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QUESTION 1

Users have been given Read/Write access to product support cases through criteria-based sharing rules. A user's profile only has the Read permission for cases. What is true about the user's ability to edit product support cases?

- A. The user will Only be able to edit cases manually shared with them
- B. The user will only be able to edit the cases that they created
- C. The user will not be able to edit product support cases
- D. The user will be able to edit product support cases

Correct Answer: C

QUESTION 2

Agents can file vacation leave request that must be approved by the manager. An agent is unable to submit the request. What could be the possible cause?

- A. There is no Manager for User
- B. Approval Process is not enabled for them
- C. There is System Error

Correct Answer: A

QUESTION 3

How to write validation rule where the condition is Amount is greater than or equal 500 and custom field should not be blank? Choose 3

- A. Amount >= 500 andand (child__c = '')
- B. Amount >= 500 andand ISBLANK(Child__c)
- C. Amount >= 500 andand ISPICKVAL(Child__c) = ''
- D. Amount >= 500 andand TEXT (Child__c) = ''

Correct Answer: ABD

QUESTION 4

What are the options in creating Price Books for Products? Choose 3

- A. Standard Price



B. Product Price

C. List Price

D. Sales Price

E. Discount Price

Correct Answer: ACD

QUESTION 5

During Deployment from Sandbox to production using Changeset, Few components missed. How you are going to add those component to production?

A. Edit Changset and re-deploy

B. Create New and Redeploy

C. Clone existing and make changes and Re-deploy

Correct Answer: C

QUESTION 6

The VP of Sales wants to enforce a new B2B sales process for sales representatives. For example, if an opportunity is still in the Prospecting stage one day after the next stage is due, the Deal Status should change to Stalled and the number of deals stalled on the account should be incremented. Which action can an administrator use to automate this process? Choose 2

A. Workflow field update on the account

B. Cross object workflow field update

C. Workflow field update on the opportunity

D. Roll-up summary held on the account

Correct Answer: CD

QUESTION 7

There is one field on Custom Object and users have entered lots of values. Now System Admin wants to create a report and categories values present in that field. How to achieve this?

A. Bucket Field

B. Custom Summary Formula Field

C. Conditional Highlighting



D. Use Cross Filter

Correct Answer: A

QUESTION 8

Universal Containers would like applicants to apply for multiple positions, tracking how many applicants have applied and how many positions each individual applicant has applied for. To do this, the administrator will create a Job Application junction object between the Applicant and Position objects.

How does this action meet the requirement?

- A. A lookup relationship on the Applicant object with Position as the master provides roll-up summary fields without code
- B. The junction object allows the administrator to add a workflow rule to update fields on the Position and Applicant objects
- C. The junction object allows a many-to-many relationship and also roll-up summary fields on the parent objects
- D. The Job Application object as a master to Position and Applicant objects will allow roll-up summary fields on the Position and Applicant objects

Correct Answer: C

QUESTION 9

What should an administrator consider when enabling Territory Management? Choose 2

- A. Territory hierarchy must match the organization's role hierarchy
- B. Users can only be a member of one territory at a time
- C. Sharing accounts, contacts, opportunities, and cases is impacted
- D. It limits the type of forecasting that can be used

Correct Answer: CD

QUESTION 10

What are abilities of both Customizable and Collaborative forecasting? Choose 2

- A. Ability to have Product family in Forecast
- B. Ability to edit Forecast of Users
- C. Ability to setup forecast category
- D. Ability to do monthly and quarterly forecast



Correct Answer: AD

QUESTION 11

Customer wants to make sure that he is given a summary report on 4 regions weekly. How to achieve this?

- A. Analytical snapshot
- B. Created dashboard with filters given to them weekly
- C. Dynamic dashboard with filters given to them weekly
- D. Create individual dashboards for each then sched them weekly

Correct Answer: B

QUESTION 12

You have downloaded an App from AppExchange and you want to make changes in that App. What should be type of Package?

- A. Manage Package
- B. UnManage Package
- C. Automatic Package
- D. Platinum Package

Correct Answer: B

QUESTION 13

Which three actions can occur when an administrator clicks "Save" after making a number of modifications to Knowledge data categories in a category group and changing their positions in the hierarchy? (Choose three.)

- A. Users are temporarily locked out of their ability to access articles
- B. Users may temporarily experience performance issues when searching for articles
- C. The contents of the category drop-down menu change
- D. The articles and questions visible to users change
- E. The history of article usage is reset to zero utilization

Correct Answer: ADE

QUESTION 14



Universal Container has a custom object to track complaints. They use a field to view related complaints. What is the relationship?

- A. Master Detail Relationship
- B. Junction Object
- C. Look-up Relationship
- D. Hierarchical Relationship

Correct Answer: D

QUESTION 15

After delegated administration is granted for a custom object, what action can the delegated administrator complete?
Choose 2

- A. Add a custom picklist field to the object
- B. Change organization-wide sharing rules for the object
- C. Change the relationship with other object
- D. Create a custom tab for the object

Correct Answer: AD

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