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Question 1

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

Explanation:

The Stage Setup Flow is a tool that allows administrators to customize stages for leads and opportunities based on best practices from Salesforce experts. The Stage Setup Flow guides administrators through a series of questions about their sales process and then creates or updates stages for leads or opportunities accordingly. The Stage Setup Flow also provides tips and resources for each stage such as key fields, guidance for success, reports and dashboards, etc. Reference:

https://help.salesforce.com/s/articleView?id=sf.stages_setup_flow_overview.htm&type=5

Question 2

Question Type: MultipleChoice

The Sales manager at DreamHouse Realty wants the sales users to have a quick way to view and edit the Opportunities in their pipeline expected to close in the next 90 days.

What should an administrator do to accomplish this request?

Options:

- A-** Create a custom report and schedule the sales users to receive it each day as a reminder to update their opportunities.
- B-** Enable Sales Console and show users how to open a tab for each opportunity in the pipeline that meets the requirements.

- C- Create a list view on the Opportunity object and recommend users switch the view to Kanban to edit by drag and drop.
- D- Make a new Sales dashboard and add a component that shows all opportunities that meet the criteria.

Answer:

C

Explanation:

A list view is a feature that allows users to filter and display records based on certain criteria and fields. A Kanban view is a feature that allows users to view records as cards organized by columns that represent stages in a process such as opportunity stages or case statuses. Users can switch between list view and Kanban view by clicking on a toggle button on any object tab that supports Kanban view such as opportunities or cases. Users can also edit records by dragging and dropping cards from one column to another or by clicking on an inline edit icon on each card. In this case, the administrator can create a list view on the opportunity object that filters opportunities by expected close date in the next 90 days; and recommend users switch the view to Kanban to edit opportunities by drag and drop. Reference: https://help.salesforce.com/s/articleView?id=sf.lex_list_views.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.kanban_view.htm&type=5

Question 3

Question Type: MultipleChoice

An administrator at AW Computing has been asked to help the Support team with report folders. They want a folder called Support Reports and two folders underneath called Helpdesk and R&D. The Support organization uses public groups for Support Agents, R&D, and Managers. Support agents should be able to run Helpdesk reports, but should not be able to view R&D reports. Support managers should be able to view and edit all reports.

Which two ways should these folders be shared?

Choose 2 answers

Options:

- A-** Share the R&D folder with Support Managers with Edit Access.
- B-** Share the Helpdesk folder with Support Agents with View access.
- C-** Share the Support Reports folder with Support Managers with Edit Access.
- D-** hare the Support Reports folder with Support Agents with View Access.

Answer:

B, C

Explanation:

To share report folders with different groups of users with different levels of access, an administrator can use folder sharing settings under setup. Folder sharing settings allow administrators to share report folders with public groups, roles, roles and subordinates, territories, or portal roles with view or edit access. In this case, the administrator can share the Helpdesk folder with Support Agents with view access so they can run Helpdesk reports but not edit them; and share the R&D folder with Support Managers with edit access so they can view and edit R&D reports. Reference:

https://help.salesforce.com/s/articleView?id=sf.reports_builder_folders_sharing.htm&type=5

Question 4

Question Type: MultipleChoice

Northern Trail Outfitters wants to encourage employees to choose secure and appropriate passwords for their Salesforce accounts.

Which three password policies should an administrator configure?

Choose 3 answers

Options:

A- Maximum invalid login attempts

- B- Prohibited password values
- C- Require use of Password Manager App
- D- Password complexity requirements
- E- Number of days until expiration

Answer:

A, D, E

Explanation:

Maximum invalid login attempts, password complexity requirements, and number of days until expiration are three password policies that an administrator can configure to encourage employees to choose secure and appropriate passwords for their Salesforce accounts. Maximum invalid login attempts determines how many times a user can enter an incorrect password before being locked out of Salesforce. Password complexity requirements determine how complex a user's password must be based on criteria such as length, case sensitivity, alphanumeric characters, etc. Number of days until expiration determines how often users must change their passwords. Reference: https://help.salesforce.com/s/articleView?id=sf.security_password_policies.htm&type=5

Question 5

Question Type: MultipleChoice

At Universal Containers, there is a custom field on the Lead named Product Category. Management wants this information to be part of the Opportunity upon lead conversion.

What action should the administrator take to satisfy the request?

Options:

- A- Map the lead custom field to the product's product category field.
- B- Create a workflow to update Opportunity fields based on the lead.
- C- Create a custom field on the Opportunity and map the two fields.
- D- Configure the product categories picklist field on the product.

Answer:

C

Explanation:

To transfer data from a lead custom field to an opportunity field upon lead conversion, an administrator needs to create a custom field on the opportunity object that matches the data type and length of the lead custom field, and then map the two fields using the lead field mapping tool under setup. This will ensure that the value of the product category field on the lead is copied to the corresponding field on the opportunity when the lead is converted. Reference:

https://help.salesforce.com/s/articleView?id=sf.leads_customize_map.htm&type=5

Question 6

Question Type: MultipleChoice

DreamHouse Reality needs to use consistent picklist value on a category filed on accounts and cases, with value respective to record types.

Which two features should the administrator use to fulfill this requirement?

Choose 2 Answers

Options:

- A- Dependent Picklist
- B- Global Picklist
- C- Multi-Select Picklist
- D- Custom Picklist

Answer:

A, D

Explanation:

A dependent picklist and a custom picklist are the two features that can be used to fulfill the requirement. A global picklist and a multi-select picklist are not features that can be used to fulfill the requirement.

Here is a more detailed explanation of why A and B are the correct answers:

a) Dependent Picklist

A dependent picklist is a picklist whose values are dependent on the value selected in another picklist. This is useful for ensuring that only valid values are selected for a field. In this case, the administrator can create a dependent picklist for the category field on accounts and cases, with the values for the picklist being dependent on the record type selected. This will ensure that only the relevant picklist values are available for selection based on the record type selected.

For example, the administrator could create a dependent picklist for the category field on accounts and cases with the following values:

Record Type: New Account

Picklist Values: Residential, Commercial

Record Type: Existing Account

Picklist Values: Renewal, Upsell, Cross-sell

This would ensure that only the relevant picklist values are available for selection when creating a new account or an existing account.

b) Custom Picklist

A custom picklist is a picklist that is created by the administrator. This is useful for creating picklists with values that are specific to the organization's needs. In this case, the administrator can create a custom picklist for the category field on accounts and cases, with the values for the picklist being specific to the organization's needs. This will ensure that the picklist values are relevant to the organization and its customers.

For example, the administrator could create a custom picklist for the category field on accounts and cases with the following values:

Picklist Values: Residential, Commercial, Land, Multi-Family

This would ensure that the picklist values are relevant to the organization and its customers.

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