



Free Questions for CIS-ITSM by vceexamstest

Shared by Anderson on 05-09-2022

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Question 1

Question Type: MultipleChoice

The administrator of Universal Containers is testing an approval process in a recently refreshed Developer Pro sandbox and is finding that none of the notification emails are being sent to the approvers.

Which two reasons could be the cause? (Choose two.)

Options:

- A) The email addresses for the users are incorrect.
- B) The Deliverability Access Level setting is incorrect.
- C) HTML templates are NOT available in sandboxes.
- D) Workflow emails only work in Full sandboxes.

Answer:

A, B

Question 2

Question Type: MultipleChoice

Which two permissions need to be enabled to set up entitlement management, including milestones, entitlement processes, and entitlement templates? (Choose two.)

Options:

- A) Manage Milestones
- B) Customize Entitlements
- C) Manage Entitlements
- D) Customize Application

Answer:

C, D

Question 3

Question Type: MultipleChoice

Which two statements are true about the creation of entitlement processes? (Choose two.)

Options:

- A) Entitlements have their own organization-wide default settings.
- B) The Manage Entitlements permission must be enabled.
- C) Milestones can be created dynamically based on other fields.
- D) Entitlement versioning allows changes to existing entitlement processes.

Answer:

B, D

Question 4

Question Type: MultipleChoice

The administrator at Universal Containers wants to improve data quality by ensuring that all accounts have a Billing State/Province based upon the Billing Postal Code for that account.

Which two solutions can meet this requirement? (Choose two.)

Options:

- A) Use a trigger that populates Billing State/Province based on a custom object that maps postal codes to states/provinces.
- B) Use a validation rule to do a VLOOKUP of the Billing Postal Code to a custom object that maps postal codes to states/provinces.
- C) Use a workflow that populates Billing State/Province based on a custom object that maps postal codes to states/provinces.
- D) Use a validation rule to do an HLOOKUP of the Billing Postal Code to a custom object that maps postal codes to states/provinces.

Answer:

A, B

Question 5

Question Type: MultipleChoice

Universal Containers wants to ensure that when an opportunity stage is Closed Lost the reason is captured in a custom Reason Lost field before the record can be saved.

Which approach can be taken to meet this requirement?

Options:

- A) Create a workflow rule that fires on the Closed Lost stage and populates the Reason Lost field.
- B) Create a validation rule that requires Reason Lost to be populated once the opportunity stage is Closed Lost.
- C) Create a trigger that requires Reason Lost to be populated once the opportunity stage is Closed Lost.
- D) Create a page layout for Closed Lost opportunities and make Reason Lost a required field.

Answer:

B

Question 6

Question Type: MultipleChoice

Universal Containers is implementing a new lead status process and wants to be able to do the following:

- * Track leads through five different status values.
- * Run reports showing the duration a lead spends in each status.
- * Run full Lifetime reports of a lead from creation to conversion.
- * Prevent leads from skipping a lead status.

How can these requirements be met?

Options:

- A)** Use field history tracking on the lead status field to track the duration of each status. Use validation rules to prevent status skipping.
- B)** Use an Apex trigger to populate custom date fields for each status, and use custom formula fields for calculating duration of each status.
- C)** Use custom date fields and workflow rules for each status, and use custom formula fields for calculating duration of a status. Use validation rules to prevent status skipping.
- D)** Use lead history reporting to track changes in the lead status field, and use custom reporting fields to calculate status duration. Use validation rules to prevent status skipping.

Answer:

C

Question 7

Question Type: MultipleChoice

Universal Containers uses Territory Management to manage its sales territories. Territory managers and sales representatives are at the same role level in the role hierarchy. Account and Opportunity objects are set to private.

Which three permissions should be granted to territory managers? (Choose three.)

Options:

- A) Transfer and Delete opportunities assigned to the territory, regardless of who owns the opportunities.
- B) View, Edit, Transfer, and Delete accounts assigned to the territory, regardless of who owns the accounts.
- C) View All opportunities associated with accounts in the territory, regardless of who owns the opportunities.
- D) Edit All opportunities associated with accounts in the territory, regardless of who owns the opportunities.
- E) Transfer All opportunities associated with accounts in the territory, regardless of who owns the opportunities.

Answer:

B, C, D

Question 8

Question Type: MultipleChoice

Which two statements are true regarding Salesforce Customer Community members? (Choose two.)

Options:

- A) Their reputation levels must be the same across all communities of which they are members.
- B) They use the Ideas tab to submit, comment on, and vote for ideas.
- C) They find crowdsourced answers and Knowledge articles to resolve a support issue.
- D) They must belong to a company's internal community to participate in Chatter collaboration.

Answer:

B, C

Question 9

Question Type: MultipleChoice

Universal Containers has a workflow rule that sends an email alert to the VP of Sales when a large deal is won. The VP is reporting that these emails are NOT being delivered.

Which two tools should be used to determine the problem? (Choose two.)

Options:

- A) System audit trail
- B) Debug log
- C) Email log
- D) Workflow monitor

Answer:

B, C

Question 10

Question Type: MultipleChoice

When a lookup relationship is created between two objects, which three options can the administrator select to help manage situations when a lookup record is deleted? (Choose three.)

Options:

- A) Delete the related record also.
- B) Prompt the user to enter another record to resolve the lookup relationship.

- C) Clear the value of the lookup field.
- D) Do NOT allow deletion of a lookup record that is part of a lookup relationship.
- E) Notify the record owner.

Answer:

A, C, D

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