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QUESTION 1

Universal Containers is implementing a new lead status process and wants to be able to do the following:

Track leads through five different status values.

Run reports showing the duration a lead spends in each status.

Run full Lifetime reports of a lead from creation to conversion.

Prevent leads from skipping a lead status.

How can these requirements be met?

- A. Use field history tracking on the lead status field to track the duration of each status. Use validation rules to prevent status skipping.
- B. Use an Apex trigger to populate custom date fields for each status, and use custom formula fields for calculating duration of each status.
- C. Use custom date fields and workflow rules for each status, and use custom formula fields for calculating duration of a status. Use validation rules to prevent status skipping.
- D. Use lead history reporting to track changes in the lead status field, and use custom reporting fields to calculate status duration. Use validation rules to prevent status skipping.

Correct Answer: C

QUESTION 2

Users are complaining that their Account Page layout has been changed suddenly. Certain fields are missing and others been rearranged. Which tool can be used to identify which administrator made the changes?

- A. Page Layout Activity History
- B. Developer Console
- C. Debug log
- D. Setup audit trail

Correct Answer: D

QUESTION 3

What is true about Salesforce Communities? Choose 2

- A. Ideas tab is used by community users to submit, like and promote Ideas
- B. Communities can be used by internal salesforce users only

C. Reputation level is the same across all communities.

Correct Answer: AC

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

Universal Containers uses a custom object to track services called Work Items with a lookup to Accounts. The work Items records should only be visible by users that own the Account records. Which sharing setting provides the correct visibility?

- A. Public Read/Write/Transfer
- B. Controlled by Parent
- C. Public Read Only
- D. Private

Correct Answer: B

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