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QUESTION 1

The administrator at Cloud Kicks has been asked to ensure that all Cases submitted by customers are resolved within 30 minutes. Any case that is resolved within that timeframe should be assigned to the `High Priority\\' queue. How should the administrator meet this requirement?

A. Configure Case escalation rules.

B. Enable Case assignment rules.

C. Define Case auto-response rules.

D. Create a Case workflow rules

Correct Answer: D

QUESTION 2

Cloud Kicks generates leads for its different product categories (shoes, apparel, and accessories) through many different sources. While some lead sources are used for all three categories, other lead sources are specific to a single category. The VP of marketing requests that only the proper lead sources be displayed based on the product category chosen.

How should the administrator configure Salesforce to meet this requirement?

A. Create a page layout for each category and filter the Lead Source field based on category.

B. Create a dependency between the Product Category field and Lead Source field.

C. Create business processes and record types for each of the three product categories.

D. Create a single business process, then create record types for each product category.

Correct Answer: D

QUESTION 3

The size limit for documents uploaded is:

A. 1 Megabyte

B. 3 Megabyte

C. 5 Megabyte

D. 25 Megabyte

Correct Answer: C

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QUESTION 4

Workflow rules trigger automatically and are visible to the user.

A. True

B. False

Correct Answer: B

Workflow rules are invisible to the end user.

QUESTION 5

When I convert a lead to an Opportunity, I must give the opportunity a unique name so I know what it is (ex: Pacific Bank ?Red Package).

A. True

B. False

Correct Answer: A

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