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Exam : **Certified Advanced
Administrator**

Title : Salesforce Certified
Advanced Administrator
(SU21)

Version : DEMO

1.Salesforce Knowledge offers the ability to store PowerPoint files, PDFs, office documents, and any other type of file with no restriction on size or length.

- A. True
- B. False

Answer: B

2.Which forecasting schedule type would you use if you wanted a benchmark of how much should be sold within a certain time frame?

- A. Quota
- B. Pipeline
- C. Forecast

Answer: A

3.Universal Containers uses a custom object to track customer complaints. The company wants to have a field on the custom object where they can include areference to another complaint.

What types of relationship can be used to accomplish this?

- A. Hierarchical
- B. Lookup
- C. Junction
- D. Master-detail

Answer: B

4.An administrator has unchecked the "Enable contact pack creation" checkbox after users had created content packs.

What is the impact of the change?

- A. Users can modify the description and title of existing packs.
- B. The clone & customize button will continue to be available.
- C. Users can continue to edit the contents of existing packs.
- D. All existing content packs will be deleted

Answer: A

5.What can a Sales Representative see once he clicks on the Forecast (Collaborative) tab? Select 4

- A. Forecast Categories
- B. Opportunity list column
- C. Data Source
- D. Forecast Range
- E. Quotas

Answer: A,B,D,E