



DEV-450^{Q&As}

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QUESTION 1

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 2

Under which three conditions should a validation rule be used to prevent invalid data? (Choose three.)

- A. When records are deleted by a user.
- B. When records are imported.
- C. When records are submitted using web-to-lead.
- D. When records are updated by a workflow rule.
- E. When records are edited and saved by a user.

Correct Answer: BCE

QUESTION 3

Which three options are available when customizing a report? (Choose three.)

- A. Add a gauge component
- B. Schedule a refresh time
- C. Add a grouping
- D. Summarize fields
- E. Add a filter

Correct Answer: CDE

QUESTION 4

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

QUESTION 5

Universal Containers has activated Web-to-Case on their corporate website. IT configured Auto-Response to thank the customer for logging the case and activated Assignment Rules based on the state (USA) in which the customer resides. Case ownership is therefore determined and routed to the corresponding queue ?North, South, East, or West. Customer Cases that do not meet the existing criteria should be assigned to Queue ?World.

What solution will satisfy this requirement?

- A. Using a Trigger, change the owner of Cases outside the US to Queue ?World.
- B. In Case Support Settings, change Default Case Owner to Queue ?World.
- C. In an Active Case Flow, change the name of the Queue to World.
- D. Using a Workflow Rule, change the owner of new Cases outside the US to Queue ?World.

Correct Answer: B

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