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QUESTION 1

An environment has two Apex Triggers: an after-update trigger on Account and an after-update trigger on Contact. The Account after-update trigger fires whenever an Account's address is updated, and it updates every associated Contact with that address. The Contact after-update trigger fires on every edit, and it updates every Campaign Member record related to the Contact with the Contact's state.

Consider the following: A mass update of 200 Account records' addresses, where each Account has 50 Contacts. Each Contact has 1 Campaign Member. This means there are 10,000 Contact records across the Accounts and 10,000 Campaign Member records across the contacts.

What will happen when the mass update occurs?

- A. The mass update will fail, since the two triggers fire in the same context, thus exceeding the number of records processed by DML statements.
- B. There will be no error, since each trigger fires within its own context and each trigger does not exceed the limit of the number of records processed by DML statements.
- C. There will be no error, since the limit on the number of records processed by DML statements is 50,000.
- D. The mass update of Account address will succeed, but the Contact address updates will fail due to exceeding number of records processed by DML statements.

Correct Answer: B

QUESTION 2

An Order Guide can include multiple Items. Items have common variables, such as Shipping Location, and Requester. Which field on the Order Guide, when set to true, automatically copies the common variable values to corresponding variables on each included Item?

- A. Cascade Variables
- B. Global Variables
- C. Copy Repeat Variables
- D. Duplicate Variables

Correct Answer: A

QUESTION 3

Which of the following steps should be followed to configure Assignment group field in the incident table to allow selection from a certain set of groups? (Choose two.)

- A. Modify the Reference Qual attribute of the Assignment group field to "javascript:GetGroupFilter (\\'incident\\')
- B. Modify the Reference Qual attribute of the Assignment group field to "javascript:GetGroupTypes (\\'incident\\')



- C. Modify the Reference Qual attribute of the Assignment group field to "javascript:GetGroupFilter(\\'itil\\')
- D. Modify the type field for certain groups by adding the incident type
- E. Add new records in the Group Type table to match certain groups to incident table

Correct Answer: AD

QUESTION 4

In the baseline platform configuration, when a Knowledge Article is flagged by a user as being incomplete or incorrect, a notification is sent to the Knowledge Base Owner.

- A. True
- B. False

Correct Answer: B

QUESTION 5

Which of the following are valid problem tasks types? (Choose all that apply.)

- A. Root Cause Analysis
- B. General
- C. Implementation
- D. Assessment
- E. Investigation

Correct Answer: AB

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