



# SALESFORCE-ASSOCIATE<sup>Q&As</sup>

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#### QUESTION 1

A deleted record needs to be recovered from the Recycle Bin. Where can the user find the Recycle Bin?

- A. Setup
- B. App Launcher
- C. Global Search

Correct Answer: B

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#### QUESTION 2

Get Cloud Consulting (GCC) has started to use Salesforce for its sales and service divisions. GCC would like to automate a process and understands this can be done through declarative and programmatic solutions. Which approach should GCC explore first?

- A. A programmatic approach, unless there is a lack of resources
- B. A declarative approach, as it allows for quicker and simpler problem resolution
- C. A programmatic approach, as it is more customizable.

Correct Answer: B

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#### QUESTION 3

Get Cloudy Consulting (GCC) wants to simplify its sales teams Account Record page with the following recommendations:

Adding tabs Hiding components Making fields conditionally visible

Where should GCC's Salesforce associate go to draft these changes for review?

- A. Lightning App Builder
- B. Record Types
- C. Page Layouts

Correct Answer: A

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#### QUESTION 4

Get Cloudy Consulting (GCC) provides consulting services to small and medium-sized business in the financial services space. GCC wants a solution for customer service where complaints can be logged through a web form and email.



Which Salesforce solution should GCC use?

- A. Commerce Cloud
- B. Experience Cloud
- C. Service cloud

Correct Answer: C

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#### QUESTION 5

A Salesforce associate is creating new user accounts for a new project management team. What will be the role of each new team member?

- A. End User
- B. Developer
- C. Builder

Correct Answer: B

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