

Pregunta 1

Incorrecta

Se puntúa 0,00
sobre 1,54

🚩 Desmarcar

Which object relates Contacts to Campaigns?

Choose 1 answer

- ☐ a. Opportunity
- ☒ b. Campaign Members
- ☐ c. Contact roles
- ☐ d. Primary Contacts

Pregunta 2

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Universal Containers has a team of Account Managers that requested email alerts any time an Opportunity or Case is created on Accounts that they own.

What is the minimum number of workflows needed to accomplish this task?

Choose 1 answer.

- ☐ a. No workflow rules, but two email alerts
- ☐ b. One workflow rule with two email allters
- ☒ c. Two workflow rules with one email alert each ☐
- ☐ d. Four workflow rules for create and update on Opportunities and Accounts

Pregunta 3

Correcta

Se puntúa 1,52
sobre 1,52

🚩 Marcar
pregunta

What are two reasons a user cannot be deactivated?

Choose 2 answers

- ☒ a. The user is the recipient of Workflow Email Alerts ☐
- ☐ b. The user if the Owner of open Opportunities
- ☐ c. The User account is frozen
- ☒ d. The user is a Customer Community Administrator ☐

Pregunta 4

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Which feature allows Universal Containers to require a value in a custom date field when the Opportunity Stage changes to Closing?

Choose 1 answer

- ☐ a. Dependent Picklist
- ☐ b. Page Layout
- ☒ c. Validation rule ☐
- ☐ d. Record Type

Pregunta 5

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Universal Containers created a new product line with a special sales team to sell the products. The sales process for the new line is more complex than the current sales process. The sys admin added new picklist values to the stage field for use by the new sales team.

How should the sys admin configure salesforce to ensure only the appropriate stages visible based on the product line?

Choose 1 answer

- ☐ a. Create a validation rules to display the appropriate stages based on the user's role.
- ☒ b. Create a sales process and opportunity record type for each product line ☐
- ☐ c. Create a new forecast categories and assign the new stage picklist values to those categories.
- ☐ d. Create a validation rule to display the appropriate stages based on product line

Pregunta 6

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

An Administrator at Ursa Major Solar wants to allow a Sales user to relate an opportunity to a campaign.

What are two ways to accomplish this goal?

Choose 2 answers

- ☒ a. Utilize the campaign influence related list on the opportunity ☐
- ☒ b. Choose the primary campaign source for the opportunity. ☐
- ☐ c. Use the campaign hierarchy related list on the opportunity.
- ☐ d. Select the campaign record type when creating the opportunity.

Pregunta 7

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Ursa Major Solar customers are starting to request custom-sized solar panels, which are currently unavailable in the standard inventory. Management has decided to add custom sizing as an add-on item in Salesforce.

The Admin needs to allow sales users to add custom sizing to the total opportunity sale.

What should the Admin do to achieve this goal?

Choose 1 answer

- ☐ a. Add custom sizing as a new product in an order
- ☐ b. Add a new field on the opportunity labeled custom sizing
- ☒ c. Add custom sizing as a new product in a price book ☐
- ☐ d. Make a new custom object related to opportunities for custom sizing

Pregunta 8

Incorrecta

Se puntúa 0,00
sobre 1,54

🚩 Marcar
pregunta

Which feature should Ursa Major Solar use if they want their support agents who are skilled in a particular product line to own cases directly after customers log them from an automated channel?

Choose 1 answer

- ☐ a. case team routing
- ☐ b. case escalation
- ☐ c. workflow field update
- ☒ d. assignment rules

Pregunta 9

Incorrecta

Se puntúa 0,00
sobre 1,54

🚩 Marcar
pregunta

The admin for Cloud Kicks has a flow that makes several updates to Contacts when they are being created. If the Contact Status is "New" and the Contact's email is known, the admin would also like to send a welcome email.

What should the admin do to complete this requirement?

Choose 1 answer

- ☐ a. Create a process builder with email alert to send the email.
- ☒ b. Update the flow with a decision to send the email when needed.
- ☐ c. Update the flow with a formula to send the email when needed.
- ☐ d. Create a workflow rule with email alert to send the email.

Pregunta **10**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

A user at Ursa Major Solar attempts to log in to Salesforce from an IP address that is outside the login IP range of the user's profile but within the organization-wide trusted IP range.

What occurs as a result of this scenario?

Choose 1 answers

- ☐ a. The user will be able to log in without activating the computer.
- ☐ b. The user will be able to log in after answering one security question.
- ☒ c. The user will be unable to log in at all. ☐
- ☐ d. The user will be able to log in after the computer is activated.

Pregunta **11**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

At Universal Containers, the sales managers would like Opportunities that have NOT been updated in the past 30 days to automatically be flagged.

How should a System Administrator implement this requirement?

Choose 1 answer

- ☒ a. Create a formula field to calculate the time since last update and display an image of a red flag if it meets the defined criteria. ☐
- ☐ b. Add a formula to the default value of the Opportunity name field to turn the background red if the record meets the criteria.
- ☐ c. Add a formula to the default value of the Last Modified Date field to turn the text red if the record meets the criteria.
- ☐ d. Create a formula field to show the Last Login date of the Owner and display an alert message if it meets the defined criteria.

Pregunta **12**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

How can a System Administrator discover who added a field to the account page layout?

Choose 1 answer

- ☐ a. Run an Account History
- ☒ b. View the Setup Audit Trail ☐
- ☐ c. Review the Account Last Modified By field
- ☐ d. Create a poll in the Admin Chatter group

Pregunta **13**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Users at Universal Containers (UC) adhere to the following process for expense reports:

Create the expense report.

Attach receipts in an Expenses app.

Send the report to the accountant to review and approve.

An administrator needs to enable this app for Salesforce Mobile.

What should the administrator consider from the User's perspective?

Choose 1 answer

- ☐ a. A user can search Salesforce Records, attach receipts as photos, and approve records from Chatter.
- ☒ b. A user can create records, attach receipts as photos, and submit for approval. ☐
- ☐ c. A user can create list views, attach receipts as photos, and submit records for approval.
- ☐ d. A user can utilize Search, create list views, and receive push notifications from Chatter.

Pregunta **14**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Desmarcar

Which two objects can be related to Campaign Members?

Choose 2 answers

- ☐ a. Partners
- ☒ b. Leads ☐
- ☒ c. Contacts ☐
- ☐ d. Contact Roles

Pregunta **15**

Incorrecta

Se puntúa 0,00
sobre 1,54

🚩 Marcar
pregunta

The marketing team is asked to provide branding and messaging for email templates to be used throughout the customer support process.

In which two locations can the System Administrator implement customer-facing email templates with respect to Cases?

Choose 2 answers

- ☐ a. Owner Assignment Notifications
- ☒ b. Support Rep's Send Email options ☐
- ☐ c. Case Escalation Notifications
- ☒ d. Case Auto-response Rules

Pregunta **16**

Incorrecta

Se puntúa 0,00
sobre 1,54

🚩 Marcar
pregunta

Universal Containers uses a private data access model. Product managers and sales representatives are in different branches of the role hierarchy.

What should an Admin do to ensure that product managers can report on opportunities in their product line?

Choose 1 answer

- ☒ a. Create a sharing rule based on criteria
- ☐ b. Move all product managers to a role below the sales representatives.
- ☐ c. Create a new role for product managers and sales representatives.
- ☐ d. Save all opportunity reports in a public folder.

Pregunta **17**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

What can a System Administrator specify in the Company Information page?

Choose 1 answer

- ☐ a. Business Hours, Translation Settings, Corporate Currency
- ☒ b. Organization Name, Default Time Zone, Default Language ☐
- ☐ c. Fiscal Year, Password Policies, Default Time Zone
- ☐ d. Primary Contact, Chatter Settings, Set Domains

Pregunta 18

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Ursa Major Solar utilizes accounts in its sales process; however, not all users have access to them. New users require read access to accounts. Additionally, four new users require edit access.

What should an administrator do to configure access for the new users?

Choose 1 answer

- ☐ a. Configure a profile to grant account edit access and a permission set to restrict read access to specific users.
- ☐ b. Configure a sharing rule for account read access and another sharing rule for edit access to specific users.
- ☐ c. Configure a permission set to grant account edit access to specific users and modify the standard user profile.
- ☒ d. Configure a profile to grant account read access and a permission set to grant account edit access to specific users. ☐

Pregunta 19

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Ursa Major Solar wants to ensure that unique data is always input into a specific field. Which two field properties should the administrator configure?

Choose 2 answers

- ☐ a. Default value
- ☐ b. Data Type
- ☒ c. Required ☐
- ☒ d. Unique ☐

Pregunta **20**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Custom fields in the Lead object can be mapped to which two types of fields?

Choose 2 answers.

- ☐ a. Custom Activity
- ☒ b. Custom Account ☐
- ☐ c. Standard Contact
- ☒ d. Custom Opportunity ☐

courses.php

Pregunta **21**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Which configuration action should be performed to ensure every Case gets assigned to a valid Owner?

Choose 1 answer

- ☐ a. Configure a default value for the Case Owner field.
- ☐ b. Create a Validation Rule based on the Created By field.
- ☐ c. Create a Workflow Rule that checks for a blank Owner field.
- ☒ d. Define the Default Case Owner in Support Settings. ☐

Pregunta **22**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

How should a sales rep create an all-day event in Salesforce?

Choose 1 answer

- ☐ a. Ensure the event is scheduled for times within the Start and End of Day hours.
- ☐ b. Use a task for an all-day event because then no time fields are needed.
- ☒ c. Check the all-day event checkbox on the event. ☐
- ☐ d. Ask the System Administrator to check all-day events in Activity settings

Pregunta **23**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Ursa Major Solar's administrator needs to create a custom field to track a specific Tier 2 Support user on a case record.

What is the appropriate data type to utilize when creating this custom field?

Choose 1 answer

- ☐ a. Lookup filter
- ☐ b. Hierarchical relationship
- ☒ c. Lookup relationship ☐
- ☐ d. Formula

Pregunta **24**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Universal containers has a renewals sales team that will use the opportunity object. They want to use many of the same picklist fields that are already defined, but will need unique picklist values.

What feature allows a sys admin to maintain the same field for two different teams?

Choose 1 answer.

- ☐ a. Permission sets
- ☐ b. Sales Processes
- ☒ c. Record Types ☐
- ☐ d. Page Layouts

Pregunta **25**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

How should the System Administrator implement biweekly notifications for Sales Reps that include Opportunities that need attention based on the Opportunity Owner's last login, past due Opportunities, and all the Opportunities that have not been updated in the last 30 days?

Choose 1 answer

- ☐ a. Create Scheduled Dashboards
- ☐ b. Create a Chatter Group
- ☐ c. Create Scheduled Reports
- ☒ d. Create Opportunity Update Reminders ☐

Pregunta **26**

Incorrecta

Se puntúa 0,00
sobre 1,54

🚩 Marcar
pregunta

Ursa Major Solar (UMS) is using the workflow field update.

Which two actions can UMS complete with this feature?

Choose 2 answers

- ☒ a. Update the value of a field on a child object
- ☐ b. Apply a specific value to a field
- ☐ c. Chose a formula field for a field update
- ☒ d. Modify the record type of a record. ☐

Ursa Major Solar has the following process regarding its opportunities:

- There are three different lines of business (Widget A, Widget B, Widget C) that each contain fields specific to that line of business's industry and customers.
- For each line of business, there is a specific set of fields that Sales users should see and a different set of fields that marketing users should see.

An Administrator needs to configure Page Layouts and Record Types for the Opportunity object so that each team sees what it needs to see, without cluttered layouts containing unnecessary fields.

What should the Administrator do to accomplish this goal?

Choose 1 answer

- ☐ a. Create Six Record Types (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing C) with one Page Layout.
- ☒ b. Create three Record Types (Widget A, Widget B, Widget C) with Six Page Layouts (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing Widget C). ☐
- ☐ c. Create one Record Type with six Page Layouts (Marketing Widget A, Marketing Widget B, Marketing Widget C, Sales Widget A, Sales Widget B, and Sales Widget C).
- ☐ d. Create Six Record Types (Marketing Widget A, Marketing Widget B, Marketing Widget C, Sales Widget A, Sales Widget B, and Sales Widget C) with six total Page Layouts, one for each Record Type

Pregunta **28**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Universal Containers decides to start using Opportunity Record Types to differentiate renewals from new business. The System Administrator is unable to create a custom Record Type for the Opportunity object.

Which action will allow the System Administrator to create new Record Types?

Choose 1 answer

- ☐ a. Change the Stage to a multi-select Picklist
- ☒ b. Create a new Sales Process ☐
- ☐ c. Assign a permission set
- ☐ d. Create a new Page Layout

Pregunta **29**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Which two standard objects are related to Account records?

Choose 2 answers

- ☐ a. Leads
- ☒ b. Opportunities ☐
- ☐ c. Product
- ☒ d. Cases ☐

Pregunta 30

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Universal Containers wants to allow potential customers to submit Cases for technical inquiries. They do not have resources to set up a call center and need to make support available through another means.

Which two options should they consider?

Choose 2 answers

- ☒ a. Adding a link to a specified routing address for Email-to-Case ☐
- ☐ b. Adding a link for Auto-Response Rules for Solutions
- ☒ c. Generate Web-to-Case HTML code to add to the website. ☐
- ☐ d. Implement a Lightning Partner Community with Knowledge

Pregunta 31

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Universal Containers has an inside sales team that only sells warranty renewals and an outside sales team that only sells products. Each type sales capture different information and has a different sales cycle.

How should the Sys Admin configure Salesforce to meet these requirements?

Choose 1 answer

- ☐ a. Create a Validation Rule that Displays the correct Page Layout and Sales Process based on Role.
- ☐ b. Create a custom Object for warranty renewals with the appropriate Sales Process.
- ☒ c. Create a Page Layout, Sales Process, and Record Type for each type of sale. ☐
- ☐ d. Create a custom picklist field on the opportunity to specify if it is a product or warranty sale.

Pregunta **31**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Universal Containers has an inside sales team that only sells warranty renewals and an outside sales team that only sells products. Each type sales capture different information and has a different sales cycle.

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- ☐ d. Create a custom picklist field on the opportunity to specify if it is a product or warranty sale.

Pregunta **32**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Ursa Major Solar needs to transfer records from one user to another user during a mass transfer of account records. Which two record types can be used for this transfer?

Choose 2 answers

- ☐ a. Related custom object records
- ☒ b. Open cases ☐
- ☐ c. Closed activities
- ☒ d. Closed cases ☐

Pregunta **33**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

The admin at Cloud Kicks wants to update the Account with the number of records on a custom object.

How should the administrator fulfill this requirement?

Choose 1 answer

- ☒ a. Create a Flow ☐
- ☐ b. Create a Process
- ☐ c. Create a Formula
- ☐ d. Create a Workflow Rule

Pregunta **34**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Universal Containers has three Account record types: Prospect, Customer, and Vendor. The Customer record type is only available for Accounts that have a Closed Won Opportunity.

How should the Sys Admin prevent users from selecting the Customer Record Type when they create new Account records?

Choose 1 answer

- ☒ a. Remove the Customer Record Type as an Assigned Record Type in the users Profiles ☐
- ☐ b. Create a workflow rules or process to change the record type from customer to prospect.
- ☐ c. Create an Account Auto-Assignment Rule to assign the prospect Record Type to all new Accounts.
- ☐ d. Create an Account Validation Rule that prevents new Accounts with the Customer Record Type from being saved.

Pregunta **35**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

How should a System Administrator ensure that a Picklist field's values display in consistent colors on all reports?

Choose 1 answer

- ☐ a. Create a Formula field that defines the color for each value.
- ☐ b. Use a Bucket field that defines the color for each value.
- ☐ c. Configure Report Conditional Highlighting for each value
- ☒ d. Update the Picklist field and set the color for each value ☐

Pregunta **36**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Salesforce users at Universal Containers complain that global search returns too many records.

Which two configurations should a System Administrator perform to help users manage search results?

Choose 2 answers

- ☒ a. Reduce the number of records displayed for each object in the Search Results page. ☐
- ☐ b. Specify the Keywords and include them into the object's search layout
- ☒ c. Specify the Search Filter Fields for the object's search layout. ☐
- ☐ d. Enable Sidebar Search Auto-Complete in the object's search settings.

Pregunta **37**

Incorrecta

Se puntúa 0,00
sobre 1,54

🚩 Marcar
pregunta

Universal Container uses an Auto-numbering system to uniquely identify each support request. They want customers to know this number as soon as possible. Which two features should the system admin implement to allow customers have quick access to this information?

Choose 2 answers:

- ☐ a. Case feed layout actions
- ☒ b. auto-response rules ☐
- ☐ c. case comment notifications
- ☒ d. Self service community

Pregunta **38**

Incorrecta

Se puntúa 0,00
sobre 1,54

🚩 Marcar
pregunta

Universal Containers wants to automatically assign a Task to account managers when a customer's agreement is about to expire.

How should a System Administrator configure this functionality?

Choose 1 answer

- ☐ a. Create a Workflow on Account with a rule criteria of Agreement End Date < TODAY().
- ☒ b. Create a Time-Based Workflow on Account with a rule criteria of Agreement End Date > TODAY().
- ☐ c. Create a Workflow on Account with a rule criteria of Agreement End Date > TODAY().
- ☐ d. Create a Time-Based Workflow on Account with a rule criteria of Agreement End Date < TODAY().

Pregunta **39**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

The administrator at Universal Containers is creating a flow with several steps.

How can the administrator check their work before they activate a flow?

Choose 1 answer

- ☐ a. Use debug logs found in Setup.
- ☐ b. Use debug logs in the Developer Console.
- ☒ c. Use the Debug tool in the flow builder. ☐
- ☐ d. Perform the same steps manually via the UI.

Pregunta **40**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Ursa Major Solar recently enabled the multiple currencies feature.

As a result, which currency will be used as the foundation for all currency conversion rates?

Choose 1 answers

- ☐ a. Active currency
- ☒ b. Corporate currency ☐
- ☐ c. Personal currency
- ☐ d. Record currency

Pregunta **41**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Universal Containers Created a Time-Based Workflow rule that sends a follow-up email to the customer two days after a Case is closed. The Sys Admin want to verify that the workflow functions correctly.

Which queue should the Sys Admin view to monitor pending Workflow Actions?

Choose 1 answer.

- ☒ a. Time-Based Workflow Queue ☐
- ☐ b. Background Jobs Queue
- ☐ c. Mass Email Queue
- ☐ d. Outbound Messaging Delivery Queue

Pregunta **42**

Incorrecta

Se puntúa 0,00
sobre 1,54

🚩 Marcar
pregunta

What are two benefits of using Data Categories with Salesforce Knowledge?

Choose 2 answers.

- ☒ a. Articles can be classified into groups. ☐
- ☐ b. Articles can be referenced in Chatter posts.
- ☒ c. Article access can be controlled.
- ☐ d. Article Owners can track views.

Pregunta **43**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Which two user interface setting should be used to allow users, with all required profile permissions, to edit records in list views?

Choose 2 answers.

- ☒ a. Enable enhanced lists ☐
- ☒ b. Enable inline editing ☐
- ☐ c. Enable enhanced profile list views
- ☐ d. Enable enhanced page layout editor

Pregunta **44**

Incorrecta

Se puntúa 0,00
sobre 1,54

🚩 Marcar
pregunta

The Universal Containers fulfillment department would like a simple view of Account fields they need, they find their current experience cluttered with fields they do not use.

How should the administrator achieve this goal?

Choose 1 answer

- ☒ a. Assign a Profile and Page Layout aligned with their needs.
- ☐ b. Create a Custom Object and Record Type aligned with their needs.
- ☐ c. Define a Compact Card Layout aligned with their needs.
- ☐ d. Configure Salesforce Lightning with navigation aligned with their needs.

Pregunta **45**

Incorrecta

Se puntúa 0,00
sobre 1,54

🚩 Marcar
pregunta

An administrator at Ursa Major Solar is setting up case feed.

What should the admin consider?

Choose 1 answer

- ☒ a. Chatter feed tracking must be enabled for the case object.
- ☐ b. The Service Cloud user feature license is required for case object.
- ☐ c. The Use Case Feed permission is automatically active for all profiles.
- ☐ d. By default, the case feed replaces the standard case detail page.

Pregunta **46**

Incorrecta

Se puntúa 0,00
sobre 1,54

🚩 Desmarcar

The managers at Ursa Major Solar asked the administrator to quickly provide access to sales reports and dashboards.

How can this be done?

Choose 1 answer

- ☒ a. Search the AppExchange for free adoption report apps.
- ☐ b. Log a case to Salesforce Support
- ☐ c. Use the Salesforce Auto-Report Builder
- ☐ d. Build reports and dashboards.

Pregunta **47**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

A System Administrator wants to create a workflow rule and add two immediate actions to it.

Which actions can be added in this situation?

Choose 1 answer

- ☐ a. Field Update and Refresh Dashboard
- ☒ b. Field Update and Assign a Task ☐
- ☐ c. Field Update and Create an Event
- ☐ d. Field Update and Send a Message

Pregunta **48**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

A Delegated Administrator at Universal Containers cannot edit the Created Date field for the Account Record.

What reason should the System Administrator give for why this is occurring?

Choose 1 answer

- ☒ a. This is a System Audit field and it is Read-Only for existing records. ☐
- ☐ b. This field is Read-Only in Field-Level Security settings.
- ☐ c. This field is defined as a Read-Only on the Page Layout.
- ☐ d. This user does not have Edit permissions on the Account object.

Pregunta **49**

Incorrecta

Se puntúa 0,00
sobre 1,54

🚩 Marcar
pregunta

Universal Containers has inconsistent data in its 20,000 existing Accounts and asked the System Administrator to convert all of the standard country fields to ISO codes.

What method should the System Administrator use?

Choose 1 answer

- ☒ a. Mass Update Addresses
- ☐ b. Data Integration Rules
- ☐ c. List View Inline Editing
- ☐ d. Report Exports

Pregunta **50**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

How can a System Administrator discover who added a field to the account page layout?

Choose 1 answer

- ☐ a. Run an Account History report
- ☐ b. Review the Account Last Modified By field
- ☐ c. Create a poll in the Admin Chatter group
- ☒ d. View the Setup Audit Trail ☐

Pregunta 51

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

A new approval process is being adapted by Ursa Major Solar. After an opportunity has been approved, the contract is sent to the customer for signature as the final step in the process.

How can the administrator implement this functionality?

Choose 1 answer

- ☒ a. Install an app from the AppExchange ☐
- ☐ b. Use the Salesforce Autoassign flow.
- ☐ c. Check the "Send PDF" box on the approval process setup
- ☐ d. Hire a consulting firm to develop a document signing workflow

Pregunta 52

Incorrecta

Se puntúa 0,00
sobre 1,52

🚩 Marcar
pregunta

What should a System Admin do to assign a Service Cloud Console license to a user?

Choose 1 answer

- ☒ a. Enable Service Cloud User on the user record detail page.
- ☐ b. Enable Service Console in Support Settings.
- ☐ c. Create a new Permission Set License Assignment.
- ☐ d. Clone the Sample Console and assign it to the user.

Pregunta **53**

Incorrecta

Se puntúa 0,00
sobre 1,52

🚩 Marcar
pregunta

Universal Containers uses a hybrid sharing model where Accounts and Contacts are Read Only and Opportunities and Cases are Private. Account Executives (AE) own all the Accounts. Some Contacts are owned by AEs, and other Contacts are owned by support reps.

How should the System Administrator ensure that AEs can edit all the Contacts associated with their Accounts, no matter who owns the Contact?

Choose 1 answer

- ☒ a. Select the edit all associated contact option for the AE Role in the Role Hierarchy.
- ☐ b. Use the Mass Transfer Tool to transfer ownership of all Contacts to the AEs.
- ☐ c. Account owner privileges give the AE edit access to all related records by default.
- ☐ d. Create a read/write Sharing Rule to share all related Contacts with the Account owner.

Pregunta **54**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Which two parameters are configured using Locale settings?

Choose 2 answers

- ☒ a. Time and Number Display format ☐
- ☐ b. Business Hours and Holidays
- ☒ c. First/Last Name and Date format ☐
- ☐ d. Phone Number and Currency format

Pregunta **55**

Correcta


Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

After a recent restructure of its Sales Department, Ursa Major Solar is having issues with records being omitted in the new Opportunity Report.

Which three questions should the administrator ask to research this issue?

Choose 3 answers

- ☒ a. Are records currently being shared with the sales manager? ☐ 
- ☐ b. Did the sales manager start from a copy or clone of an existing report?
- ☒ c. Do owners of all records have Roles and correct Territory Assignments? ☐
- ☐ d. Have the owners of the records been frozen?
- ☒ e. Do the records of the sales managers expect to see match the filter criteria? ☐

Pregunta **56**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

High Priority cases at Ursa Major Solar need to get a response in less than 3 hours or escalated to a queue called "High Priority Queue".

An administrator needs to configure the case management process to implement this requirement.

How should the administrator achieve this goal?

Choose 1 answer

- ☐ a. Create an assignment rule to assign all cases where status = high to the high priority queue.
- ☐ b. Create an escalation rule to assign all cases where status = high to the high priority queue based on when the case is created.
- ☐ c. Create a case milestone to assign all cases where status = high to the high priority queue based on the last modification time and set the age over to 3 (hours).
- ☒ d. Create an escalation rule to assign all cases where status = high to the high priority queue based on the last modification time and set the age over to 3 (hours).



Pregunta **57**

Correcta

Se puntúa 1,52
sobre 1,52

🚩 Marcar
pregunta

Ursa Major Solar recently purchased 15 new Salesforce licenses.

How many users can an Admin create at the same time on the add multiple users page?

Choose 1 answer

- ☐ a. A maximum of 15 users
- ☒ b. A maximum of 10 users ☐
- ☐ c. A maximum of 5 users
- ☐ d. An unlimited number of users

Pregunta **58**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Which two changes are tracked in the Setup Audit Trail?

Choose 2 answer

- ☐ a. Using the Data Loader
- ☒ b. Using the Data Import Wizard ☐
- ☐ c. Creating a List View
- ☒ d. Resetting a User's password ☐

Pregunta **59**

Incorrecta

Se puntúa 0,00
sobre 1,54

🚩 Marcar
pregunta

Ursa Major Solar uses the following:

- Private data access model for cases
- Support agents, who own cases
- Product specialists who occasionally need access to cases in their product line

What are two actions that will allow the appropriate access in this scenario?

Choose 2 answers

- ☒ a. Administrators configure pre-defined case teams and assignment rules.
- ☒ b. Case owners manually add product specialists to ad hoc case teams. ☐
- ☐ c. A case escalation rule assigns ownership to product specialists.
- ☐ d. Case owners configure pre-defined case teams.

Pregunta **60**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

The Sales Operations team notices an increase in Opportunities without Products.

Which configuration change should the Sys Admin make to help Sales Reps remember to add Products to every Opportunity?

Choose 1 answer

- ☐ a. Create a related list to enable the user to view the related products
- ☒ b. Enable the Opportunity setting to prompt users to add products to opportunities ☐
- ☐ c. Create a workflow rule on the opportunity object to add a default Product to Opportunities with no Products
- ☐ d. Set the Org-Wide Defaults for Price Books to Use and Products to Read Only

Pregunta **61**

Correcta

Se puntúa 1,52
sobre 1,52

🚩 Marcar
pregunta

A user's profile can control which three settings?

Choose 3 answers

- ☐ a. Locale settings
- ☒ b. Assigned apps ☐
- ☒ c. Record type assignment ☐
- ☐ d. Feature license assignment
- ☒ e. Security at the field-level ☐

Pregunta 62

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Ursa Major Solar recently acquired a company whose sales team has a unique sales process, with stages that are different from the current setup of stages in Salesforce.

The Chief Technology Officer (CTO) has decided that the new sales should **NOT** change their process at all.

What should the Admin do to incorporate the new sales team's process?

Choose 1 answer

- ☐ a. Create new values for the opportunity stage field; orden them so that the new Sales team's values are at the bottom of the picklist.
- ☒ b. Create new values for the opportunity stage field; create a new sales process assigned to a custom record type for the new sales team. ☐
- ☐ c. Create new values for the opportunity stage and use field-level security to control which teams see which fields.
- ☐ d. Create a record type and page layout for the new sales team and a custom field for the new stages.

Pregunta 63

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

Universal Containers decides to merge all Opportunities into a new Record Type.

In preparation to use this single Record Type, what does the System Administrator need to do?

Choose 1 answer

- ☐ a. Rename the old Record Types.
- ☒ b. Add the Record Type to all Users' Profiles or Permission Sets. ☐
- ☐ c. Nothing, users will be able to use the Record Type.
- ☐ d. Update the Opportunity Stages to values in the new Sales Process.

Pregunta **64**

Incorrecta

Se puntúa 0,00
sobre 1,54

🚩 Marcar
pregunta

How can multiple Campaign records be associated with a single Opportunity?

Choose 1 answer

- ☒ a. Campaign Influence
- ☐ b. Campaign Members
- ☐ c. Campaign Hierarchy
- ☐ d. Primary Campaign Source

Pregunta **65**

Correcta

Se puntúa 1,54
sobre 1,54

🚩 Marcar
pregunta

At Ursa Major Solar, Salesforce users have a session timeout of 12 hours. Management wants the session timeout to be increased to 24 hours. Management also wants inactive users to be logged out at that time.

What should the administrator do to fulfill this request?

Choose 1 answer

- ☐ a. In user profiles, type in 24 hours in the timeout section, and uncheck the box for force logout on session timeout.
- ☐ b. In user profiles, enter 24 hours in the timeout section, and check the box for for force logout on session timeout,
- ☒ c. In session settings, select 24 hours, and check the box for force logout on session timeout. ☐
- ☐ d. In session settings, select 24 hours, and uncheck the box for force logout on session timeout.