Salesforce Certified Associate

Time Remaining : 00:50:58

An organization wants to implement Salesforce into its business model. The requirements include:
- Operations management
- Program management
- Grantmaking
- Fundraising
- Marketing
- Engagement

Which cloud is preconfigured to handle all of these requirements?

A. ⚪ Analytics
B. 🔵 Nonprofit
C. ⚪ Experience

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Time Remaining : 00:50:40

Which Salesforce role produces data-driven solutions by eliciting, documenting, and examining requirements around organizational challenges?

A. ⚪ Sales Associate
B. 🔵 Business Analyst
C. ⚪ Platform Developer

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:50:36

3 of 40.   A nonprofit health organization wants to help ensure residents in their area receive health checkups. The nonprofit also wants to ensure resident tracking history and all data are stored in a way that complies with local privacy laws.

Which Salesforce cloud solution should help meet these needs?

A. ◯ Nonprofit Cloud

B. ◉ Health Cloud

C. ◯ Service Cloud

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Press the "Prnt Scrn" on your keyboard
screenshot

Salesforce Certified Associate

Time Remaining : 00:50:30

4 of 40.   Get Cloudy Consulting (GCC) has recently been onboarded as a Salesforce customer. GCC wants to enroll its in-house IT administration team in a Salesforce instructor-led training workshop.

Which resource provides virtual and in-person learning that should help the team accelerate their Salesforce knowledge?

A. ◯ Salesforce Help

B. ◉ Trailhead Community

C. ◯ Trailhead Academy

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:50:25

Get Cloudy Consulting (GCC) plans to migrate from a legacy CRM system to Salesforce. GCC currently uses a dedicated single-tenant, on-premise system and wants to utilize a multi-tenant architecture like Salesforce uses.

What is one feature of multi-tenant architecture?

A. ◯ Resources are shared and tenants can use each other's resources.

B. 🔵 Resources are shared and unlimited for each tenant.

C. ◯ Resources are limited to each tenant.

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:50:19

A Salesforce associate wants to connect with other Salesforce associates in their local area.

Which Salesforce resource allows them to network and collaborate with others based on role and location?

A. ◯ Salesforce Interest Groups

B. ◯ Trailblazer Connect

C. 🔵 Trailblazer Community Groups

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:50:13

7 of 40.   Get Cloudy Consulting (GCC) currently supports its customers via calls and emails. GCC wants to meet the needs of digitally savvy customers by offering support via web chat as well as SMS, Facebook Messenger, and WhatsApp.

Which Salesforce product should be used to meet this need?

A. 🔘 Service Cloud
B. ⚪ MuleSoft
C. ⚪ Experience Cloud

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:50:07

8 of 40.   Which Trailhead feature should Get Cloudy Consulting use to create a custom learning path for its employees?

A. 🔘 Trailmixes
B. ⚪ Modules
C. ⚪ Projects

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:50:00

9 of 40.   A Salesforce associate tries to create a new user in a sandbox using 'Astro@getcloudy.org' as the username and it fails.

What is the problem with creating the 'Astro@getcloudy.org' username?

A. ⬤ Salesforce usernames must be unique across all Salesforce orgs and that one is already in use.

B. ◯ Salesforce usernames must be formatted like an email address with .com at the end.

C. ◯ Salesforce usernames must include the user's full name and be formatted like an email address.

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:49:54

10 of 40.   Which platform architecture shares a single, common infrastructure and code base?

A. ◯ Trust

B. ⬤ Multitenant

C. ◯ Metadata

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:49:49

11 of 40.   An online retail company uses Sales Cloud and Marketing Cloud. The company's Salesforce associate needs help while working in Marketing Cloud and wants to hear other Salesforce professionals' opinions. They would like to post a question that anyone around the globe who is familiar with Salesforce can answer.

Which resource should they use?

A. ⦿ Trailblazer Community
B. ○ Trailhead Academy
C. ○ Salesforce Help

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:49:42

12 of 40.   A college wants to incorporate Salesforce into its admissions program using Program Enrollment and Course Connections.
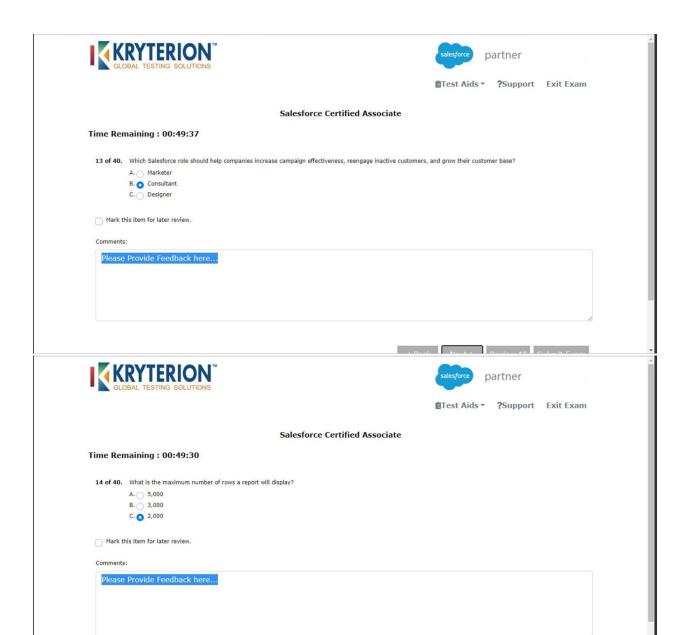
Which Salesforce cloud provides these features as standard offerings?

A. ○ Education Cloud
B. ⦿ Experience Cloud
C. ○ Marketing Cloud

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:49:37

13 of 40. Which Salesforce role should help companies increase campaign effectiveness, reengage inactive customers, and grow their customer base?

A. ◯ Marketer
B. 🔵 Consultant
C. ◯ Designer

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:49:30

14 of 40. What is the maximum number of rows a report will display?

A. ◯ 5,000
B. ◯ 3,000
C. 🔵 2,000

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:49:25

15 of 40. A sales manager requests a report that shows total opportunity amounts grouped by:
- Small opportunities — Amount is less than $50,000.
- Medium opportunities — Amount is between $50,000 and $100,000.
- Large opportunities — Amount is more than $100,000.

How should the Salesforce associate show the amount as described above?

A. ◯ Create a formula field off of Amount.

B. 🔘 Create a bucket field off of Amount.

C. ◯ Create a custom field in Setup.

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

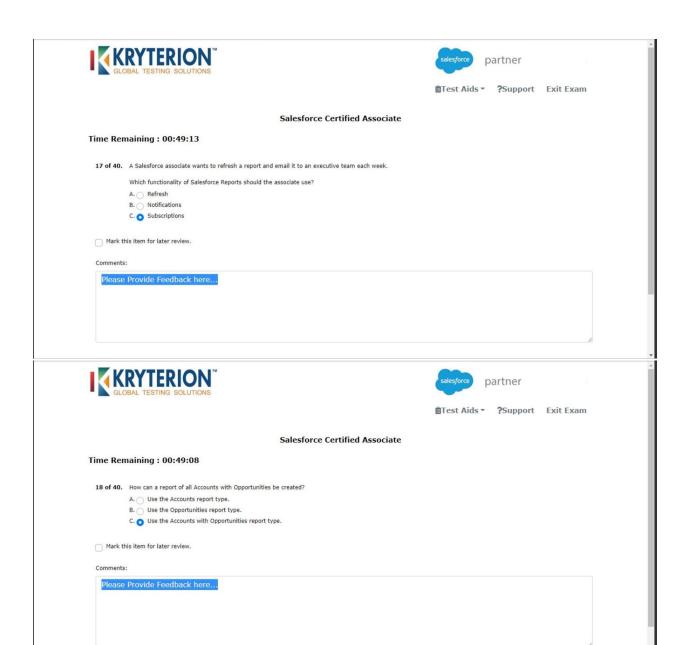**Salesforce Certified Associate**

Time Remaining : 00:49:17

16 of 40. How should a Salesforce associate ensure a dashboard has the most current data?

A. ◯ By refreshing the browser

B. ◯ By opening the dashboard

C. 🔘 By clicking refresh on the dashboard

☐ Mark this item for later review.

Comments:

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Salesforce Certified Associate

Time Remaining : 00:49:13

17 of 40.   A Salesforce associate wants to refresh a report and email it to an executive team each week.

Which functionality of Salesforce Reports should the associate use?

A. ○ Refresh
B. ○ Notifications
C. ● Subscriptions

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:49:08

18 of 40.   How can a report of all Accounts with Opportunities be created?

A. ○ Use the Accounts report type.
B. ○ Use the Opportunities report type.
C. ● Use the Accounts with Opportunities report type.

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:49:03

19 of 40.   Get Cloudy Consulting (GCC) will show its data on a dashboard where the data is visualized within a range.

Which dashboard component type should GCC use?

A. ⦿ Gauge
B. ○ Chart
C. ○ Metric

☐ Mark this item for later review.

Comments:

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Salesforce Certified Associate

Time Remaining : 00:48:57

20 of 40.   A Salesforce associate deletes an Account of a company that recently went out of business.

Which related records are automatically deleted?

A. ○ Any related cases
B. ○ Any related leads
C. ⦿ Any related opportunities

☐ Mark this item for later review.

Comments:

Please Provide Feedback here…

Salesforce Certified Associate

Time Remaining : 00:48:52

21 of 40. Get Cloudy Consulting's growing marketing team is on a custom profile named 'Marketing Team.' The team currently has Read access to leads and opportunities. Two marketing managers need Edit access on leads.

What should the Salesforce associate do to grant them the access they need?

A. ○ Create a new profile that grants Edit access to leads and assign it to the marketing managers.

B. ⦿ Create a permission set that grants Edit access to leads and assign it to the marketing managers.

C. ○ Create a permission set that grants Edit access to leads and assign it to the marketing team.

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Salesforce Certified Associate

Time Remaining : 00:48:43

A Salesforce associate has been asked to identify all contacts that have had interactions with their company in the last year.

What should the associate use to identify these contacts?

A. ○ The Active field
B. ○ The contact's Last Modified Date
C. ● The last related activity date

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:48:39

When a sales rep needs to give an additional discount for an opportunity, a manager needs to review and authorize the discount request.

What should be used to lock the record before a decision is made?

A. ● Approval process
B. ○ Page layout
C. ○ Validation rule

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:48:34

24 of 40.   A manager can see all of the records owned by their team, but not records owned by other teams.

How is access to the records being controlled?

A. ◉ Role Hierarchy
B. ◯ Permission Sets
C. ◯ Profiles

☐ Mark this item for later review.

Comments:

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Salesforce Certified Associate

Time Remaining : 00:48:30

25 of 40.   Get Cloudy Consulting gets 90% of its leads from trade shows. Sales reps create many lead records during these events, but they often forget to change the Lead Source field to 'Trade Show'.

What approach would improve data integrity for the Lead Source field?

A. ◯ Make an assignment rule named 'Trade Show' to only assign leads to sales reps.
B. ◯ Set the default value of the Lead Source field to 'Trade Show'.
C. ◉ Create a validation rule requiring the Lead Source field to equal 'Trade Show'.

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:48:26

26 of 40. How should an associate display the sum of all closed won Opportunity amounts at the Account level?

A. ⦿ A Roll-Up Summary field
B. ◯ The Opportunity related list
C. ◯ A custom report type

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:48:22

27 of 40. A Salesforce associate wants to update an opportunity record they just closed.

Which relationship is standard as a Lookup field on an opportunity?

A. ◯ Quote
B. ◯ Stage
C. ⦿ Account

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:48:17

28 of 40.   A Salesforce user at Get Cloudy Consulting informs the company's Salesforce associate they have moved to another department in the organization and no longer need access to Salesforce.

How should the associate change the user's access?

A. ○ Do nothing; the user may need to access Salesforce in the future.
B. ● Deactivate the user to free up the Salesforce license.
C. ○ Delete the user to free up the Salesforce license.

☐ Mark this item for later review.

Comments:

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Salesforce Certified Associate

Time Remaining : 00:48:12

29 of 40.   Get Cloudy Consulting wants to group its contacts by Region. On most records, this text field is blank or misspelled.

Which action is recommended to ensure there is correct data for this field?

A. ○ Convert the Region field to a picklist field.
B. ● Email users a list of region names with correct spelling.
C. ○ Create a validation rule to enforce correct spelling.

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:48:07

30 of 40. A Salesforce standard profile end user is looking for specific information on an Opportunity record page. They are overwhelmed by the required scrolling to see the page.

What can the user do to simplify the page?

A. ◯ Remove activities.

B. 🔘 Collapse detail sections.

C. ◯ Change page layout assignment.

☐ Mark this item for later review.

Comments:

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Press the "Prnt Scrn" on your keyboard
screenshot

Salesforce Certified Associate

Time Remaining : 00:48:02

31 of 40. Refer to the screenshot that shows the Home page.

A Salesforce associate wants to reorder items in their instance so the Reports tab appears immediately after Home.

What should the associate do to customize the items on the navigation bar?

A. ◯ Use the downward arrow next to each item name, then select Move to move the item left or right.

B. 🔘 Select the personalization button (pencil icon), then click and drag the item name up or down to adjust its location.

C. ◯ Click the Setup gear icon at the top right of the page, then select User Interface and then Tabs.

☐ Mark this item for later review.

Comments:

Salesforce Certified Associate

Time Remaining : 00:47:52

32 of 40. A Salesforce associate has received a request to create new users for a group of new employees.

Where can the associate check the number of licenses available to be assigned to the new employees?

A. ◯ User Management Settings
B. ◯ Salesforce Help
C. ⦿ Company Information

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:47:47

33 of 40. A Salesforce associate wants a visual summary of opportunities in a list view. The associate would like to summarize, filter, and move opportunities along the pipeline.

What should they do to meet this requirement?

A. ⦿ Create an Opportunities Kanban View.
B. ◯ Create an Opportunity List View.
C. ◯ Create an Opportunity Summary report.

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:47:41

34 of 40.   A Salesforce associate is using Global Search to find a record but does not remember the exact name of the record they want to find.

What should the associate use to search for the record?

A. ⦿ Wildcards and operators
B. ◯ Object Manager
C. ◯ List View for each object

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:47:36

35 of 40.   A Salesforce associate recently relocated from Get Cloudy Consulting's San Francisco office to its new London office. The associate wants to change their personal work hours information in the Salesforce org to reflect their new time zone.

Which method is easiest to change these settings?

A. ⦿ Go to Setup > Company Information > Default Time Zone
B. ◯ Submit a case with Salesforce support
C. ◯ My Personal Information > Language & Time Zone

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:47:32

36 of 40.   A Salesforce associate wants to add a new related list of cases to Account.

Where should the associate go to add the related list to Account?

A. ● Page Layout
B. ○ Case Layout
C. ○ Account Record

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:47:28

37 of 40.   A sales rep at Get Cloudy Consulting asks the new Salesforce associate to give them a report showing all the active accounts for the sales rep's territory.

Where should the associate go to create a new report for Accounts?

A. ● Reports tab
B. ○ Accounts tab
C. ○ Setup

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:47:23

38 of 40.   A Salesforce associate is asked to review all the objects within their company's instance. They also need to identify which are custom objects.

Where should the associate go to see this information?

A. ◉ App Launcher
B. ○ Global Search
C. ○ Object Manager

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:47:18

39 of 40.   Where should field dependencies for an object be reviewed?

A. ◉ App Builder
B. ○ Profiles
C. ○ Object Manager

☐ Mark this item for later review.

Comments:

Please Provide Feedback here...

Salesforce Certified Associate

Time Remaining : 00:47:14

40 of 40. A Salesforce associate is asked to review multiple reports from the current month's folder and bring insight into a meeting.

How should the associate locate all the reports in a single location from the Report object?

A. ◯ Click on All Folders and use the search bar
B. ◯ Click on All Reports and use the search bar
C. ● Use the Global search bar

☐ Mark this item for later review.

Comments:

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Salesforce Certified Associate

Time Remaining : 00:47:05

Your assessment responses are listed below. Asterisks(*) next to the item number indicate you have marked that item for review. Click on the item number to return to the desired item. When you are ready to submit your assessment, click the 'Submit Exam' button below to submit your responses and end the assessment.

Assessment Summary
Number of Items Answered: 40
Number of Items Unanswered: 0
Number of Items Marked for Review: 0

Answers

1. B	2. B	3. B	4. B
5. B	6. C	7. A	8. A
9. A	10. B	11. A	12. B
13. B	14. C	15. B	16. C
17. C	18. C	19. A	20. C
21. B	22. C	23. A	24. A
25. C	26. A	27. C	28. B
29. B	30. B	31. B	32. C
33. A	34. A	35. A	36. A
37. A	38. A	39. A	40. C

Submit Exam

Salesforce Certified Associate

Time Taken: 7 minutes of 70 minutes total
Result: Pass

Topic	Percentage Correct
Salesforce Ecosystem	
Navigation	
Data Model	
Reports & Dashboards	

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Exam:	Salesforce Certified Associate	
Date Completed:	16 April 2023	
Time Taken:	minutes of 70 minutes total	
Result:	Pass	

Back

Topic	Percentage Correct
Salesforce Ecosystem	
Navigation	
Data Model	
Reports & Dashboards	

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