Question 1

Cloud kicks has received feedback that customers are frustrated with the amount of time it takes to reach a support agent by area of expertise according to product information after a new case has been submitted.

Which feature should administrator configure in order to improve the case management process?

Options:

A) Omni-Channel

B) Escalation Rules

C) Macros

D) Knowledge Component

Answer:

A

Question 2

The administrator at Universal Containers does a soft launch of the Salesforce Authenticator app

and allows users to optionally use it to log in. The administrator would now like to look at how

many users have successfully used it since it was rolled out.

What are two ways the administrator can get this information?

Choose 2 answers

A.

Run a session setting report, specifying login methods by user.

B.

Open the Login Access Policies in Setup which shows how many users are using MFA.

C.

Create a new view in Identity Verification History, specifying Method.

Options:

D) The order of flow execution is unpredictabl

Answer:

D

Question 3

Question Type: **MultipleChoice**

A user at Universal Conta ners wants to load records Intc a custom object named Location drom a .csv file. While using Data Loader, they cannot find the Location object.

What are two reasons this is happening?

Choose 2 answers

Options:

A) The label of Location may have been changed.

B) Data Loader should only be used with standard objects.

C) Location has a master-detail field to Account.

D) The users orofile needs create access to Location.

Question 4

Question Type: MultipleChoice

The marketing department at universal containers regularly changes the

page layout requirements for its custom marketing objects. The VP of

Marketing has asked the administrator for permission to configure only

these objects.

What can the administrator do to meet this request?

Options:

A) Enable the marketing user permission on the user recrord for the VP of
Marketing

B) Create a custom profile with edit permission on the custom marketing objects
and assign to the VP of marketing.

C) Set up the VP of Marketing as a delegated administrator for the custom marketing objects.

D) Grant the VP of marketing the ability to log in as a user who is a system administrator.

Answer:

B

Question 5

Question Type: MultipleChoice

What should an administrator consider when enabling territory management? choose 3

Options:

A) It is permanent and cannot be disabled.(100%)

B) Users can only be a member of one territory at a time.

C) Territory hierarchy must match the organization's role hierarchy.

D) It limits the type of forecasting that can be used.(100%)

E) Sharing for accounts,contacts, opportunities and cases is impacted.(100%)

Answer:

A, D, E

Question 6

Question Type: **MultipleChoice**

An administrator at Universal Containers hat completed a new set of validation rule along with a Process Builder in a sandbox and wants to move these changes to production via a change set but they are currently unable to do so.

What are two configurations an administrator needs before they are able to deploy changes? Choose 2 answers

Options:

A) Create the Validation Rules in Production because they can't be deployed via Change Sets

B) The Deploy Change Sets permission must be granted

C) The Sandbox must be configured to Allow Outbound Changes to Production

D) The Production Org must be configured to Allow inbound Changes from the sandbox

Answer:

C, D

Question 7

The sales department has asked to limit access to the Amount field on the Opportunity to oily those users In the sales department and on the executive team. Northern Trail Outfitters uses six custom profiles including Sales user. Marketing User, Call Center user Executive user, Sales Manager user, and call center Manager user. Field level access is removed from three of the profiles in the sandbox.

What action should an administrator take to make sure this change Is in production?

Options:

A) Create a sandbox template and push it to production to reflect the update.

B) Manually restrict access to this field for each profile via Setup Just like the sandbox.

C) Deploy a change set from the sandbox to production including the Amount field with all the custom profiles.

D) Process a change set with the profiles that should no longer have access to the field.

Answer:

C

Question 8

Question Type: MultipleChoice

Cloud Kicks has organization-wide snaring defaults on the opportunity set to private. However, members of the finance team need to see closed won opportunities. The finance team members all have roles under the finance director, while the sales team members have roles under the sales manager.

Which two options should the administrator use to meet these criteria?

Choose 2 answers

Options:

A) Share with roles and subordinates of the finance director role.

B) Make an owner-based sharing rule where the won field = true.

C) Create a criteria-based sharing rule where the won fled = true.

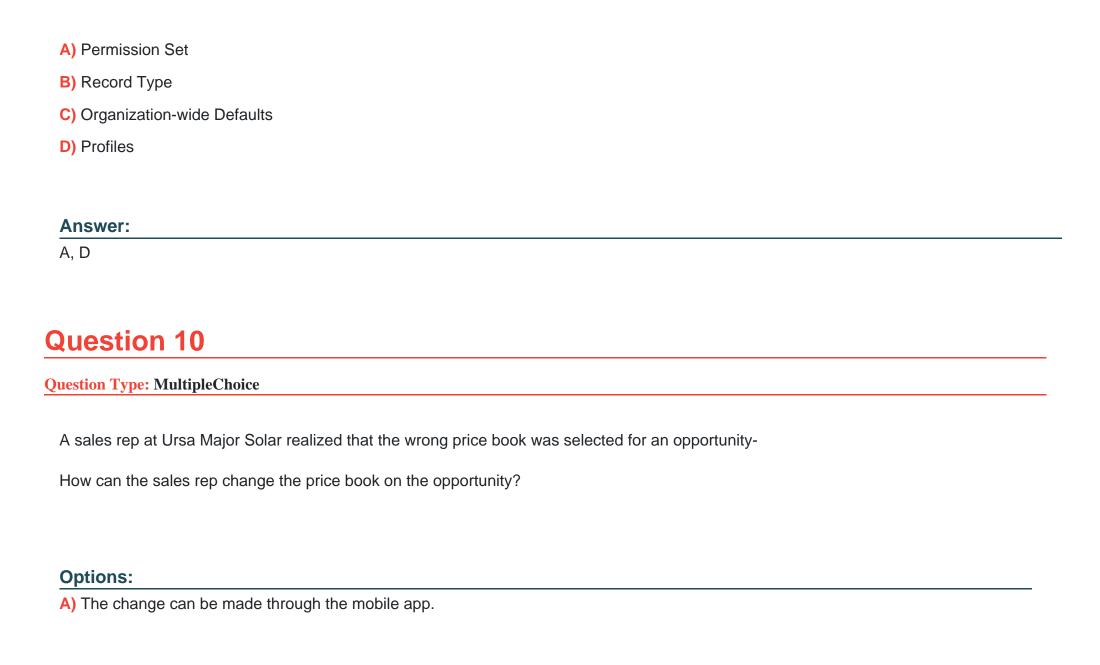**D)** Select all opportunities owned by the sales manager role.

Answer:

A, B

Question 9

Question Type: **MultipleChoice**

Sales reps end partner consultants at Cloud Kicks work on the same kinds of shoe deals. The administrator has been asked to ensure that the Profit new on the Opportunity object is available to sales reps and is hidden from partners using Field Level Security.

Which two features should the administrator use to fulfill I this request?

Choose 2 answers

Options:

A) Permission Set

B) Record Type

C) Organization-wide Defaults

D) Profiles

Answer:

A, D

Question 10

Question Type: MultipleChoice

A sales rep at Ursa Major Solar realized that the wrong price book was selected for an opportunity-

How can the sales rep change the price book on the opportunity?

Options:

A) The change can be made through the mobile app.

B) The change can be made through the desktop site.

C) Once selected, the price book can be updated via the forecasting tab.

D) Once selected, the price book is locked on the opportunity.

Answer:

B