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QUESTION 1

Universal Containers uses a custom field on the account object to capture the account credit status. The sales team wants to display the account credit status on opportunities.

Which feature should a system administrator use to meet the requirements?

A. Look-up Field

B. Roll-up summary field

C. Workflow field update

D. Cross-object formula field

Correct Answer: D

QUESTION 2

What functionality is included in the Financial Services Cloud Extension license? (2 correct answers)

A. It enables user access to the Actionable Relationship Center Lightning component

B. It enables user to configure Compliant Data Sharing

C. It enables user access to the Action Plans feature

D. It enables user access to Download Analytics Data and Install

E. Analytics Templated Apps

Correct Answer: AB

QUESTION 3

Which of the following is NOT an area that Salesforce Financial Services Cloud serves?

A. Asset Management

B. Corporate and Institutional Banking

C. Legal Services

D. Lending Services

Correct Answer: C

QUESTION 4

What type of field allows users to input text, images, and links?

A. Input area

B. Text and Image area

C. Text area

D. Text area (rich)

Correct Answer: D

QUESTION 5

What should an administrator consider when setting up case feed?

A. Case feed replaces the standard case detail page by default

B. The Use Case Feed permission is automatically active for all profiles

C. Case feed requires the Service Cloud User feature license

D. Chatter Feed tracking must be enabled for the case object.

Correct Answer: D

QUESTION 6

What are the valid organization-wide default options for the Account Object?

A. Public Read/Write/Transfer

B. Private

C. No Access

D. Public Read/Write/Delete

Correct Answer: B

QUESTION 7

The Actionable Relationship Center can display which of the following relationships in the tree pane? Select 3 answers.

A. Account-Account Relationships

B. Any Related List for the selected object record

C. Up to 5 Related Lists for an Account Record

D. Account-Contact Relationships

E. Up to 5 Related Lists for a non-Account Record

Correct Answer: ADE

QUESTION 8

Universal Containers has two business groups, products and services. Both groups will be using to track deals, but different fields are required by each group.

How should a system administrator meet this requirement? (2 answers)

A. Create two record types

B. Create two permission sets

C. Create two page layouts

D. Create two sales processes.

Correct Answer: AC

QUESTION 9

A sales executive at Universal containers wants to be notified whenever high-value opportunities are created for hot accounts.

How should an administrator meet this requirement?

A. Create an escalation rule based on the opportunity amount.

B. Create the workflow rule on opportunity object.

C. Create an auto-response rule on the opportunity amount.

D. Create a validation rule that evaluates the account rating

Correct Answer: B

QUESTION 10

What is the purpose of the AppExchange? (2 answers)

A. Administrators can download and customize pre-built dashboards and reports

B. Customers can share and install apps published by Salesforce partners

C. Support users can install the Salesforce Console for Service customers

D. Partners can download accounts and contacts to collaborate on sales deals

Correct Answer: AB

QUESTION 11

The marketing team wants to send an email to each lead received from its website. The country of the incoming lead should determine the language of the email that will be sent to the lead.

How can the system administrator automate this process?

A. Create an email template for each language and an assignment rule to send appropriate template

B. Create an email template for each language and an auto response rule to send appropriate template

C. Create an email template for each language and a workflow alert to send appropriate template

D. Create a single email template and use the translation workbench to translate and send the appropriate template

Correct Answer: D

QUESTION 12

Not all life events or business milestones apply to every customer. To create a better customer experience, you can hide the life events or business milestones a customer hasn\\'t achieved or is unlikely to achieve in the future. Which of the following statements are correct?

A. When you hide a life event or business milestone type, it doesn\\'t appear on the component until you add an event or milestone of that type.

B. The option to hide life event types or business milestone types is not available in the Communities version of the Life Events or Business Milestones component.

C. It is possible to hide Sensitive Life Event or Business Milestone Types in the Insurance Agent Portal.

D. Life Events can not be displayed on the Household level of the Account Record.

Correct Answer: AC

QUESTION 13

What can be transferred from one user to another user during mass transfer of account records? (3 answers)

A. Closed activities

B. Open cases

C. Closed cases

D. Open activities

E. Related custom object records

Correct Answer: BCD

QUESTION 14

Person accounts store information about individual people by combining certain account and contact fields into a single record. Using the Object Manager, on which Object do you configure the Person Account Page Layout?

A. The Person Account Record Type on the Account Object

B. The Person Account Record Type on the Contact Object

C. The Person Account Object

Correct Answer: C

QUESTION 15

Which information can you find under the Relationships Tab? - (Check the 3 that apply)

A. Summary information about Total Financial Accounts. This includes total assets under management at your firm, the Category (i.e. Platinum.), client interactions, including the last interaction and the next interaction scheduled in the future.

B. Primary household Information, including the members of the household and how the household is related to other groups.

C. Related accounts - accounts not directly included in the primary household.

D. Related contacts that play a role in the financial world of the client (i.e a family lawyer)

Correct Answer: BCD