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Screen

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KRYTERION

Version: 18.0.0

Salesforce Certified Associate

Time Remaining : 00:17:16

2 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 create a field to 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:

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ENG IN

13:42 01-12-2022

The image shows a Windows taskbar with several application icons: a globe, the Start button, Search, Task View, Teams, Dell logo, File Explorer, Chrome, a game icon, Excel, Edge, a mail icon, Firefox, and Adobe Reader. On the right side of the taskbar, there are system icons for network, volume, and battery, along with the language indicator 'ENG IN' and the date '01-12-2022'. The time '13:43' is also displayed.

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Salesforce Certified Associate

Time Remaining : 00:17:01

4 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. ☒ Subscriptions

B. ☐ Refresh

C. ☐ Notifications

☐ Mark this item for later review.

Comments:

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Version: 18.0.0

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Salesforce Certified Associate

Time Remaining : 00:16:54

5 of 40.

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

A. ☐ Use the Accounts report type.

B. ☒ Use the Accounts with Opportunities report type.

C. ☐ Use the Opportunities report type.

☐ Mark this item for later review.

Comments:

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Version: 18.0.0

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Time Remaining : 00:16:48

6 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. ☐ Metric

C. ☐ Chart

☐ Mark this item for later review.

Comments:

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**KRYTERION™**

Version: 18.0.0

## Salesforce Certified Associate

**Time Remaining : 00:16:33**

**8 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. ☐ Click the Setup gear icon at the top right of the page, then select User Interface and then Tabs.
- C. ☒ Select the personalization button (pencil icon), then click and drag the item name up or down to adjust its location.

☐ Mark this item for later review.

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Salesforce Certified Associate

Time Remaining : 00:16:26

9 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. ☒ Company Information

C. ☐ Salesforce Help

☐ Mark this item for later review.

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Salesforce Certified Associate

Version: 18.0.0

Time Remaining : 00:16:12

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

What should the associate use to search for the record?

A. List View for each object

B. Object Manager

C. Wildcards and operators

Mark this item for later review.

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Version: 18.0.0

Salesforce Certified Associate

Time Remaining : 00:16:04

12 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 work hours information in the Salesforce org to reflect their new time zone.

Which method is easiest to change these settings?

A. ☐ Submit a case with Salesforce support

B. ☒ Go to Setup -> Company Information -> Default Time Zone

C. ☐ Go to Settings -> Personal Information -> My Work Information

☐ Mark this item for later review.

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Version: 18.0.0

Salesforce Certified Associate

Time Remaining : 00:15:56

13 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. Account Record page

B. Page Layout

C. Case Record page

Mark this item for later review.

Comments:

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The image is a screenshot of a computer application titled "KRYTERION™". In the top right corner, it says "Version: 18.0.0". Below the title bar, there are two icons: a magnifying glass with a plus sign and a magnifying glass with a minus sign. The main content area is titled "Salesforce Certified Associate". Below this title, it says "Time Remaining : 00:15:49". The question is "14 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?". There are three radio button options: "A. Setup", "B. Accounts tab", and "C. Reports tab". Option "C" is selected and highlighted with a yellow background. Below the options, there is a checkbox labeled "Mark this item for later review." which is checked. At the bottom, there is a text area labeled "Comments:" with the placeholder text "Please Provide Feedback here...". On the right side, there is a vertical sidebar titled "Test Aids" containing five items, each with a red prohibition sign over its icon: "Single Book", "Multiple Books", "Calculator", "Pencil & Paper", and "Written Materials".

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Version: 18.0.0

Salesforce Certified Associate

Time Remaining : 00:15:42

15 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. ☐ Global Search

B. ☒ App Launcher

C. ☐ Object Manager

☐ Mark this item for later review.

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Version: 18.0.0

Time Remaining : 00:15:33

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

A. ☒ Object Manager

B. ☐ Profiles

C. ☐ App Builder

☒ Mark this item for later review.

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Version: 18.0.0

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Salesforce Certified Associate

Time Remaining : 00:15:30

17 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. ☒ Use the Global search bar

B. ☐ Click on All Reports and use the search bar

C. ☐ Click on All Folders and use the search bar

☒ Mark this item for later review.

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### Salesforce Certified Associate

**Time Remaining : 00:15:25**

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

Which other related records are automatically deleted?

A. ☐ Any related cases  
B. ☒ Any related opportunities  
C. ☐ Any related leads

☐ Mark this item for later review.

Comments:

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Time Remaining : 00:15:21

19 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 permission set that grants Edit access to leads and assign it to the marketing team.

B. ☐ Create a new profile 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 managers.

☐ Mark this item for later review.

Comments:

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Time Remaining : 00:15:17

20 of 40.

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 do to identify these contacts?

A. ☒ Look at the last related activity date.

B. ☐ Look at the contact's Last Modified Date.

C. ☐ Look at the Active field.

☐ Mark this item for later review.

Comments:

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**Salesforce Certified Associate**

**Time Remaining : 00:15:11**

21 of 40.

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. ☐ Validation rule


C. ☐ Page layout


☐ Mark this item for later review.


Comments:


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Salesforce Certified Associate

Time Remaining : 00:15:07

22 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. ☐ Permission Sets

B. ☐ Profiles


C. ☒ Role Hierarchy

☐ Mark this item for later review.


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Time Remaining : 00:14:53

25 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. ☐ Stage

B. ☒ Account

C. ☐ Quote

☒ Mark this item for later review.

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Time Remaining : 00:14:44

27 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. ☐ Create a validation rule to enforce correct spelling.

C. ☐ Email users a list of region names with correct spelling.

☒ Mark this item for later review.

Comments:

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**Salesforce Certified Associate**

**Time Remaining : 00:14:39**

28 of 40.

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. ☐ Experience


C. ☒ Nonprofit


☐ Mark this item for later review.


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The screenshot shows a web-based exam interface for the Salesforce Certified Associate. At the top left, there is a 'Sentinel Secure' logo. The main header area features the 'KRYTERION' logo with the tagline 'GLOBAL TESTING SOLUTIONS' and a 'salesforce partner' logo. The exam title 'Salesforce Certified Associate' is centered. Below it, the 'Time Remaining' is displayed as '00:14:35'. The question '29 of 40.' asks which Salesforce role produces data-driven solutions by eliciting, documenting, and examining requirements around organizational challenges. Three options are listed: 'Platform Developer', 'Business Analyst' (which is selected with a blue radio button), and 'User Experience Designer'. There is a checkbox for 'Mark this item for later review.' and a 'Comments:' section with a text box for feedback. On the right side, a vertical toolbar contains icons for 'Test Aids', 'Single Book', 'Multiple Books', 'Calculator', 'Pencil & Paper', and 'Written Materials', each with a red prohibition sign over it. The top right corner shows the version '18.0.0'.

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**Salesforce Certified Associate**

**Time Remaining : 00:14:31**

**30 of 40.** A nonprofit 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. ☐ Service Cloud  
C. ☒ Health Cloud


☐ Mark this item for later review.


Comments:


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**Salesforce Certified Associate**

**Time Remaining : 00:14:26**

31 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...


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Time Remaining : 00:14:15

33 of 40.

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 Community Groups

C. ☐ Trailblazer Connect

☐ Mark this item for later review.

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Time Remaining : 00:14:11

34 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 meet this need?

A. ☐ Experience Cloud

B. ☒ Service Cloud

C. ☐ Sales Cloud

☐ Mark this item for later review.

Comments:

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Time Remaining : 00:14:07

35 of 40.

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

A. Projects

B. Modules

C. Trailmixes

☐

Mark this item for later review.

Comments:

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Time Remaining : 00:14:02

36 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 include the user's full name and be formatted like an email address.

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

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

☐ Mark this item for later review.

Comments:

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Salesforce Certified Associate

Time Remaining : 00:13:31

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:

36

Number of Items Unanswered:

4

Number of Items Marked for Review:

10

Answers

1. A

5. B

9. B

13. B

\* 17. A

21. A

\* 25.

29. B

33. B

37. A

2. B

6. A

10. B

\* 14.

18. B

22. C

\* 26.

30. C

34. B

\* 38. B

3. A

7. A

\* 11. C

15. B

19. C

23. A

\* 27. C

31. B

35. C

\* 39.

4. A

8. C

12. B

\* 16. C

20. A

24. C

28. C

32. B

36. C

\* 40. B

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