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**Shared by Adams on 05-09-2022**

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## Question 1

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**Question Type:** MultipleChoice

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DreamHome Realty just announced its new Home Concierge offering. This product is unlike anything the company has offered in the past and follows a different business model.

What should the administrator configure to meet this requirement?

**Options:**

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- A) Create a new approval process.
- B) Create a new Opportunity product.
- C) Create a quick action.
- D) Create a new sales process.

**Answer:**

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D

## Question 2

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**Question Type: MultipleChoice**

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A new sales rep at Ursa Major Solar has a qualified lead that is ready for conversion.

When using the Lead conversion process, which two records can be created?

Choose 2 answers

**Options:**

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A) Campaign

B) Contact

C) Account

D) Case

**Answer:**

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B, C

## Question 3

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**Question Type: MultipleChoice**

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The sales manager at Cloud Kicks approves time off for their employees. They asked the administrator to ensure these requests are seen and responded to by a backup manager while the sales manager is out on vacation.

What should the administrator use to fulfill the requirement?

**Options:**

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- A) Delegated Approver
- B) Approval History Related List
- C) Delegated Administrator
- D) Two-Step Approval Process

**Answer:**

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A

## Question 4

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**Question Type: MultipleChoice**

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An administrator needs to store the ID of a record type for later use in a flow.

Which kind of variable should the administrator use?

**Options:**

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- A) Record variable
- B) Boolean variable
- C) Text variable
- D) ID variable

**Answer:**

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C

## Question 5

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**Question Type: MultipleChoice**

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Users at DreamHouse Realty are only allowed to see opportunities they own. Leadership wants an enterprise-wide dashboard of all open opportunities in the pipeline so that users can see how the company is performing at any point in time.

How should an administrator create the dashboard without changing any sharing settings?

**Options:**

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- A) Build individual dashboards for profiles that need to see the enterprise results.
- B) Create a dashboard with the running user set as someone who can see all opportunities.
- C) Update the dashboard folder settings to manager for the sales reps role.
- D) Add a filter to the dashboard to filter the opportunities by owner role.

**Answer:**

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A

## Question 6

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**Question Type:** MultipleChoice

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DreamHouse Realty has an approval process. A manager attempts to approve the record but receives an error.

What should the administrator review to troubleshoot this request?

**Options:**

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- A) Update the field-level security to view on fields that are updated in the process.
- B) Review the page layout to ensure the fields updated in the process are visible.
- C) Check if the user in the next approver is inactive or missing.
- D) Add a delegated approver for the next approver in the process.

**Answer:**

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C

## Question 7

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**Question Type:** MultipleChoice

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Northern Trail Outfitters has the Case object set to private. The support manager raised a concern that reps have a broader view of data than expected and can see all cases on their group's dashboards.

What could be causing reps to have inappropriate access to data on dashboards?

**Options:**

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A) Dashboard Filters

- B) Dynamic Dashboards
- C) Dashboard Subscriptions
- D) Public Dashboards

**Answer:**

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B

## Question 8

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**Question Type:** MultipleChoice

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Cloud Kicks wants to give credit to Opportunity team members based on the level of effort contributed by each person toward each deal.

What feature should the administrator use to meet this requirement?

**Options:**

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- A) Queues
- B) Splits



- C) Stages
- D) List Views

**Answer:**

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B

## Question 9

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**Question Type: MultipleChoice**

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The administrator at AW Computing wants Account details, related lists, and Chatter feeds to each appear on separate tabs when viewing an Account.

Which type of page should the administrator create?

**Options:**

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- A) Lightning app page
- B) Lightning record page
- C) Lightning page tab

D) Lightning page component

**Answer:**

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C

## Question 10

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**Question Type: MultipleChoice**

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Ursa Major Solar offers amazing experiences for all of its employees. The employee engagement committee wants to post updates while restricting other employees from posting.

What should the administrator create to meet this request?

**Options:**

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A) Chatter Stream

B) Chatter Unlisted Group

C) Chatter Recommendations

D) Chatter Broadcast Group

**Answer:**

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D

## Question 11

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**Question Type:** MultipleChoice

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An administrator at Ursa Major Solar needs to send information to an external accounting system whenever an opportunity closes.

What workflow action should the administrator use to accomplish this? ,

**Options:**

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- A) Custom Notification
- B) Outbound Message
- C) Assign Task
- D) Create a Record

**Answer:**

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B

## Question 12

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**Question Type:** MultipleChoice

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Northern Trail Outfitters wants to know the average stage duration for all closed opportunities.

How should an administrator support this request?

### Options:

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- A) Use Process Builder to capture the daily average on each Opportunity. Pee
- B) Run the Opportunity Stage Duration report.
- C) Add formula fields to track Stages on each Opportunity.
- D) Refresh weekly reporting shapshots for Closed Opportunities.

### Answer:

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B

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