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QUESTION 1

When working on opportunities, sales representatives at Universal Containers need to understand how their peers have successfully managed other opportunities with comparable products, competing against the same competitors.

Which two features should an administrator use to facilitate this? (Choose two.)

A. Big deal alerts

B. Opportunity update reminders

C. Chatter groups D. Opportunity Dashboard

Correct Answer: BD

QUESTION 2

Which of the following features is not available in Professional Edition?

A. Big Deal Alert

B. Workflow

C. Account Sharing Rules

D. Multi-Currency

Correct Answer: B

QUESTION 3

What can an Administrator use to create different content pages for a FAQ and a Help Article for the support team?

A. Knowledge article versions

B. Knowledge data categories

C. Knowledge article record types

D. Knowledge article types

Correct Answer: B

QUESTION 4

When transferring leads to a queue open activities are also transferred?

A. True

B. False

Correct Answer: B

QUESTION 5

Standard Reports May be used as a starting point for Custom Reports

A. True

B. False

Correct Answer: A

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