Universal Containers wants to understand all of the configuration changes that have been made over the last six months. Which tool should an administrator use to gather this information?

**A. Setup Audit Trail**

B. Debug Log

C. Custom Report Type

D. Network Access Settings

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Universal Containers (UC) is rolling out a new approval process. As the last step in the process after an Opportunity has been approved. UC wants to send a contract to its customer for signature. What should an Administrator suggest to implement this functionality?

A. Check the "Send PDF" box on the approval process setup.

B. Hire a consulting firm to develop a document signing framework.

**C. Install an app from the AppExchange.**

D. Use the Salesforce Autosign flow.

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Which two actions can be completed with a workflow field update? Choose 2 answers

**A. Change the record type of a record.**

B. Select a formula field for a field update.

**C. Apply a specific value to a field.**

D. Update the value of a field on a child object.

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What are two capabilities of the content delivery feature of Salesforce Content? Choose 2 answers

**A. Associate the content delivery with a Salesforce record.**

**B. Password protect content deliveries that contain sensitive data.**

C. Customize the URL assigned to the content delivery.

D. Encrypt certain content delivery files.

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Users create expense reports and attach receipts in an Expenses app before submitting them for approval. What should the Administrator consider from a User's perspective when enabling this App for Salesforce Mobile?

A. Users can search Salesforce Records, attach receipts as photos, and approve records from Chatter.

**B. Users can create records, attach receipts as photos, and submit for approval.**

C. Users can create list views, attach receipts as photos, and submit records for approval.

D. Users can use Search, create list views, and receive record push notifications from Chatter.

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Universal Containers has a private sharing model on Opportunities. The System Administrator has been asked to create a new custom object that will track customer payment information and will link to the Opportunity. Only those users with access to the Opportunity should be able to see the records on the new object.

What should the Administrator do to accomplish this task?

A. Create a Master-Detail relationship with a Criteria Based Sharing Rule.

**B. Create a Master-Detail relationship with Profile permissions.**

C. Create a Lookup relationship with a Criteria Based Sharing Rule.

D. Create a Lookup relationship with Profile permissions.

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What is a valid organization-wide default option for the Account object?

A. Public Read/Write/Delete

B. Public Read/Write/Transfer

**C. Private**

D. No Access

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Sales users need an easy way to let their colleagues know when they go on vacation. Multiple Books

How should the Administrator accomplish this task quickly?

A. Create a workflow rule to send an email alert about the user's vacation dates.

**B. Enable Out of Office Message" functionality in Chatter.**

C. Enable Outlook Sync with Salesforce.

D. Use Process Builder to add the users vacation dates to the department calendar.

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Salesforce users have a session timeout of 12 hours. Management is requesting that the session timeout be increased to 24 hours and that the inactive users are logged out at that time. How should a System Administrator accommodate this request?

**A. In Session Settings, choose 24 Hours, and check the box for Force logout on session timeout.**

B. In User Profiles, type in 24 Hours in the Timeout section, and uncheck the box for Force logout on session timeout.

C. In Session Settings, choose 24 Hours, and uncheck the box for Force logout on session timeout.

D. In User Profiles, type in 24 Hours in the Timeout section, and check the box for Force logout on session timeout.

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Which three features can automatically create a Case? Choose 3 answers

**A. Web-to-Case**

**B. Process Builder**

C. Lightning for Outlook

**D. Email-to-Case**

E. SMS-to-Case

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A system administrator wants to ensure that unique data is always input into a specific field. Which two field properties should be configured? Choose 2 answers

**A. Required**

**B. Unique**

C. Default value

D. Data Type

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Which three settings are controlled by a users profile? Choose 3 answers

A. Locale settings

**B. Field-level security**

**C. A Record type assignment**

D. Feature license assignment

**E. Assigned apps**

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A series of new report folders has been created. Which set of folder sharing options are available in Salesforce Classic to assign these new folders to the appropriate Salesforce users?

A. Managers, Profiles, Public Groups, Roles, and Role and Subordinates

B. Profiles, Roles, and Role and Subordinates

C. Users, Managers, Public Groups, Roles, and Role and Subordinates

**D. Users, Public Groups, Roles, and Role and Subordinates**

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Universal Containers wants to create a custom object to capture account survey data. Users must be able to select an account from the survey record and view related surveys on the account record. Which two actions should the system administrator take to meet these requirements? Choose 2 answers

A. Add the account related list to the survey page layout.

**B. Add the survey related list to the account page layout.**

**C. Create a lookup relationship field on the survey object.**

D. Create a lookup relationship field on the account object.

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Customers are requesting custom colored containers, which are not currently part of the standard inventory. Management has decided to add custom coloring as an add-on item in Salesforce. Which action should the Administrator take to allow sales users to add custom coloring to the total Opportunity Sale?

A. Add Custom Coloring as a new Product in a Pricebook.

B. Add Custom Coloring as a new Product in an Order.

**C. Add a new field on the Opportunity labeled Custom Coloring.**

D. Make a new custom object related to Opportunities for Custom Coloring.

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A Lightning for Outlook layout can be assigned to which two options? Choose 2 answers

**A. Profile**

B. Team

**C. User**

D. Role

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Universal Containers uses a Private data access model for Cases. Support agents own cases and occasionally product specialists need access to cases in their product line. Which two actions will result in the needed access? Choose 2 answers

A. Case owners configure pre-defined case teams.

B. A case escalation rule assigns ownership to product specialists.

**C. Administrators configure pre-defined case teams and assignment rules.**

**D. Case owners manually add product specialists to ad hoc case teams.**

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A Salesforce user at Universal Containers has been deactivated. What will happen to the records the user owns in Salesforce?

A. All records are automatically assigned to another user.

B. All records are automatically deleted.

**C. All records are assigned to the deactivated user until reassigned.**

D. All records are automatically assigned to the Administrator.

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When working on opportunities, sales representatives at Universal Containers need to understand how their peers have successfully managed other opportunities with comparable products, competing against the same competitors. Which two features should an administrator use to facilitate this? Choose 2 answers

A. Big deal alerts

**B. Chatter groups**

C. Opportunity update reminders

**D. Opportunity Dashboard**

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A company has a complicated Sales process regarding its opportunities. The company has 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. allow should an Administrator 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?

**A. 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).**

B. Create one Record Type 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 six Record Types (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing Widget C) with six total Page Layouts, one for each Record Type.

D. Create six Record Types (Sales Widget A, Sales Widget B. Sales Widget C. Marketing Widget A, Marketing Widget B, and Marketing Widget C) with one Page Layout.

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Sales reps are supposed to create a record on a child object of Opportunities called Survey Request when an Opportunity is moved to Closed Won. The VP of Sales Operations has indicated that this doesn't always happen or the rep doesn't populate all fields correctly. The system administrator has been asked to remove permissions from Sales to create these records and automate record creation. Which tool should be used?

A. Workflow

B. Approvals

**C. Visual Flow**

D. Process Builder

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Universal Containers wants to ensure that High Priority cases get responded to in at least 4 hours or wants them escalated to a Queue called "High Priority Queue." How should an Administrator configure the Case management process to implement this requirement?

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 the last modification time and set the Age Over to 4 (Hours).**

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 4 (Hours).

D. Create an Escalation Rule to assign all Cases where Status = High to the High Priority Queue based on when the Pencil & Paper case is created.

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A sales manager at Universal Containers wants to rename and delete dashboards in the California Dashboards Folder. How should a System Administrator accomplish this? Choose 1 answers

A. Go to the California Sales Dashboards Folder, Share, and choose View access for the Sales Manager.

B. Go to the California Sales Dashboards Folder, Share, and choose View access for the Sales Manager's Profile.

C. Go to the California Sales Dashboards Folder, Share, and choose Edit access for the Sales Manager.

**D. Go to the California Sales Dashboards Folder, Share, and choose Manage access for the Sales Manager.**

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What is the maximum number of objects that can be added to a custom report type?

A. Two as long as the objects have associations

B. One as long as the object has a master -child relationship

C. Unlimited as long as the objects have associations

**D. Four as long as the objects have associations**

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A competitor recently lost valuable data due to a power outage, so Universal Containers (UC) has decided to ensure that its Salesforce data is backed up. Which two statements should the Administrator make to UC? Choose 2 answers

**A. Salesforce offers a weekly or monthly backup service via a zip file. Universal**

**B. Containers can download an app from the AppExchange.**

C. Salesforce offers a daily backup service via a zip file.

D. Contact Salesforce Support for a free backup.

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Which currency is used as the basis for all currency conversion rates when the multiple currencies feature is enabled? Multiple Books

**A. Corporate currency**

B. Record currency

C. Active currency

D. Personal currency

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What are two features of Knowledge? Choose 2 answers

**A. Knowledge articles are always publicly available for customers.**

B. Knowledge articles integrate with Service Console.

**C. Users can rate the helpfulness of articles.**

D. Any user can write and publish articles.

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Which three standard chart types can be placed on a Salesforce dashboard? Choose 3 answers

**A. Tables**

B. Heat maps

**C. Bar charts**

**D. Gauge charts**

E. Venn Diagram

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The VP of Sales is using Collaborative Forecasting to track sales rep quote attainment. The VP wants to be notified when sales reps move the Opportunity Stage backward In the sales process. Multiple Books. Which feature should the System Administrator use?

A. Field History Tracking report

**B. Workflow rule**

C. Validation Rule

D. Big Deal Alert

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Universal Containers wants to ensure that Its org Is secure and has asked an Administrator to configure password requirements for its users. Which three actions are Administrators able to configure? Choose 3 answers

A. Set requirement that passwords must be unique for each user.

**B. Set the length of time before passwords expire.**

**C. Set maximum invalid login attempts.**

**D. Set password complexity requirements.**

E. Set prohibited password values.

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What are two considerations when configuring workflow rules? Choose 2 answers

**A. Rules can be evaluated when records are created or edited.**

B. Rules must be deactivated before using the Data Import Wizard.

**C. Rule actions can take place Immediately or can be time based.**

D. All existing records are evaluated when a new rule is activated.

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How can an administrator allow all internal users to view a dashboard as a Sales Manager within a sales region?

**A. Create a dashboard to run as a specified user.**

B. Create a dashboard for all opportunities in the region.

C. Create a dashboard with multiple components.

D. Create a dashboard to run as the logged -In user.

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An Administrator has been asked to give all users in the Marketing User profile the View All permission for Campaigns. In which two ways can this be accomplished? Choose 2 answers

**A. Assign a permission set to all users.**

B. Assign all users to a custom profile.

C. Enable the Marketing User checkbox.

**D. Modify the Marketing User profile.**

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Universal Containers has made a decision to switch monthly sales performance reviews to quarterly sales reviews. Which feature of Collaborative Forecasts allows a System Administrator to ensure that Salesforce Collaborative Forecasting matches the company's new quarterly sales performance review?

A. Enable Forecast Rollups

B. Configure Default Forecast Display

C. Enable Forecast Adjustments

**D. Configure Forecast Types**

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Which set of standard objects are children of the Account object in a many-to-one relationship?

A. Contact, Email, and Case

B. Opportunity, Quote, and Contact

C. Email, Quote, and Opportunity

**D. Opportunity, Contact, and Case**

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Universal Containers has activated Web-to-Case on their corporate website. IT configured Auto -Response to thank the customer for logging the case and activated Assignment Rules based on the state (USA) in which the customer resides. Case ownership is therefore determined and routed to the corresponding queue - North, South, East, or West. Customer Cases that do not meet the existing criteria should be assigned to Queue - World. Which solution will satisfy this requirement?

**A. In Case Support Settings, change Default Case Owner to Queue - World.**

B. Using a Trigger, change the owner of Cases outside the US to Queue - World.

C. Using a Workflow Rule, change the owner of new Cases outside the US to Queue - World.

D. In an Active Case Flow, change the name of the Queue to World.

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Universal Containers needs to upload 1 million new Account records to Salesforce. What should the Administrator recommend to perform this data upload?

A. Use an AppExchange app.

B. Use the Data Import Wizard. Calculator

**C. Use the Data Loader.**

D. Contact Salesforce.

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The sales users at Universal Containers need to view their open Opportunities grouped by Stage, and as a source report on a dashboard component. Which report format should the System Administrator use to fulfill these requirements?

A. Matrix

B. Joined

C. Tabular

**D. Summary**

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A new custom object called Manufacturers has been created for Universal Containers. Where should a System Administrator adjust how the object appears when it is found in the global search?

A. Global Search, Manufacturers, and Global Search Layouts

B. Object Manager, Manufacturers, and Page Layouts

C. Global Search, Manufacturers, and Search Layouts

**D. Object Manager, Manufacturers, and Search Layouts**

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Which two types of record access should an administrator grant through sharing rules? Choose 2 answers

A. Read/Write/Delete

**B. Read/Write**

**C. Read Only**

D. Read/Write/Transfer

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Which two types of records can be transferred from one user to another user during a mass transfer of account records? Choose 2 answers

A. Closed activities

**B. Open cases**

**C. Closed cases**

D. Related custom object records

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Which two settings can a system administrator enable in the User Interface Setup? Choose 2 answers

A. Customizable recent tags

**B. Printable list views**

**C. Related list hover links**

D. Chatter Messenger for specific users

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What are two valid assignee options when configuring Case Assignment Rules? Choose 2 answers

A. Public Group

**B. Queue**

**C. User**

D. Case Team

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A Universal Containers (UC) Administrator has created a new Lightning record page for the Sales team to display a report chart embedded on the Account page. There are no Record Types for Account at this time. Which step should the Administrator take to make this page the default view of the UC app for the Sales team without impacting the Support team?

**A. Make the page the default object record page for the UC app for the Sales profile.**

B. Create an Account Record Type and make the page the default object record page.

C. Make the page the org default.

D. Make the page the default object record page for the UC app.

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Universal Containers has purchased 25 new Salesforce licenses. How many users can a System Administrator create at the same time on the Add Multiple Users page?

**A. A maximum of 10 users.**

B. An unlimited number of users.

C. A maximum of 5 users.

D. A maximum of 25 users.

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What are two Validation Rule Fields? Choose 2 answers

**A. Error Condition Formula**

B. Active Date

**C. Error Message**

D. Owner

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The Universal Containers Administrator is editing the page layout for a new custom object when a text area field is inadvertently deleted from the page layout. What are three methods for restoring the field to the page layout? Choose 3 answers

**A. Click the Undo button or the Cancel button.**

B. Restore from the recycle bin within 15 days.

**C. From the Fields palette, drag the field into the same position.**

D. Clone the layout from a different profile and use Save As.

**E. Restore original page layout from a sandbox.**

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Universal Containers has a small group of users on Lightning Experience. Selected report folders are shared with these users. How can the System Administrator prevent these users from customizing the information in the reports?

A. Modify Field Level Security.

B. Use Custom Report Types.

C. Run the report as a specified user.

**D. Lock report filters.**

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Which two statements are correct regarding an approval process? Choose 2 answers

A. A delegated approver can reassign approval requests.

**B. The approval history related list can be used to track the process.**

C. An assignment rule defines the approver for each process step.

**D. An approval action defines the result of record approval or rejection.**

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What are two considerations when configuring the lead conversion process? Choose 2 answers

**A. Custom lead fields can be mapped to account, contact, and opportunity fields.**

**B. Standard lead fields are automatically converted to account, contact, and opportunity fields.**

C. custom lead fields can be mapped to custom object fields.

D. Roll -up summary lead fields can be mapped to custom contact fields.

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Which two ways allow a sales user to relate an opportunity to a campaign? Choose 2 answers

A. Use the campaign hierarchy related list on the opportunity.

**B. Use the campaign influence related list on the opportunity.**

C. Select the campaign record type when creating the opportunity.

**D. Select the primary campaign source for the opportunity.**

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Which two feature licenses can be assigned to a user record in Salesforce? Choose 2 answers

A. Console User

**B. Knowledge User**

C. Opportunity User

**D. Service Cloud User**

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How can an administrator capture custom lead data on the converted contact when converting a lead?

A. Map custom lead fields to standard contact fields.

B. Use the data loader to move the custom lead data.

C. Use the lead conversion wizard to select the fields.

**D. Map custom lead fields to custom contact fields.**

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Which three types of customization can be done on Activities (tasks and events)? Choose 3 answers

A. Assignment Rules

**B. Workflow Rules**

**C. Validation Rules**

**D. Custom Fields**

E. Field Tracking

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The support group at Universal Containers wants agents to capture different Information for product support and Inquiry cases. In addition, the lifecycle for product support cases should have more steps than the lifecycle for inquiry cases. Which three features should an administrator use to meet these requirements? Choose 3 answers

**A. Support processes**

B. Permission sets

C. Field -level security

**D. Page layouts**

**E. Record types**

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What are three considerations when a user is importing data via Data Loader? Choose 3 answers

**A. Importing data into checkbox fields allows for the use of TRUE/FALSE.**

**B. Field -Level Security access determines which fields will be visible.**

**C. Unrestricted picklists, a new picklist value will be applied but will not be added to the picklist.**

D. Validation rules do not execute when importing data.

E. Restricted picklists, a new picklist value will be Ignored and the default value applied.

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What are two valid use cases for Salesforce Communities? Choose 2 answers

A. External customers can gain full user rights to Salesforce.

**B. External customers can track their purchases and open support cases.**

**C. External partners can track the status of joint Opportunities.**

D. Internal users can replicate Salesforce automation without licenses fees.

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Which two statements about products and price books are true? Choose 2 answers

A. Price books that contain assets cannot contain products.

B. Products without a price are automatically added to the standard price book.

**C. The standard and list price for a product can be listed in multiple currencies.**

**D. A product can have a different list price in different price books.**

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What does campaign Influence allow a user to do?

**A. Report on the campaigns that have contributed to an opportunity.**

B. View the entire campaign hierarchy.

C. Adjust the percentage of influence each campaign has on an opportunity.

D. Summarize campaign member statistics on a campaign.

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In which two places should cases be assigned when case assignment rules are being set up? Choose 2 answers

**A. User**

B. Contact

C. Profile

**D. Queue**

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

A. Configure a default value for the Case Owner field.

B. Create a Workflow Rule that checks for a blank Owner field.

**C. Define the Default Case Owner in Support Settings.**

D. Create a Validation Rule based on the Created By field.

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How should a System Administrator provide a Sales Rep Commission report that is visible only to the Executive Team?

**A. Save the report in a folder shared with the Executive Team.**

B. Name the report "For Executive Team Use Only - DO NOT USE."

C. Save the report in the My Personal Report folder.

D. Set Opportunity Org-Wide Default Sharing Settings to Private.

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Support Representatives at Universal Containers want the same Technical Engineer group to be associated with each new Case. What should a System Administrator define to implement this requirement?

**A. A Case Assignment Rule to associate the Case Team**

B. A Workflow Rule to add the Case Team

C. A Default Case Team on each Account record

D. A Default Case Team on each User's record

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What should a System Administrator configure to provide each Sales Rep a dashboard that shows their current Opportunity pipeline?

A. Create a dashboard folder for each user.

**B. Set the Dashboard Running User to the current user.**

C. Set a Dashboard filter to the current user.

D. Create a dashboard for each user.

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A System Administrator wants to implement a feature for call recording to monitor customer service quality using Salesforce Service Cloud. Which two statements regarding call recording should be considered when implementing this requirement? Choose 2 options.

A. Call recording is a native feature available with Salesforce by default.

**B. Call recording is a feature of some add-on products from the AppExchange.**

**C. Call recording is a feature that a developer might create with Salesforce App Cloud.**

D. Call recording is a feature that will not work with Salesforce Service Cloud.

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Universal Containers has asked its Administrator to automatically set some fields when a Lead is created. What is the best way for the administrator to perform this automation?

A. Use Process Builder that launches a flow

B. Create 1 Workflow rule per field

C. **Record Triggered-Flow that runs Before save**

D. Use a Screen Flow with default values

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Universal Containers has two business groups, Products and Services. Both groups will be using opportunities to track deals, but different fields are required by each group. In which two ways should an administrator meet this requirement? Choose 2 options.

A. Create two permission sets.

**B. Create two record types.**

C. Create two lead processes.

**D. Create two page layouts.**

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Universal Containers 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 Administrator implement to allow customers have quick access to this information? Choose 2 options.

A. Case Feed Layout Actions

B. Case Comment Notifications

**C. Self-service Portal**

**D. Auto-response Rules**

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Universal Containers has an inside sales team that only sells warranty renewals and an outside sales team that only sells products. Each type of sale captures different information and has a different sales cycle. How should the System Administrator configure Salesforce to meet these requirements?

A. Create a custom picklist field on the Opportunity to specify if it is a product or warranty sale.

B. Create a Validation Rule that displays the correct Page Layout and Sales Process based on Role.

C. Create a custom Object for warranty renewals with the appropriate Sales Process.

**D. Create a Page Layout, Sales Process, and Record Type for each type of sale.**

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An administrator at Ursa Major Solar is configuring a workflow rule. What are two considerations for an administrator in this situation? Choose 2 options.

**A. Rule actions can take place immediately or can be time based.**

**B. Rules can be evaluated when records are created or edited.**

C. Before the Data Import Wizard is used, rules must be deactivated.

D. When a new rule is activated, each existing record is evaluated.

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Where does an administrator control field-level security for users?

A. Sharing rule

B. Role

C. User

**D. Profile**

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Universal Containers has a sales team focused on renewals. They will use many of the same Opportunity fields as other teams, but need different Stage values. What should the System Administrator update to support this requirement?

A. Stage field picklist options in Record Types

**B. Stage Selected Values in the Sales Processes**

C. Field-Level Security in the User Profile

D. Page Layouts to include the correct field

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A sales executive at Universal Containers wants to be notified whenever high-value opportunities are created for hot accounts. What should an administrator do to meet this requirement?

A. Create an auto-response rule on the opportunity object.

**B. Create a workflow rule on the opportunity object.**

C. Create a validation rule that evaluates the account rating.

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

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How should a System Administrator configure a report for each sales rep to see their own Open Opportunities?

A. Create a separate report for each Sales Rep.

B. Create a report schedule for each Sales Rep.

**C. Create a report filtered by "My Opportunities".**

D. Create a Summary report grouped by Sales Rep.

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How long is data stored in the Recycle Bin?

**A. Up to 15 days**

B. Up to 30 days

C. Up to 90 days

D. Up to 7 days

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Users at Ursa Major Solar are trying to create Opportunities. When populating a custom picklist field, the users receive errors. Additionally, when the users select either of the two values in the picklist, they receive different error messages above the field and are unable to save the Opportunities. Why is this error likely occurring?

A. The users don't have access to the Large Enterprise Record Type.

B. The two picklist values are unavailable to the Record Type.

**C. The picklist field has contradicting validation rules.**

D. The users don't have access to the picklist field.

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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 options.

A. Case owners configure pre-defined case teams.

**B. Case owners manually add product specialists to ad hoc case teams.**

C. A case escalation rule assigns ownership to product specialists.

**D. Administrators configure pre-defined case teams and assignment rules.**

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Universal Containers has three Account record types: Prospect, Customer, and Vendor. The Customer record type is only for Accounts that have a Closed Won Opportunity. How should a System Administrator prevent users from selecting the Customer Record Type when they create new Account records?

A. Create an Account Validation Rule that prevents new Accounts with the Customer Record Type from being saved.

B. Create a Workflow Rule or Process to change the Record Type from Customer to Prospect.

**C. Remove the Customer Record Type as an Assigned Record Type in the users' Profiles and Permission Sets.**

D. Create an Account Auto-Assignment Rule to assign the Prospect Record Type to all new Accounts.

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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 the AEs can edit all the Contacts associated with their Accounts, no matter who owns the Contact?

**A. Select the edit all associated contacts option for the AE Role in the Role Hierarchy.**

B. Account owner privileges give the AE edit access to all related records by default.

C. Use the Mass Transfer Tool to transfer ownership of all Contacts to the AEs.

D. Create a read/write Sharing Rule to share all related Contacts with the Account owner.

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Ursa Major Solar placed a time-dependent action in the workflow queue when the record was created. What are two situations that will cause this action to be removed from the queue? Choose 2 options.

A. If a validation rule is triggered for the record

**B. If the record no longer matches the rule criteria**

C. If another record triggers the same workflow rule

**D. If the action is deleted from the workflow queue**

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Which Salesforce tool should an administrator use to better understand all of the configuration changes that have been made from January 1 through July 1?

**A. Setup Audit Trail**

B. Custom Report Type

C. Debug Log

D. Network Access Settings

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Which set of Salesforce records is exported by choosing the "Export All" option instead of "Export" in Data Loader?

A. Records for a specified object and its parent records.

**B. Records for a specified object including records in the recycle bin.**

C. Records for a specified object and its child records.

D. Records for all standard objects in the org.

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Universal Containers wants to create a field to store credit card numbers and needs to make sure the information is protected. Which two actions allow the System Administrator to provide enhanced security for this field? Choose 2 options.

**A. Create an Encrypted Text field.**

B. Configure different Page Layouts for users.

**C. Update Field-Level Security settings.**

D. Use different Record Types for users.

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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 administrator needs to allow sales users to add custom sizing to the total opportunity sale. What should the administrator do to achieve this goal?

A. Add custom sizing as a new product in an order.

B. Make a new custom object related to opportunities for custom sizing.

**C. Add custom sizing as a new product in a pricebook.**

D. Add a new field on the opportunity labeled custom sizing.

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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?

A. Create a Time-based Workflow on Account with a rule criteria of Agreement End Date < TODAY().

B. Create a 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().**

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An administrator at Ursa Major Solar (UMS) needs to create a new user. When creating a username, which two considerations need to be taken in to account? Choose 2 options.

**A. Username must be unique across all Salesforce orgs.**

B. Username must be unique across all Salesforce orgs.

**C. Username needs to be in the format of an Email Address.**

D. Username matches to the User's Email address.

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An administrator at Ursa Major Solar (UMS) has created a new Lightning record page for the sales team to display a report chart embedded on the account page. No record types currently exist for an account. Which action should the administrator perform to make this page the default view of the UMS app for the sales team without impacting the support team?

**A. Make the page the default object record page for the UMS app for the sales profile.**

B. Create an account record type and make the page the default object record page.

C. Make the page the org default.

D. Make the page the default object record page for the UMS app.

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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?

**A. Two workflow rules with one email alert each**

B. No workflow rules, but two email alerts

C. Four workflow rules for create and update on Opportunities and Accounts

D. One workflow rule with two email alerts

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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?

A. Create six Record Types (Sales Widget A, Sales Widget B, Sales Widget C, Marketing Widget A, Marketing Widget B, and Marketing Widget C) with one Page Layout.

B. 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)

**C. 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).**

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.

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An administrator at Ursa Major Solar is setting up case feed. What should the administrator consider?

**A. Chatter feed tracking must be enabled for the case object.**

B. By default, the case feed replaces the standard case detail page.

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

D. The Service Cloud user feature license is required for case feed.

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What are two ways to customize basic reports using Lightning Experience? Choose 2 options.

A. By adding links to external pages

**B. By adding a chart**

C. By adding a Lightning Component

**D. By adding a filter**

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What is a benefit of entering Trusted IP Ranges in the Network Access section?

A. AppExchange packages can communicate with an external site.

B. All attempts to log in from outside the network will be denied.

C. Users are unable to log in through the API on networks not marked as trusted.

**D. Users that log in within the network will not be required to verify their identity.**

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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?

A. Case team routing

B. Case escalation rules

**C. Assignment rules**

D. Workflow field update

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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 options.

A. Implement a Lightning Partner Community with Knowledge

**B. Adding a link to a specified routing address for Email-to-Case**

**C. Generate Web-to-Case HTML code to add to the website**

D. Adding a link for Auto-Response Rules for Solutions

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Ursa Major Solar is importing data and has many records that do **NOT** meet the data validation criteria. What will occur?

A. The import process will require user authorization in order to import the invalid records.

B. The import process will abort when it encounters the first invalid record.

**C. The import process will fail, but only for the records with invalid data.**

D. The import process will ignore the data validation criteria.

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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?

A. Personal currency

**B. Corporate currency**

C. Active currency

D. Record currency

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Which two actions should an administrator perform to provide a sales team with an easy solution for gathering customer requirements and sharing presentations with their customers? Choose 2 options.

**A. Use Salesforce Files to post presentations in Chatter.**

**B. Add customers to private Chatter groups.**

C. Add customers to libraries.

D. Ensure opportunity teams are created for customers.

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Universal Containers created a new custom object to track Inventory items. The Support Team cannot see the Inventory object's tab. Which two settings should the System Administrator check to find the cause of the problem? Choose 2 options.

**A. Support Team Profiles**

B. Inventory object Sharing Settings

C. Inventory object Page Layouts

**D. Support Team Permission Sets**

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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?

A. Formula

B. Hierarchical relationship

C. Lookup filter

**D. Lookup relationship**

Customers complain that they do not know when Comments have been added to their Cases. Which configuration can a System Administrator implement to address this concern?

A. Configure Feed Tracking for Case Comments.

**B. Enable Case Comment Notification to Contacts.**

C. Create a Workflow Rule Email Alert on Case Comments.

D. Configure the Case Auto-Response Rules.

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Ursa Major is onboarding 15 new employees in three weeks. The administrator needs to create user records in Salesforce without activating them. Which two methods allow the administrator to achieve this goal? Choose 2 options.

**A. Click Add Multiple Users and ensure that Generate New Password and Notify User Immediately are unchecked.**

**B. Create a .csv file ensuring that IsActive = False, and use the data loader to insert.**

C. Schedule a Time-Dependent Workflow to create users in three weeks.

D. Create them with the User Import Wizard and ensure that Active is unchecked.

What should the System Administrator check when users are unable to find a CustomReport Type?

A. Add a button for the new Report Type to the Report Builder.

B. Add the new Report Type to the related objects.

C. Make sure the user Profile includes the Report Type.

**D. Make sure the new Report Type is deployed.**

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Which two related lists should be added to the Opportunity page layout to track how Campaigns contribute to the overall pipeline? Choose 2 options

**A. Campaign Influence**

B. Campaign Members

**C. Contact Roles**

D. Open Activities

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The managers at Ursa Major Solar asked the administrator to quickly provide access to sales reports and dashboards. How can this be done?

A. Build reports and dashboards

**B. Search the AppExchange for free adoption report apps.**

C. Use the Salesforce Auto-Report Builder.

D. Log a case to Salesforce Support.

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At Universal Containers, a user's department determines which fields the user can see and edit on opportunities. For example, users on the sales team can edit all fields on the opportunity, while users on the support team have read-only access to these fields. In which location is field-level security controlled for users on these teams?

A. Role

**B. Profile**

C. Sharing rules

D. Public groups

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Ursa Major Solar (UMS) is using the workflow field update. Which two actions can UMS complete with this feature? Choose 2 options.

**A. Apply a specific value to a field.**

B. Choose a formula field for a field update.

C. Update the value of a field on a child object.

**D. Modify the record type of a record.**

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Ursa Major Solar wants all Sales Users to see a dashboard that displays Total Closed/Won Opportunity Amount by User on a monthly basis. The Opportunity sharing model is private. What should the administrator do to fulfill this request?

A. Create the Dashboard from the Opportunities by User Report, then save it in the shared Dashboard Folder as a Dynamic Dashboard.

B. Create the Dashboard from the Opportunities by User Report, choose the Sales Manager as RunAs User and Save in the private Dashboard Folder.

**C. Request for the Sales Manager to create the Dashboard from the Opportunities by User Report, select "View Dashboard as Me", and save in the shared Dashboard Folder.**

D. Request for the Sales Manager to create the Dashboard from the Opportunities by User Report and save it to her private Dashboards Folder.

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What is the maximum number of components that can be added to a single Dashboard?

A. 15

B. 50

C. 3

**D. 20**

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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 options.

A. Case Escalation Notifications

**B. Case Auto-response Rules**

**C. Support Reps' Send Email options**

D. Owner Assignment Notifications

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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?

A. This field is Read-Only in Field-Level Security settings.

**B. This is a System Audit field and it is Read-Only for existing records.**

C. This user does not have Edit permissions on the Account object.

D. This field is defined as Read-Only on the Page Layout.

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The customer support team wants to use a different Page Layout when closing a Case. Which method should the System Administrator use to fulfill this request?

**A. Case Close Page Layout**

B. Record Type and Page Layout

C. Field-Level Security

D. Support Process

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Ursa Major Solar uses data from the grand total of a custom report to create their dashboard. Which two components will populate the grand total properly? Choose 2 options

**A. Gauge**

**B. Metric**

C. Table

D. Chart

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How should a Chatter user send a message to another Chatter user that cannot be viewed by anyone else?

**A. Post a Private Message to the recipient.**

B. Use #secret to send the message to the recipient.

C. Post a Message to Record owner.

D. Use @mention to include the recipient within the message.

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The administrator for the 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 administrator would also like to send a welcome email. What should the administrator do to complete this requirement?

A. Create a workflow rule 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 process builder with email alert to send the email.

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Universal Containers sells through many different reseller networks. Each reseller's deals are tracked on separate opportunities. The sales manager is concerned that the pipeline report is not accurate due to multiple opportunities for the same end customer. How should the sales process be modified to ensure opportunities are not double-counted in the pipeline?

**A. Change the forecast category to Omitted on the duplicate opportunities.**

B. Change the amount on the duplicate opportunities to zero.

C. Enable duplicate management to prevent the creation of the duplicate opportunities.

D. Create one opportunity and use the competitors related list to track the different resellers.

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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?

A. Hierarchical relationship

B. Lookup filter

C. Formula

**D. Lookup relationship**

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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 Opportunities that have not been updated in the last 30 days?

A. Create Scheduled Dashboards.

B. Create a Chatter Group.

C. Create Scheduled Reports.

**D. Create Opportunity Update Reminders.**

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What are two reasons a user cannot be deactivated? Choose 2 options.

A. The user account is frozen.

**B. The user is the recipient of Workflow Email Alerts.**

C. The user is the Owner of open Opportunities.

**D. The user is a Customer Community Administrator.**

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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 System Administrator wants to verify that the workflow functions correctly. Which queue should the System Administrator view to monitor pending Workflow Actions?

A. Outbound Messaging Delivery Queue

B. Mass Email Queue

C. Background Jobs Queue

**D. Time-Based Workflow Queue**

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In which situation is the Case Contact notified when a support representative adds a new case comment?

A. The System Administrator configures the Case Auto-Response Rules.

B. The Support Representative posts the comment to the Case Chatter Feed.

**C. The System Administrator enables Case Comment Notification to Contacts.**

D. The Support Representative uses the Send Email Action on the Case Feed.

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At Ursa Major Solar, Sales representatives use a custom report type for Account reports. New fields have been created on the Account Object. An administrator needs to report on the newly created fields. What should the administrator do to achieve this goal?

A. From the Custom Report Type, Edit Object Relationships, then add the new fields to the report.

**B. From the Custom Report Type, Edit Layout, then add the new fields to the report.**

C. Create a new account report and add the new fields from the Report Builder.

D. Create a new account report folder, go to share, and then add the new fields.

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Universal Containers wants the sales team to access information about Closed Won Opportunities with a common competitor for all pending big deals. Which features should the System Administrator implement?

A. Commonalities and Won Information

B. Big Deal Alerts and Sales Teams

**C. Competitors and Similar Opportunities**

D. Sales Teams and Closed Won Opportunities

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A sales manager recently left Universal Containers and the Salesforce administrator has received the urgent request to deactivate their username. Because the sales manager was part of several approval processes, it is taking longer than expected. What should the Salesforce administrator do?

A. Reset the User password.

**B. Freeze the User record.**

C. Change the User profile.

D. Change the User email address.

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Universal Containers regularly imports Accounts from an external order system that has its own ID field for each record. What should the System Administrator do to help prevent duplicates during these imports?

A. Use VLOOKUP to find matching records in Salesforce.

**B. Create a unique External ID field on Accounts in Salesforce for matching.**

C. Create a formula field that identifies matches.

D. Use the ID from the order system in place of the Salesforce ID.

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Which two best practices are recommendedprior to mass-deleting records? Choose 2 options.

**A. Schedule a weekly data export and download the backup zip files.**

B. Download a Setup Audit Trail for the last six months before deletion.

C. Create a new list view for all records that need to be deleted.

**D. Run and export a report to archive data before deletion.**

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The administrator at Ursa Major Solar needs to provide information for total Salesforce licenses, used licenses, and the remaining Salesforce licenses. Where in setup can this information be found?

A. Users

B. Critical Updates

C. Profiles

**D. Company Information**

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At Universal Containers, a user's department determines which fields the user can see and edit on opportunities. For example, users on the sales team can edit all fields on the opportunity, while users on the support team have read-only access to these fields. In which location is field-level security controlled for users on these teams?

**A. Profile**

B. Role

C. Public groups

D. Sharing rules

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Universal Containers uses a custom object within the product development team. Product development, executives, and System Administrators should be the only users with access to records of this object. Product development needs read/write access to all the records within the object, while the executives should only be able to view the records. How can the System Administrator configure the security model to meet these requirements?

**A. Set the Organization-Wide Defaults for the custom object to Public Read Write; Give the Product Development Profile Read, Create, Edit permissions; give the Executive Profile Read Only permissions for that object.**

B. Set the Organization-Wide Defaults for the custom object to Private; give the Product Development Profile Modify All for the object; give the Executive Profile View All access.

C. Set the Organization-Wide Defaults for the custom object to Private; add the Executive users to the default team for the object; add the default team to all the records.

D. Set the Organization-Wide Defaults for the custom object to Public Read Write; create a Read Only Sharing Rule to share all records in the object with the Executive Public Group.

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The administrator for the 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 administrator would also like to send a welcome email. What should the administrator do to complete this requirement?

A. Update the flow with a formula to send the email when needed.

**B. Update the flow with a decision to send the email when needed.**

C. Create a process builder with email alert to send the email.

D. Create a workflow rule with email alert to send the email.

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Which type of field do administrators use when creating a junction object?

**A. Master-detail**

B. Formula

C. Text area

D. Look-up

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Universal Containers wants internal support requests to be directed to any of the IT representatives. They want external support requests to be directed to customer support representatives based on the contact's location. What should the System Administrator use to set this up?

A. Auto-responses Rules and Profiles

B. Automated Notifications and Groups

**C. Assignment Rules and Queues**

D. Territory Management and Teams

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What are two Initial Submission Actions in an Approval Process? Choose 2 options.

A. A task can be assigned to users in a specific Profile.

**B. The value of a field on the record can be updated.**

C. The record is locked for everyone except the Owner.

**D. An outbound message can be sent to another application.**

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

A. Ask the System Administrator to check all-day events in the Activity settings.

**B. Check the all-day event checkbox on the event.**

C. Ensure the event is scheduled for times within the Start and End of Day hours.

D. Use a task for an all-day event because then no time fields are needed.

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Ursa Major Solar has the following environment and requirements:

* A new custom object named Regulations\_\_c is a child of the account object.
* All users need the ability to view Regulations\_\_c when viewing accounts with the sales account page layout.

How should an administrator provide access to Regulations\_\_c on the sales account page layout?

**A. By adding a new related list for Regulations\_\_c to the sales account page layout**

B. By adding a new section for Regulations\_\_c to the sales account page layout

C. By adding a new custom link for Regulations\_\_c to the sales account page layout

D. By adding a new action for Regulations\_\_c to the sales account page layout

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Ursa Major Solar tracks both user issues and customer issues.

* A user issue can be logged as: new, waiting for reply, closed
* A customer issue can be logged as: new, working, closed

An administrator needs to track both case types. Which features should be used?

A. Workflows and Automated Case Users

B. Page Layouts and Record Types

C. Page Layouts and Process Builder

**D. Record Types and Support Processes**

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The Sales Operations team notices an increase in Opportunities without Products. Which configuration change should the System Administrator make to help Sales Reps remember to add Products to every Opportunity?

A. Set the Org-Wide Defaults for Price Books to Use and Products to Read Only.

B. Create a Workflow Rule on the Opportunity object to add a default Product to Opportunities with no Products.

**C. Enable the Opportunity setting to prompt users to add products to opportunities.**

D. Create a related list to enable the user to view the related products.

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A user's profile can be controlled by which three settings? Choose 3 options.

**A. Security at the field-level**

**B. Assigned apps**

C. Feature license assignment

**D. Record type assignment**

E. Locale settings

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Which three reports can be used to display a list of the Top 10 Accounts on a dashboard? Choose 3 options.

**A. Summary report without a chart**

**B. Summary report with a chart**

C. Summary report with Rows to Display set to 10

D. Tabular report with a chart

**E. Tabular report with Rows to Display set to 10**

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A System Administrator enables Case Feed Actions and Feed Items in Support Settings. With the appropriate Profile permissions enabled, what change will users see?

A. All Case fields will be added to the Chatter Feed Tracking.

**B. Cases will use Feed Layouts rather than standard Page Layouts.**

C. Case Feeds will no longer be hidden on standard Page Layouts.

D. All Case buttons will be converted to Actions in the Case Feed.

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Which two objects can be related to Campaign Members? Choose 2 options.

**A. Leads**

B. Contact Roles

**C. Contacts**

D. Partners

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Which configuration option shows sales representatives the fields they must fill in prior to saving an Opportunity?

A. Dependent Picklist Fields

B. Field-level Security

**C. Page Layout required fields**

D. Opportunity Validation Rules

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Ursa Major Solar has a social marketing team set up as a public group. A sales representative would like to engage the social marketing team on one opportunity. What should the sales representative do to ensure the social marketing team can access the opportunity?

A. Add the public group to the opportunity team

B. Change the opportunity owner to the public group.

**C. Manually share the record with the public group.**

D. Add the public group to an opportunity queue.

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Universal Containers has a complex sales process with multiple record types, each shared with all Profiles. Some users complain about the Record Type selection screen when creating new Opportunities. Which two actions should the System Administrator take to allow these users to bypass choosing a Record Type? Choose 2 options.

A. Remove Record Types from the users' Sales Process.

B. Remove the Record Type field from the users' Page Layout.

**C. Remove Record Types from the users' Profiles.**

**D. Instruct users to update the Default Record Type in My Settings.**

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Ursa Major Solar has the following environment and requirements:

• Critical, high-priority accounts have an assigned District Manager, Sales Representative, Inside Sales Representative, and Customer Service Representative.

• The Sales Manager wants to prevent these accounts from being inadvertently contacted more than once on the same day.

• The Sales Manager wants to report on various customer interactions.

How should the administrator fulfill these requirements?

**A. Log a separate task, call, or activity on the account.**

B. Log a case on the account.

C. Post customer interactions in Chatter on the account.

D. Enter comments into the notes section on the account.

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What should a System Administrator do to organize the fields available on a report?

A. Modify the standard report type.

**B. Create a custom report type.**

C. Edit the Report Builder layout.

D. Enable Dynamic Reports.

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Universal Containers uses a private sharing model for Cases. Each product line has several product specialists who want to have visibility to all Cases involving their product line. How should the System Administrator meet this requirement?

**A. Create a pre-defined Case Team for each group of product specialists and assign the team using Case Assignment Rules.**

B. Change the Org-Wide Default for Cases to Controlled By Parent and add product specialists to Account Teams.

C. Add the product specialists to the Account Team for each Account that has purchased a product from the product line.

D. Create an owner-based Case Sharing Rule to share corresponding Cases with the product specialist role.

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Ursa Major Solar's administrator created a new account record type, but when marketing users are creating new account records, they are unable to choose the new record type. What are two potential causes of this issue? Choose 2 options.

A. The record type is disassociated from the page layout.

**B. The record type is disabled on the marketing user profile.**

C. The record type default setting is disabled.

**D. The record type is deactivated.**

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Ursa Major Solar needs to ensure compliance with a platinum service level agreement; therefore, cases that stay in the Tier 2 queue for longer than 4 hours must be re-assigned to the Tier 3 queue. Which Salesforce feature should be used to fulfill this requirement?

**A. Case escalation rule**

B. Case comments

C. Case assignment rule

D. Auto response rule

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A Finance user with the "View All Data" permission enabled sees no Opportunities when opening a Sales pipeline report. However, a Sales Rep sees Opportunities as expected. Which two actions should a System Administrator perform to resolve this problem?

**A. Update the report filter to show All Opportunities.**

B. Change the Org-Wide Opportunity Sharing Default to Public Read.

C. Create a Custom Report Type for the user that shows all records.

**D. Select Save Hierarchy Level on the pipeline report.**

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Ursa Major Solar is looking into backup methods. Which set of small and large data backup methods are available in native Salesforce?

A. Report Exports, Dashboard Exports, and Weekly Data Export Service

**B. Data Loader Exports, Report Exports, and Weekly Data Export Service**

C. Mass Export Wizard, Weekly Data Export Service, and Data Loader Exports

D. Data Loader Exports, Mass Exports, and Weekly Data Export Service

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Ursa Major Solar has an opportunity record with a close date of November 15, which fulfills the criteria of a time-dependent workflow rule. The time-dependent action is scheduled for November 8. The opportunity is edited before November 8, however, and no longer meets the criteria. What happens to the time-dependent action?

A. It will execute on November 15.

B. It will execute on November 8.

C. It is put on hold.

**D. It is automatically removed from the queue.**

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Universal Containers utilizes a private sharing model for Accounts, Contacts, and Opportunities. When account owners are on vacation, a back-up sales rep needs access to all Accounts with the rating of Hot. How should the System Administrator give the back-up sales rep access to Hot Accounts?

A. Use a workflow rule to change ownership for all the Hot Accounts where the owner's On Vacation field is checked.

B. Create a criteria-based sharing rule to share all Hot Accounts with all the users in the back-up rep's public group.

C. Create a criteria-based sharing rule to share all Hot Accounts with the user in the back-up rep account field.

**D. Instruct the Hot Account owner to manually share the Accounts with the back-up rep before leaving on vacation.**

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Ursa Major Solar is experiencing quality assurance with a product line. An administrator needs to use a standard object to track the extend of the problem. Which standard object should be used?

A. Product

**B. Case**

C. Account

D. Opportunity

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A user profile has login hour restrictions set to Monday through Friday 8:00 a.m. The user logged in at 4:30 p.m. on a Tuesday and it now 5:01 p.m. Which application behavior should the user expect?

A. The user will be able to continue working and start new sessions.

B. The user will be logged out and any unsaved work-in-progress will be saved.

C. The user will be logged out and any unsaved work-in-progress will be lost.

**D. The user will be able to continue working, but will be unable to start any new sessions.**

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Anytime na Opportunity is moved to Closed Won, Sales reps at Universal Containers (UC) are supposed to create a recordo n a child object of Opportunities called Survey Request. This action, however, does not Always occur. Sales reps do not Always populate all fields correctly. Which two tools should be used to remove permissions from Sales to create these records and automate record creation? Choose 2 answers

A. Approvals

**B. Flow**

**C. Process Builder**

D. Workflow

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Cloud Kicks (CK) has a service console that is used by agents who take calls from customers and stores with questions about products. The CK case process is complex and agents often make mistakes. To help the administrator has created a screen flow that guides agents through the process. How should the administrator deploy the screen flow?

A. Create a link that launches the screen flow

B. Use code to launch the screen flow in a modal

**C. Launch the flow from the utility bar in the console**

D. Use a custom action that launches the screen flow

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The Password Policy shows that the length of time until passwords expire is 90 days. However, some users find that their passwords expire every 30 days. Where should the System Administrator change the password expiration period for these users?

A. Individual User records

B. Roles assigned to the Users

C. Permission Sets assigned to the Users

**D. Profiles assigned to the Users**

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A System Administrator creates a Workflow Rule that assigns a task to a support manager role when a case is escalated. The case owner iscomplaining about being assigned these tasks. What should a System Administrator do to correct this issue?

A. Remove the Workflow and use a report instead.

**B. Make sure there is only one user in the role.**

C. Change the Workflow Rule to assign tasks based on profile.

D. Add a field update to the Workflow to also change the owner.

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Ursa Major Solar (USM) has a Web-to-Case form on its Lightning Customer Community. USM wants to separate Cases into the following product categories:

* Residential
* Lots/Land
* Commercial

USM has added a picklist field to store this data. How can the Case be automatically placed in the correct queue upon submission?

A. Create Record Types for each picklist value and a Business Process to move each Case to the correct Queue.

B. Create an Escalation Rule entry for each picklist value and set to zero minutes.

C. Create Record Types for each picklist value and assign to each product team's profile.

**D. Create Assignment Rules based on the picklist values to move Cases to a Queue.**

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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?

A. Report Exports

B. Data.com Clean

C. List View Inline Editing

**D. Mass Update Addresses**

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A user at Ursa Major Solar attempts to log in to Salesforce from an IP address that is outside the login IP range on the user's profile but within the organization-wide trusted IP range. What occurs as a result of this scenario?

A. The user will be able to log in after answering one security question.

**B. The user will be unable to log in at all.**

C. The user will be able to log in without activating the computer.

D. The user will be able to log in after the computer is activated.

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Which two changes are tracked in the Setup Audit Trail? Choose 2 options

**A. Using the Data Import Wizard**

B. Using the Data Loader

**C. Resetting a user's password**

D. Creating a List View

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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 that process. How can the administrator implement this functionality?

A. Hire a consulting firm to develop a document signing workflow.

**B. Install an app from the AppExchange.**

C. Use the Salesforce Autosign flow.

D. Check the "Send PDF" box on the approval process setup.

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What is a benefi t of using a Lookup Filter instead of a Validation Rule?

A. Faster page refresh on the Salesforce Mobile App

B. Adds the ability to edit multiple records from list views

**C. Improves user effi ciency when selecting a related record**

D. Better error messages when an incorrect record is selected

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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?

A. Configure a sharing rule for account view access and another sharing rule for edit access to specific users.

B. Configure a permission set to grant account edit access to specific users and modify the standard user profile.

**C. Configure a profile to grant account view access and a permission set to grant account edit access to specific users.**

D. Configure a profile to grant account edit access and a permission set to restrict read access to specific users.

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Universal Containers wants to create a Workflow Rule to send an email alert to members of its Board of Directors, none of whom use Salesforce. How many of the board members can be added to a single Email Alert?

**A. Up to 5 additional email addresses can be added to the Email Alert.**

B. Up to 250 additional email addresses can be added to the Email Alert.

C. Up to 25 additional email addresses can be added to the Email Alert.

D. It is not possible to add additional email addresses to the Email Alert.

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Ursa Major Solar uses a validation rule to prevent invalid data. What are three conditions where this rule is used? Choose 3 options.

**A. When records are edited and saved by a user.**

B. When records are deleted by a user.

**C. When records are imported.**

**D. When records are submitted using web-to-lead.**

E. When records are updated by a workflow rule.

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When a Salesforce user is deactivated, what happens to all of the records the user owns in Salesforce?

A. They are automatically assigned to another user.

**B. They are assigned to the deactivated user until reassigned.**

C. They are automatically assigned to the administrator.

D. They are automatically deleted.

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Which two actions allow the System Administrator to limit Chatter access during roll-out to a subset of Salesforce users? Choose 2 options.

A. Add the subset of users to the company-wide Chatter group.

**B. Edit a Profile to "Enable Chatter" for the subset of users.**

C. Create an email invitation for the subset of users.

**D. Create a Permission Set with the "Enable Chatter" permission for the subset of users.**

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Universal Containers offers a variety of products that are comparable to products from other companies. Sales representatives request a method to track product strengths and weaknesses compared to those offered by other vendors. What should the System Administrator implement?

A. Big Deal Alerts on high-value Opportunities

B. Products and Pricebooks on Opportunity Line Items

**C. Competitors on the Opportunity Page Layout**

D. Strength and Weakness fields on Company Information

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An administrator needs to configure Ursa Major Solar's Salesforce Mobile app with the company's brand-specific images and color schemes. Which set of branding options should the administrator use?

A. Tab Colors, Action Colors, Loading Page Logo

B. Loading Page Color, Action Colors, Loading Page Logo

**C. Loading Page Logo, Brand Color, Loading Page Color**

D. Individual Page Colors, Multiple Loading Page Logos

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The administrator for the Cloud Kicks has a fl ow that makes several updates to Contacts whenthey are being created. If the Contact Status is “New” and the Contact’s email is known, theadministrator would also like to send a welcome email. What should the administrator do to complete this requirement?

A. Create a workfl ow rule with email alert to send the email.

**B. Update the flow with a decision to send the email when needed.**

C. Create a process builder with email alert to send the email.

D. Update the fl ow with a formula to send the email when needed.

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Custom fields in the Lead object can be mapped to which two types of fi elds? Choose 2 options.

**A. Custom Account**

**B. Custom Opportunity**

C. Custom Activity

D. Standard Contact

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At Ursa Major Solar, an administrator has set up a new user. The user needs to activate theaccount before the email link expires by default. How long does the user have before the link expires?

A. 14 days

**B. 7 days**

C. 6 days

D. 10 days

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What should an Administrator do to ensure that product managers can report onopportunities in their product line?

A. Move all product managers to a role below the sales representatives.

B. Save all opportunity reports in a public folder.

**C. Create a sharing rule based on criteria.**

D. Create a new role for product managers and sales representatives.

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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 System Administrator to maintain the same field for two different teams?

**A. Record Types**

B. Permission Sets

C. Sales Processes

D. Page Layouts

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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 team should **NOT** change their process at all. What should the administrator do to incorporate the new sales team's process?

A. Create new values for the opportunity stage field; order 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 field 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.

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The VP of Marketing wants Sales Reps to get updates when are updated in the Marketing library. What feature should na Administrator recommend?

A. Validation rule

B. Email alert

C. Approval process

**D. Subscribe**

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