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QUESTION 1

Universal Containers uses a custom object to track customer complaints. The company wants to have a field on the custom object where they can include a reference to another complaint. What type of relationship can be used to accomplish this?

A. Junction

B. Lookup

C. Master-detail

D. Hierarchical

Correct Answer: B

QUESTION 2

A user has a profile with read only permissions for the case object. How can the user be granted edit permission for cases?

A. Create a permission set with edit permissions for the case object

B. Creating a sharing rule on the case object with read/write level of access

C. Create a public group with edit permissions for the case object

D. Add the user in a role hierarchy above users with edit permissions on the case object

Correct Answer: A

QUESTION 3

To setup the Entitlement Process, what must you do?

A. Setup Service Contracts with Contract Line items and entitlement

B. Specify Actions that you will add to your entitlement Process

C. Setup Milestones that you will add to entitlement process

D. Delete all pending actions in the entitlement process queue

Correct Answer: C

QUESTION 4

A User wants to be able to find duplicate records. What permission is needed to show "Find Duplicate" button?

A. Merge

B. Edit

C. Modify All Data

D. Delete

Correct Answer: D

QUESTION 5

Which features are available only in Customizable forecast? Choose 3

A. Territory Management

B. Share Forecasts

C. Snapshots and Forecast History

D. Rename Categories

Correct Answer: ABC

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