Question 1

System Administrator has been asked to create a field on the Opportunity object that will total the invoice amount field for all the invoices associated to the Opportunity. How should this be accomplished? - TROVARE LE RISPOSTE

Options:

A) Create a master detail relationship between invoices and opportunities and a workflow rule that will display total on the Opportunity

B) Create a lookup relationship between invoices and opportunities and a workflow rule that will display total on the Opportunity

C) Create a master detail relationship between invoices and opportunities and a Roll-Up Summary field on the Opportunity object

D) Create a lookup relationship between invoices and opportunities and a Roll-Up Summary field on the Opportunity object

Answer:

C

Question 2

The administrator at universal containers has been asked to track training classes taken by employees. Employees may take several classes. The employee and class objects have already been created. How should the administrator relate the two objects?

Options:

A) Create a master detail relationship with class as the master object.

B) Create a junction object with both employee and class as master objects

C) Create a lookup relationship with employee as the master object

D) Create a lookup relationship on both the employee and class objects

Answer:

B

Question 3

Question Type: **MultipleChoice**

An Administrator is preparing to deploy change set into the production environment. Until the deployment is complete, only user with System Administrator profile should be allowed to access data in the production system. When any other user attempts to log in, a maintenance notice should be displayed instead. How can administrator meet this requirement?

Options:

A) Assign all other users a custom profile with read access to all objects revoked and add a custom home page message

B) Add login hours to all profiles except System Administrator and set the custom maintenance message

C) Add Individual IP range to all profiles except System Administrator and add a custom home page message

D) Activate Planned maintenance window feature and set the custom maintenance message

Answer:

A

Question 4

Question Type: MultipleChoice

What should an administrator consider when setting up and maintaining Salesforce Knowledge? Select 3

Options:

A) Article version numbers must be assigned by a Knowledge Manager for tracking

B) Data category visibility is assigned through roles and profiles

C) Knowledge settings must be configured in order for users to be able to create articles from cases

D) Solution category browsing must be enabled in Solution settings

Answer:

B, C, D

Question 5

Question Type: MultipleChoice

Universal Containers has a requirement to report on opportunities where the probability has dropped beneath 50%. The administrator has created a custom checkbox as a way to identify these records. What else should the administrator do to meet this requirement?

Options:

A) Create a workflow rule that updates the field when the probability drops below 50%

B) Build a validation rule that displays an error when the user enters the probability to less than 50%

C) Create an approval process that submits the opportunity for approval when the custom checkbox is true.

D) Enable field history tracking on the field and include the history in the report filter

Answer:

A

Question 6

Question Type: MultipleChoice

What permission will you give a user without editing the profile itself?

Options:

A) Sharing rule

B) Delegated administration

C) Role hierarchy

D) Permission set

Question 7

Question Type: **MultipleChoice**

Who can collaborate about your business with Salesforce Communities? Select 3

Options:

A) Partners

B) Suppliers

C) Competitors

D) Customers

E) Employees

Answer:

A, D, E

Question 8

Milestone actions determine what happens during a case support process and can trigger what type of workflow actions?

Select 3

Options:

A) SLA Breach

B) Success

C) Violation

D) Entitlement Breach

E) Warning

Answer:

B, C, E

Question 9

Service Entitlements in Service Cloud help you to: Select 3

Options:

A) Track your supplier performance.

B) Track the service levels you provide to your clients.

C) Verify if your customer is eligible for support.

D) Define and maintain service contracts.

Answer:

B, C, D