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QUESTION 1

A sales executive at Universal Containers wants to be notified whenever high-value opportunities are created for hot accounts.

What should an administrator do to meet this requirement?

- A. Create a workflow rule on the opportunity object.
- B. Create an auto-response rule on the opportunity object.
- C. Create an escalation rule based on the opportunity amount.
- D. Create a validation rule that evaluates the account rating.

Correct Answer: A

QUESTION 2

Which two are capabilities of Customer Communities? (Choose two.)

- A. Customer can log, view, edit, and close their own cases.
- B. Customers can view and edit contacts related to their own accounts.
- C. The Customer Community can be customized with corporate branding.
- D. The Customer Community and its users can be created without additional licensing.

Correct Answer: AC

QUESTION 3

Universal Containers uses web-to-case to convert support requests submitted through its website into cases. The support team would like Salesforce to automatically send an email containing password reset instructions to the customer when the case subject contains the words "forgot" and "password".

What does the administrator need to configure to meet this requirement?

- A. Validation rule
- B. Auto-response rule
- C. Email-to-case
- D. Support settings

Correct Answer: B



QUESTION 4

Which circumstance will prevent a system administrator from deleting a custom field?

- A. The field is used in a page layout.
- B. The field is used in a report.
- C. The field is part of a field dependency.
- D. The field is used in a workflow field update.

Correct Answer: D

QUESTION 5

The support group at Universal Containers wants agents to capture different information for product support and inquiry cases. In addition, the lifecycle for product support cases should have more steps than the lifecycle for inquiry cases.

Which three features should an administrator use to meet these requirements? (Choose three.)

- A. Support processes
- B. Page layouts
- C. Permission sets
- D. Field-level security
- E. Record types

Correct Answer: ABE

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