Test Result for Akchhat

Total Questions : 84
Total Correct Answer : 80
Passing Percentage : 90%
Your Percentage : 95.24%
Result :
Pass

__Wrong Answers :__

__Actual Answers :__

1. **Universal Containers uses a custom field on the account object to capture the account credit status. The sales team wants to display the account credit status on opportunities Which feature should a system administrator use to meet the requirements?**
   - Look-up Field
   - Roll-up summary field
   - Workflow field update
   - **Cross-object formula field**

2. **An opportunity record created with a close date of July 30, meets the criteria of time –dependent workflow rule. The time dependent action is scheduled for July 23. What happens if the opportunity is edited before July 23 and no longer meets the criteria?**
   - **The time dependent action is automatically removed from the queue**
   - The time dependent action is put on hold
   - The time dependent action will execute on July 30.
   - The time dependent action will execute on July 23.

3. **Universal container has two sales groups; each group has its own unique sales process. What is the best way to ensure that sales representatives have access to only the stages relevant to their sales process when working on opportunities?**
   - **Record Types**
   - Multi-Select Picklists
   - Page Layouts
   - Roles

4. **A marketing user needs to create a new campaign, but the New Button is NOT visible from the campaign home page. The system administrator has verified that the user has the "Create" profile permission for the campaign object. How should the system administrator resolve the issue?**
   - **Select the Marketing User checkbox in the user record.**
   - Select the "Manage Campaigns" profile permission.
   - Grant the user "Read" profile permission for the campaign.
   - Add the New button to the page layout using the page layout _____

5. **What can an administrator configure for users on the search results? (3 answers)**
   - Objects included in the search
   - **Fields being searched on for each object.**
   - **Number of records displayed for each object.**
   - **Columns displayed for each object.**

6. **What user interface setting must be enabled for users to edit records in a list view? (2 answers)**
   - **Enhanced lists**
   - Enhanced page layout editor
   - **Inline editing**
   - Enhanced profile list views

7. **The support group at universal container 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. What feature should an administrator use to meet the requirement? (3 answers)
- o Permission sets
- o **Record Types**
- o **Support processes**
- o **Page layouts**
- o Field-level Security

8. **Sales management at universal containers needs to display the information listed below in each account record. Amount of all closed won opportunities Amount of all open opportunities Which feature should a system administrator use to meet this requirement?**
- o Calculated columns in the related list
- o **Roll-up summary fields**
- o Cross-Object formula fields
- o Workflow rules with field updates

9. **What type of field allows users to input text, images, and links?**
- o Input area
- o Text and Image area
- o Text area
- o **Text area (rich)**

10. **When case assignment rules are being setup, cases can be assigned to whom? (2 answers)**
- o **Queue**
- o Case Team
- o Contact
- o **User**

11. **What should an administrator consider when setting up case feed?**
- o Case feed replaces the standard case detail page by default
- o The Use Case Feed permission is automatically active for all profiles
- o Case feed requires the Service Cloud User feature license
- o **Chatter Feed tracking must be enabled for the case object.**

12. **What type of record access can an administrator grant (2 answers)**
- o **Read/Write only**
- o **Read only**
- o Read/Write/Delete
- o Read/Write/Transfer

13. **Which statement is true if a custom fiscal year is enabled? (2 answers)**
- o The custom fiscal year automatically updates product schedules.
- o **The custom fiscal year must be defined manually**
- o The defined custom fiscal year only affects forecasts
- o **The custom fiscal year setting CANNOT be disabled**

14. **A system administrator at Universal Containers needs to transfer records from one user to another. What object can be transferred using the mass transfer tool? (2 answers)**
- o **Leads**
- o Campaigns
- o Quotas
- o **Accounts**

15. **What must an administrator do when creating a record type?**
- o Create a new page layout for the record type
- o Set the field-level security for the record type
- o **Assign the record type to the appropriate profiles**
- o Add the record type to the required user records

16. **A system administrator at universal containers created a new account record type. However, sales users are unable to select record type when creating new account records. What is a possible reason for this? (2 answers)**

- o The record type does not have an assigned page layout
- o **The record type has not been added to the sales user profile**
- o The record type has not been set as the default record type
- o **The record type has not been activated.**

17. **How can a sales user relate an opportunity to a campaign? (2 answers)**
    - o **Select the primary campaign source for the opportunity.**
    - o **Use the campaign influence related list on the opportunity.**
    - o Select the campaign record type when creating the opportunity.
    - o Use the campaign hierarchy related list on the opportunity.

18. **What will happen when a user attempts to log in to Salesforce from an IP outside the users profile but within the organization-wide trusted IP range?**
    - o **The user will not be able to log in at all.**
    - o The user will be able to log in after the computer is activated.
    - o The user will be able to log in without activating the computer.
    - o The user will be able to log in after answering the security question.

19. **When importing data, what happens if some records do NOT met the data validation criteria?**
    - o Import process ignores the data validation criteria
    - o Import process aborts when it encounters the first invalid record
    - o **Import process fails only for the records with invalid data.**
    - o Import process requires user authorization to import the invalid records

20. **What can be modified on standard object fields? (3 answers)**
    - o Field type
    - o **Label**
    - o Default text
    - o **Help text**
    - o **Picklist Values**

21. **What is the purpose of the service cloud (customer) portal? (2 answers)**
    - o To share support reports and dashboards with high profile accounts
    - o **To provide Web self-service by exposing knowledge articles**
    - o **To allow customers to log and check the status cases online**
    - o To allow partners to access contact records for case collaboration.

22. **What is the capability of the service cloud (customer) portal? (2 answers)**
    - o **Customer can log, view, edit, and close their own cases.**
    - o Customers can view and edit contacts related to their own accounts.
    - o The portal and its users can be created without additional licenses.
    - o **The portal can be customized with corporate branding.**

23. **What are the valid organization-wide default options for the Account Object?**
    - o Public Read/Write/Transfer
    - o **Private**
    - o No Access
    - o Public Read/Write/Delete

24. **What standard object has a one-to-many relationship with the account object? (3 answers)**
    - o Lead
    - o **Opportunity**
    - o Campaign
    - o **Contact**
    - o **Case**

25. **A marketing user has received a file of leads to import. What tool can be used to avoid duplicate leads?**
    - o Merge Leads function
    - o Validation Rules
    - o Data Loader

- **Import Wizard**

26. **How can a system administrator restrict users from viewing certain fields in list views, searches, page layouts and reports?**
    - Set the field to hidden on the user role
    - Remove the field from page layouts
    - **Set the field to hidden using field-level security**
    - Remove the field from reports and list views

27. **What can be done with a workflow field update action? (2 answers)**
    - **Change the record type of a record**
    - Update the value of a formula field
    - **Apply a specific value to a field**
    - Update the value of a field on a child object.

28. **Universal containers is using a private sharing model. The US sales director needs full access to all records of the US sales representatives. How can this be accomplished?**
    - Place the US sales director in a queue with the US sales representative's
    - **Define a role hierarchy where the US sales representatives roll up to the US sales director**
    - Give the US sales director read/write/edit/delete object permissions on the profile
    - Define a role hierarchy where the US sales director rolls up to the CEO

29. **What permission is set in a user's profile? (3 answers)**
    - **Mass email**
    - Marketing user
    - Active
    - **Run Reports**
    - **Object Permissions**

30. **What setting is controlled by a user's profile? (3 answers)**
    - **Field level security**
    - Feature license assignment
    - **Record type assignment**
    - Locale settings
    - **Assigned apps**

31. **What tab setting on a profile makes a tab NOT accessible on the All Tabs page or visible in any apps?**
    - Read-Only
    - Default On
    - Default Off
    - **Tab Hidden**

32. **A sales executive at Universal containers wants to be notified whenever high-value opportunities are created for hot accounts. How should an administrator meet this requirement?**
    - Create an escalation rule based on the opportunity amount.
    - **Create the workflow rule on opportunity object.**
    - Create an auto-response rule on the opportunity amount.
    - Create a validation rule that evaluates the account rating

33. **Universal Containers has a marketing team set up as a public group. A sales representative would like to engage the marketing team on one opportunity. What should the sales representative do to ensure the marketing team can access the opportunity?**
    - Add the public group to an opportunity queue.
    - **Manually share the record with the public group.**
    - Change the opportunity owner to the public group.
    - Add the public group to the opportunity team.

34. **What should an administrator consider when configuring workflow rules? (2 answers)**
    - **Rules can be evaluated when records are created or edited**
    - Rules must be deactivated before using an import wizard

- All existing records are evaluated when a new rule is activated
- **Rule actions can take place immediately or on a specific date**

35. **The support team at Universal Containers wants to be more proactive about renewing support plans with customers. They would like the support representative dedicated to each account to be notified a month before the account`s support plan expires. What should an administrator configure to meet this requirement?**
    - Assignment rule
    - **Workflow rule**
    - Auto-Response rule
    - Escalation rule

36. **Which statement is true regarding an approval process? (2 answers)**
    - A delegated approver can reassign approval requests
    - **An approval action defines the result of record approval or rejection**
    - An assignment rule defines the approver for each process step
    - **The approval history related list can be used to track the process**

37. **The sales team at universal containers wants an easy solution to gather customer requirements and share presentations with their customers. What should an administrator do to help the sales team achieve this? (2 answers)**
    - **Use chatter files to share presentations.**
    - Create opportunity teams for customers.
    - Add customers to libraries.
    - **Add customers to private Chatter groups.**

38. **What should be considered when configuring the lead conversion process? (2 answers)**
    - **Standard lead fields are automatically converted into account, contact and opportunity fields**
    - Custom Lead fields can be mapped to custom object fields
    - Roll-up Summary Lead Fields can be mapped to custom contact fields
    - **Custom Lead fields can be mapped to account, contact and opportunity fields**

39. **A time dependent action is placed in the work flow queue when the record is created. When will the action be removed from the queue? (2 answers)**
    - **When the record no longer matches he rule criteria.**
    - **When the action is deleted from the workflow queue.**
    - When a validation rule is triggered for the record
    - When another record triggers the same workflow rule

40. **Universal Containers needs to synchronize data between sales force and an external financial system. How can a system administrator accomplish this?**
    - **Use an external ID field to match records between systems**
    - Use the excel connector to export records from both systems
    - Use the data loader to match records between the systems
    - Use the data loader to upsert Salesforce records into the financial system

41. **A user at Universal container reports an error message when attempting to log in. the administrator checks the user's login history, but there is no record of the attempted login. What could be cause of this issue?**
    - The user is attempting to log in outside of the profile login range
    - The user is attempting to log in outside of the profile IP
    - **The user is attempting to log in with wrong username**
    - The user is attempting to log in with wrong password

42. **If two objects have a parent child relationship, how can a user access the child record from the parent record?**
    - Lookup field
    - **Related list**
    - Custom link
    - Child field

43. **When converting a lead, how can an administrator capture custom lead data on the converted contact?**
    - Use the lead conversion wizard to select the fields

- Map custom lead field to the standard lead field
- Use the data loader to move the custom lead data
- **Map custom lead fields to custom contact fields**

44. **Universal container uses a private sharing model for opportunities. The sales team wants sales engineers to be involved in specific Opportunities to help sales representatives close deals faster. How can an administrator meet this requirement?**
    - Add sales engineers to account teams.
    - Add chatter groups to opportunities.
    - Enable chatter Feed Tracking on opportunities.
    - **Add sales engineers to opportunity teams.**

45. **The administrator at universal containers will create a custom field to track a specific Tier 2 support user on a case record. What data type should be used while creating this custom field?**
    - Hierarchical relationship
    - **Lookup relationship**
    - Formula
    - Lookup Filter

46. **A user profile has login hour restrictions set to Monday through Friday 8am to 5pm. It is Tuesday and it is now 5.01 PM. Which behavior of the application should the user expect?**
    - **The user will be logged out and any unsaved work-in-progress will be lost**
    - The user will be logged out and any unsaved work-in-progress will be saved
    - The user will be able to continue working and start new sessions
    - The user will be able to continue working, but will be unable to start any new sessions

47. **When the multiple currencies feature is enabled, which currency is used as the basics for all currency conversion rates?**
    - Active currency
    - Personal currency
    - **Corporate currency**
    - Record currency

48. **Which Option is available when using the process visualizer? (2 answers)**
    - **Share annotated approval process diagrams**
    - **View approval processes as a flow chart**
    - Add approval steps from the process visualizer
    - Edit the criteria used to trigger the approval process

49. **A user is having trouble logging into Salesforce. The users login history shows that this person has attempted to log in multiple times and has been locked out of the organization. How can the system administrator help the user log into Salesforce? (2 answers)**
    - **Click reset password on the users record detail page.**
    - Send an email to the user containing the user's password
    - Log in as the user and enter a new password
    - **Click unlock on the users record detail page**

50. **How can knowledge articles be used? (2 answers)**
    - To display Salesforce answers
    - To display Salesforce solutions**
    - **To display for customer self-service**
    - **To resolve customer cases**

51. **Sales representatives at universal containers should not be able to create leads, delete their own accounts, or send mass emails. How can an administrator meet these requirements?**
    - Modify a standard profile.
    - **Create a custom profile.**
    - Change the organization-wide default settings.
    - Create a sharing rule.

52. **The marketing team at universal containers wants to send an email to each lead received from its website. The country of the incoming lead should determine the language of the email that will be sent to the lead. How can the system administrator automate this process?**
    ○ Create an email template for each language and an assignment rule to send appropriate template
    ○ Create an email template for each language and an auto response rule to send appropriate template
    ○ Create an email template for each language and a workflow alert to send appropriate template
    ○ **Create a single email template and use the translation workbench to translate and send the appropriate template**

53. **The VP of sales at universal containers requested that "Verbal Agreement" be added as a new opportunity stage. The Administrator added this new picklist value to the stage field, but found that the new value was not available to users. What should the administrator do?**
    ○ Ensure the limit of 10 stage values was not exceeded
    ○ Ensure the new value was marked as active
    ○ Add the new value to the appropriate record type
    ○ **Add the new value to the appropriate sales process**

54. **Universal Containers currently assigns its users from the facilities and IT teams to the same profile. Universal container recently created a custom object to track company cars and wants only users from the facilities team to have access to this new object. How can an administrator meet this requirement?**
    ○ Modify the standard profile currently shared by both teams
    ○ Configure field-level security on the new object for the facilities team.
    ○ Assign the facilities team to a new role in the role hierarchy.
    ○ **Create a custom profile for users on the facilities team.**

55. **Universal Containers has two business groups, products and services. Both groups will be using to track deals, but different fields are required by each group. How should a system administrator meet this requirement? (2 answers)**
    ○ **Create two record types**
    ○ Create two permission sets
    ○ **Create two page layouts**
    ○ Create two sales processes.

56. **Universal containers set the organization-wide defaults for cases to private. When a case is escalated, case ownership changes to Tier 2 support agent. How can a system administrator give the sales operation team read/write access to all escalated cases?**
    ○ Create a case escalation rule.
    ○ Create a case assignment rule.
    ○ **Create a criteria-based sharing rule.**
    ○ Create an ownership-based sharing rule.

57. **Universal Containers uses Web-to-Case to convert support requests submitted through its website into cases. The support team would like Salesforce to automatically send an email containing password reset instructions to the customer when the case subject contains the words "forgot" and "password". What does the administrator need to configure to meet this requirement?**
    ○ Email-to-case
    ○ **Auto-response rule**
    ○ Validation rule
    ○ Support settings

58. **Universal Containers wants to automatically back up all the Salesforce data on a monthly basis. Which tool can a system administrator use to meet this requirement?**
    ○ **Data export service**
    ○ Analytic snapshot
    ○ Import wizard
    ○ Scheduled report.

59. **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. Users also need the ability to view related surveys on the account record. How should the system administrator meet this requirement? (2 answers)**
    ○ Create a lookup relationship field on the account object.
    ○ Add the account related list to the survey page layout.
    ○ **Create a lookup relationship field on the survey object.**

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

60. Universal Container wants to ensure that users complete the standard industry field when creating a new account record. To address the concern the administrator set the Industry field as required. However, some users are still able to create a new account record without completing the Industry Field. What should an administrator do to troubleshoot the issues? (2 answers)
     - **Verify the field-level security for the industry field is not set to "Read Only" on the user profiles.**
     - **Verify the industry field is set as required on all the account page layouts assigned to the users**
     - Verify the users have the "Modify all data" permission for account on their profiles
     - Verify the users have the "Edit" permission for accounts on their profiles

61. What can be transferred from one use to another user during mass transfer of account records? (3 answers)
     - Closed activities
     - **Open cases**
     - **Closed cases**
     - **Open activities**
     - Related custom object records

62. What does a page layout allow an administrator to control?
     - The record types available to each role and profile
     - **The fields users see on detail and edit pages**
     - The business process and related picklist values displayed
     - The fields users see in reports and list views

63. What feature allows a user to group campaigns within a specific marketing program or initiative?
     - Campaign members
     - Campaign lists
     - **Campaign hierarchy**
     - Campaign influence

64. What is a method for adding content to Salesforce CRM content? (2 answers)
     - Attachments
     - **Chatter files**
     - **Libraries**
     - Documents

65. What is an option when customizing a report? (3 answers)
     - **Add a filter**
     - **Summarize fields**
     - Schedule a refresh time
     - Add a gauge component
     - **Add a grouping**

66. What is the purpose of the AppExchange? (2 answers)
     - **Administrators can download and customize pre-built dashboards and reports**
     - **Customers can share and install apps published by Salesforce partners**
     - Support users can install the Salesforce Console for Service customers
     - Partners can download accounts and contacts to collaborate on sales deals

67. What is the purpose of the ideas community? (2 answers)
     - **To invite customers, partners, and employees to submit ideas**
     - **To comment on and vote for ideas posted by other community members**
     - To provide access to articles that answer questions around an idea theme
     - To post customer ideas by logging cases on the Ideas tab of the portal

68. What item appears in a user's My Unresolved items after synchronization (2 answers)
     - **Contacts not assigned to an account**
     - Cases not assigned to a contact
     - Note not associated to a record
     - **Emails not associated to a record.**

69. **What level of access can be set when sharing a document folder with users? (2 answers)**
    - Read/write/create/delete
    - **Read-only**
    - Read/write/create
    - **Read/write**

70. **What option is available in when scheduling a dashboard refresh? (2 answers)**
    - Define refresh times for specific dashboard components
    - **View and remove a scheduled dashboard refresh**
    - Schedule the dashboard to refresh in different time zones
    - **Send a refresh notification to users with access to the dashboard.**

71. **What relationship can be selected in a custom report type where accounts is the primary object and contacts is the related object?**
    - **Each account may or may not have related contacts.**
    - Each account must have a related account
    - Each contact may or may not have a related account.
    - Each account must not have related contacts

72. **When can a validation rule be used to prevent invalid data? (3 answers)**
    - **When records are edited and save by a user**
    - When records are deleted by a user
    - **When records are submitted using web-to-lead**
    - **When records are imported**
    - When records are updated by a workflow rule

73. **When using sharing rules, what can records be shared with? (2 answers)**
    - **Roles and subordinates**
    - Profiles
    - Queues
    - **Public Groups**

74. **Where can the multilingual solution search feature be enabled? (2 answers)**
    - **Public knowledge base**
    - Solution tab search
    - **Self-service portal**
    - Salesforce content

75. **Which accounts are automatically synchronized on Salesforce classic**
    - Accounts that the users own
    - **All recently accessed accounts**
    - Accounts selected with the sync button
    - Any account created in the last 30 days

76. **Which chart type can be used to display summary values from two different levels of grouping in a report. (2 answers)**
    - **Stacked bar chart**
    - Funnel chart
    - Donut chart
    - **Grouped line chart**

77. **Which circumstances will prevent a system administrator from deleting a custom field?**
    - The field is part of a field dependency.
    - **The field is used in a workflow field update.**
    - The field is used in a report.
    - The field is used in a page layout.

78. **Which dashboard component can display data from the summary rows of reports? (2 answers)**

- o **Chart**
- o Metric
- o **Table**
- o Gauge

79. **Which is a feature of Chatter? (3 answers)**
    - o **Feeds**
    - o Events
    - o **Bookmarks**
    - o **Recommendations**
    - o Notes

80. **Which setting can a system administrator enable in the user interface? (2 answers)**
    - o Customizable recent tags
    - o **Printable list views**
    - o Chatter messenger for specific users
    - o **Related list hover links**

81. **Which statement about the products and price books is true? (2 answers)**
    - o **A product can have a different list price in different price books**
    - o **A standard and list price for product can be listed in multiple currencies**
    - o Products without a price are automatically added to the standard price book
    - o Price Books that contain assets cannot contain products.

82. **Which feature license can be assigned to a user record in Salesforce (2 answers)**
    - o **Knowledge user**
    - o Opportunity user
    - o **Service cloud user**
    - o Console user

83. **Universal Containers requires that the organization-wide default for opportunities be set to public read/write. However, sales users are complaining that opportunity reports return too many results, making it difficult to find their team's opportunities in the report results. How can the system administrator address this problem?**
    - o **Use the show filter to filter report results and reduce records returned**
    - o Move the opportunity reports into each user's personal reports
    - o Update the sharing rules to limit user access to certain opportunity
    - o Move the opportunity reports into a folder with restricted access

84. **What type of customization can be done on Activities? (Tasks and Events) (3 answers)**
    - o **Workflow Rules**
    - o **Custom Fields**
    - o Field Tracking
    - o Assignment Rules
    - o **Validation Rules**

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