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QUESTION 1

Universal Containers is rolling out a new customer service process. Customer service managers will need to edit cases for their subordinates, but not cases for other groups. Managers and users should be able to view all cases. What is the recommended solution to configure this? Choose 2 answers

- A. Create standard role hierarchies
- B. Set organization-wide sharing defaults to public read/only.
- C. Create criteria-based sharing rules.
- D. Set organization-wide sharing defaults to private.

Correct Answer: AB

QUESTION 2

UVC wants to optimize routes for its traveling service personnel. What is recommended solution?

- A. Configure routing options in a custom object
- B. Use geolocation fields with Distance and Geolocation formulas
- C. Configure Territory hierarchy and rules for routes based on territory
- D. Use an AppExchange partner product

Correct Answer: D

QUESTION 3

ABC Company want to store an area code and wants to be able to search for it in applications (apex).

Which are possible fields to store the data? (Choose two.)

- A. Email
- B. Phone
- C. Text
- D. Multi Picklist
- E. Number

Correct Answer: CE

QUESTION 4

What feature can an app builder use to automatically assign cases that have been open longer than three days to the next support tier?

- A. Case Assignment Rules
- B. Case Escalation Rules
- C. Case Business Rules
- D. Case Auto Response Rules

Correct Answer: B

QUESTION 5

To synchronize accounts, orders, and shipments in real time, a developer has built a custom interface between an external system and Salesforce. Prior to deployment, the developer needs to confirm that the interface can sustain the syncing of thousands of records at a time. Which sandbox environment is recommended to complete performance and load testing?

- A. Full sandbox
- B. Partial sandbox
- C. Developer sandbox
- D. Developer pro sandbox

Correct Answer: A

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