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QUESTION 1

Which of the following statements are correct for standard changes? (Choose two.)

A. Standard change procedures must be stored in the Knowledge base.

B. Standard changes do not have change tasks.

C. Standard changes are typically low risk and have detailed procedures.

D. Standard changes can be automated.

Correct Answer: CD

QUESTION 2

What are two capabilities of Territory Management? (Choose two.)

A. The ability to use opportunity criteria to expand a private sharing model.

B. Territory hierarchy replaces the role hierarchy for sharing.

C. The ability to use account criteria to expand a private sharing model.

D. Support for complex and frequently changed sales organization structures.

Correct Answer: AD

QUESTION 3

Part of a custom Lightning Component displays the total number of Opportunities in the org, which is in the millions. The Lightning Component uses an Apex Controller to get the data it needs.

What is the optimal way for a developer to get the total number of Opportunities for the Lightning Component?

A. Apex Batch job that counts the number of Opportunity records

B. SUM() SOQL aggregate query on the Opportunity object

C. SOQL for loop that counts the number of Opportunities records

D. COUNT() SOQL aggregate query on the Opportunity object

Correct Answer: D

QUESTION 4

What is the purpose of the Knowledge check box in Incident form?

A. If checked, it will create a draft knowledge article once the incident is closed.

B. If checked, it will create a draft knowledge article once the incident is resolved.

C. If checked, it will append the text in the Resolution note to the work notes.

D. If checked, it means that this incident is of type Knowledge Article.

Correct Answer: A

QUESTION 5

Using User Criteria, access to catalog categories and catalog items can be applied based on _____. (Choose three.)

A. Cost center

B. Country

C. Location

D. Department

E. Group

Correct Answer: CDE

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