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QUESTION 1

When a lead comes in from APAC it needs to be assigned to an external partner if the manager approves. Also external partner needs to be notified that lead has been assigned to him:

- A. Assignment rule, workflow rule
- B. Assignment rule, workflow rule, approval process
- C. Assignment rule, auto-response rule, workflow rule
- D. Assignment rule, approval process
- E. Assignment rule, workflow rule

Correct Answer: A

QUESTION 2

The AW Computing administrator team does significant amounts of work around process automation and ensuring data integrity. When an administrator created a new validation rule in production, the development team complained that their deployment to production failed.

What should be implemented to prevent this conflict from happening?

- A. Review the setup audit trail prior to changes.
- B. Refresh the full copy sandbox daily.
- C. Test changes in a shared sandbox.
- D. Build automation and validation rules using screen flows.

Correct Answer: C

QUESTION 3

What can an administrator do to enable customer-submitted service requests? Choose two answers.

- A. Enable live agent on the company website
- B. Enable chatter answers
- C. Enable the service cloud console on the company website
- D. Enable case feed on the company website

Correct Answer: AB



QUESTION 4

Which actions can you add to a milestone? (Choose three)

- A. Success actions
- B. Repeat actions
- C. Warning actions
- D. Violation actions

Correct Answer: ACD

QUESTION 5

What are abilities of both Customizable and Collaborative forecasting? Choose 2

- A. Ability to have Product family in Forecast
- B. Ability to edit Forecast of Users
- C. Ability to setup forecast category
- D. Ability to do monthly and quarterly forecast

Correct Answer: AD

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