



CRT-160^{Q&As}

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QUESTION 1

What could stop standard sync actions from occurring?

- A. A large sync queue
- B. Salesforce API limit has been reached
- C. Connector is not verified or has become unverified
- D. All of the above

Correct Answer: D

QUESTION 2

Prospect's assigned user was updated. Where can I find out who made this change?

- A. Lifecycle Report
- B. Assigned User Report
- C. Prospect Activity
- D. Audit Log

Correct Answer: D

QUESTION 3

Lenoxsoft's licensing software is based on annual contract renewals. The marketing department is struggling to send reminders to customers, and the sales department has no insight into what reminders marketing is sending. Lenoxsoft uses the custom field "Contract" which contains the value "Renewed" for prospects who have already renewed or is blank if they have yet to renew. Lenoxsoft wishes to set up an Engagement program that does the following:

*

Automatically adds/removes Prospects to the Renewal Engagement program based on their renewal status

*

Sends a series of reminders to Prospects who have NOT yet renewed

*

Gives sales continuous insight into prospect engagement with the program.

Based on the requirements outlined, which of the following is the best process for Lenoxsoft to set up?

- A. Build a segmentation rule with the criteria of :: Prospect Custom Field :: Contract :: is :: Renewed and an action of "Add to list" and an action of "Notify assigned user."



- B. Build a dynamic list with the criteria of :: Prospect Custom Field :: Contract :: is :: Renewed. Associate the list to the Renewal Engagement list email and add an action of "Notify assigned user"
- C. Build a dynamic list with the criteria of :: Prospect Custom Field :: Contract :: is :: blank. Associate the list to the Renewal Engagement program and add an action of "Notify assigned user" at intervals.
- D. Build an automation rule with the criteria of :: Prospect Custom Field :: contract :: is :: blank. Add an action of "Add to List" and an action of "Notify assigned user."

Correct Answer: C

QUESTION 4

Why should you set a form to Always Display?

- A. To always show the form when someone returns to the page.
- B. To get a higher form conversion rate
- C. To prevent spammers from filling out the form
- D. To ensure the prospect gets scored and graded.

Correct Answer: A

QUESTION 5

An error is noticed under the Email Sending Domains.

Where should an Administrator go to change the SPF entries?

- A. Account Settings
- B. Dashboard
- C. Company's DNS
- D. CRM

Correct Answer: C

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