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**Shared by Maldonado on 07-06-2022**

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## Question 1

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### Question Type: MultipleChoice

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An administrator has created content types for Salesforce CRM Content and has been asked to restrict the content types that are in a library.

How can an administrator meet this requirement? Choose 2 answers

#### Options:

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- A) Add the default content type to the Selected Content Types list.
- B) Add the Related Content related list to the page layout for the associated object.
- C) Add members to the library who are users or members of public groups.
- D) Select the 'Restrict the content types available in the library' checkbox.

#### Answer:

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A, C

## Question 2

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**Question Type: MultipleChoice**

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A customer object was created at Universal Containers to store information employees will need for their annual reviews. Only the employees should be able to access their records. The administrator has set Organization-Wide Defaults (OWD) to private for the object. These records are accessible by the employee's manager.

What additional step should the administrator take to remove the manager access to these records?

**Options:**

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- A) Enable Hide Personal Information in User Management Settings.
- B) Verify that Allow Search is unchecked on the custom object.
- C) Uncheck Grant Access using Hierarchies in Sharing Settings.
- D) Uncheck Allow Users to Access Privacy Data on each profile

**Answer:**

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D

## Question 3

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**Question Type: MultipleChoice**

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What is capability of Live Agent in the Service Cloud Console? Choose 3 answers

**Options:**

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- A) Approval processes can be used to escalate cases in the chat window
- B) The articles tool can be used to search for Knowledge articles
- C) Multiple visitors can chat in one window
- D) Chats can be transferred to other agents
- E) The details tab can be used to see information about the visitor

**Answer:**

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B, D, E

## Question 4

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**Question Type: MultipleChoice**

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Universal Containers uses a Private Sharing model for Account. User A is on-boarded to User B's team and given the same profile and Role Both users own 20 Accounts but user User B is a able to see 40 Accounts whereas User A can only see the 20 that the own.

What are the possible reasons for this?

**Options:**

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- A) User B is a member of a Group that gained access to the records through a Sharing Rule.
- B) User B had the records manually shared with them.
- C) User B is a member of a Queue that gained access to the records through a Sharing Rule
- D) User B had the records shared with them through a Permission Set.

**Answer:**

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D

## Question 5

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**Question Type:** MultipleChoice

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A system administrator wants to change the field type from a lookup field to a master-detail field. What must the system administrator check in order for the change to be implemented successfully?

**Options:**

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- A) Make sure that the lookup field has a related record
- B) Make sure the lookup value is required
- C) Make sure that all lookup fields on the record are filled up
- D) Option4

**Answer:**

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C

## Question 6

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**Question Type: MultipleChoice**

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Universal Container has set the Organization Wide Defaults for all objects to private. Which profile setting would allow user to access all of the accounts within the organization? Choose 2 Answers

**Options:**

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- A) Modify All Data

- B) View All for Accounts
- C) Read for Accounts
- D) Public for Accounts

**Answer:**

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A, B

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