

- 4% COMPLETE
- Get to Know Customer 360
  - Introduction to trailhead
  - Salesforce platform basics
  - Exposure to Contacts
  - App Exchange Basics
  - Deep Dive Into App Exchange
  - What is Salesforce and CRM?
  - Search solutions basics
  - Set up your org and create and customize list views
  - Create and customize lightning apps

Quiz

1 / 2

What is the benefit of using Salesforce Customer 360?

- Increased customer loyalty
- Reduced customer acquisition costs
- Improved customer satisfaction
- correct All of the above

Continue



Complete and Continue &gt;

4% COMPLETE



- ✓ Get to Know Customer 360



- ☒ Introduction to trailhead



- ☒ Salesforce platform basics



☒ Exposure to Contacts



## App Exchange Basics



- Deep Dive into App Exchange



☒ What is Salesforce and CRM?



 Search solutions basics



- ✖ Set up your org and create and

customize list views



- ✕ Create and customize lightning apps ▾

## Quiz

2 / 2

What type of data can be integrated into Salesforce Customer 360?

Sales data

Marketing data

Service data

correct

All of the above



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  - Global actions AND Company settings in the Salesforce

Quiz

1 / 4

Which of the following statements is true about the relationship between Contacts and Accounts in Salesforce?

A Contact can be associated with multiple Accounts.

An Account can be associated with multiple Contacts.

correct

A Contact can be associated with one Account only.

An Account cannot have any associated Contacts.

Continue

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✓	✗	Salesforce platform basics
▶	✗	Exposure to Contacts
○	✗	App Exchange Basics
○	✗	Deep Dive into App Exchange
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○	✗	Global actions AND Company settings in the Salesforce

Quiz

2 / 4

What is the purpose of the Email field on a Contact record in Salesforce?

correct

- To store the primary email address for the Contact. ✓
- To store the email address of the Contact's manager.
- To store the email address of the Contact's assistant.
- To store the email address of the Contact's spouse.

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○	✕	Global actions AND Company settings in the salesforce
○	✕	Company Information & Security

Which of the following statements is true about AppExchange in Salesforce?

- AppExchange is a platform for businesses to exchange products and services with other businesses.
- correct AppExchange is a marketplace for third-party applications and services that integrate with Salesforce. ✓
- AppExchange is a tool for managing customer interactions and data.
- AppExchange is a social media platform for businesses to connect with customers.

Continue

Complete and Continue

What is Salesforce and CRM? | Naanmudhalvan

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✓ Deep Dive into App Exchange

▶

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○

Company information & Security Model in the salesforce

○

Organisation wide Default

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Quiz

1 / 3

What CRM stands for?

Customer Relation Management

Customer Relationship Manager

correct

Customer Relationship Management

Customer Relation Manager

Continue >

Complete and Continue >

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- Deep Dive into App Exchange
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Quiz

2 / 3

Which of the following statements accurately describes Salesforce?

Salesforce is a social media platform for businesses to connect with customers.

correct

Salesforce is a cloud-based customer relationship management software.

Salesforce is a database management software for managing inventory.

Salesforce is an email marketing software for managing email campaigns.

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3 / 3

### What are the key features of Salesforce CRM?

correct

Sales automation, marketing automation, and customer service automation

Financial management, inventory management, and production management

HR management, training management, and performance management

IT management, network management, and security management

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Quiz

1 / 3

What is the default search type in Salesforce?

correct



Global Search ✓

Quick Find


Lookup Search

Advanced Search


Continue




33% COMPLETE




What is Salesforce and CRM?




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Data Modeling

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Quiz

2 / 3

Which of the following is a standard object in Salesforce?

Account

Contact


Opportunity

correct

All of the above

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ENG

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Quiz

1 / 3

What is a standard object in Salesforce?

An object that cannot be customized

An object that is created by a Salesforce user

correct

An object that is provided by Salesforce and can be customized ✓

An object that is available only in certain editions of Salesforce

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Quiz

2 / 3

Which of the following is a required field when creating a Custom Object in Salesforce?

Object Label

correct

Object Name ✓

Record Type

Record Name

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Quiz

3 / 3

Which of the following is true about a required field in Salesforce?

correct

- It cannot be left blank when creating a new record. ✓
- It can be left blank when creating a new record.
- It is optional for some users but required for others.
- It can only be populated by an automated process.

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Dependent PL, Reports, DB 1

Quiz

1 / 3

What information can be provided in Salesforce Company Information?

Company name and address

Primary contact information

Logo

correct

All of the above

Continue

Complete and Continue

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Quiz

2 / 3

How can Salesforce Company Information be accessed?

- From the home page
- From the object's record detail page
- correct From the setup menu ✓
- From the report builder

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Company information & Security Model in the salesforce
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3 / 3

What is the purpose of data security in Salesforce?

To prevent unauthorized access to data

To prevent data loss or corruption

To ensure compliance with regulations

correct

All of the above

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Quiz

1 / 3

What is OWD in Salesforce?

correct

- A setting that determines the default level of access to records across the organization
- A tool that allows users to create reports and dashboards in Salesforce
- A feature that allows users to collaborate with others on records in Salesforce
- A tool that allows users to import and export data in Salesforce

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Quiz

2 / 3

What are the different OWD levels in Salesforce?

correct

- Private, Public Read Only, Public Read/Write, and Public Full Access ✓
- Private, Public Read Only, Public Read/Write, and Public Delete
- Private, Public Edit Only, Public Read/Write, and Public Full Access
- Private, Public Read Only, Public Edit Only, and Public Full Access

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Quiz

3 / 3

What is the benefit of using Salesforce App Builder?

correct

Users can quickly and easily create custom applications that meet their unique business needs, without the need for specialized technical skills or resources



Users can automate complex business processes in Salesforce

Users can import and export large amounts of data in Salesforce

Users can create sophisticated reports and dashboards in Salesforce

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**Quiz**

1 / 3

### What is data modeling in Salesforce?

correct

The process of designing and structuring data in a way that allows for efficient data management and processing ✓

The process of importing and exporting data in Salesforce

The process of automating business processes in Salesforce

The process of creating reports and dashboards in Salesforce

Continue >

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- Organisation wide Default
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**Quiz**

2 / 3

What are fields in Salesforce?

correct

Used to define the specific attributes and data types that are associated with each object

Tools for automating business processes in Salesforce

Tools for creating reports and dashboards in Salesforce

Tools for importing and exporting data in Salesforce

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**Quiz**

3 / 3

### What are relationships in Salesforce?

correct

Used to define how different objects are related to each other ✓

Tools for automating business processes in Salesforce

Tools for creating reports and dashboards in Salesforce

Tools for importing and exporting data in Salesforce

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Quiz

1 / 3

### What is a schema in Salesforce?

A data visualization tool

correct

A logical container that defines the structure and relationship of a database's objects ✓

A sales forecasting tool

A user interface customization tool

Continue >

67% COMPLETE

✓	✕	Data modelling
●	✕	Schema builder, Leads & Opportunities
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Quiz

2 / 3

What type of interface does a schema builder typically provide?

Command-line interface

correct

Graphical user interface (GUI) ✓

Application programming interface (API)

Web service interface

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67% COMPLETE

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Quiz

3 / 3

What can you do with a schema builder in Salesforce?

Create and modify database schema

Customize user interfaces

Develop custom integrations

Create marketing campaigns

Back

Check

71% COMPLETE

- Opportunities
- Formula fields and Rollup summary**
- Validation rules, data security and control access to org
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Credential

Quiz

1 / 3

What is a formula field in Salesforce?

A field that can be used to calculate the sum of a group of records



correct

A field that displays the result of a formula expression based on other fields


A field that allows users to enter a formula to be evaluated at runtime

A field that can be used to calculate the average of a group of records


Continue




**71% COMPLETE**




Opportunities




**Formula fields and Rollup summary**




Validation rules, data security and control access to org




Control access to objects, fields and records




Role Hierarchy, Sharing rules, Picklist



Dependent PL, Reports, DB 1



Reports and DB 2



Non profit success pack

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**Quiz**

2 / 3

What types of expressions can you use to create a formula field in Salesforce?


Mathematical expressions

Logical expressions

Text expressions

correct

All of the above



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- 71% COMPLETE
- Opportunities
  - Formula fields and Rollup summary
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Quiz

3 / 3

How often are formula fields and roll-up summary fields recalculated in Salesforce?

Every hour

Every day

correct

Every time a record is saved



Every time a user logs in

Back

Continue

75% COMPLETE

- Formula fields and Rollup Summary
- Validation rules, data security and control access to org
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Quiz

1 / 2

What is a validation rule in a database?

A rule that determines how data is stored in the database.

correct

A rule that ensures data entered into the database meets certain criteria. ✓

A rule that governs how data is accessed and manipulated in the database.

A rule that determines the data types allowed in the database.

Continue

79% COMPLETE

- ✓ control access to org
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Quiz

1 / 2

The CEO does not want to see the list of contacts on an account page but still needs to access contact records. How should the admin configure this?

correct

Create an account page layout without the Contacts Related list.



Remove read access permissions for contacts from the CEO's profile.

Set the Contact Org-wide Default Sharing settings to Private.

Remove the Account Related List from the contact page layout.

Continue

Student

Control access to objects, fields

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79% COMPLETE

Control access to org

Control access to objects, fields and records

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Previous Lesson

Complete and Continue

The password policy shows that the length of time until passwords expire is 60 days. However, sales reps are complaining that their passwords expire every 30 days. Where should the system admin change the password expiration period for the sales rep users?

Roles assigned to the users.

Permission Sets assigned to the users.

correct

Profiles assigned to the users.

Individual user records.

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26-03-2023

83% COMPLETE

- ☒ Control access to org
- ☒ Control access to objects, fields and records
- ☒ Role Hierarchy, Sharing rules, Picklist
- ☐ Dependent PL, Reports, DB 1
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- ☐ Non profit success pack

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Which of the following is required for the role hierarchy to work?

correct

The object should have the grant access using hierarchies enabled in the organization wide default



correct

The record should be owned by a user that have a subordinate role



The object should have the grant access using hierarchies disabled in the organization wide default

The record should not be owned by a user that have a subordinate role

Continue

Complete and Continue



83% COMPLETE

- Control access to org
- Control access to objects, fields and records
- Role Hierarchy, Sharing rules, Picklist**
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Which of the following profile permissions will enables the User to edit any record, regardless of the Sharing Model?

- Customize Application
- View Setup and Configuration
- View All Data
- correct Modify All Data
- None of the Above

88% COMPLETE

- Control access to org
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Quiz

1 / 2

What does the report type determine when a new report is created? (Choose 3)

Whether the report will be tabular, summary, or matrix

Whether the report can be displayed in a dashboard

correct

The fields available to include in the report



correct

The object included in the report


correct

The default columns in the report


Continue




88% COMPLETE




control access to org




Control access to objects, fields and records




Role Hierarchy, Sharing rules, Picklist



Dependent PL, Reports, DB 1



Reports and DB 2



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Quiz

2 / 2


Which type of chart can be used to display summary values from two different levels of grouping in a report? (Choose 2)

Funnel chart

Donut chart


correct

Grouped line chart



correct

Stacked bar chart



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92% COMPLETE

- Control access to org
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Quiz

1 / 2

A sales manager would like to view a dashboard from the perspective of different users and switch between users without editing the dashboard. How would an administrator enable this? (Choose two)

correct

- Create dashboards as dynamic dashboards
- Grant the sales manager manage dynamic dashboards permissions

correct

- Grant the sales manager manage view my teams dashboards
- Grant the sales manager manage drag and drop dashboards

92% COMPLETE

- Control access to org
- Control access to objects, fields and records
- Role Hierarchy, Sharing rules, Picklist
- Dependent PL, Reports, DB 1
- Reports and DB 2**
- Non profit success pack

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Quiz

2 / 2

Where do you find dashboards in salesforce?

correct



App Launcher ✓

Settings

Setup

Record page

Back Continue



96% COMPLETE

- ☒ Control access to org
- ☒ Control access to objects, fields and records
- ☒ Role Hierarchy, Sharing rules, Picklist
- ☒ Dependent PL, Reports, DB 1
- ☒ Reports and DB 2
- ☒ Non profit success pack

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2. [https://trailhead.salesforce.com/content/learn/modules/nonprofit-cloud-basics?trailmix\\_creator\\_id=strailhead&trailmix\\_slug=prepare-for-your-salesforce-certified-associate-credential](https://trailhead.salesforce.com/content/learn/modules/nonprofit-cloud-basics?trailmix_creator_id=strailhead&trailmix_slug=prepare-for-your-salesforce-certified-associate-credential)

Quiz

1 / 3

### What is the primary goal of Salesforce for Nonprofits?

correct

To provide a CRM solution that is tailored to the needs of nonprofit organizations 

To help nonprofits improve their financial management

To connect nonprofits with potential donors

To improve volunteer management

Continue >

- 96% COMPLETE
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2. [https://trailhead.salesforce.com/content/learn/modules/nonprofit-cloud-basics?trailmix\\_creator\\_id=strailhead&trailmix\\_slug=prepare-for-your-salesforce-certified-associate-credential](https://trailhead.salesforce.com/content/learn/modules/nonprofit-cloud-basics?trailmix_creator_id=strailhead&trailmix_slug=prepare-for-your-salesforce-certified-associate-credential)

Quiz

2 / 3

### What is Salesforce Nonprofit Success Pack (NPSP)?

A suite of tools designed to help nonprofits manage their finances

correct

A software package that includes Salesforce's core CRM functionality as well as features tailored for nonprofits

A set of resources for nonprofits to find and connect with potential donors

A program that provides free Salesforce licenses to eligible nonprofit organizations

- 96% COMPLETE
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Quiz

3 / 3

Which of the following is a feature of Salesforce for Nonprofits?

- Constituent relationship management
- Volunteer management
- Fundraising management

correct

All of the above



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