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## Question 1

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**Question Type:** MultipleChoice

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A Salesforce associate wants to learn more about converting Leads to Contacts. They enjoy learning in an asynchronous, gamified way.

Which resource should they use?

### Options:

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A- Salesforce Help

B- Trailblazer Community

C- Trailhead

### Answer:

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C

## Question 2

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**Question Type:** MultipleChoice

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Which action(s) must be taken for Salesforce updates?

**Options:**

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- A- Updates are automatic; nothing needs to be downloaded or installed.
- B- Updates require purchasing an updated license.
- C- Updates need to be downloaded with each release

**Answer:**

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A

## Question 3

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**Question Type: MultipleChoice**

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To which Team should a Salesforce associate be added to gain access to an Account and its related opportunities?

**Options:**

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A- Opportunity Team

B- Lead Team

C- Account Team

**Answer:**

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C

## Question 4

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**Question Type: MultipleChoice**

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A Salesforce associate wants to locate a record within the custom object called 'Shipment'.

What is the most efficient way to find a record within this object?

**Options:**

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A- Global Search

B- App Launcher

C- Object Manager

**Answer:**

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A

## Question 5

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**Question Type: MultipleChoice**

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Get Cloudy Consulting (GCC) wants the ability to:

- \* Send a predefined sequence of scheduled messages to prospective customers.
- \* Track messages that get the best open and response rates.
- \* Send customized messages to existing customers information them for new products and discounts.

Which Salesforce cloud solution allows GCC to meet these requirements?

**Options:**

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A- Sales Cloud

**B-** Marketing Cloud

**C-** Service Cloud

**Answer:**

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B

## Question 6

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**Question Type: MultipleChoice**

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Get Cloudy Consulting is rolling out Salesforce to its organization.

What should be used to allow additional field-level access to individual employees based on the their job duties?

**Options:**

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**A-** Individual profiles

**B-** Permission sets

**C-** Role Hierarchy

**Answer:**

---

B

## Question 7

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**Question Type:** MultipleChoice

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Where can a org's service status and performance degradation information be found?

**Options:**

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A- AppExchange portal

B- Salesforce help

C- Salesforce

**Answer:**

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C

## Question 8

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**Question Type: MultipleChoice**

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A Salesforce associate is looking at a custom Contact list view and wants to show more information from the record.

What should they do to add the missing key columns?

**Options:**

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- A- Edit list filters
- B- Select Fields to Display
- C- Edit sharing settings

**Answer:**

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B

## Question 9

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**Question Type: MultipleChoice**

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Get Cloudy Consulting wants to confirm the data type of the Account Sources field on Account object. Which editing the Account, the Account Sources field has several predefined values that can be selected.



Which type of field is Account Source?

**Options:**

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A- Picklist

B- Formula

C- Text.Area

**Answer:**

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A

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