A. Case Dashboard Refreshes
- B. Case Scheduled Report
- C. Case Escalation Rules
- D. Case Assignment Rules

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 3

Cloud Kicks has decided to delete a custom field.

What will happen to the data in the field when it is deleted?

- A.** The data is restorable from the recycle bin.
- B.** The data is permanently deleted.
- C.** The data associated with the field is removed.
- D.** The data in the field is stored for 20 days.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 4

Dreamhouse Realty agents are double-booking open house event nights. The event manager wants to event submission process to help agents fill in event details and request dates.

How should an administrator accomplish the request?

- A.** Create a sharing rule so that other agents can view events.
- B.** Create a workflow rule to update the Event Date Field.
- C.** Create an approval process on the Campaign object.
- D.** Create a campaign for agents to request event dates.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 5

Cloud Kicks want its reports to show a Fiscal Year that starts on February 1 and has 12 months.

How Should the Administrator Address this requirement?

- A.** Set the Fiscal Year to Custom and the starting month as February.
- B.** Set the Fiscal Year to Custom and the duration to 4 quarters.
- C.** Set the Fiscal Year to Standard and the starting month as February.
- D.** Set the Fiscal Year to Standard and the duration to 12 months.

Answer: ([SHOW ANSWER](#))

A standard fiscal year starts on January 1 and ends on December 31. A custom fiscal year can be set to start on any month and end on any month. In this case, Cloud Kicks wants its fiscal year to start on February 1 and end on January 31. This can be achieved by setting the fiscal year to Custom and the starting month to February.

Setting the fiscal year to Standard and the starting month to February will not work, as the standard fiscal year starts on January 1. Setting the fiscal year to Custom and the duration to 4 quarters will not work, as the duration of a fiscal year is 12 months. Setting the fiscal year to Standard and the duration to 12 months will not work, as the standard fiscal year starts on January 1.

Custom fiscal years are fiscal years that follow a custom-defined structure that differs from the Gregorian calendar. They can be used by organizations that have fiscal years that start on a

different month than January or have fiscal years that are divided into custom periods such as quarters or weeks. To set up a custom fiscal year that starts on February 1 and has 12 months, an administrator needs to set the fiscal year to custom and the starting month as February in the fiscal year settings. Setting the fiscal year to standard or the duration to 4 quarters does not meet the requirement of having a custom fiscal year that starts on February 1. Reference: https://help.salesforce.com/s/articleView?id=sf.admin_fiscal_year.htm&type=5

NEW QUESTION: 6

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

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 7

Northern Trail Outfitters wants to initiate expense reports from Salesforce to the external HR system. This process needs to be reviewed by managers and directors.

Which two tools should an administrator configure?

Choose 2 answers

- A. Outbound Message
- B. Email Alert Action
- C. Quick Action
- D. Approval Process

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 8

An administrator is planning to use Data Loader to mass import new records to a custom object from a new API.

What will the administrator need to do to use the Data Loader?

- A. Add a permission set that allows them to import data.
- B. Append their security token at the end of their password to login.
- C. Use the Data Import Tool to mass import custom object records.
- D. Reset their password and their security token.

Answer: B (LEAVE A REPLY)

To use Data Loader to mass import new records to a custom object from a new API, the administrator will need to append their security token at the end of their password to login. The security token is an alphanumeric code that is required for API access when logging in from an

IP address that is not trusted by Salesforce. The security token can be obtained from the user's personal settings or by resetting it via email. Adding a permission set, resetting the password and the security token, or using the Data Import Tool are not necessary for using Data Loader. Reference: https://help.salesforce.com/s/articleView?id=sf.data_loader.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.security_token.htm&type=5

NEW QUESTION: 9

The administrator at Cloud Kicks has been asked to replace two old workflow rules that are doing simple field updates when a lead is created to Improve processing time.

What tool should the administrator use to replace the workflow rules?

- A. Quick Action Flow
- B. Before Save Flow
- C. Scheduled Flow
- D. Screen Flow

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 10

Ursa Major Solar needs a case to be automatically created.

Which three features can an administrator use to accomplish this goal? Choose 3 answers

- A. Process Builder
- B. Lightning for Outlook
- C. SMS-to-case
- D. Email-to-case
- E. Web-to-case

Answer: A,D,E ([LEAVE A REPLY](#))

NEW QUESTION: 11

Ursa Major Solar uses Opportunity to track sales of solar energy products. The company has two separate sales teams that focus on different energy markets. The services team also wants to use Opportunity to track

installation, All three teams will need to use different fields and stages.

How should the administrator configure this requirement?

- A. Create three sales processes. Create three record types and three page layouts.
- B. Create three sales processes. Create three record types and one page layout.
- C. Create one sales process. Create one record type and three page layout.
- D. Create one sales process. Create three record types and three page layouts.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 12

An administrator at Ursa Major Solar needs to send information to an external accounting system

What workflow action should the administrator use to accomplish this?

- A. Custom Notification
- B. Create Record
- C. Outbound Message
- D. Assign Task

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 13

An administrator supporting a global team of salesforce users has been asked to configure company settings.

Choose 2 options

- A. Currency Locale
- B. Default Language
- C. Password Policy
- D. Login Hours

Answer: ([SHOW ANSWER](#))

Currency locale and default language are two of the company settings that an administrator can configure in Salesforce. Currency locale determines how currency amounts are formatted and displayed in reports and other places. Default language determines the language used for labels, buttons, tabs, and other elements in Salesforce. Reference:

https://help.salesforce.com/s/articleView?id=sf.admin_supported_currencies.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.admin_supported_languages.htm&type=5

NEW QUESTION: 14

An administrator at Universal Containers needs a simple way to trigger an alert to the director of sales when opportunities reach an amount of \$500,000.

What should the administrator configure to meet this requirement?

- A. Key Deals component on the homepage
- B. Opportunity warning in Kanban View.
- C. Set up Big Deal Alerts for the amount.
- D. Enable Opportunity Update Reminders

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 15

The administrator at universal containers has a screen flow that helps users create new leads. When lead source is "Search Engine", the administrator needs to require the user to choose a specific a search engine from a picklist. If lead source is not "Search Engine", this picklist should be hidden.

How should the administrator complete this requirement?

- A.** Assign a decision element to direct the user to a second screen to hold specific search engine only when a lead source is "Search Engine".
- B.** Use an assignment element, one for when lead source is "Search Engine" and one for everything else.
- C.** Create a picklist for specific search engine, and set conditional visibility so that is only shown when lead source is "Search Engine".
- D.** Configure a picklist for specific search engine, and use a validation rule to conditionally show only when lead source is "Search Engine"

Answer: (SHOW ANSWER)

To require users to choose a specific search engine from a picklist when lead source is "Search Engine", and hide it otherwise, the administrator should create a picklist for specific search engine on the same screen as lead source, and set conditional visibility so that it is only shown when lead source is "Search Engine". This will make sure that users see only relevant fields based on their input. A decision element will create an extra screen that may disrupt user experience. An assignment element will not affect field visibility. A validation rule will not hide fields but only show errors when values are invalid. Reference:

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screen_components_picklist.htm&type=5)

[id=sf.flow_ref_elements_screen_components_picklist.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screen_components_picklist.htm&type=5)

[https://help.salesforce.com/s/articleView?](https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screen_components_conditional_visibility.htm&type=5)

[id=sf.flow_ref_elements_screen_components_conditional_visibility.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_screen_components_conditional_visibility.htm&type=5)

NEW QUESTION: 16

The Client services and customer support teams share the same profile but have different permission sets. The Custom Object Retention related list needs to be restricted to the client services team on the Lightning record page layout.

What should the administrator use to fulfil this request?

- A.** Sharing settings
- B.** Page Layout Assignment
- C.** Component Visibility
- D.** Record Type Assignment

Answer: C (LEAVE A REPLY)

Component visibility allows you to restrict the visibility of a related list based on a permission set.

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NEW QUESTION: 17

The Administrator at Universal Container wants to add branding to salesforce.

Which two considerations should the administrator keep in mind?

Choose 2 Answers

- A. Up to 150 custom themes can be created, modified, or cloned from the built-in themes.
- B. Only one theme can be active at a time, and a theme applies to the entire org.
- C. Themes apply to salesforce classic and to the salesforce mobile app.
- D. Chatter external users see the built-in Lightning theme only.

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 18

The administrator at Cloud Kicks writes an assignment rule to send all cases created via email or the web to the Automated Cases Queue Any manually created cases should be owned by the agent creating them, however, the manually created cases now show the administrator as the owner.

What will the administrator find when troubleshooting this issue?

- A. An escalation rule is changing the case owner on case creation
- B. Another assignment rule is giving ownership to the administrator
- C. The Assignment Rule checkbox is selected by default.
- D. The Owner field is missing on the webform and email template.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 19

The marketing team at Ursa Major Solar wants to send a personalized email whenever a lead fills out the web-to-Lead form on their website. They want to send different Message based on the Lead Industry Field Value.

What Should an administrator configure to meet this requirement?

- A. Use Validation rule to trigger workflow to email to Lead.
- B. Configure an auto response rule to email the lead.
- C. Add a public group and process builder to email the lead.
- D. Create an assignment rule to email the lead

Answer: B ([LEAVE A REPLY](#))

Auto response rules are a way to automatically send email responses to leads or cases based on certain criteria such as lead source, industry, etc. They can be used to send personalized emails whenever a lead fills out a web-to-lead form on a website and send different messages based on the lead industry field value. Using validation rule to trigger workflow to email the lead is not possible because validation rules cannot trigger workflows or send emails; they only prevent records from being saved if they do not meet certain criteria. Adding a public group

and process builder to email the lead is unnecessary because auto response rules can handle this requirement without additional configuration or customization. Creating an assignment rule to email the lead is also unnecessary because assignment rules are used to assign leads or cases to users or queues based on certain criteria, not send emails; although they can have email alerts as part of their actions, they are not as flexible as auto response rules for personalizing email messages. Reference: https://help.salesforce.com/s/articleView?id=sf.customize_leadsautoresponse.htm&type=5

NEW QUESTION: 20

Northern Trail Outfitters has a new flow that automatically sets the field values when a new account is created. That the flow is launched by a process, But the flow is not working properly. What should administrator do to identify the problem?

- A. Review debug logs with the login level.
- B. View the setup audit Trail and review for errors.
- C. Setup Email logs and review the send error log.
- D. Use the native debug feature in the flow builder.

Answer: (SHOW ANSWER)

NEW QUESTION: 21

A user with administrator privileges accidentally deleted a custom field in an org one day ago. What should the administrator consider to restore the field?

- A. The deleted field and its data CANNOT be restored.
- B. The deleted field and its data can be restored up to 30 days after deletion.
- C. The deleted field and its data can be restored up to 15 days after deletion.
- D. The deleted field can be restored up to 15 days after deletion, but all data will be lost.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 22

Ursa Major Solar recently purchased 15 new Salesforce licenses.

How many users can an administrator create at the same time on the add multiple users page?

- A. A maximum of 5 users.
- B. A maximum of 15 users.
- C. An unlimited number of users.
- D. A maximum of 10 users.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 23

What are three characteristics of a master-detail relationship?

Choose 3 answers

- A. The owner field on the detail records is the owner of the master record.
- B. Roll-up summaries are supported in master-detail relationships.

- C. Each object can have up to five master-detail relationships.
- D. Permissions for the detail record are set independently of the master.
- E. The master object can be a standard or custom object.

Answer: A,B,E ([LEAVE A REPLY](#))

NEW QUESTION: 24

Which two solutions could an administrator find on the AppExchange to enhance their organization?

Choose 2 answers

- A. Consultants
- B. Customers
- C. Communities
- D. Components

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 25

Ursa Major Solar is noticing a decrease in deals with a cross-sell opportunity type and wants to share all cross-sell opportunities with a team of subject matter experts in their organisation. The company has different roles, and the organisation wide default opportunity is set to private. How should the administrator accomplish this?

- A. Add the subject matter experts to a public group and give them access to records with a criteria-based sharing rule.
- B. Change the organisation-wide default for opportunity from private to public Read/Write to open up access for subject matter experts.
- C. Enable territory management, assign the subject matter experts to the same territory, and give them access to the records with manual sharing.
- D. Create a new role for the subject matter experts and give them access to the records with the owner-based sharing rule

Answer: ([SHOW ANSWER](#))

A criteria-based sharing rule is a tool that allows administrators to share records with certain users based on field values rather than ownership. For example, a criteria-based sharing rule can share all opportunities with a cross-sell opportunity type with a specific group of users. A public group is a collection of individual users, roles, roles and subordinates, or other groups that can be used to simplify sharing settings and other processes. In this case, the administrator can add the subject matter experts to a public group and give them access to records with a criteria-based sharing rule that matches the cross-sell opportunity type.

Reference: https://help.salesforce.com/s/articleView?id=sf.sharing_criteria_rules.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.public_groups.htm&type=5

NEW QUESTION: 26

Northern Trail Outfitters wants emails received from customers to generate cases automatically.

How should the administrator ensure that the emails are sent to the correct queue?

- A. Configure Email-to-Case so emails are delivered to the correct queue
- B. Use a custom email services to set the owner of the case upon creation.
- C. Create an Escalation Rules to send cases to the correct queue.
- D. Utilize a flow to identify the correct queue and assign the case.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 27

The administrator at Ursa Major Solar needs to make sure that unassigned cases from VIP customers get transferred to the appropriate service representative within 5 hours. VIP customers have access to support 24 hours a day.

How should this be configured?

- A. Case Queues
- B. Assignment Rules
- C. Escalation Rules
- D. Business Hours

Answer: B (LEAVE A REPLY)

NEW QUESTION: 28

High Priority cases at Ursa Major Solar need to get a response in less than 3 hours or escalated to a Queue called "High Priority Queue." An administrator needs to configure the case management process to implement this requirement. How should the administrator achieve this goal?

- A. Create an escalation rule to assign all cases where status = high to the high priority queue based on when the case is created.
- B. Create an escalation rule to assign all cases where status = high to the high priority queue based on the last modification time and set the age over to 3 (hours)
- C. Create an assignment rule to assign all cases where status = high to the high priority queue.
- D. Create a case milestone to assign all cases where status = high to the high priority queue based on the last modification time and set the age over to 3 (hours).

Answer: B (LEAVE A REPLY)

NEW QUESTION: 29

Cloud Kicks wants users to only be able to choose Opportunity stage closed won if the Lead source has been selected.

How should the administrator accomplish this goal?

- A. Modify the Opportunity stage a dependent picklist to the Lead source field.
- B. Configure a validation rule requiring Lead source when the stage is set to closed won.
- C. Change the Opportunity stage field to read only on the page layout,

D. Make Lead source a dependent picklist to the Opportunity stage field.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 30

A new custom object called parts has been created for Ursa Major Solar.

Where should an administrator adjust how the object appears when it is found in the global search?

- A. Object manager, parts, and page layouts
- B. Global search, parts, and global search Layouts
- C. Object manager, parts, and search layouts
- D. Global search, parts, and search layouts

Answer: C (LEAVE A REPLY)

NEW QUESTION: 31

AW Computing would like to improve its Case Lightning record page by including:

* A filtered component to display a message in bold font when a case is saved as acriticalrecord

type.

* A quick way to update the account status from the case layout.

Which two components should an administrator use to satisfy these requests?

Choose 2 Answers

- A. Record details
- B. Rich text
- C. Related Record
- D. Related List

Answer: B,D (LEAVE A REPLY)

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NEW QUESTION: 32

Universal Container wants to prevent its service team from accessing deal records. While service users are unable to access deal list views, they are able to find the deal records via a search.

What options should the administrator adjust to fully restrict access?

- A. Record setting and search index
- B. Permissions and tab visibility
- C. App permissions and search terms
- D. Page layouts and field-level security

Answer: B (LEAVE A REPLY)

Permissions and tab visibility are two options that administrators can adjust to fully restrict access to records for certain users or profiles. Permissions determine what users can do with records, such as create, read, edit, delete, view all, or modify all. Tab visibility determines whether users can see a specific object tab in their app launcher or navigation bar. By setting permissions and tab visibility to none or hidden for deal records for service users or profiles, administrators can prevent them from accessing deal records via search or other methods.

Reference: https://help.salesforce.com/s/articleView?id=sf.users_profiles_permissions.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.customize_tabs.htm&type=5

NEW QUESTION: 33

Users at Universal Containers have reported that the related lists on the Lightning record page for Accounts are showing only four fields. They would like more fields to be visible.

Which customization should an administrator use to allow for up to ten fields on related lists?

- A. Change the related list type to list view
- B. Change the related list type to default
- C. Change the related list type to custom
- D. Change the related list type to enhanced list

Answer: C (LEAVE A REPLY)

NEW QUESTION: 34

Cloud Kicks want to have consistency when communicating with customers on cases. The company has requested messages to be sent in an email channel with categories to help search for the proper message.

Which solution should an administrator suggest to meet this requirement?

- A. Prebuilt Flow Templates
- B. Prebuilt Quick Texts
- C. Prebuilt Email Templates
- D. Prebuilt Auto-Responses

Answer: (SHOW ANSWER)

NEW QUESTION: 35

Northern Trail Outfitters has two different sales processes: one for business opportunities with four stages and one for partner opportunities with eight stages. Both processes will vary in page layouts and picklist value options.

What should an administrator configure to meet these requirements?

- A. Validation rules that ensure that users are entering accurate sales stage Information
- B. Public groups to limit record types and sales processes for opportunities.
- C. Different page layouts that control the picklist values for the opportunity types
- D. Separate record types and sales processes for the different types of opportunities

Answer: D (LEAVE A REPLY)

NEW QUESTION: 36

A sales ops user has been identified as the dashboards expert within Cloud Kicks. This user needs to be able to update dashboard folder access for all non-private folders.

Which permission should the administrator assign to the user

- A. Manage reports in public folders
- B. Manage dashboards in public folders
- C. Create dashboard folders
- D. Create and customize dashboards

Answer: B (LEAVE A REPLY)

NEW QUESTION: 37

Northern Trail Outfitters is using one profile for all of its marketing users, providing read-only access to the Campaign object. A few marketing users now require comprehensive edit access on Campaigns.

How should an administrator fulfil this request?

- A. Permission sets
- B. Organization-wide defaults
- C. Marketing user checkbox
- D. Field-level security

Answer: A (LEAVE A REPLY)

Permission sets are used to grant additional permissions and access settings to individual users without changing their profiles or requiring a new profile to be created. You can use permission sets to extend users' functional access without changing their existing profiles. To meet the request of giving comprehensive edit access on Campaigns to a few marketing users who have read-only access by default, you need to create a permission set with edit access on Campaigns and assign it to those users. Reference: https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5

NEW QUESTION: 38

Cloud Kicks is Introducing a new shoe model and wants to advertise on TV, radio, print, and social under the banner of a called New Runners. In addition, total statistics for this marketing effort need to be aggregated and visible.

Which feature should the administrator use to implement this functionality?

- A. Junction object
- B. Master-detail relationship

- C. Lookup relationship
- D. Parent campaign field

Answer: B (LEAVE A REPLY)

NEW QUESTION: 39

AW Computing (AWC) occasionally works with independent contractors, who the company stores as Contacts in Salesforce. Contractors often change agencies, and AWC wants to maintain the historical accuracy of the record.

What should AWC use to track Contacts?

- A. Create a new Contact record for each agency.
- B. Use a partner community to track the Contacts.
- C. Enable Contacts to multiple Accounts.
- D. Create a Junction object to track many-to-many relationship.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 40

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. field update
- D. Workflow
- E. Assignment rules

Answer: A (LEAVE A REPLY)

NEW QUESTION: 41

Cloud Kicks Is working on a better way to track its product shipments utilizing Salesforce. Which field type should an administrator use to capture coordinates?

- A. Geofence
- B. Geolocation
- C. External lookup
- D. Custom address

Answer: B (LEAVE A REPLY)

NEW QUESTION: 42

DreamHouse reality has an approval process. A manager attempts to approve the record but receives an error.

What should an administrator review to troubleshoot this request?

- A. Review the page layout to ensure, the fields updated in the process are visible

- B. Check if the user in the next approver is inactive or missing
- C. Update the field level security to view on fields that are updated in the process.
- D. Add a delegated approver for the next approver in the process.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 43

The administrator at Ursa Major Solar need to make sure the unassigned cases from VP customers get transferred to the appropriate service representative within 5 hours. VIP Customers have access to support 24 hours a day.

How should this be configured?

- A. Case Queues
- B. Assignment Rules.
- C. Escalation Rules
- D. Business Hours.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 44

Northern trail Outfitter wants to use contract hierarchy in its or to display contact association.

What should the administrator take into consideration regarding the contact hierarchy?

- A. Contacts displays in the contact hierarchy are limited to record-level access by User.
- B. Contact Hierarchy is limited to only 3,000 contacts at one time.
- C. Customizing hierarchy columns changes the recently viewed Contacts list view.
- D. Sharing setting are ignored by contacts displayed in the Contact Hierarchy.

Answer: A (LEAVE A REPLY)

The contact hierarchy is a feature that allows users to view contacts related to an account in a hierarchical tree structure based on their role or position within the account. The contact hierarchy respects record-level access by user, meaning that users can see only those contacts that they have access to based on their profile permissions and sharing settings. The other options are incorrect because contact hierarchy is not limited to 3,000 contacts at one time (it can display up to 5,000 contacts), customizing hierarchy columns does not change the recently viewed contacts list view (it only affects how contacts are displayed in the hierarchy), and sharing settings are not ignored by contacts displayed in the contact hierarchy (they determine which contacts are visible to users). Reference:

https://help.salesforce.com/s/articleView?id=sf.contacts_hierarchy.htm&type=5

NEW QUESTION: 45

AW Computing has six sales teams in a region. These teams always consists of the same account manager, engineer, and assistant.

What should the administrator configure to make it easier for teams to collaborate with the same customer?

- A. Enable and configure standard opportunity teams with splits.

- B. Enable account teams and show the users how to set up a default account team.
- C. Create a queue for each team and assign account ownership to the queue.
- D. Propose the users manually share all their accounts with their teammates.

Answer: B (LEAVE A REPLY)

Account teams are groups of users who work together on an account. You can enable account teams in Setup and assign team roles and access levels for each team member. Users can set up a default account team that is automatically added to any account that they own or create.

This makes it easier for teams to collaborate with the same customer without manually sharing each account. Reference: <https://help.salesforce.com/s/articleView?id=sf.accountteam.htm&type=5>

https://help.salesforce.com/s/articleView?id=sf.accountteam_default.htm&type=5

[id=sf.accountteam_default.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.accountteam_default.htm&type=5)

NEW QUESTION: 46

Cloud kicks needs to ensure appropriate shipping details are used in orders. Reps should have a streamlined solutions to update the shipping address on selected orders associated with an account when the shipping address is changed on the account.

How should the administrator deliver this requirement?

- A. An autolaunched flow on the order page that updates all open orders shipping addresses whenever the account shipping addresses changes.
- B. An autolaunched flow on the account page that updates all open orders shipping addresses whenever the account shipping addresses changes.
- C. A screen flow on the order page that lets the reps choose the updated account shipping address in all open associated orders
- D. A screen flow on the account page that lets the reps choose the updated account shipping address in all open associated orders

Answer: D (LEAVE A REPLY)

To update the shipping address on selected orders associated with an account when the shipping address is changed on the account, the administrator should create a screen flow on the account page that lets the reps choose which orders they want to update with the new address. This will give them more control and flexibility over which orders are affected by the change. An autolaunched flow on either object will not allow reps to select specific orders, and may cause unwanted updates or errors. A screen flow on the order page will not be able to update multiple orders at once. Reference: https://help.salesforce.com/s/articleView?id=sf.flow_build_screen.htm&type=5

[id=sf.flow_build_screen.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.flow_build_screen.htm&type=5)

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NEW QUESTION: 47

DreamHouse Realty regularly processes customer requests for warranty work arri would like to offer customers a self-serve option to generate cases.

Which two solutions should an administrator use to meet this request?

Choose 2 answers

- A. Case Escalation
- B. Case Queues
- C. Email-to-Case
- D. Web-to-Case

Answer: C,D (LEAVE A REPLY)

NEW QUESTION: 48

Cloud Kicks has a custom object named shoe. The administrator has been asked to ensure that when

a relationship is created between Account and shoe to prevent orphaned shoe records.

What should the administrator do to complete this requirement?

- A. Create an indirect lookup
- B. Create a hierarchical lookup
- C. Create an encrypted lookup
- D. Create a master-detail lookup.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 49

Ursa Major Solar is setting up case assignment rules.

What are two places where the cases can be assigned? Choose 2 answers

- A. User
- B. Profile
- C. Contact
- D. Queue

Answer: A,D (LEAVE A REPLY)

NEW QUESTION: 50

An administrator at AW Computing has been asked to help the Support team with report folders. They want a folder called Support Reports and two folders underneath called Helpdesk and R&D. The Support organization uses public groups for Support Agents, R&D, and Managers. Support agents should be able to run Helpdesk reports, but should not be able to view R&D reports. Support managers should be able to view and edit all reports.

Which two ways should these folders be shared?

Choose 2 answers

- A. Share the Support Reports folder with Support Agents with View Access.
- B. Share the Support Reports folder with Support Managers with Edit Access.
- C. Share the Helpdesk folder with Support Agents with View access.
- D. Share the R&D folder with Support Managers with Edit Access.

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 51

An administrator needs to create a one-to-many relationship between two objects with limited access to child records.

What type of field should the administrator use?

- A. Cross Object formula
- B. Lookup field
- C. Master-detail field
- D. Roll-up summary

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 52

A team of support users at Cloud Kicks is helping inside sales reps make follow-up calls to prospects that filled out an interest form online. The team currently does not have access to the lead object.

How should an administrator provide proper access?

- A. Create a new profile
- B. Configure permission sets.
- C. Assign a new role.
- D. Set Up Manual Sharing

Answer: ([SHOW ANSWER](#))

Permission sets are a flexible way to grant additional access to users without changing their profiles. To provide access to the lead object for a team of support users, create a permission set that includes the appropriate object and field permissions for leads, and then assign it to the users. Reference: https://help.salesforce.com/s/articleView?id=sf.perm_sets_overview.htm&type=5

NEW QUESTION: 53

Universal Containers (UC) has a Web-to-Case form on its Lightning Customer Community. UC wants to separate Cases into the following product categories: Corrugated Paper, Plastic, Fiberboard, and Metal. UC has added a picklist field to store this data.

How can the Case be automatically placed in the correct queue upon submission?

- A. Create Record Types for each picklist value and a Business Process to move each Case to the correct Queue.
- B. Create an Escalation Rule entry for each picklist value and set to zero minutes.

- C. Create Record Types for each picklist value and assign to each product team's profile.
- D. Create Assignment Rules based on the picklist values to move Cases to a Queue.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 54

The administrator at Ursa Major Solar need to make sure the unassigned cases from VP customers get

transferred to the appropriate service representative within 5 hours. VIP Customers have access to

support 24 hours a day.

How should this be configured?

- A. Escalation Rules
- B. Assignment Rules.
- C. Business Hours.
- D. Case Queues

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 55

Northern Trail Outfitters has the Case Object set to private. The support manager raised a concern the reps have a boarder view of data than expected and can see all cases on their groups dashboards.

What could be Causing reps to have inappropriate access to data on dashboards?

- A. Dashboard Subscriptions
- B. Public Dashboards.
- C. Dashboard Filters
- D. Dynamic Dashboards

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 56

A Sales executive at Universal Containers (UC) is utilizing Collaborative Forecasting to track sales rep quote attainment and wants to be alerted when an opportunity stage is moved backward In the sales process.

Which feature should the administrator use to fulfill this request?

- A. Validation Rule
- B. Big Deal Alert
- C. Workflow rule
- D. Field History Tracking report

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 57

Ursa Major Solar has Its business hours set from 9:00 AM to 5:00 PM for the reps that are on Pacific Time. "The reps on eastern Time need business hours set to start 3 hours earlier to cover for support.

How should an administrator solve for this Issue0

- A. Adjust the current business hours to accommodate the Eastern Time Zone.
- B. Allow the reps to set business hours manually.
- C. Set temporary business hours for each time zone.
- D. Create one set of business hours per time zone.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 58

At universal Containers, users would like to be able to share Salesforce records with other members of their team, while collaborating around general topics as well.

Which are two considerations for enabling this functionality?

Choose 2 answers

- A. The Add Record action must be configured in the group publisher.
- B. Object layouts should be configured to include the groups related list.
- C. An administrator needs to create a group to enable record sharing
- D. Collaboration groups are created automatically for every department.

Answer: A,C (LEAVE A REPLY)

NEW QUESTION: 59

Cloud Kicks has a Customer success agent going on leave and needs to change ownership on multiple cases.

Which two users are able to fulfill this request?

Choose 2 answers

- A. A user with Read Permission on account.
- B. A user with manager role above the agent.
- C. A user with the System Administrator profile.
- D. A user with the Manage Cases Permission

Answer: B,C (LEAVE A REPLY)

A user with manager role above the agent can change ownership on multiple cases that are owned by the agent or by users below the agent in the role hierarchy. A user with the System Administrator profile can change ownership on any case, regardless of the owner or role hierarchy. Reference: https://help.salesforce.com/s/articleView?id=sf.case_change_owner.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.admin_userperms.htm&type=5

NEW QUESTION: 60

Universal Containers (UC) customers have provided feedback that their support cases are not being responded to quickly enough. UC wants to send all unassigned Cases that have been open for more than two hours to an urgent Case queue and alert the support manager.

Which feature should an administrator configure to meet this requirement?

- A. Case Escalation Rules
- B. Case Dashboard Refreshes
- C. Case Scheduled Report
- D. Case Assignment Rules

Answer: A (LEAVE A REPLY)

Case escalation rules are a feature that can be used to meet this requirement. Case escalation rules can automatically escalate cases that meet certain criteria, such as being open for more than a specified time or having a certain priority. Escalation rules can assign cases to a different owner or queue and send email notifications to the support manager or other recipients. Reference: https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5

NEW QUESTION: 61

An administration needs to store the ID of record type of later use in a flow.

Which kind of variable should the administrator use?

- A. Boolean variable
- B. Text variable
- C. ID variable
- D. Record variable

Answer: C (LEAVE A REPLY)

An ID variable is a type of variable that can store an ID value of a record or a record type in a flow. It can be used to store the ID of a record type for later use in a flow, such as assigning it to a record or using it in a condition. A boolean variable is a type of variable that can store a true or false value in a flow. A text variable is a type of variable that can store a text value in a flow. A record variable is a type of variable that can store one or more field values of a record in a flow. Reference: https://help.salesforce.com/s/articleView?id=sf.flow_ref_elements_variables.htm&type=5

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NEW QUESTION: 62

Universal Containers wants to provide reseller partners with discounted prices on the products they purchase.

How should an administrator configure this requirement?

- A. Create a separate PriceBook for reseller partners.
- B. Add a Partner_Discount_c field to the Opportunity
- C. Build separate reseller partner products.
- D. Use a different Opportunity record type.

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 63

An administrator is on a tight deadline to create dashboards for the sales and marketing teams at AW

Computing.

What should the administrator do to meet the deadline without increasing the budget?

- A. Train someone on the sales and marketing teams to build dashboards.
- B. Check the AppExchange for prebuilt Solution that can be easily customized.
- C. Build the dashboards manually to meet the deadline.
- D. Hire a Consultant to build the custom dashboards.

Answer: [B \(LEAVE A REPLY\)](#)

NEW QUESTION: 64

The VP of Sales at Cloud Kicks would like a graphic on the company performance dashboard to display the total current pipeline against the goal for the year,

Which type of component should be used to display the requested information?

- A. Table
- B. Gauge
- C. Metric
- D. Stacked Bar

Answer: [D \(LEAVE A REPLY\)](#)

NEW QUESTION: 65

An administrator has been asked to change the data type of an auto number to a text field.

What should the administrator be aware of before changing the field?

- A. Existing field values will be deleted.
- B. Existing Auto Number field to Text is prevented.
- C. Existing field values will remain unchanged.
- D. Existing field values will be converted.

Answer: [C \(LEAVE A REPLY\)](#)

NEW QUESTION: 66

Once an opportunity reaches the negotiation stage at cloud kicks, The Amount fields becomes required for sales users. Sales managers need to be able to move opportunities into this stage without knowing the amount.

How should the administrator require this field during the negotiation stage for sales users but allow their managers to make changes?

- A. Configure a validation rule to meet the criteria.
- B. Make the field required for all users.
- C. Assign the administrator profile to the managers.
- D. Create a formula field to fill in the field for managers.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 67

The sales manager at cloud Kicks approves time off for their employees. They asked the administrator to ensure these requests are seen and responded to by a backup manager while the sales manager is out on vacation.

What should administrator use to fulfill the requirement?

- A. Two step Approval process
- B. Delegated approver
- C. Delegated Administrator
- D. Approval history related list

Answer: B ([LEAVE A REPLY](#))

NEW QUESTION: 68

The administrator at Cloud Kicks has created an approval process for time off requests. Which two automated actions are available to be added as part of the approval process?

Choose 2 answers

- A. Auto launched Flow
- B. Field Update
- C. Email Alert
- D. Chatter Post

Answer: B,C ([LEAVE A REPLY](#))

NEW QUESTION: 69

The administrator for AW Computing is working with a user who is having trouble logging in to salesforce.

What should the administrator do to identify why the user is unable to login?

- A. Review the Security token.
- B. Review the password history.

C. Review the Password policies.

D. Review the Login history

Answer: D (LEAVE A REPLY)

The login history is a tool that allows administrators and users to view information about recent login attempts, such as date, time, status, source IP address, browser type, platform, application, and login type. Administrators can use this tool to identify why a user is unable to login to Salesforce by checking for any failed login attempts and their corresponding error messages or reasons. Reference: https://help.salesforce.com/s/articleView?id=sf.monitoring_login_history.htm&type=5

NEW QUESTION: 70

An administrator at Ursa Major Solar (UHS) has created a new Lightning record page for the sales team to display a report chart embedded on the account page. No record types exist for an account at this time.

Which action should the administrator perform to make this page the default view of the UMS app for the sales team without impacting the support team?

A. Make the page the default object record page for the UMS app.

B. Create an account record type and make the page the default object record page.

C. Make the page the default object record page for the UMS app for the sales profile.

D. Make the page the org default.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 71

When a Sales rep clicks a button on an opportunity, a simple discount calculator screen should be launched.

Which automation tool should an administrator use to build this discount calculator screen?

A. Flow Builder

B. Workflow Rule

C. Platform Event

D. Process Builder

Answer: A (LEAVE A REPLY)

Flow Builder supports creating a screen that can launch a simple discount calculator when a button is clicked on an opportunity.

NEW QUESTION: 72

Ursa Major Solar has its business hours set from 9:00 AM to 5:00 PM for the reps that are on pacific time. The reps on Eastern Time need business hours set to start 3 hours earlier to cover for support.

How should an administrator solve for this issue?

A. Set temporary business hours for each time zone.

B. Adjust the current business hours to accommodate the Eastern Time Zone.

- C. Allow the reps to set business hours manually.
- D. Create one set of business hours per time zone.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 73

An administrator wants to trigger a follow-up task for the opportunity owner when they close an opportunity as won, and another task after 60 days to check in with the customer.

Which two automation tools should the administrator use?

Choose 2 answers

- A. Process Builder
- B. Outbound Message
- C. Workflow Rule
- D. Field Update

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 74

Which object must be related in order to create an opportunity record?

- A. Quote
- B. Lead
- C. Contact
- D. Account

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 75

At Cloud Kicks, new public articles must be approved before publishing. Users are asked to click the submit for approval button to begin the process but sometimes the user forgets. How should an administrator automate submission so all new public articles will enter the approval process?

- A. Update Initial Actions
- B. Use Process Builder
- C. Create a new record type and page layout
- D. Default the Submit for Approval button

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 76

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 a record type and page layout for the new sales team and a custom field for the new stages.
- D. Create new values for the opportunity stage field; create a new sales process assigned to a custom record type for the new sales team.

Answer: D (LEAVE A REPLY)

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NEW QUESTION: 77

What are two features of Knowledge?

Choose 2 answers

- A. Knowledge articles integrate with Service Console.
- B. Knowledge articles are always publicly available for customers.
- C. Any user can write and publish articles.
- D. Users can rate the helpfulness of articles.

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 78

Northern Trail Outfitters has a custom quick action on Account that creates a new Case. How should an administrator make the quick action available on the Salesforce mobile app?

- A. Create a custom Lightning App with the action.
- B. Modify compact Case page layout to include the action.
- C. Include the action in the Salesforce Mobile Navigation menu.
- D. Add the Salesforce Mobile and Lightning Experience action to the page layout.

Answer: D (LEAVE A REPLY)

To make a quick action available on the Salesforce mobile app, you need to add it to the Salesforce Mobile and Lightning Experience Actions section of the page layout. You can use the Page Layout Editor to drag and drop the quick action onto the section.

NEW QUESTION: 79

Which two solutions could an administrator find on the AppExchange to enhance their organization?

Choose 2 answers

- A. Communities
- B. Consultants
- C. Components
- D. Customers

Answer: B,C (LEAVE A REPLY)

The AppExchange is an online marketplace where you can find solutions to enhance your Salesforce organization. Some of the solutions you can find on the AppExchange are consultants and components. Consultants are certified professionals who can help you with your Salesforce projects, such as implementation, customization, integration, training, etc. Components are reusable building blocks that you can use to create apps or pages in Salesforce, such as charts, calendars, maps, buttons, etc. Reference:

<https://appexchange.salesforce.com/consultants>

<https://appexchange.salesforce.com/components>

NEW QUESTION: 80

AW Computing (AWC) occasionally works with independent contractors, who the company stores as Contacts in Salesforce. Contractors often change agencies, and AWC wants to maintain the historical accuracy of the record.

What should AWC use to track Contacts?

- A. Create a Junction object to track many-to-many relationship.
- B. Create a new Contact record for each agency.
- C. Use a partner community to track the Contacts.
- D. Enable Contacts to multiple Accounts.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 81

At cloud kicks sales reps use discounts on the opportunity record to help win sales on products. When an opportunity is won, they then have to manually apply the discount up the related opportunity products. The sales manager has asked if there is a way to automate this time consuming task.

What should the administrator use to deliver this requirement?

- A. Flow Builder
- B. Approval Process
- C. Prebuild Macro.
- D. Formula field

Answer: A (LEAVE A REPLY)

To automate applying discounts on opportunity products when an opportunity is won, the administrator should use Flow Builder, which is a tool that allows creating complex business

processes with clicks. The administrator can create an autolaunched flow that runs when an opportunity is updated, checks if its stage is "Closed Won", and updates its related opportunity products with discounts from a formula or variable. Approval Process, Prebuilt Macro, and Formula Field are not able to update related records based on criteria. Reference: https://help.salesforce.com/s/articleView?id=sf.flow_build_overview.htm&type=5

NEW QUESTION: 82

The administrator for Cloud Kicks needs to give access to a new custom object with custom fields to more than one user.

Which two options should an administrator use to meet this requirement?

Choose 2 answers

- A. Create a Permission Set
- B. Add to manual sharing list
- C. Edit organization-wide defaults
- D. Assign permission set group to Users

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 83

Sales Rep A and Sales Rep B view an Account report for All Accounts without any filters. The company uses a private sharing model. Each rep sees a different number of results.

What is the explanation for the discrepancy in the reports?

- A. Sales Rep B needs to be assigned to the Sales Rep profile.
- B. Sales Rep B needs to be assigned to the Sales Rep role.
- C. Sales Rep B needs to be assigned to the Sales Rep queue.
- D. Sales Rep B needs to be assigned to the Sales Rep permission set.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 84

Sales reps at Ursa Solar are having difficulty managing deals. The leadership team has asked the administrator to help sales reps prioritize and close more deals.

What should the administrator do to help sales reps prioritize and close more deals?

- A. Einstein Lead Scoring
- B. Einstein Search Personalization
- C. Einstein Activity Capture
- D. Einstein Opportunity Scoring

Answer: D ([LEAVE A REPLY](#))

Einstein Opportunity Scoring is a feature that helps sales reps prioritize and close more deals by assigning each opportunity a score from 1 to 99 based on how likely it is to be won. The score is calculated using artificial intelligence and machine learning based on historical data and patterns from similar opportunities. Sales reps can use the score to focus on high-value

opportunities and take actions to improve low-scoring ones. Reference:

https://help.salesforce.com/s/articleView?id=sf.einstein_sales_oppty_scoring.htm&type=5

NEW QUESTION: 85

Sales and Customer Care at Ursa Major Solar need to see different fields on the Case related list from the Account record. Sales users want to see Case created date and status while Customer Care would like to see owner, status, and contact.

What should the administrator use to achieve this?

- A. Related Lookup Filters
- B. Compact Layout Editor
- C. Page Layout editor
- D. Search Layout Editor

Answer: (SHOW ANSWER)

Page layout editor is a tool that allows you to customize the layout and organization of detail and edit pages for a specific object and record type combination. You can also use page layout editor to customize related lists on detail pages by adding or removing fields, changing column order, sorting records, etc. To meet the requirement of showing different fields on the Case related list from the Account record for Sales and Customer Care users, you need to use page layout editor to modify the related list properties for each page layout assigned to those users.

Reference: https://help.salesforce.com/s/articleView?id=sf.customize_layoutrelatedlists.htm&type=5

NEW QUESTION: 86

Universal Containers has two sales teams, Sales team A and Sales team B. Each team has their own

role in the role hierarchy. Both roles are subordinates of the same Manager role.

How Should the administrator share records owned by sales team A with Sales team B?

- A. Hierarchical sharing
- B. Owner based sharing
- C. Use Manual sharing
- D. Criteria based sharing

Answer: D (LEAVE A REPLY)

NEW QUESTION: 87

Northern Trail Outfitters wants to initiate expense reports from Salesforce to the external HR system. This process needs to be reviewed by managers and directors.

Choose 2 answers

Which two tools should an administrator configure?

Choose 2 answers

- A. Email Alert Action
- B. Approval Process

- C. Quick Acton
- D. Outbound Message

Answer: (SHOW ANSWER)

NEW QUESTION: 88

A Sales user is trying to manage Campaign Members for an upcoming networking event. The user can view the Campaign, but add new Campaign Members or update Member statuses. How can an administrator troubleshoot this problem?

- A. Create a permission set to allow the user to edit Campaign Members.
- B. Make sure the Marketing User Checkbox is checked on the user record page.
- C. Run a Campaign report and update any Member information via Data Loader.
- D. Provide the user access to both Leads and Contacts to edit all Members.

Answer: B (LEAVE A REPLY)

NEW QUESTION: 89

The VP of Sales at Cloud Kicks is receiving an error message that prevents them from saving an

Opportunity. The administrator attempted the same edit without receiving an error.

How can the administrator validate the error the user is receiving?

- A. Log in as the user
- B. Review the sharing model
- C. View the setup audit trail.
- D. Edit the page layout.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 90

The Sales manager at DreamHouse Realty wants the sales users to have a quick way to view and edit the Opportunities in their pipeline expected to close in the next 90 days.

What should an administrator do to accomplish this request?

- A. Create a list view on the Opportunity object and recommend users switch the view to Kanban to edit by drag and drop.
- B. Create a custom report and schedule the sales users to receive it each day as a reminder to update their opportunities.
- C. Make a new Sales dashboard and add a component that shows all opportunities that meet the criteria.
- D. Enable Sales Console and show users how to open a tab for each opportunity in the pipeline that meets the requirements.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 91

Universal Containers administrator has been asked to create a many-to-many relationship between two existing custom objects.

Which two steps should the administrator take when enabling the many-to-many relationship?

Choose 2 answers

- A. Create two master detail relationships on the new object.
- B. Create two lookup relationships on the new object.
- C. Create a junction with a custom object.
- D. Create URL fields on a custom object.

Answer: A,C (LEAVE A REPLY)

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NEW QUESTION: 92

The administrator at Cloud Kicks has created an approval process for time off requests.

Which two automated actions are available to be added as part of the approval process?

Choose 2 answers

- A. Field Update
- B. Chatter Post
- C. Auto launched Flow
- D. Email Alert

Answer: (SHOW ANSWER)

Field update and email alert are two types of automated actions that can be added as part of the approval process. Field update allows you to change the value of a field on a record when it is submitted, approved, rejected, or recalled. Email alert allows you to send an email to one or more recipients when a record is submitted, approved, rejected, or recalled.

NEW QUESTION: 93

Universal Containers (UC) would like to count the number of open cases associated with each account and update the account with this value every Friday evening. UC has several hundred open

cases at any given time.

What should the administrator use to complete this request?

- A. Use a Roll-Up summary.
- B. Use a scheduled process builder.

- C. Use a scheduled flow
- D. Use a record trigger flow.

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 94

Dream house realty needs to use consistent picklist values in the category field on accounts and cases, with values respective to record types.

Choose 2 options

- A. Global picklist
- B. Dependent picklist
- C. Multi-select picklist
- D. Custom picklist

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 95

The administrator at Cloud Kicks has a custom picklist field on Lead, which is missing on the Contact when leads are converted.

Which two items should the administrator do to make sure these values are populated?

Choose 2 answers

- A. Update the picklist value with a validation rule.
- B. Create a custom picklist field on Contact.
- C. Set the picklist field to be required on the Lead object.
- D. Map the picklist field on the Lead to the Contact.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 96

Users have noticed that when they click on a report in a dashboard to view the report details, the values in the report are different from the values displayed on the dashboard.

What are the two reasons this is likely to occur?

Choose 2 answers

- A. The report needs to be refreshed.
- B. The current user does not have access to the report folder.
- C. The dashboard needs to be refreshed.
- D. The running dashboard user and viewer have different permissions.

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 97

Ursa Major Solar (UMS) is using the workflow field update.

Which two actions can UMS complete with this feature?

Choose 2 answers

- A. Modify the record type of a record.

- B. Choose a formula field for a field update.
- C. Update the value of a field on a child object.
- D. Apply a specific value to a field.

Answer: A,D ([LEAVE A REPLY](#))

NEW QUESTION: 98

Which three items are available in the mobile navigation menu?

Choose 3 answers

- A. Utility Bar
- B. Chatter
- C. Dashboards
- D. Lightning App Pages
- E. Lightning Home Page

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 99

Cloud Kicks has a Customer success agent going on leave and needs to change ownership on multiple cases.

Which two users are able to fulfill this request?

Choose 2 answers

- A. A user with the Manage Cases Permission
- B. A user with the System Administrator profile.
- C. A user with manager role above the agent.
- D. A user with Read Permission on account.

Answer: A,B ([LEAVE A REPLY](#))

NEW QUESTION: 100

Dreamhouse realty wants to offer a form on its experience cloud site where inspectors will submit

findings from a property inspection.

Which feature should an administrator place on the page to fulfill this requirement?

- A. Autolaunched Flow
- B. Record Detail
- C. Related List
- D. Screen Flow

Answer: C ([LEAVE A REPLY](#))

NEW QUESTION: 101

Northern Trail Outfitters wants to calculate how much revenue has been generated for each of its

marketing campaigns.

How should an administrator deliver this information?

- A. Design a standard Campaign report and add the value Won Opportunities in Campaign field.
- B. Add a Total Value Field on campaign and use a workflow rule to update the value when an opportunity is won.
- C. Create a roll-up summary field on Opportunity to Campaign.
- D. Perform periodic data job to update campaign records.

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 102

When a cloud kicks Opportunity closes, the company would like to automatically create a renewal opportunity.

Which two automation tools should an administrator use to accomplish this request?

Choose 2 answers

- A. Flow Builder
- B. Process Builder
- C. WorkFlow Rule
- D. Approval Process

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 103

The DreamHouse Realty team has a master-detail relationship set up with open house as the parent object and visitors as the child object.

What type of field should the administrator add to the open house object to track number of visitors?

- A. Roll-up Summary.
- B. Cross-object formula field
- C. Multi-select Picklist
- D. Indirect lookup

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 104

Cloud Kicks executives have noticed the opportunity Expected revenue Field displays incorrect values.

How Should the administrator correct this?

- A. Update the expected revenue associated with the stage.
- B. Adjust the forecast category associated with the stage.
- C. Modify the closed won value associated with the stage.
- D. Change the probability associated with the stage.

Answer: D ([LEAVE A REPLY](#))

NEW QUESTION: 105

Universal Container wants to increase the security of their org by requiring stricter user passwords.

Which two of the following should an administrator configure?

Choose 2 answers

- A. Prevent common words
- B. Password different then username
- C. Password complexity requirement.
- D. Minimum password length.

Answer: C,D ([LEAVE A REPLY](#))

NEW QUESTION: 106

Northern Trail Outfitters has a web form for cases.

If the case assignment rules inactive, who will be assigned ownership when the case is created?

- A. The system administrator will be assigned.
- B. A The default case owner will be assigned.
- C. The case will be assigned to a default case queue.
- D. The case will be assigned to the default workflow user.

Answer: ([SHOW ANSWER](#))

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<https://www.preppdf.com/Salesforce/TVB-201-prepaway-exam-dumps.html> (249 Q&As Dumps, **40%OFF Special Discount: Exam-Tests**)

NEW QUESTION: 107

An administrator is on a tight deadline to create dashboards for the sales and marketing teams at AW Computing.

What should the administrator do to meet the deadline without increasing the budget?

- A. Build the dashboards manually to meet the deadline.
- B. Train someone on the sales and marketing teams to build dashboards.
- C. Hire a Consultant to build the custom dashboards.
- D. Check the AppExchange for prebuilt Solution that can be easily customized.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 108

Users at Cloud Kicks want to see information more useful for their role on the Case page. How should an administrator make the pages more dynamic and easier to use?

- A. Include more tab components with filters.
- B. Delete the extra components from the page.
- C. Remove fields from the record details component.
- D. Add component visibility filters to the components.

Answer: [\(SHOW ANSWER\)](#)

NEW QUESTION: 109

When users log In to Salesforce via the user interface, which two settings does the system check for authentication?

Choose 2 answers

- A. The user's TTwo-Factor Authentication for API Logins permission
- B. The users TTwo-Factor Authentication for User Interface Logins permission
- C. The user's profile login hours restrictions
- D. The role IP address restrictions

Answer: [A,C \(LEAVE A REPLY\)](#)

NEW QUESTION: 110

Cloud Kicks (CK) stores information about specific customers in Contacts and information about shoes and accessories in a custom Merchandise object.

What should the CK administrator use to represent that Contact can be interested in multiple pieces of Merchandies?

- A. Junction object
- B. Hierarchy column
- C. Formula field
- D. Lookup filter

Answer: [C \(LEAVE A REPLY\)](#)

NEW QUESTION: 111

Clod Kicks has a screen flow with two questions on the same screen, but only one is necessary at a time. The administrator has been asked to show only the questions that is needed.

How should an administrator complete this?

- A. Use a conditional visibility to hide the unnecessary question
- B. Use branching in the flow screen to show the proper scenario
- C. Use a decision element and a new screen to show the proper question
- D. Use a new version of the flow for each scenario.

Answer: [A \(LEAVE A REPLY\)](#)

NEW QUESTION: 112

Ursa Major Solar uses two different page layouts for Account records. One page layout reflects the fields related to customer accounts and another page layout includes fields for partner accounts. The administrator has assigned the customer account page layout to sales and support users and the partner account layout to the partner management team.

What should the administrator configure to meet this requirement?

- A. Use a public group and a criteria-based sharing rule to share customer accounts with the partner team.
- B. Add members of the partner management team to the default Account team for the customer accounts.
- C. Grant create, read, edit and delete access to customer accounts on the partner team profile.
- D. Create one record type for customer accounts and one record type for partner accounts.

Answer: D (LEAVE A REPLY)

Record types are a way to assign different page layouts and picklist values to different users based on their business needs. To use two different page layouts for customer and partner accounts, create one record type for each account type and assign them to the appropriate page layouts and profiles. Reference: https://help.salesforce.com/s/articleView?id=sf.customize_recordtype.htm&type=5

NEW QUESTION: 113

The support manager at Cloud Kicks wants to respond to customers as quickly as possible. They have requested that the response include the top five troubleshooting tips that could help solve the customer's issue.

What should the administrator suggest to meet these requirement?

- A. Email Alerts
- B. Auto-Response Rules
- C. Knowledge Articles
- D. Assignment Rules

Answer: B (LEAVE A REPLY)

NEW QUESTION: 114

An administrator at Cloud Kicks needs to export a file of closed won opportunities from the last 90

days. The file should include the Opportunity Name, ID, Close Date, and Amount.

How should the administrator export this file?

- A. Data Loader.
- B. Data Import Wizard.
- C. Data Export Wizard.
- D. Data Export Wizard.

Answer: A (LEAVE A REPLY)

NEW QUESTION: 115

Executives at Cloud Kicks have reported that their dashboards are showing inaccurate data. The

administrator has discovered been changing the source reports.

Which two actions should the administrator take to preserve the integrity of the source reports?

Choose 2 answers

- A. Change the dashboard to be a dynamic dashboard
- B. Move the dashboard reports to the view-only folder.
- C. Move the dashboard to the user's private folder.
- D. Create a new report folder with viewer access.

Answer: B,D (LEAVE A REPLY)

NEW QUESTION: 116

An Administrator wants to trigger a follow-up task for the opportunity owner when they close an opportunity as won and another task after 60 days to check in with the customer.

which two automation tools should the administrator use?

Choose 2 answers

- A. process builder
- B. workflow Rule
- C. Field Update
- D. Outbound Message

Answer: A,C (LEAVE A REPLY)

Process builder can be used to create a record-triggered flow that executes when an opportunity is closed as won and creates a follow-up task for the owner. Field update can be used to update a date field on the opportunity that can be referenced by a time-dependent workflow rule to create another task after 60 days. Reference:

https://help.salesforce.com/s/articleView?id=sf.process_which_tool.htm&type=5

https://help.salesforce.com/s/articleView?id=sf.workflow_time_action_considerations.htm&type=5

[id=sf.workflow_time_action_considerations.htm&type=5](https://help.salesforce.com/s/articleView?id=sf.workflow_time_action_considerations.htm&type=5)

NEW QUESTION: 117

Universal Containers has two sales teams, Sales team A and Sales team B. Each team has their own role in the role hierarchy. Both roles are subordinates of the same Manager role.

How Should the administrator share records owned by sales team A with Sales team B?

- A. Hierarchical sharing
- B. Use Manual sharing
- C. Criteria based sharing
- D. Owner based sharing

Answer: B (LEAVE A REPLY)

Manual sharing allows record owners to share individual records with other users or groups.

This is useful when one-off sharing is needed for a specific situation. Hierarchical sharing, criteria-based sharing and owner-based sharing are not suitable for this scenario because they

are based on predefined rules or roles that do not match the requirement. Reference:
https://help.salesforce.com/s/articleView?id=sf.sharing_overview.htm&type=5

NEW QUESTION: 118

The Call centre manager in Ursa Major Solar wants to provide agents with a case dashboard that can be drilled down by case origin, status and owner.

What should an Administrator add to the dashboard to fulfil the request?

- A. Dashboard Filter
- B. Bucket column
- C. Combination Chart
- D. Dashboard component

Answer: A ([LEAVE A REPLY](#))

NEW QUESTION: 119

Cloud Kicks has a custom object named Shoe. The administrator has been asked to ensure that when a relationship is created between Account and Shoe to prevent orphaned shoe records.

What should the administrator do to complete this requirement?

- A. Create an indirect lookup
- B. Create an encrypted lookup
- C. Create a master-detail lookup
- D. Create a hierarchical lookup

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 120

Sales reps at Ursa Major Solar are having difficulty managing deals. The leadership team has asked administrator to help sales reps prioritize and close more deals.

the administrator configure to help with these issues?

- A. Einstein Opportunity Scoring
- B. Einstein Search Personalization Einstein Lead Scoring
- C. Einstein Activity Capture

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 121

Cloud Kicks (CK) is partnering with a used shoe store and second-hand bicycle emporium. CK has an automated business process it wants to run once a week to count the number of open cases related to an account.

How should the administrator recommend automating this business process?

- A. Use a process to update the account when it is edited
- B. Configure a scheduled flow in flow Builder.
- C. Set up a scheduled process in Process Builder.

D. Create a workflow rule with an outbound message.

Answer: D (LEAVE A REPLY)

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NEW QUESTION: 122

Sales managers would like to know what could be implemented to surface important values based on the stage of the opportunity.

Which tool should an administrator use to meet the requirement?

- A. Opportunity processes
- B. Path key fields
- C. Workflow rules
- D. Dynamic forms

Answer: B (LEAVE A REPLY)

NEW QUESTION: 123

Users at Cloud Kicks are reporting different options when uploading a custom picklist on the Opportunity object based on the kind of opportunity.

Where Should an administrator update the option in the picklist?

- A. Related lookup filters
- B. Picklist value sets
- C. Fields and relationships
- D. Record Type

Answer: D (LEAVE A REPLY)

NEW QUESTION: 124

Universal container has a contact Lightning record Page with a component that shows LinkedIn data. The sales team would like to only show this component to sales users when they are on their mobile phones.

Choose 2 Answers.

- A. Filter the component visibility with User > Role > Name = Sales User.
- B. Filter the component visibility with Form Factor = phone
- C. Filter the component visibility with User > Profile > name = sales User.
- D. Filter the component visibility with view = Mobile/Tablet.

Answer: B,D ([LEAVE A REPLY](#))

NEW QUESTION: 125

An administrator gets a rush request from Human Resources to remove a user's access to Salesforce Immediately. The user is part of a hierarchy field called Direct Manager.

What should the administrator do to fulfil the request?

- A.** Freeze the user to prevent them from logging in while removing them from being referenced in the Direct Manager field.
- B.** Deactivate the user and delete any records where they are referenced in the Direct Manager field.
- C.** Change the user's profile to read-only while removing them from being referenced in the Direct Manager Field.
- D.** Delete the user and leave all records where they referenced in the Direct Manager Field without changes.

Answer: A ([LEAVE A REPLY](#))

Freezing a user is a way to temporarily prevent them from logging in to Salesforce without deactivating their user record. This is useful when you need to perform some cleanup tasks before deactivating a user, such as removing them from being referenced in a hierarchy field like Direct Manager. Reference: https://help.salesforce.com/s/articleView?id=sf.users_freeze.htm&type=5

NEW QUESTION: 126

Ursa Major Solar wants to assist users with a guided expense report process to simplify submissions, routing, and authorizations.

Which two tools should an administrator use to build this solution?

Choose 2 answers

- A.** Approval Process
- B.** Flow Builder
- C.** Validation Rule
- D.** Quick Action

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 127

Cloud kicks needs to ensure appropriate shipping details are used in orders. Reps should have a streamlined solutions to update the shipping address on selected orders associated with an account when the shipping address is changed on the account.

How should the administrator deliver this requirement?

- A.** An autolaunched flow on the account page that updates all open orders shipping addresses whenever the account shipping addresses changes.
- B.** A screen flow on the order page that lets the reps choose the updated account shipping address in all open associated orders

C. An autolaunched flow on the order page that updates all open orders shipping addresses whenever the account shipping addresses changes.

D. A screen flow on the account page that lets the reps choose the updated account shipping address in all open associated orders

Answer: (SHOW ANSWER)

NEW QUESTION: 128

AW Computing has six sales teams in a region. These teams always consists of the same account manager, engineer, and assistant.

What should the administrator configure to make it easier for teams to collaborate with the same customer?

A. Enable and configure standard opportunity teams with splits.

B. Propose the users manually share all their accounts with their teammates.

C. Create a queue for each team and assign account ownership to the queue.

D. Enable account teams and show the users how to set up a default account team.

Answer: D (LEAVE A REPLY)

NEW QUESTION: 129

Universal Containers has a marketing, team setup as a public group A sales representative would like to engage the marketing team on one opportunity

What should the sales representative do to ensure the marketing team can access the opportunity?

A. Add the public group to an opportunity queue.

B. Change the opportunity owner to the public group.

C. Manually share the record with the public group.

D. Add the public group to the opportunity team.

Answer: C (LEAVE A REPLY)

NEW QUESTION: 130

Dreamhouse realty wants to offer a form on its experience cloud site where inspectors will submit findings from a property inspection.

Which feature should an administrator place on the page to fulfill this requirement?

A. Related List

B. Autolaunched Flow

C. Record Detail

D. Screen Flow

Answer: D (LEAVE A REPLY)

Screen flow allows you to create a form that collects user input and performs actions based on that input. You can use screen components to display questions and instructions, and use flow logic to update records or send notifications.

NEW QUESTION: 131

Cloud Kicks has a team of product owners that need a space to share feedback and ideas with just the product team.

How should the administrator leverage Salesforce to help the team collaborate?

- A. Create a Chatter Private Group.
- B. Use Quick Actions to log communication.
- C. Configure a Chatter Public Group.
- D. Add Activity History to document tasks.

Answer: ([SHOW ANSWER](#))

NEW QUESTION: 132

Which two objects are customizable the Stage Setup Flow?

Choose 2 answers

- A. Leads
- B. Campaigns
- C. Opportunities
- D. Campaign Members

Answer: A,C ([LEAVE A REPLY](#))

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