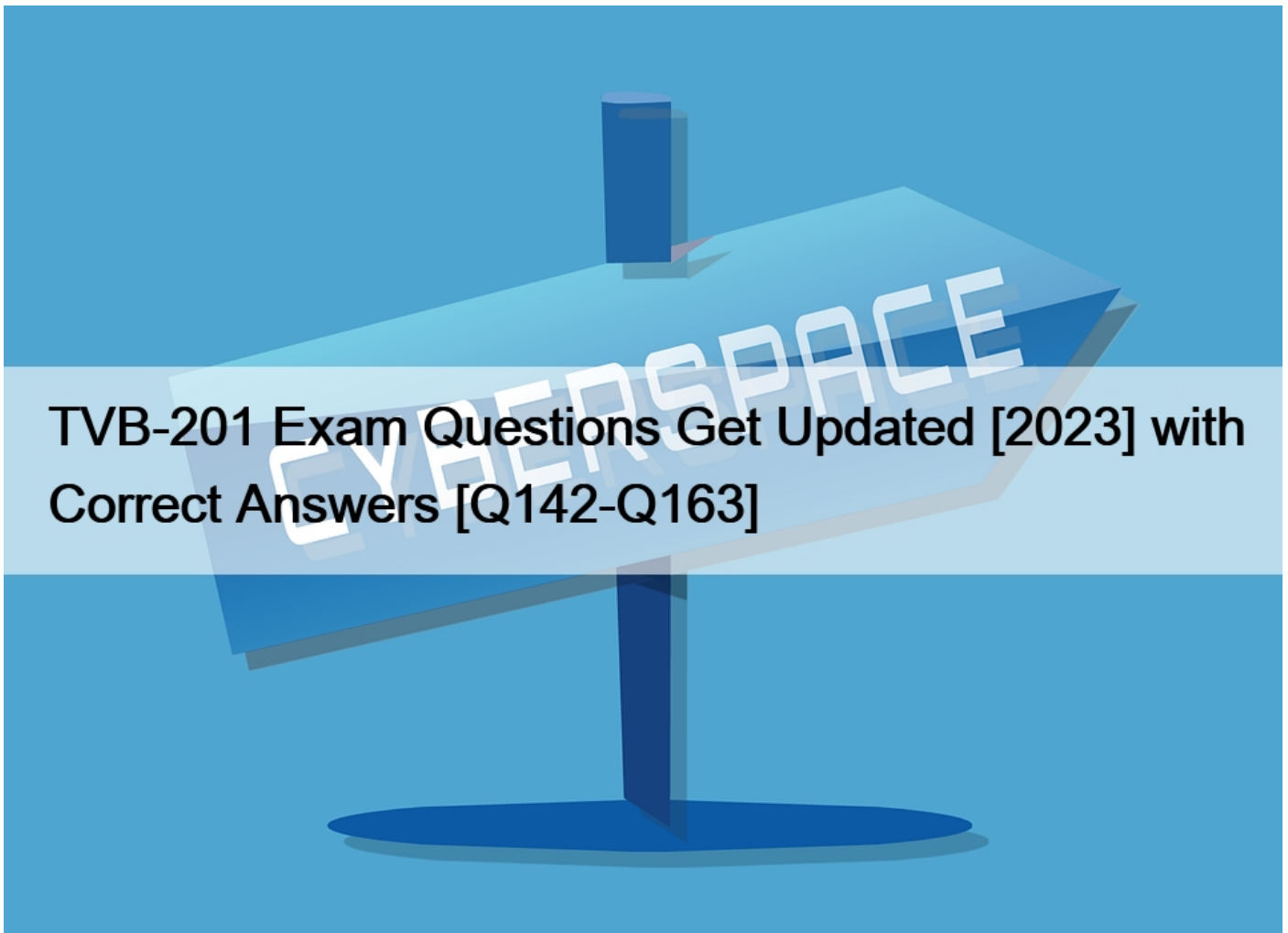# TVB-201 Exam Questions Get Updated [2023 with Correct Answers [Q142-Q163

TVB-201 Exam Questions Get Updated [2023] with Correct Answers
Practice TVB-201 Questions With Certification guide Q&A from Training Expert ExamsLabs

Salesforce TVB-201 certification exam is designed to assess the knowledge and skills of individuals in various areas of Salesforce administration. TVB-201 exam covers topics such as data management, security, customization, and automation. Trailhead Virtual Bootcamp for New Admins certification is ideal for individuals who are new to Salesforce administration and want to demonstrate their knowledge and skills to potential employers. Additionally, the certification is also beneficial for individuals who want to enhance their career prospects and take their Salesforce administration skills to the next level.

Salesforce TVB-201 is a certification exam for new Salesforce administrators. The Trailhead Virtual Bootcamp for New Admins (TVB-201) is designed to help individuals learn how to manage and customize Salesforce, as well as create new applications and reports. TVB-201 exam is intended to validate these skills and knowledge.

NO.142 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?

* Assign Task
* Outbound Message
* Create Record
* Custom Notification

NO.143 Ursa Major Solar provides a 1-year warranty on all of the panels it installs. Installation details, along with the warranty information, a captured on a custom object called Installation. The installation record is created by the installer from the mobile app. Customers son receive a longer warranty as a way of increasing customer satisfaction when an installation gets delayed or has issues.

How should the administrator configure Salesforce to capture the expiration date of the warranty?

* Use a formula as the default value of the warranty Expiration Date field.
* Create a formula field to display l year from the warranty purchased.
* Add a validation rule to ensure the Expiration Date field is populated.
* Include the warranty Expiration Date field on the mobile page layout.

NO.144 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

* Multi-select picklist
* Dependent picklist
* Global picklist
* Custom picklist

NO.145 How should an administrator support this request?

* Use process builder to capture the daily average on each opportunity.
* Add Formula Fields to track Stages on each Opportunity.
* Run the Opportunity Stage Duration report.
* Refresh weekly reporting snapshots for Closed Opportunities.

NO.146 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 user with a manager role above the agent.
* A user with the Manage Cases permission.
* A user with the System Administrator profile.
* A user with Read permission on the account.

NO.147 Ursa Major classifies its accounts as Silver, Gold, or Platinum Level. When a new case is created for a Silver or Gold partner, it should to the Regular Support Queue. When an account is Platinum Level, it should automatically go to the Priority Support Queue.

What should the administrator use to achieve this?

* Assignment Rules
* Case Rules
* Workflow Rules
* Escalation Rules

NO.148 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?
* Validation rules that ensure that users are entering accurate sales stage information.
* Different page layouts that control the picklist values for the opportunity types.
* Public groups to limit record types and sales processes for opportunities.
* Separate record types and Sales processes for the different types of opportunities.

NO.149 Campaign member can be associated with which two objects?

Choose 2 answers
* Opportunity
* Contact
* Account
* Lead

NO.150 DreamHouse Reality needs to use consistent picklist value on a category filed on accounts

and cases, with value respective to record types.

Which two features should the administrator use to fulfill this requirement?

Choose 2 Answers
* Dependent Picklist
* Global Picklist
* Multi-Select Picklist
* Custom Picklist

NO.151 The Marketing team at Cloud Kicks uses campaigns to generate product interest. They want custom picklist values for the campaign member Status field for each campaign they run, currently, they ask the administrator to add or delete values, but this is very time consuming.

Which two user permission should allow the Marketing team to customize the campaign member status picklist values themselves?

Choose 2 answers
* Create and Edit for Campaign Member
* Marketing user feature license
* Customize Application permission
* Edit permission for campaigns
To customize the campaign member status picklist values themselves, marketing users need two things: a marketing user feature license and edit permission for campaigns. A marketing user feature license enables users to create, edit, and delete campaigns;

manage campaign members; and update campaign history via the import wizards or API. Edit permission for campaigns allows users to modify existing campaigns and their related records such as campaign members and campaign member statuses. Reference:

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

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

NO.152 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?
* Set temporary business hours for each time zone.
* Adjust the currant business hours to accommodate the Eastern Time Zone.
* Create one set of business hours per time zone.
* Allow the reps to set business hours manually.

NO.153 The CTO of AW Computing has defined a new policy for cases to improve customer satisfaction. All cases submitted with a Case Reason of Installation must be acknowledged immediately via email and assigned to the appropriate agents. Any cases that are still in the New status after 4 hours must be escalated to support management.

What case management tools need to be utilized for this requirement?
* Auto-response rules, Macros, Entitlements
* Auto-response rules, Queues, Macros
* Auto-response rules, Queues, Escalation Rules
* Auto-response rules, Entitlements, Escalation Rules

NO.154 Which two methods can be used to share records using sharing rules? Choose 2 answers
* Public groups
* Roles and subordinates
* Profiles
* Queues

NO.155 Ursa Major Solar provides a 1-year warranty on all of the panels it installs. Installation details, along with the warranty information, a captured on a custom object called Installation. The installation record is created by the installer from the mobile app. Customers son receive a longer warranty as a way of increasing customer satisfaction when an installation gets delayed or has issues.

How should the administrator configure Salesforce to capture the expiration date of the warranty?
* Use a formula as the default value of the warranty Expiration Date field.
* Create a formula field to display l year from the warranty purchased.
* Add a validation rule to ensure the Expiration Date field is populated.
* Include the warranty Expiration Date field on the mobile page layout.
To capture the expiration date of warranty based on installation date and warranty length (1 year by default), the administrator should use a formula as the default value of Warranty Expiration Date field on Installation object. The formula can calculate one year from installation date using DATE function or DATEVALUE function. For example, DATE(YEAR(Installation_Date__c) + 1 , MONTH(Installation_Date__c) , DAY(Installation_Date__c)) will return one year from installation date. Creating a formula field, adding a validation rule, or including Warranty Expiration Date field on mobile page layout will not capture expiration date based on installation date and warranty length. Reference:

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

NO.156 Sales reps at Northern Trail Outfitters have asked for a way to change the Probability field value

of their Opportunities.

What should an administrator suggest to meet this request?
* Define a new Stage picklist value.
* Create a custom field on Opportunity.
* Configure Forecasting support.
* Make the field editable on page layouts

NO.157 At Universal Containers, there is a custom field on the Lead named Product Category. Management wants this information to be part of the Opportunity upon lead conversion.

What action should the administrator take to satisfy the request?
* Map the lead custom field to the product’s product category field.
* Create a workflow to update Opportunity fields based on the lead.
* Create a custom field on the Opportunity and map the two fields.
* Configure the product categories picklist field on the product.

NO.158 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?
* Einstein Activity Capture
* Einstein Opportunity Scoring
* Einstein Search Personalization Einstein Lead Scoring

NO.159 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
* Share the R&D folder with Support Managers with Edit Access.
* Share the Helpdesk folder with Support Agents with View access.
* Share the Support Reports folder with Support Managers with Edit Access.
* hare the Support Reports folder with Support Agents with View Access.

NO.160 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
* process builder
* workflow Rule
* Field Update
* Outbound Message

NO.161 Sales reps at Northern Trail Outfitters have asked for a way to change the Probability field value of their Opportunities.

What should an administrator suggest to meet this request?
* Define a new Stage picklist value.
* Create a custom field on Opportunity.
* Configure Forecasting support.
* Make the field editable on page layouts

NO.162 What should an administrator consider when setting up Case Feed?
* Case Feed replaces the standard case detail page by default.
* Chatter Feed tracking must be enabled for the case object.
* Case Feed requires the Service Cloud User feature license.
* The Use Case Feed permission is automatically active for all profiles

NO.163 What is the maximum number of objects that can be added to a custom report type?
* Two as long as the objects have associations
* One as long as the object has a master -child relationship
* Unlimited as long as the objects have associations
* Four as long as the objects have associations

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