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QUESTION 1

Support agents at Universal Containers research solutions to customer issues by asking various subject matter experts (SMEs) at the company.

Which three features will allow Support Agents to quickly document the details of these meetings? (Choose three.)

- A. Case groups
- B. Workflow Email Alerts
- C. Events
- D. Case Comments
- E. Case Feed

Correct Answer: BDE

QUESTION 2

Sales management at Universal Containers needs to display the information listed below on each account record.
Amount of all closed won opportunities
Amount of all open opportunities

What feature should an administrator use to meet this requirement?

- A. Calculated columns in the related list
- B. Cross-object formula fields
- C. Workflow rules with field updates
- D. Roll-up summary fields

Correct Answer: D

QUESTION 3

Universal Containers has a custom object named Feedback which is used to capture Users' candid comments about their experience at work. The sales team manager and all representatives have roles in the role hierarchy with sales representatives directly under the sales team manager. HR requires that all Feedback records be private to each User. Managers should not have access to subordinates' Feedback records.

What action should an Administrator take to ensure this requirement is met?

- A. Confirm Feedback object is set to Private and Uncheck 'Grant Access Using Hierarchies' in Organization-wide sharing.
- B. Confirm Feedback object is set to Private and Uncheck 'Enable Role Hierarchy' in Organization-wide sharing.
- C. Confirm Feedback object is set to Restricted and Uncheck 'Enable Role Hierarchy' in Organization-wide sharing.



D. Confirm Feedback object is set to Restricted and Uncheck 'Grant Access Using Hierarchies\\' in Organization-wide sharing.

Correct Answer: A

QUESTION 4

When case assignment rules are being set up, in which two places should cases be assigned? (Choose two.)

- A. Queue
- B. Contact
- C. Profile
- D. User

Correct Answer: AD

QUESTION 5

Universal Containers wants sales reps to see the industry, annual revenue, and account owner at a glance on their mobile device. This information should be located at the top of the account record.

What feature should the Administrator configure to meet this requirement?

- A. Page Layout
- B. Mobile Card
- C. Field Set
- D. Compact Layout

Correct Answer: D

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