Question 1

A sales manager wants to edit the opportunities owned by the sales team. The manager does NOT have Edit access to the Opportunity object.

What is a recommended solution?

Options:

A) Change the opportunity's organization-wide default setting to Public Read/Write.

B) Redefine the role hierarchy by enabling 'grant access using hierarchies.'

C) Enable team selling on the Opportunity object to grant Read/Write access.

D) Create a permission set for Opportunity Edit and associate it to the user record.

Answer:

D

Question 2

A sales manager wants a report of accounts without any closed/won opportunities in the last year.

How can this requirement be met?

Options:

A) Create a joined report using the Accounts report type and the Opportunities report types.

B) Create a tabular report using the Account report type and add a cross filter using Opportunities.

C) Create a custom report type for Accounts without Opportunities.

D) Create a summary report using the Accounts report type with a formula field for opportunity count.

Answer:

B

Question 3

Universal Containers would like applicants to apply for multiple positions, tracking how many applicants have applied and how many positions each individual applicant has applied for. To do this, the administrator will create a Job Application junction object between the Applicant and Position objects.

How does this action meet the requirement?

Options:

A) A lookup relationship on the Applicant object with Position as the master provides roll-up summary fields without code.

B) The junction object allows the administrator to add a workflow rule to update fields on the Position and Applicant objects.

C) The junction object allows a many-to-many relationship and also roll-up summary fields on the parent objects.

D) The Job Application object as a master to Position and Applicant objects will allow roll-up summary fields on the Position and Applicant objects.

Answer:

C

Question 4

Question Type: **MultipleChoice**

What are two capabilities of Territory Management? (Choose two.)

Options:

A) The ability to use opportunity criteria to expand a private sharing model.

B) Territory hierarchy replaces the role hierarchy for sharing.

C) The ability to use account criteria to expand a private sharing model.

D) Support for complex and frequently changed sales organization structures.

Answer:

A, D

Question 5

Question Type: MultipleChoice

Which two actions could the delegated administrator complete after delegated administration is granted for a custom object? (Choose two.)

A) Add a custom picklist field to the object.

B) Change organization-wide sharing rules for the object.

C) Change the relationship with another object.

D) Create a custom tab for the object.

Answer:

A, D

Question 6

Question Type: **MultipleChoice**

An administrator has unchecked the 'Enable content pack creation' checkbox after users had created content packs.

What is the impact of this change?

Options:

A) Users can modify the description and title of existing packs.

B) All existing content packs will be deleted.

C) Users can continue to edit the contents of existing packs.

D) The Clone & Customize button will continue to be available.

Answer:

A

Question 7

Question Type: MultipleChoice

Universal Containers has a process to allow an employee to submit a vacation request and route it to the employee's manager for approval. An employee attempted to submit a request but it could NOT be submitted.

How should the administrator troubleshoot this?

Options:

A) Ensure the approval step has an associated action.

B) Ensure the user record has an assigned active manager.

C) Review the system log to determine the root cause.

D) Use workflow to email the administrator if the process fails.

Answer:

B

Question 8

Question Type: **MultipleChoice**

Which three password options are available for the administrator to set on content deliveries? (Choose three.)

Options:

A) Administrator-provided default password

B) Password complexity rules

C) Password protection is required

D) Password protection is optional and defaults to ON

E) Password protection is optional and defaults to OFF

Answer:

C, D, E

Question 9

Question Type: **MultipleChoice**

An administrator would like to know which delegated administrators are actively customizing their organization.

Where can the administrator find this information?

Options:

A) Debug log

B) Delegated administrator log

C) Login history

D) Setup audit trail

Answer:

D