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QUESTION 1

Which of the following cannot be done via a Workflow?

A. Create an Outbound Message

B. Create an Event

C. Create an E-mail Alert

D. Create a Task

Correct Answer: B

QUESTION 2

ABC Company is using assignment rules to distribute cases to regional teams.

Which of the following is true?

A. Cases may be assigned to public groups (if configured).

B. It is possible to have multiple active assignment rules.

C. Cases may be assigned to queues (if configured).

D. A workflow field update can be used instead.

Correct Answer: C

Only one can be active can\\'t be assigned to public groups workflow can change owner to a user or queue, but not to a specified team as assignments can do.

QUESTION 3

Which two are true statements about record types? (Choose two.)

A. They can be used to control user role hierarchy.

B. They allow different page layouts and mandatory fields.

C. They can be enabled by profile and permission set.

D. They allow different picklist values for all picklist fields.

Correct Answer: BC

QUESTION 4

What type of field can be used to filter a Report Chart that has been added to a Page Layout?

A. Name Field

B. Formula Field

C. Matching ID Field

D. Standard Field

Correct Answer: C

QUESTION 5

Standard picklist fields can be controlling or dependent.

A. False

B. True

Correct Answer: A

Standard picklist fields can be controlling fields but not dependent fields.

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