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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

Universal Containers organization wide defaults for Leads object are set to private. What should a sales rep see when running a lead report with the All Leads filters?

- A. Only leads visible based on the folder access.
- B. All leads for which the sales reps have access.
- C. Only leads owned by the sales rep.
- D. All leads for which the running user of the report has access.

Correct Answer: C

QUESTION 3

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 4

Universal Containers uses a Private data access model for Cases. Support agents own cases, and occasionally product specialists need access to cases in their product line.



Which two actions will result in the needed access? (Choose two.)

- A. Case owners manually add product specialists to ad hoc case teams.
- B. Case owners configure pre-defined case teams.
- C. A case escalation rule assigns ownership to product specialists.
- D. Administrators configure pre-defined case teams and assignment rules.

Correct Answer: AD

QUESTION 5

What should be considered when configuring the lead conversation process? (Choose two.)

- A. Custom lead fields can be mapped to custom object fields.
- B. Roll-up summary lead fields can be mapped to custom contact fields.
- C. Custom lead fields can be mapped to account, contact, and opportunity fields.
- D. Standard lead fields are automatically converted to account, contact, and opportunity fields.

Correct Answer: CD

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