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Question 1

Question Type: MultipleChoice

What should an administrator use as an identifier when importing and updating records from a separate system?

Options:

- A- Rich Text field
- B- Record ID
- C- Auto-Number field
- D- External ID

Answer:

D

Question 2

Question Type: MultipleChoice

Ursa Major Solar wants its sales reps to be aware when they are speaking with high-profile customers.

Which two options should be added to the Lightning record pages to achieve this?

Choose 2 answers

Options:

- A- Custom Component
- B- Highlight Panel
- C- Action and Recommendations
- D- Component Visibility Filter
- E- Rich Text Area

Answer:

A, C

Question 3

Question Type: MultipleChoice

Ursa Major Solar has service level agreements (SLA) that are routed to support queues. Cases that meet the 24 hour SLA need to be automatically re-assigned to the next tier queue.

Which feature should be used to fulfill this requirement?

Options:

- A- Einstein Case Routing
- B- Auto-response rule
- C- Case assignment rule
- D- Case escalation rule

Answer:

D

Question 4

Question Type: MultipleChoice

Northern Trail Outfitters (NTO) has deployed my domain. The Chief Marketing Officer wants to make sure that all of the Salesforce users log in using the branded login URL. There needs to be a grace period for the user's bookmarks to be updated.

How should the administrator configure the policies in my domain settings?

Options:

- A- Set the login policy to require login from <https://nto.my.salesforce.com>
- B- Set the Redirect policy to Do Not redirect.
- C- Set the redirect policy to Redirect with a warning to the same page within the domain.
- D- Set the login policy to prevent login from <https://login.salesforce.com>

Answer:

B

Question 5

Question Type: MultipleChoice

Universal Containers introduced a new product and wants to track all associated cases that get logged. They are looking for an automated solution that would give the product's two lead engineers read/write access to all new cases that reference the new product.

What should an administrator do to satisfy this requirement?

Options:

- A- Create a queue and a criteria-based sharing rule.
- B- Create a predefined case team and an assignment rule.
- C- Create a user-based sharing rule and an ad-hoc case team.
- D- Create an auto-response rule and a public group.

Answer:

B

Question 6

Question Type: MultipleChoice

Universal Containers has three separate lines of business. Each line has specific fields that must be displayed to users. However, the fields needed by the sales team are different than the fields needed by the service team.

How should the administrator configure this requirement?

Options:

- A- Create two record types, each with 3 page layouts.
- B- Create one record type with six Page Layouts.
- C- Create three record types, each with 2 page layouts.
- D- Create six record types, each with 1 page layout.

Answer:

C

Question 7

Question Type: MultipleChoice

Which two objects are customizable the Stage Setup Flow?

Choose 2 answers

Options:

A- Leads

B- Campaigns

C- Opportunities

D- Campaign Members

Answer:

A, C

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