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QUESTION 1

The account owner, opportunity owners, and case owners may or may not be the same user.

- A. True
- B. False

Correct Answer: A

QUESTION 2

Which feature should Ursa Major Solar use if they want their support agents who are skilled in a particular product line to own cases directly after customers log them from an automated channel?

- A. Assignment Rules
- B. Workflow Field Update
- C. Case Escalation Rules
- D. Case Team Routing

Correct Answer: A

QUESTION 3

What data can you request for in the weekly data export?

- A. Only account data
- B. Only report data
- C. Accounts, opportunities, contacts, cases and solutions
- D. All organization data

Correct Answer: D

QUESTION 4

A cross object formula references fields from parent objects.

- A. True
- B. False

Correct Answer: A

QUESTION 5

You can not use the browser's print function to print reports.

A. True

B. False

Correct Answer: B

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