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QUESTION 1

Universal Containers is onboarding ten new employees in two weeks.

Which two methods should a System Administrator use to create user records in Salesforce, without activating them? (Choose two.)

A. Create them with the User Import Wizard, and ensure that Active is unchecked.

B. Schedule a Time-Dependent Workflow to create users in two weeks.

C. Click Add Multiple Users, and ensure that Generate New Password and Notify User Immediately are unchecked.

D. Create a .csv file, ensure that IsActive = False, and use the data loader to insert.

Correct Answer: CD

QUESTION 2

Which three settings are controlled by a user\'s profile? (Choose three.)

A. Field-level security

B. Locale settings

C. Record type assignment

D. Assigned apps

E. Feature license assignment

Correct Answer: ACD

QUESTION 3

A System Administrator needs to import new leads from a tradeshow and assign ownership based on country. Some of the leads may already be in the system.

Which two actions should be taken to meet this requirement? (Choose two.)

A. Use the Data Import Wizard to match lead by email.

B. Create an assignment rule to assign leads by country.

C. Create an auto-response rule to assign leads by country.

D. Use the Data Loader to match lead by email.

Correct Answer: AB

QUESTION 4

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

QUESTION 5

Universal Containers requires that the organization-wide default for opportunities be set to public read/ write. However, sales users complain that opportunity reports return too many results, making it difficult to find their team\\'s opportunities in the report results.

How can the System Administrator address the problem?

A. Update the account team settings.

B. Update the sales manager hierarchy.

C. Update the report filters.

D. Update the opportunity report access.

Correct Answer: C

QUESTION 6

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

QUESTION 7

A marketing user has received a file of leads to import into Salesforce. What tool can be used to avoid duplicate lead records?

A. Merge leads function

B. Validation rules

C. Data loader

D. Data import Wizard

Correct Answer: D

QUESTION 8

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 9

Which statement about products and price books is true? (Choose two.)

A. Price books that contain assets cannot contain products.

B. A product can have a different list price in different price books.

C. The standard and list price for a product can be listed in multiple currencies.

D. Products without a price are automatically added to the standard price book.

Correct Answer: BC

QUESTION 10

Which two statements are correct regarding an approval process? (Choose two.)

A. An approval action defines the result of record approval or rejection.

B. An assignment rule defines the approver for each process step.

C. The approval history related list can be used to track the process.

D. A delegated approver can reassign approval requests.

Correct Answer: AC

QUESTION 11

Which two are capabilities of the content delivery feature of Salesforce Content? (Choose two.)

A. Associate the content delivery with a Salesforce record.

B. Password protect content deliveries that contain sensitive data.

C. Customize the URL assigned to the content delivery.

D. Encrypt certain content delivery files.

Correct Answer: AB

QUESTION 12

An opportunity record, created with a close date of July 30, meets the criteria of a time-dependent workflow rule. The time-dependent action is scheduled for July 23.

What happens if the opportunity is edited before July 23 and no longer meets the criteria?

A. The time-dependent action is automatically removed from the queue.

B. The time-dependent action will execute on July 30.

C. The time-dependent action is put on hold.

D. The time-dependent action will execute on July 23.

Correct Answer: A

QUESTION 13

A System Administrator wants to ensure that unique data is always input into a specific field. Which two field properties should be configured? (Choose two.)

A. Default Value

B. Required

C. Unique

D. Data Type

Correct Answer: BC

QUESTION 14

Which three are Chatter features? (Choose three.)

A. Notes

B. Bookmarks

C. Recommendations

D. Feeds

E. Events

Correct Answer: BCD

QUESTION 15

Universal Containers has three different support groups. Each group works cases for their region only.

How can the System Admin ensure that all the Support Representatives within each region can manage cases generated from only their region in a private org?

A. Create a Support Representative role for each region.

B. Create territory members for each region.

C. Create a queue for each region.

D. Create a predefined case team for each region.

Correct Answer: B

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