

Platform Login Credentials - Pro x Student x Discover Salesforce Customer 360 x

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Discover Salesforce Customer 360

Get to Know Customer 360

Introduction to trailhead

Salesforce platform basics

Exposure to Contacts

App Exchange Basics

Deep Dive Into App Exchange

What Is Salesforce and CRM?

Search solutions basics

Set up your org and create and customize list views

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What is Salesforce Customer 360?

A marketing automation tool

A customer relationship management platform

A cloud-based storage system

An e-commerce platform

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What is the benefit of using Salesforce Customer 360?

Increased customer loyalty

Reduced customer acquisition costs

Improved customer satisfaction

All of the above

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What is Salesforce and CRM?

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How can users earn Trailhead badges and points?

By completing online tutorials and challenges in Salesforce Trailhead.

By attending in-person training sessions provided by Salesforce.

By participating in Salesforce user groups and events.

By purchasing and using Salesforce products.

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Which component of Salesforce architecture provides a user interface for interacting with data?

Objects

Fields

Pages

Apex classes

Complete and Continue >

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Which of the following statements is true about the relationship between Contacts and Accounts in Salesforce?

A Contact can be associated with multiple Accounts.

An Account can be associated with multiple Contacts.

A Contact can be associated with one Account only.

An Account cannot have any associated Contacts.

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Which of the following statements is true about AppExchange in Salesforce?

AppExchange is a platform for businesses to exchange products and services with other businesses.

AppExchange is a marketplace for third-party applications and services that integrate with Salesforce.

AppExchange is a tool for managing customer interactions and data.

AppExchange is a social media platform for businesses to connect with customers.

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What types of apps are available on AppExchange?

Both free and paid apps

Only free apps

Only paid apps

Only apps developed by Salesforce

Complete and Continue >

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What is Salesforce and CRM? | N: x

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What CRM stands for?

Customer Relation Management

Customer Relationship Manager

Customer Relationship Management

Customer Relation Manager

Complete and Continue >

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What is a standard object in Salesforce?

An object that cannot be customized

An object that is created by a Salesforce user

An object that is provided by Salesforce and can be customized

An object that is available only in certain editions of Salesforce

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What is a Lightning App in Salesforce?

A standalone application built on the Salesforce platform

A type of Lightning component used for displaying data

A third-party application that integrates with Salesforce

A feature used to customize the user interface of Salesforce

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- ☒ ☒ Create and customize lightning apps
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- ☒ ☒ Validation rules, data security and control access to org
- ☒ ☒ Control access to objects, fields and

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What is a page layout in Salesforce?

A visual representation of the fields and sections for a record type

A list of all the available objects in an organization

A group of related objects in a custom module

A set of rules that control field-level security

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Control access to objects, fields and records

Role Hierarchy, Sharing rules, Picklist

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Where can global actions be accessed in Salesforce?

From the home page

From the setup menu

From the object's record detail page

All of the above

Complete and Continue

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What information can be provided in Salesforce Company Information?

Company name and address

Primary contact information

Logo

All of the above

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What is OWD in Salesforce?

A setting that determines the default level of access to records across the organization

A tool that allows users to create reports and dashboards in Salesforce

A feature that allows users to collaborate with others on records in Salesforce

A tool that allows users to import and export data in Salesforce

Complete and Continue >

Platform Login Credentials - Pro x

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Schema builder, Leads & Opportunities

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What is a schema in Salesforce?

A data visualization tool

A logical container that defines the structure and relationship of a database's objects

A sales forecasting tool

A user interface customization tool

Complete and Continue >

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What is a formula field in Salesforce?

A field that can be used to calculate the sum of a group of records

A field that displays the result of a formula expression based on other fields

A field that allows users to enter a formula to be evaluated at runtime

A field that can be used to calculate the average of a group of records

Complete and Continue >

Formula fields and Rollup Summary

✓	✕	Control access to objects, fields and records
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Dependent PL Reports DB 1

✓ Reports and DB 2

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A rule that determines how data is stored in the database.

A rule that governs how data is accessed and manipulated in the database.

A rule that determines the data types allowed in the database.

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Student x

Control access to objects, fields x

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Validation rules, data security and control access to org

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Control access to objects, fields and records

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Role Hierarchy, Sharing rules, Picklist

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Quiz

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The CEO does not want to see the list of contacts on an account page but still needs to access contact records. How should the admin configure this?

Create an account page layout without the Contacts Related list.

Remove read access permissions for contacts from the CEO's profile.

Set the Contact Org-wide Default Sharing settings to Private.

Remove the Account Related List from the contact page layout.

Complete and Continue >

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Control access to objects, fields and records

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Which of the following is required for the role hierarchy to work?

The object should have the grant access using hierarchies enabled in the organization wide default

The record should be owned by a user that have a subordinate role

The object should have the grant access using hierarchies disabled in the organization wide default

The record should not be owned by a user that have a subordinate role

Complete and Continue >

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A sales manager would like to view a dashboard from the perspective of different users and switch between users without editing the dashboard. How would an administrator enable this? (Choose two)

Create dashboards as dynamic dashboards

Grant the sales manager manage dynamic dashboards permissions

Grant the sales manager manage view my teams dashboards

Grant the sales manager manage drag and drop dashboards

Complete and Continue >

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What is the primary goal of Salesforce for Nonprofits?

To provide a CRM solution that is tailored to the needs of nonprofit organizations

To help nonprofits improve their financial management

To connect nonprofits with potential donors

To improve volunteer management

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What is data modeling in Salesforce?

The process of designing and structuring data in a way that allows for efficient data management and processing

The process of importing and exporting data in Salesforce

The process of automating business processes in Salesforce

The process of creating reports and dashboards in Salesforce

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Control access to objects, fields and records

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✓

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What does the report type determine when a new report is created? (Choose 3)

Whether the report will be tabular, summary, or matrix

Whether the report can be displayed in a dashboard

The fields available to include in the report

The object included in the report

The default columns in the report

Complete and Continue >

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