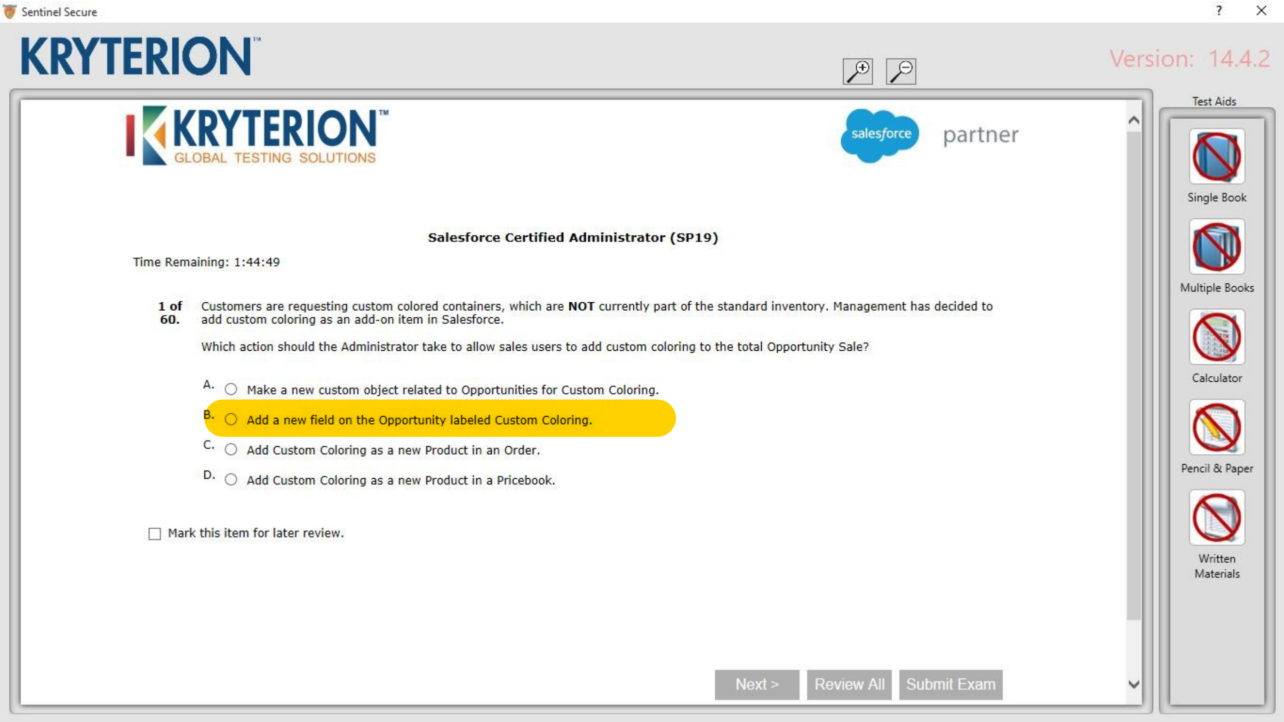
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Time Remaining: 1:44:49
1 of 60. Customers are requesting custom colored containers, which are NOT currently part of the standard inventory. Management has decided to add custom coloring as an add-on item in Salesforce.
Which action should the Administrator take to allow sales users to add custom coloring to the total Opportunity Sale?
A. Make a new custom object related to Opportunities for Custom Coloring.
B. Add a new field on the Opportunity labeled Custom Coloring.
C. Add Custom Coloring as a new Product in an Order.
D. Add Custom Coloring as a new Product in a Pricebook.
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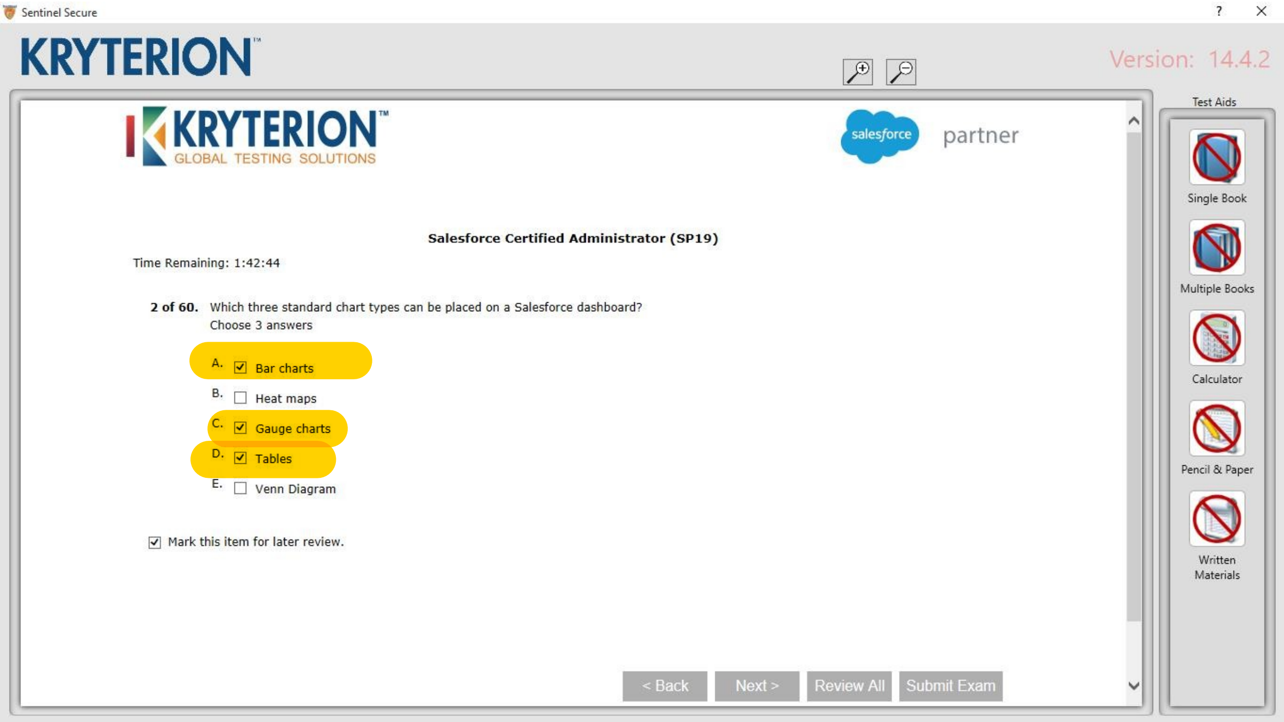
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Time Remaining: 1:42:44
2 of 60. Which three standard chart types can be placed on a Salesforce dashboard?
Choose 3 answers
A. Bar charts
B. Heat maps
C. Gauge charts
D. Tables
E. Venn Diagram
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3 of 60. Universal Containers has a Public Read Only sharing model on Accounts. A new sales team has been created that will be dealing with high-security customers. The System Administrator has been asked to hide these Accounts from anyone **NOT** on this team.

Which two steps must be taken to hide these Accounts without impacting access to the rest of the Sales team?
Choose 2 answers

A. ☐ Create ownership-based sharing rules.

B. ☑ Change Organization-Wide Default on Accounts to Private.

C. ☐ Create a new Account record type to separate both teams.

D. ☑ Change the new team role to be outside the company hierarchy.

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Time Remaining: 1:38:32

4 of 60. Campaign Member can be associated with which two objects?
Choose 2 answers

A. ☐ Lead

B. ☑ Contact

C. ☑ Account

D. ☐ Opportunity

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Time Remaining: 1:36:25

5 of 60. A system administrator at Universal Containers needs to transfer records from one user to another.

Which two objects can be transferred using the mass transfer tool?
Choose 2 answers

A. [x] Accounts
B. [ ] Leads
C. [ ] Campaigns
D. [ ] Quotas

[ ] Mark this item for later review.

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6 of 60. If two objects have a parent-child relationship, how can a user access the child record from the parent record?

A. Child field
B. Custom link
C. Lookup field
D. Related list

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Time Remaining: 1:33:18

7 of 60. How should a System Administrator prevent a user from logging in if they are a running user of a dashboard?

A. Change user profile to Read Only.

B. Deactivate the user.

C. Freeze the user.

D. Delete the user.

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Time Remaining: 1:31:11

8 of 60. Universal Containers has decided to implement Salesforce Einstein Analytics for a subset of its users.

How should the Administrator enable users with permissions to use Einstein Analytics features?

A. Create a new permission set for each type of Einstein Analytics permissions, then assign users.

B. Create a sharing group for users, then add the Einstein Analytics permissions.

C. Create new profiles for users that will have Einstein Analytics permissions.

D. Create a custom permission set, then add the permission set to existing user profiles.

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9 of 60. A user with administrator privileges accidentally deleted a custom field in an org one day ago.

What should the Administrator consider to restore the field?

A. ○ The deleted field and its data **CANNOT** be restored.

B. ○ The deleted field and its data can be restored up to 15 days after deletion.

C. ○ The deleted field can be restored up to 15 days after deletion, but all data will be lost.

D. ○ The deleted field and its data can be restored up to 30 days after deletion.

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Time Remaining: 1:26:58

10 of 60. Which three permissions are set in a user's profile?

Choose 3 answers

A. ☐ Run Reports

B. ☑ Mass Email

C. ☐ Object Permissions

D. ☑ Marketing User

E. ☐ Active

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Time Remaining: 1:24:51

11 of 60. Which three features can automatically create a Case?
Choose 3 answers

A. ☑ Email-to-Case
B. ☑ Web-to-Case
C. ☐ SMS-to-Case
D. ☑ Process Builder
E. ☐ Lightning for Outlook

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Time Remaining: 1:22:45

12 of 60. 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. ○ Create an Account Record Type and make the page the default object record page.
B. ● Make the page the default object record page for the UC app for the Sales profile.
C. ○ Make the page the default object record page for the UC app.
D. ○ Make the page the org default.

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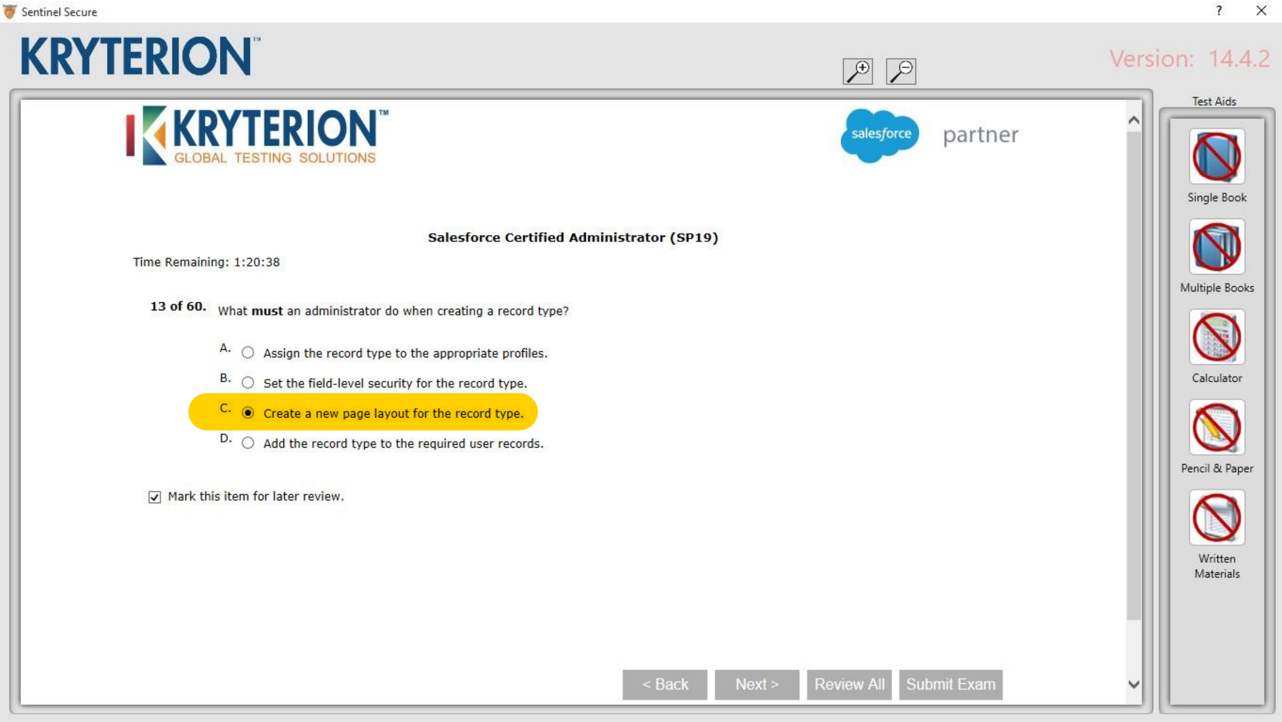
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Time Remaining: 1:20:38
13 of 60. What must an administrator do when creating a record type?
A. Assign the record type to the appropriate profiles.
B. Set the field-level security for the record type.
C. Create a new page layout for the record type.
D. Add the record type to the required user records.
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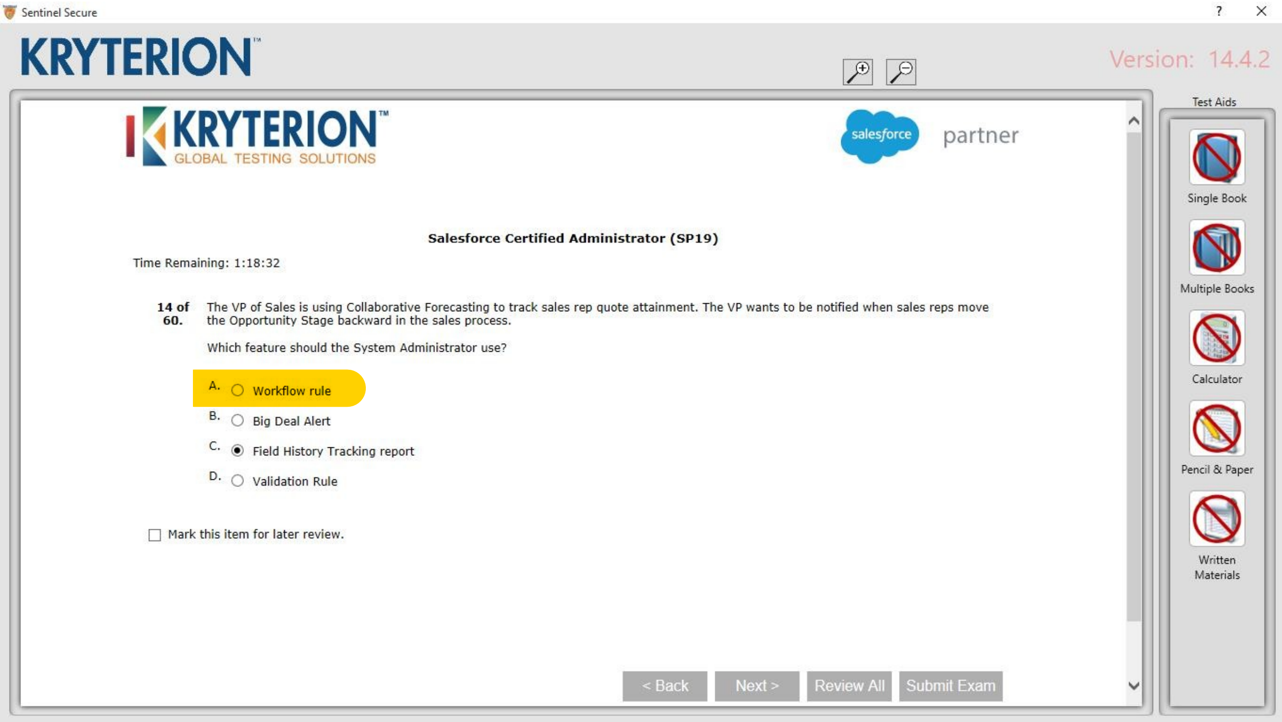
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Time Remaining: 1:18:32
14 of 60. The VP of Sales is using Collaborative Forecasting to track sales rep quote attainment. The VP wants to be notified when sales reps move the Opportunity Stage backward in the sales process.
Which feature should the System Administrator use?
A. Workflow rule
B. Big Deal Alert
C. Field History Tracking report
D. Validation Rule
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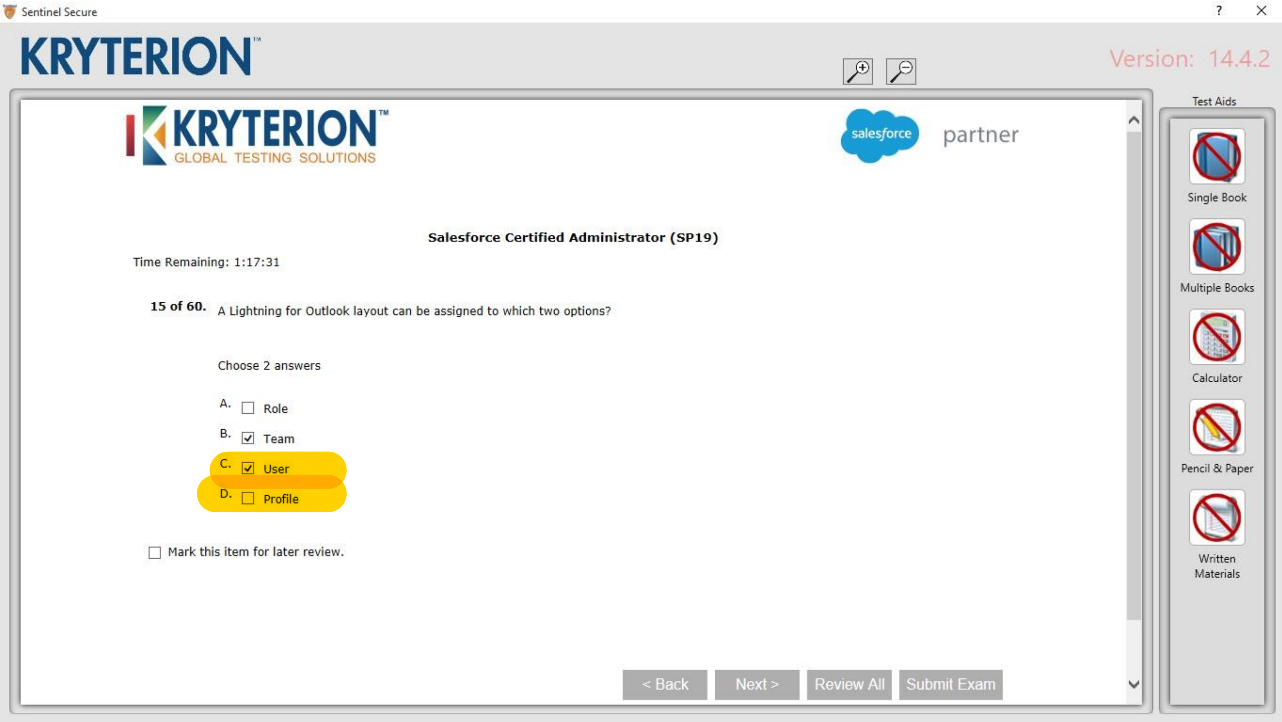
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15 of 60. A Lightning for Outlook layout can be assigned to which two options?
Choose 2 answers
A. Role
B. Team
C. User
D. Profile
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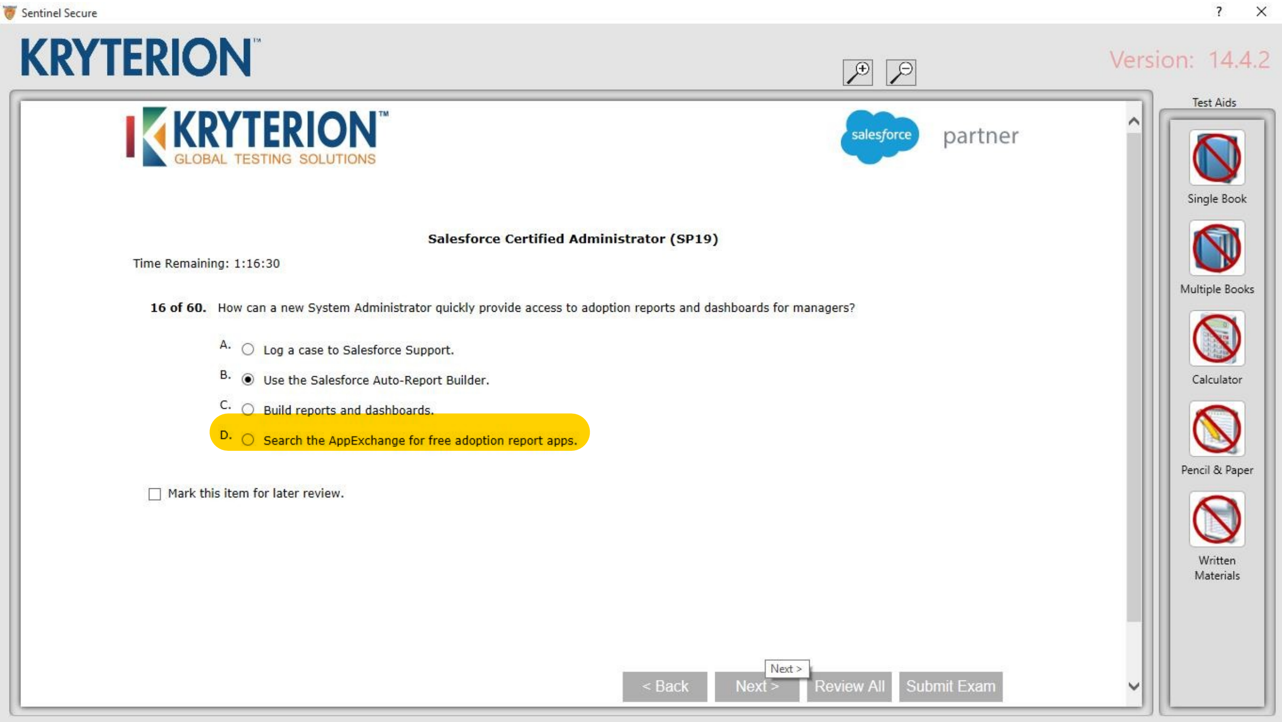
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Time Remaining: 1:16:30
16 of 60. How can a new System Administrator quickly provide access to adoption reports and dashboards for managers?
A. Log a case to Salesforce Support.
B. Use the Salesforce Auto-Report Builder.
C. Build reports and dashboards.
D. Search the AppExchange for free adoption report apps.
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Time Remaining: 1:15:29

17 of 60. Universal Containers wants to decrease call volume for the support team by creating a self-service community that will host published articles with FAQ information and provide a chat with support reps.

Which two features meet these requirements?

Choose 2 answers

A. [x] Live Agent

B. [ ] Content

C. [x] SOS

D. [ ] Knowledge

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Time Remaining: 1:14:28

18 of 60. 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. [x] Opportunity Dashboard

B. [ ] Opportunity update reminders

C. [ ] Chatter groups

D. [x] Big deal alerts

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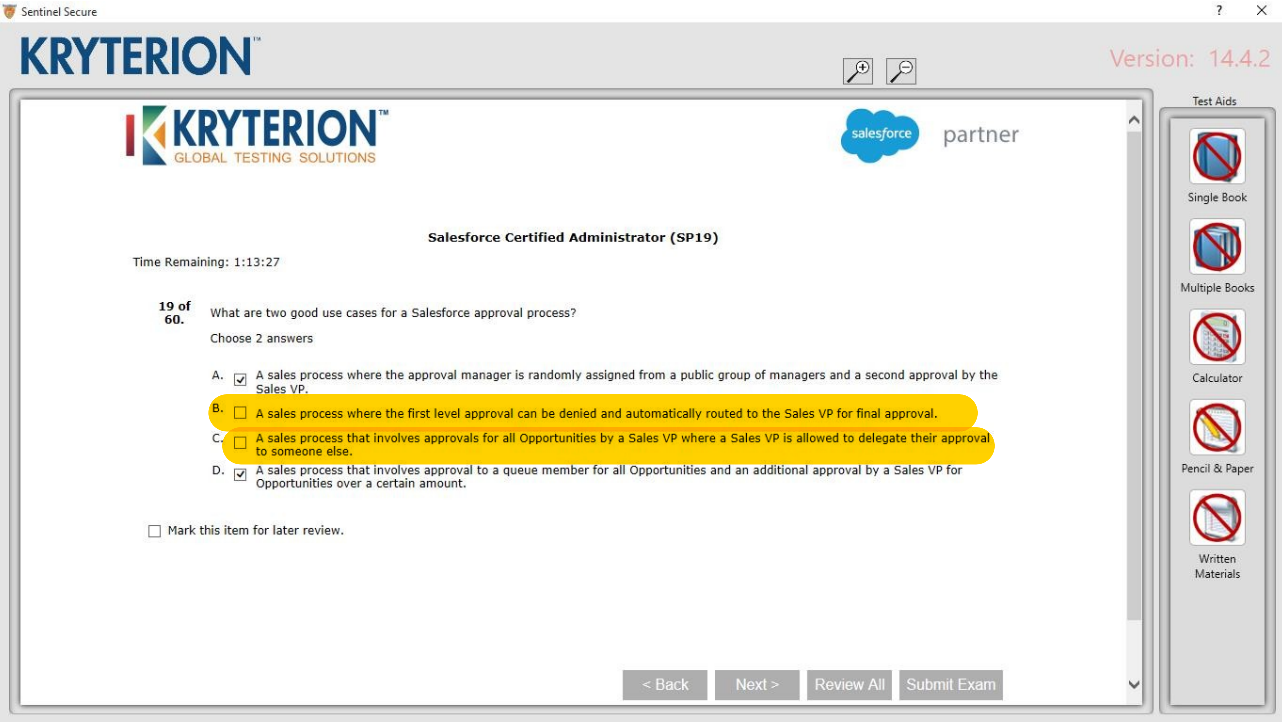

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Time Remaining: 1:13:27

19 of 60. What are two good use cases for a Salesforce approval process?

Choose 2 answers

- A. ☑ A sales process where the approval manager is randomly assigned from a public group of managers and a second approval by the Sales VP.
- B. ☐ A sales process where the first level approval can be denied and automatically routed to the Sales VP for final approval.
- C. ☐ A sales process that involves approvals for all Opportunities by a Sales VP where a Sales VP is allowed to delegate their approval to someone else.
- D. ☑ A sales process that involves approval to a queue member for all Opportunities and an additional approval by a Sales VP for Opportunities over a certain amount.

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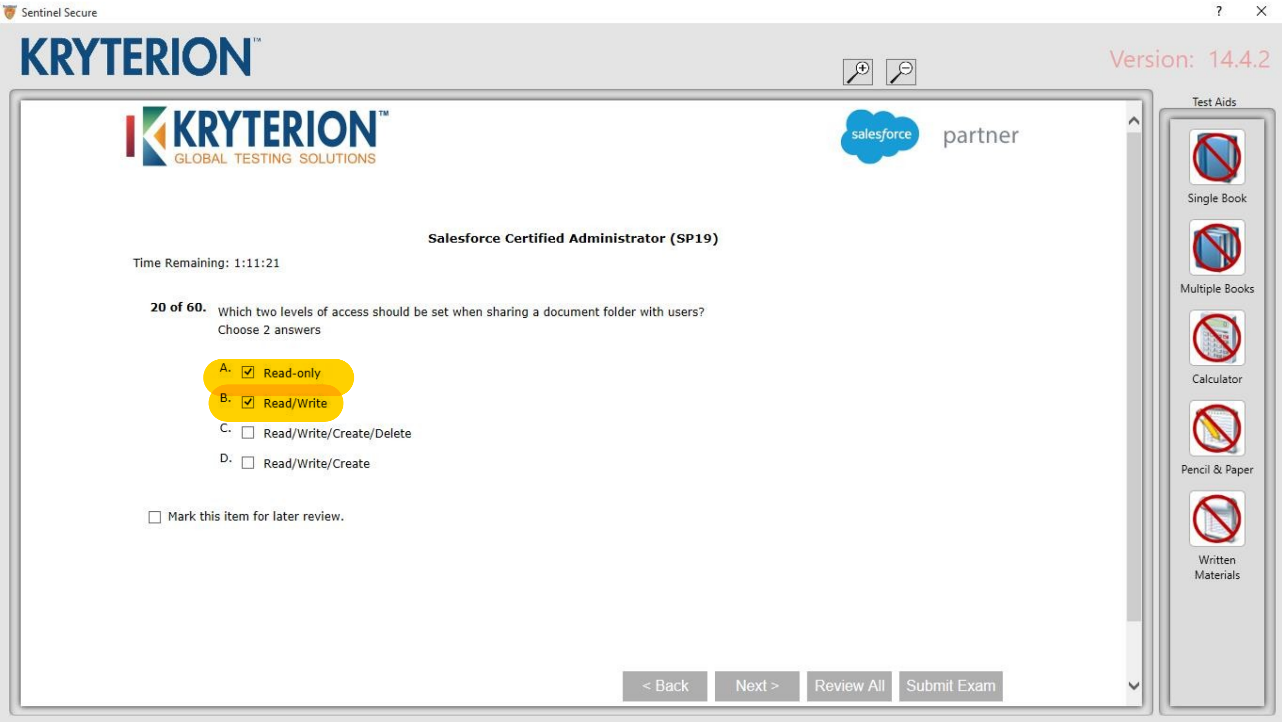

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Time Remaining: 1:11:21

20 of 60. Which two levels of access should be set when sharing a document folder with users?

Choose 2 answers

- A. ☑ Read-only
- B. ☑ Read/Write
- C. ☐ Read/Write/Create/Delete
- D. ☐ Read/Write/Create

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Time Remaining: 1:10:20

21 of 60. What are two Validation Rule Fields?

Choose 2 answers

A. ☐ Error Condition Formula

B. ☐ Error Message

C. ☐ Active Date

D. ☐ Owner

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Time Remaining: 1:08:15

22 of 60. Sales representatives at Universal Containers often schedule in-person meetings at customer offices. Management wants to track activities for this meeting category to clearly display customer office meetings in the Account, Contact, or Opportunity page layouts, as well as adding this data to reports.

Which method should a System Administrator use to solve this business request?

A. ◯ Add a new value to the Type field on Tasks used for Accounts, Contacts, and Opportunities.

B. ◯ Add a new value to the Type field on Accounts, Contacts, and Opportunities.

C. ◯ Have the user manually enter the meeting details in the Description field on Accounts, Contacts, and Opportunities.

D. ◯ Have the user manually enter the meeting details in the Account Comments.

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Time Remaining: 1:06:08

23 of 60. What are two valid assignee options when configuring Case Assignment Rules?
Choose 2 answers

A. ☐ User

B. ☑ Queue

C. ☐ Case Team

D. ☑ Public Group

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Time Remaining: 1:05:07

24 of 60. Universal Containers wants to create a new sales team that focuses exclusively on Small to Medium Business customers. This group will track information with the same fields and picklist values but will need two new options on the Stage field.

How should the System Administrator accomplish this task?

A. ○ Create a new Sales Process.

B. ○ Create a new Record Type and Page Layout.

C. ○ Create a new Record Type.

D. ○ Create a new Record Type and Sales Process.

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Time Remaining: 1:03:01

25 of 60. In which two ways can users access Salesforce from their mobile devices?
Choose 2 answers

A. ☐ Install the Salesforce mobile configuration

B. ☐ Install Salesforce Connect for mobile

C. ☑ Use the downloadable Salesforce mobile application

D. ☑ Use web browser on a mobile device

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Time Remaining: 1:02:00

26 of 60. 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 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).

B. ○ Create an Assignment Rule to assign all Cases where Status = High to the High Priority Queue.

C. ○ Create an Escalation Rule to assign all Cases where Status = High to the High Priority Queue based on when the case is created.

D. ○ 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).

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Time Remaining: 1:00:59

27 of 60. Which set of small and large data backup methods are available in native Salesforce?

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

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

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

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

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28 of 60. 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. Change the User email address.

C. Change the User profile.

D. Freeze the User record.

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29 of 60. Sales management at Universal Containers needs to display the information listed below on each account record.

- Amount of all closed won opportunities
- Amount of all open opportunities

Which feature should an administrator use to meet this requirement?

A. ○ Roll-up summary fields

B. ○ Calculated columns in the related list

C. ○ Workflow rules with field updates

D. ◉ Cross-object formula fields

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30 of 60. A system administrator needs to import new leads from a tradeshow and assign ownership based on country. Some of the leads may already be in the system.

Which two actions should be taken to meet this requirement?
Choose 2 answers

A. ☐ Use the Data Loader to match lead by email.

B. ☑ Create an auto-response rule to assign leads by country.

C. ☐ Use the Data Import Wizard to match lead by email.

D. ☑ Create an assignment rule to assign leads by country.

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Time Remaining: 54:44

31 of 60. 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. ○ Joined

B. ○ Tabular

C. ◉ Summary

D. ○ Matrix

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Time Remaining: 53:43

32 of 60. 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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Time Remaining: 52:42

33 of 60. High-priority accounts at Universal Containers have an assigned District Manager, Sales Representative, Inside Sales Representative, and Customer Service Representative. Management wants to prevent these accounts from being contacted accidentally multiple times on the same day, and they want to report on the various customer interactions.

How should the Administrator meet these requirements?

A. Log a case on the Account.

B. Log a separate Task, Call, or Activity on the Account.

C. Post customer interactions in Chatter on the Account.

D. Type comments into the Notes section on the Account.

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Time Remaining: 50:36

34 of 60. What are two considerations when configuring the lead conversion process?
Choose 2 answers

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

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

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

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

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35 of 60. Universal Containers has two separate sales processes: one process for domestic and one for international. Both sales processes have different stages. The executives require a single page layout to provide the sales teams with the same view for both domestic and international.

Which two actions should the Administrator take to support these requirements?

Choose 2 answers

A. ☐ Create one Record Type for each Sales Process.

B. ☐ Create one Record Type for the page layout.

C. ☐ Create two Sales Processes displaying only the stages appropriate to each process.

D. ☐ Create one Sales Process displaying all stages to keep sales teams on the same page layout.

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Time Remaining: 46:23

36 of 60. The Support team has asked the Administrator to create a guided process that allows the rep to use scripted screens to collect the appropriate information.

Which tool should the Administrator use?

A. ○ Approval Process

B. ○ Workflow Rule

C. ○ Process Builder

D. ◉ Cloud Flow Designer

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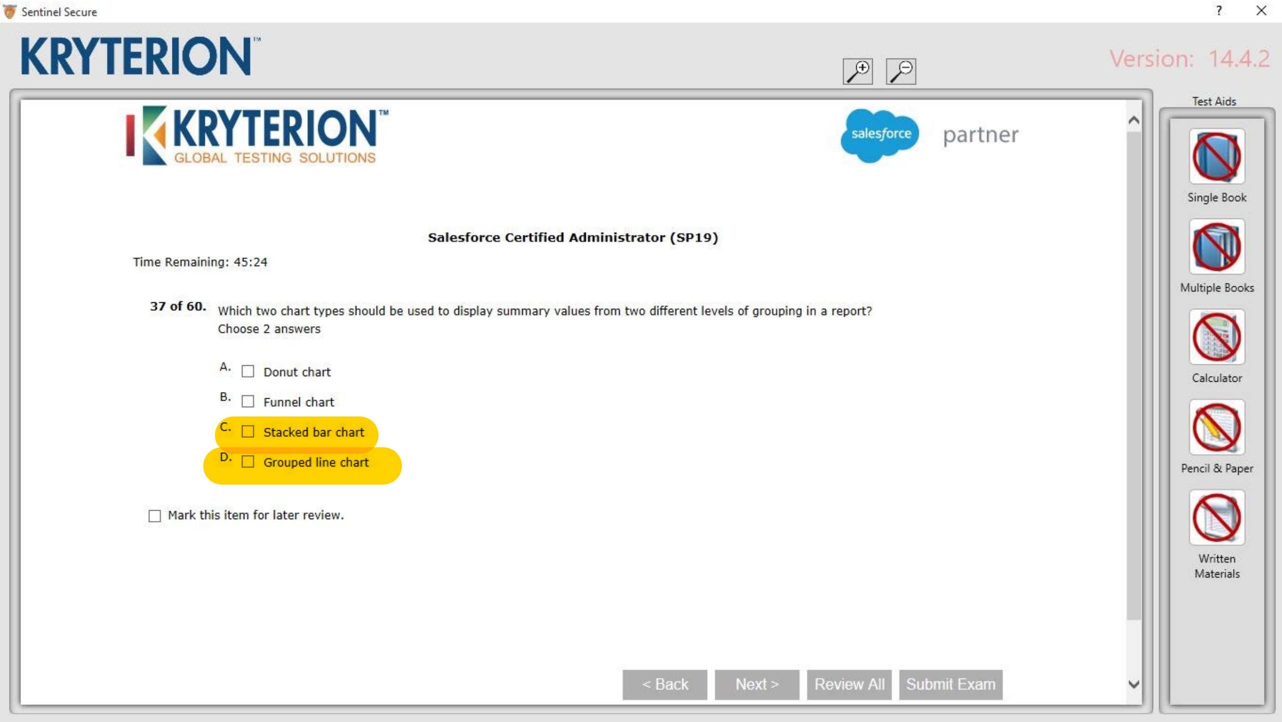

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Time Remaining: 45:24
37 of 60. Which two chart types should be used to display summary values from two different levels of grouping in a report?
Choose 2 answers
A. Donut chart
B. Funnel chart
C. Stacked bar chart
D. Grouped line chart
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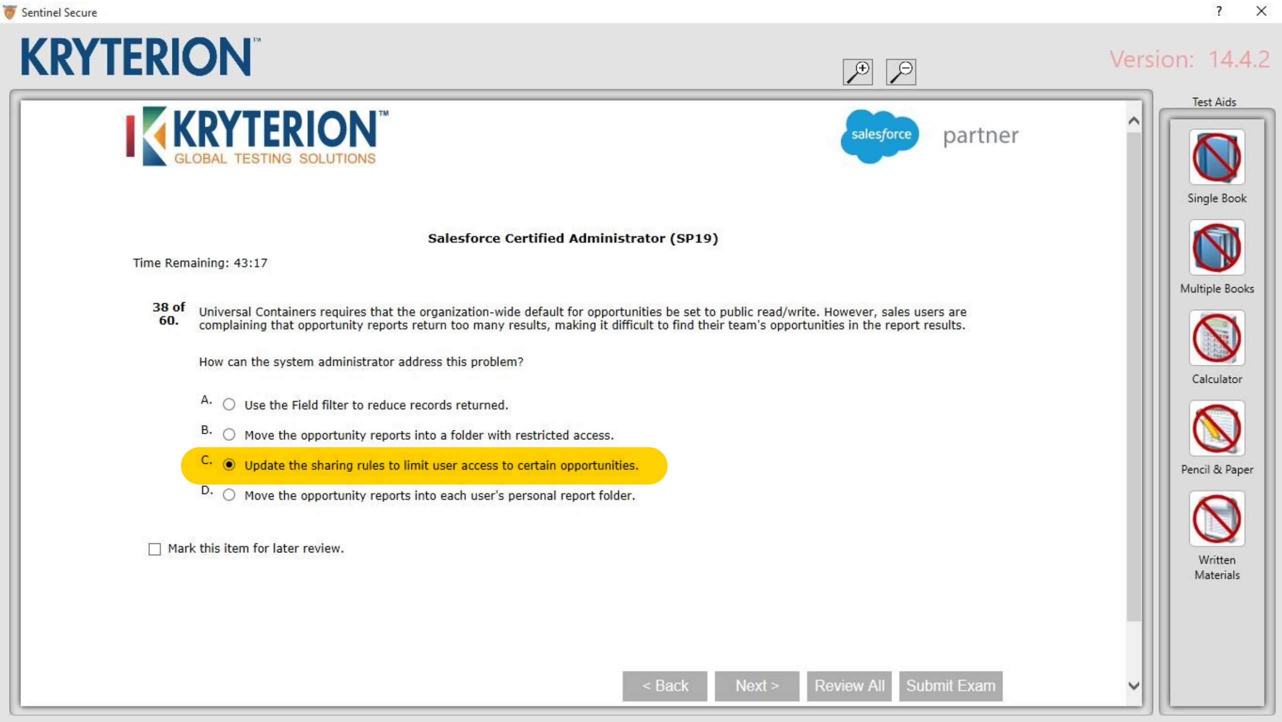

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38 of 60. Universal Containers requires that the organization-wide default for opportunities be set to public read/write. However, sales users are complaining that opportunity reports return too many results, making it difficult to find their team's opportunities in the report results.
How can the system administrator address this problem?
A. Use the Field filter to reduce records returned.
B. Move the opportunity reports into a folder with restricted access.
C. Update the sharing rules to limit user access to certain opportunities.
D. Move the opportunity reports into each user's personal report folder.
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Time Remaining: 42:16

39 of 60. 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 25 users.

B. A maximum of 10 users.

C. An unlimited number of users.

D. A maximum of 5 users.

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40 of 60. 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 this requirement?

A. Cross-object formula field

B. Lookup field

C. Workflow field update

D. Roll-up summary field

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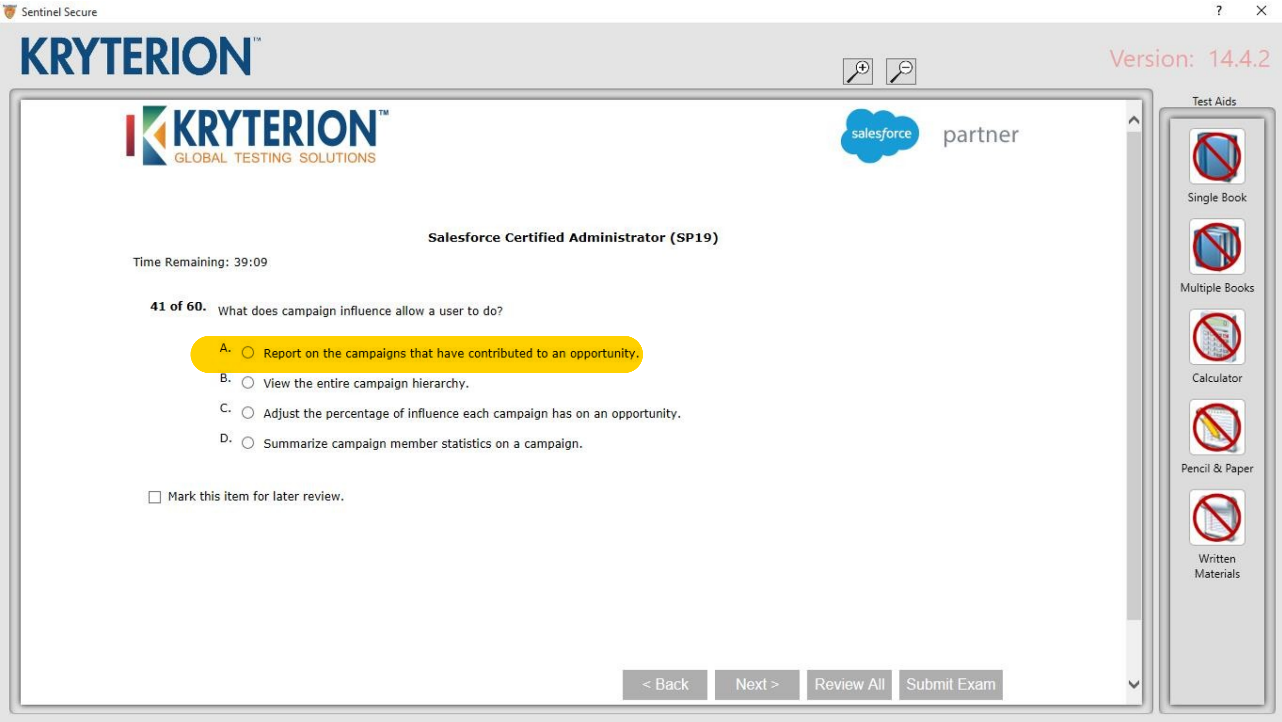
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41 of 60. What does campaign influence allow a user to do?
A. Report on the campaigns that have contributed to an opportunity.
B. View the entire campaign hierarchy.
C. Adjust the percentage of influence each campaign has on an opportunity.
D. Summarize campaign member statistics on a campaign.
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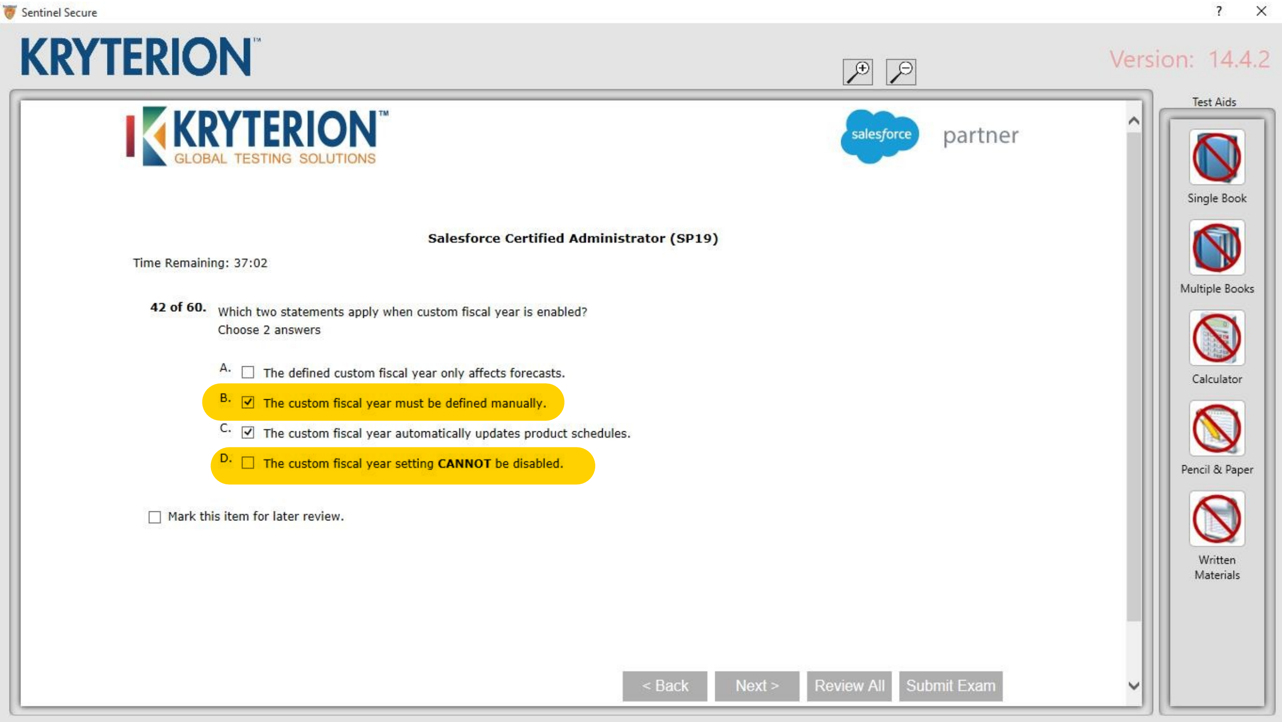
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42 of 60. Which two statements apply when custom fiscal year is enabled?
Choose 2 answers
A. The defined custom fiscal year only affects forecasts.
B. The custom fiscal year must be defined manually.
C. The custom fiscal year automatically updates product schedules.
D. The custom fiscal year setting CANNOT be disabled.
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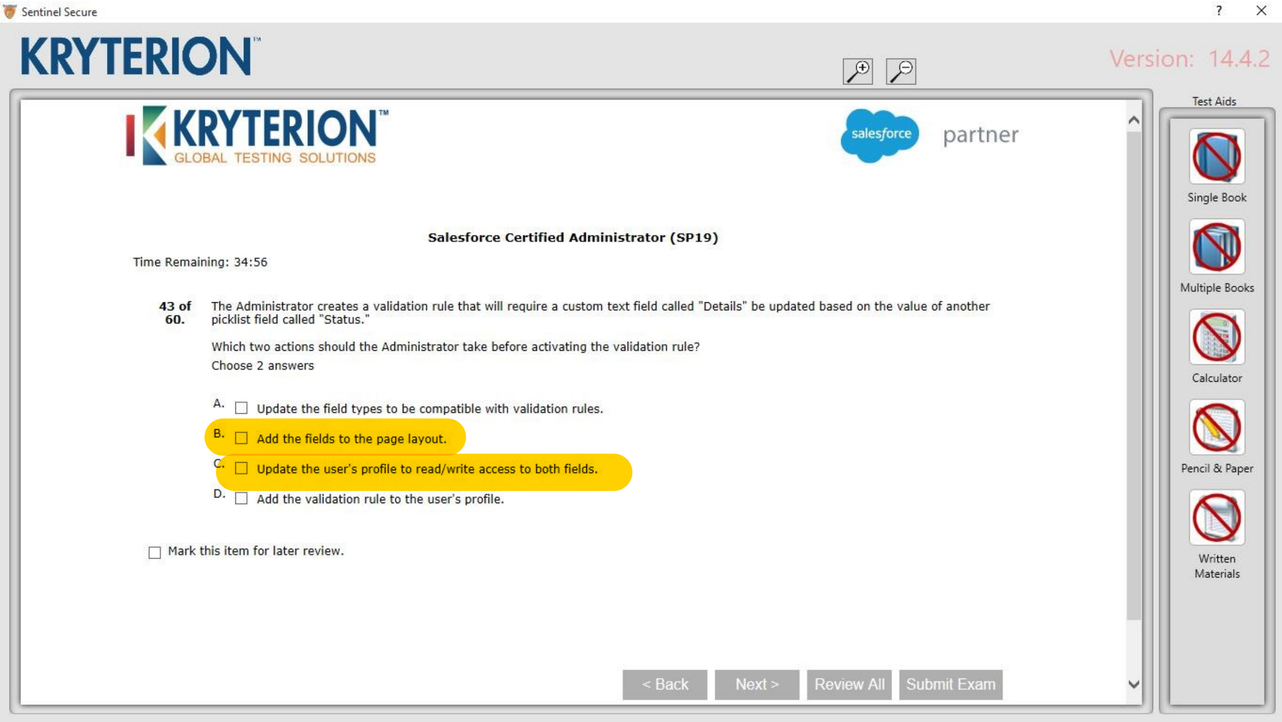

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43 of 60.
The Administrator creates a validation rule that will require a custom text field called "Details" be updated based on the value of another picklist field called "Status."
Which two actions should the Administrator take before activating the validation rule?
Choose 2 answers
A. Update the field types to be compatible with validation rules.
B. Add the fields to the page layout.
C. Update the user's profile to read/write access to both fields.
D. Add the validation rule to the user's profile.
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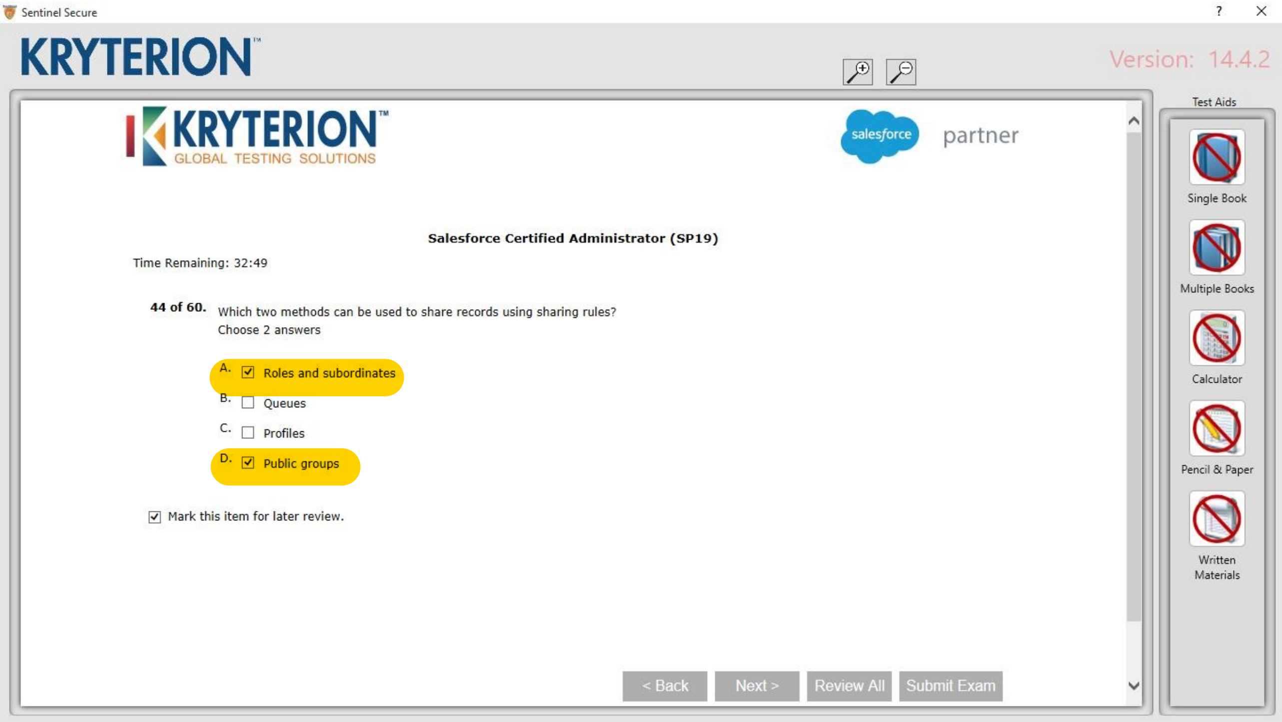

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44 of 60.
Which two methods can be used to share records using sharing rules?
Choose 2 answers
A. Roles and subordinates
B. Queues
C. Profiles
D. Public groups
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Time Remaining: 30:42

45 of 60. 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 manually add product specialists to ad hoc case teams.
- B. ☐ Case owners configure pre-defined case teams.
- C. ☑ Administrators configure pre-defined case teams and assignment rules.
- D. ☐ A case escalation rule assigns ownership to product specialists.

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Time Remaining: 29:41

46 of 60. Users in separate departments are able to see and edit different fields on Opportunities. The Sales team can edit all fields on the Opportunity while the Support team has read-only access to these fields.

Where is field-level security controlled for users on these teams?

- A. ○ Public Groups
- B. ◉ Profile
- C. ○ Sharing Rules
- D. ○ Role

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Time Remaining: 27:35

47 of 60. 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. ☐ Unrestricted picklists, a new picklist value will be applied but will **NOT** be added to the picklist.
- C. ☑ Field-Level Security access determines which fields will be visible.
- D. ☑ Restricted picklists, a new picklist value will be ignored and the default value applied.
- E. ☐ Validation rules do **NOT** execute when importing data.

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Time Remaining: 25:28

48 of 60. Sales representatives use a custom report type for Account reports. New fields have been created on the Account Object.
What should a System Administrator do to report on the newly created fields?

- A. ◉ From the Custom Report Type, Edit Layout, then add the new fields to the report.
- B. ○ From the Custom Report Type, Edit Object Relationships, then add the new fields to the report.
- C. ○ Create a new account report folder, go to share, and then add the new fields.
- D. ○ Create a new account report and add the new fields from the Report Builder.

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Time Remaining: 23:22

49 of 60. 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. Using a Trigger, change the owner of Cases outside the US to Queue - World.

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

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

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

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Time Remaining: 22:21

50 of 60. The System Administrator creates a new marketing representative user. Immediately following, the marketing representative **CANNOT** create a campaign.

How should the System Administrator resolve the issue?

A. Assign the Create Campaign permission set.

B. Check the Marketing User checkbox on the User record.

C. Change the User profile to Marketing User.

D. Give Create permissions on the Campaign Member object.

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51 of 60. All Salesforce users at Universal Containers are using the predefined actions. Several new actions have been created for different departments and are waiting to be assigned to the users in these departments.

Where does a System Administrator override the predefined actions, create a new customized sets of actions, and assign the new customized action layout?

A. Record Types

B. Permission Sets

C. Global Actions

D. Publisher Layouts

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Time Remaining: 15:55

52 of 60. The Support Manager wants to send an automatic email to the Case Contact when a case is closed.

Which automation tool can the System Administrator use?

A. Sharing Rule

B. Case Auto-Response Rule

C. Validation Rule

D. Workflow Rule

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53 of 60. Which two statements about products and price books are true?
Choose 2 answers

- A. ☐ Price books that contain assets **CANNOT** contain products.
- B. ☑ A product can have a different list price in different price books.
- C. ☑ Products without a price are automatically added to the standard price book.
- D. ☐ The standard and list price for a product can be listed in multiple currencies.

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54 of 60. What describes the capabilities of Salesforce Knowledge?

- A. ◉ A knowledge base composed of articles that can be written and used by support agents
- B. ○ An automated AI tool that converts Leads to Opportunities given a predefined set of conditions
- C. ○ A knowledge base that uses AI to generate an article to solve customer support issues
- D. ○ An automated tool that closes Cases based on historical information

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Time Remaining: 10:41

55 of 60. 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 Lookup relationship with Profile permissions.

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

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

D. Create a Master-Detail relationship with Profile permissions.

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56 of 60. The System Administrator has added the company IP address ranges to the Network Access section.

What will happen when a user tries to log in from outside the company network?

A. Login attempts by all users are denied.

B. Login attempts using the API are denied.

C. Users are redirected to the VPN.

D. Users must enter a verification code.

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57 of 60. A case is created from a web form.

Who will be assigned ownership if no active assignment rules exist?

A. Default Case Owner

B. System Administrator

C. Automated Case User

D. Default Workflow User

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Time Remaining: 05:27

58 of 60. Universal Containers wants to proactively alert each of its sales team users 30 days before their account renewal is due. To do this, a 'required' custom account date field named 'Renewals' has been created to hold the accounts' Renewal date. The default is one year from 'Create Date'. A validation rule ensures the date value entered is at least 30 days into the future. An Email alert and Email template has been created and is set to be delivered to the Account Owner recipient.

What kind of workflow action is needed to complete this requirement?

A. Date-Triggered Workflow Action

B. Date-Dependent Workflow Action

C. Time-Triggered Workflow Action

D. Time-Dependent Workflow Action

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59 of 60. A system administrator needs to build a dashboard that is accessible by the entire sales team. The running user must be set to the VP of Sales.

What is the correct data source for the dashboard?

A. ○ Custom report from the My Personal Custom Reports folder.

B. ○ Standard report from the Opportunity Reports folder.

C. ◉ Standard report from the Administrative Reports folder.

D. ○ Custom report from the Sales Reports custom public folder.

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60 of 60. 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. ○ Map custom lead fields to custom contact fields.

C. ○ Use the data loader to move the custom lead data.

D. ◉ Use the lead conversion wizard to select the fields.

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