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QUESTION 1

Management tracks open cases per hour, per day and per week to ensure they have enough staff. What kind of report they need?

- A. Joined Report
- B. Matrix Report
- C. Summary Report
- D. Analytical Snapshot

Correct Answer: D

QUESTION 2

Recruiters at Universal Containers want to associate positions with their related job applications using two custom objects ?Position and Job Application. A job application must always have a related position. If a position is deleted, the corresponding job applications are deleted.

Which type of object relationship will meet this requirement?

- A. Master-detail
- B. Junction
- C. Hierarchical
- D. Lookup

Correct Answer: A

QUESTION 3

What will happen when you use dataloader to transfer a record to a new owner? Choose 2

- A. Manual sharing rules will not be carried over
- B. All owner base sharing will be recalculated
- C. Account Teams will not be transferred
- D. Criteria-based sharing rule will be recalculated

Correct Answer: AC

QUESTION 4



Universal Containers wants only users from the sales department to have access to price books. How can an administrator meet this requirement?

- A. Create a sharing rule to share all price books to sales users
- B. Manually share each price book to the sales users\\' profile
- C. Set the organization-wide default for price book to Use
- D. Clone all custom price books from the standard price book

Correct Answer: C

QUESTION 5

What are the similarities of customizable and collaborative forecasting? Choose 2

- A. Quotas
- B. Territory Management
- C. Submit Forecast
- D. Monthly and Quarterly Forecasts

Correct Answer: AD

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