Question 1

The Human resources department at Northern Trail outfitters wants employees to provide

feedback about the manager using a custom object in Salesforce. It is important that managers are

unable to see the feedback records from their staff.

How should an administrator configure the custom object to meet this requirement?

Options:

A- Uncheck grant access using Hierarchies.

B- Define a criteria-based sharing rules.

C- Set the default external access to private.

D- Configure an owner-based sharing rules.

Answer:

A

Explanation:

Grant access using Hierarchies is a setting that can be used to configure the custom object to meet this requirement. Grant access using Hierarchies determines whether access to records of the custom object is granted through the role hierarchy. If this setting is unchecked, managers are unable to see the feedback records from their staff, unless they are given access by other means, such as sharing rules or manual sharing. Reference: https://help.salesforce.com/s/articleView?id=sf.security_sharing_owd_custom_objects.htm&type=5

Question 2

Question Type: **MultipleChoice**

An administrator at Universal Container needs an automated way to delete records based on

field values.

What automated solution should the administrator use?

Options:

A- Workflow

B- Process Builder

C- Flow Builder

D- Automation Studio

Answer:

C

Explanation:

Flow Builder is a tool that can be used to create an automated way to delete records based on field values. Flow Builder can create flows that define the logic and actions for deleting records, such as finding records that match certain criteria and deleting them in bulk. Flows can be scheduled to run at regular intervals or triggered by other events or processes. Reference: https://help.salesforce.com/s/articleView?id=sf.flow_builder.htm&type=5 https://help.salesforce.com/s/articleView?id=sf.flow_concepts_delete.htm&type=5

Question 3

Question Type: MultipleChoice

Universal Containers (UC) customers have provided feedback that their support cases are not

being responded to quickly enough. UC wants to send all unassigned Cases that have been open for

more than two hours to an urgent Case queue and alert the support manager.

Which feature should an administrator configure to meet this requirement?

Options:

A- Case Escalation Rules

B- Case Dashboard Refreshes

C- Case Scheduled Report

D- Case Assignment Rules

Answer:

A

Explanation:

Case escalation rules are a feature that can be used to meet this requirement. Case escalation rules can automatically escalate cases that meet certain criteria, such as being open for more than a specified time or having a certain priority. Escalation rules can assign cases to a different owner or queue and send email notifications to the support manager or other recipients. Reference: https://help.salesforce.com/s/articleView?id=sf.case_escalation.htm&type=5

Question 4

Dream house realty needs to use consistent picklist values in the category field on accounts

and cases, with values respective to record types.

Choose 2 options

Options:

A- Multi-select picklist

B- Dependent picklist

C- Global picklist

D- Custom picklist

Answer:

B, C

Explanation:

Dependent picklist and global picklist are two options that can be used to meet this requirement. Dependent picklist allows users to create a conditional relationship between two picklist fields, where the available values in one field depend on the value selected in another field. Global picklist allows users to create a set of picklist values that can be shared across multiple fields and objects, ensuring consistent values and reducing maintenance. Reference:

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

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

Question 5

Question Type: MultipleChoice

Support agent at Cloud Kicks are spending too much time finding resources to solve cases.

The agents need a more efficient way to find documentation and similar cases from the Case page

layout.

How should an administrator meet this requirement?

Options:

A- Create a custom object to capture popular case resolutions.

B- Use an interview flow to capture Case details.

C- Direct users to Global Search to look for similar cases.

D- Configure Knowledge with articles and data categories.

Answer:

D

Explanation:

Knowledge is a feature that can be used to meet this requirement. Knowledge allows users to create, manage, and share articles that provide information and solutions for common issues or questions. Data categories can be used to organize articles into different topics and make them easier to find and access. Users can view related articles from the Case page layout based on the data category of the case. Reference: https://help.salesforce.com/s/articleView?id=sf.knowledge_overview.htm&type=5
https://help.salesforce.com/s/articleView?id=sf.knowledge_categories.htm&type=5

Question 6

Question Type: **MultipleChoice**

Which three items are available in the mobile navigation menu?

Choose 3 answers

Options:

A- Lightning App Pages

B- Lightning Home Page

C- Chatter

D- Utility Bar

E- Dashboards

Answer:

A, C, E

Explanation:

Lightning app pages, Chatter, and dashboards are three items that are available in the mobile navigation menu. The mobile navigation menu allows users to access different items in the Salesforce mobile app, such as objects, apps, or utilities. Users can customize their mobile navigation menu by adding or removing items and changing their order. Reference: https://help.salesforce.com/s/articleView?id=sf.app_nav_setup.htm&type=5