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Question 1

The safes director at Cloud Kicks wants to be able to predict upcoming revenue In the next several fiscal quarters so they can set goals and benchmark how reps are performing.

Which two features should the administrator configure?

Choose 2 answers

Options:

A) Opportunity List View

B) Forecasting

C) Sales Quotas

D) Opportunity Stages

Answer:

B

Question 2

Universal Containers fs trying to Improve the user experience when searching for the right status on a case. The company currently has one support process that is used for all record types on cases. The support process has 10 status values. Service reps say they never need more than five depending on what kind of case they are working on.

How should the administrator improve on the currant implementation?

Options:

A) Create a Screen Flow that shows only the correct values for status and surface the flow in the utility bar of the console.

B) Edit the status choices directly on the record type.

C) Review which status choices &re needed for each record type and create support processes for each that is necessary.

D) Reduce the number of case status values to five.

Answer:
C

Question 3

The client services and customer support teams share the same profile but have different permission sets. The custom object Retention related list needs to be restricted to the client services team on the Lightning record page layout.

What should the administrator use to fulfill this request?

Options:

A) Record Type Assignment

B) Page Layout Assignment

C) Sharing Settings

D) Component Visibility

Answer:

D

Question 4

Northern Trail Outfitters Is using one profile for all of its marketing users, providing read-only access to the Campaign object. A few marketing users now require comprehensive edit access on Campaigns.

How should an administrator fulfill this request.

Options:

A) Organization-wide defaults

B) Permission sets

C) Marketing user checkbox

D) Field-level security

Answer:

B

Question 5

Question Type: **MultipleChoice**

The support manager at Cloud Kicks wants to respond to customers as quickly as possible. They have requested that the response Include the top five troubleshooting tips that could help solve the customer's issue.

What should the administrator suggest to meet these requirements?

Options:

A) Auto-Response Rules

B) Email Alerts

C) Assignment Rules

D) Knowledge Articles

Answer:

C

Question 6

Question Type: MultipleChoice

Northern TV-all Outfitters wants to calculate how much revenue has been generated for each of Its marketing campaigns.

How should an administrator deliver this information

Options:

A) Add a Total Value field on Campaign and use a workflow rule to update the value when an opportunity Is won.

B) Design a standard Campaign report and add the Value Won Opportunities In Campaign field.

C) Perform periodic data jobs to update campaign records.

D) Create a roll-up summary field on Opportunity to Campaign.

Answer:

B

Question 7

Question Type: MultipleChoice

Northern TVail Outfitters wants to track ROI for contacts that are key stakeholders for opportunities. The VP of sales requested that this information be accessible on the opportunity and available for reporting.

Which two options should the administrator configure to meet these requirements?

Choose 2 answers

Options:

A) Add the Opportunity Contact Role related list to the Opportunity page layout.

B) Customize Campaign Role.

C) Add the Campaign Member related list to the Opportunity page layout.

D) Customize Campaign Member Role.

E) Customize Opportunity Contact Role.

Answer:

A, E

Question 8

Question Type: **MultipleChoice**

Salas and Customer Cant at Ursa Major Solar need to see different fields on the Case related list from the Account record. Sales users want to see Case created date and status while Customer Care would like to see owner, status, and contact.

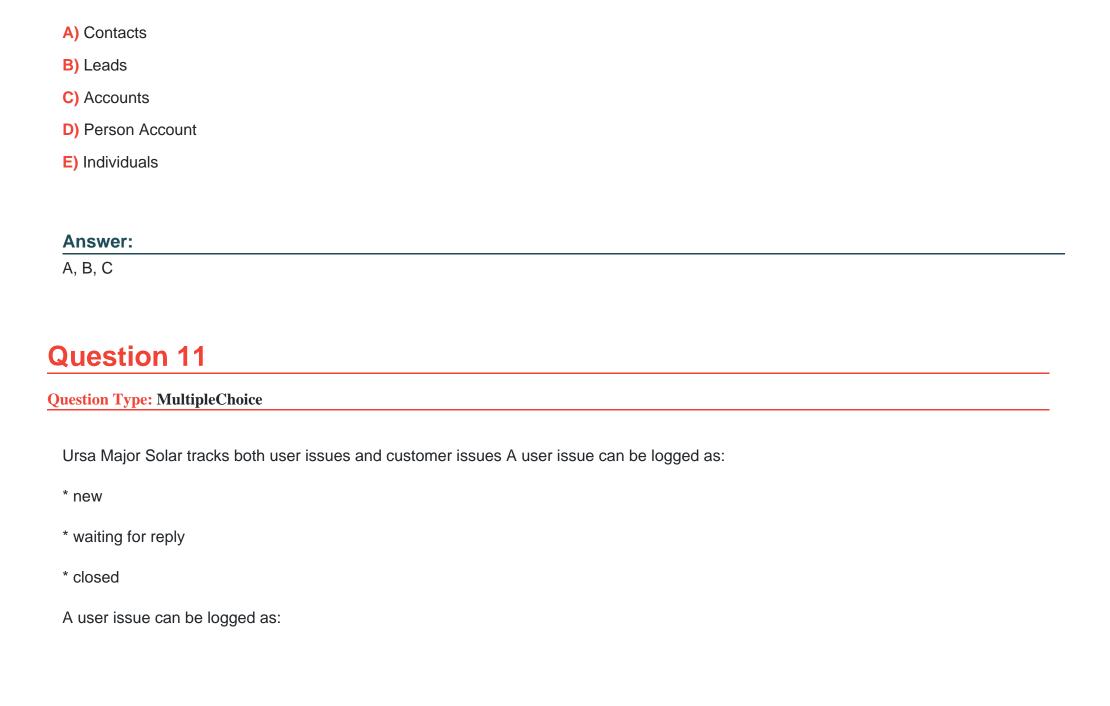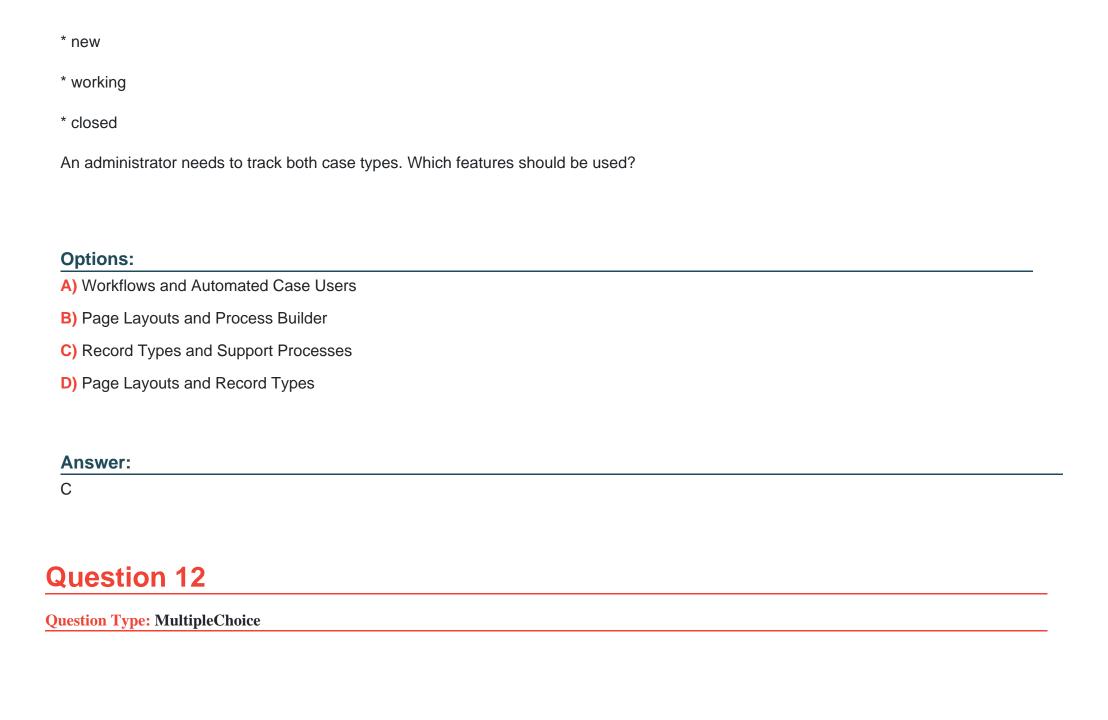What should the administrator use to achieve this?

Question 9

Question Type: MultipleChoice

Which setting on a profile makes a tab not accessible on the All Tabs page or visible in any

app, but still allows a user Multiple Books to view records that would normally be found under

this tab?

Options:

A) App Permissions

B) Object Permissions

C) Tab Settings

D) Org-wide Defaults

Answer:

C

Question 10

Question Type: MultipleChoice

Which three objects can be added as Campaigns Members? Choose 3 answers

Options:

A) Contacts

B) Leads

C) Accounts

D) Person Account

E) Individuals

Answer:

A, B, C

Question 11

Question Type: MultipleChoice

Ursa Major Solar tracks both user issues and customer issues A user issue can be logged as:

* new

* waiting for reply

* closed

A user issue can be logged as:

* new

* working

* closed

An administrator needs to track both case types. Which features should be used?

Options:

A) Workflows and Automated Case Users

B) Page Layouts and Process Builder

C) Record Types and Support Processes

D) Page Layouts and Record Types

Answer:

C

Question 12

Question Type: MultipleChoice

Ursa Major Solar's default, organization-wide sharing for accounts is set to public read/write. The administrator needs to ensure that marketing never modifies an account record.

Which action should the administrator take to accomplish this goal?

Options:

A) Switch organization-wide default sharing to public read only.

B) Remove edit access on accounts from the custom marketing profile.

C) Assign a permission set to marketing users which removes edit permission.

D) Separate the marketing role hierarchy from the sales role hierarchy.

Answer:

B