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QUESTION 1

Universal Containers has three different support groups. Each group works cases for their region only.

How can the System Admin ensure that all the Support Representatives within each region can manage cases generated from only their region in a private org?

- A. Create a Support Representative role for each region.
- B. Create territory members for each region.
- C. Create a queue for each region.
- D. Create a predefined case team for each region.

Correct Answer: B

QUESTION 2

Universal Containers has two sales groups. Each group has its own unique sales process.

How can an administrator ensure that sales representatives have access to only the stages relevant to their sales process when working on opportunities?

- A. Multi-select picklists
- B. Record types
- C. Page layouts
- D. Roles

Correct Answer: B

QUESTION 3

Support agents at Universal Containers research solutions to customer issues by asking various subject matter experts (SMEs) at the company.

Which three features will allow Support Agents to quickly document the details of these meetings? (Choose three.)

- A. Case groups
- B. Workflow Email Alerts
- C. Events
- D. Case Comments
- E. Case Feed

Correct Answer: BDE

QUESTION 4

A user is having trouble logging into Salesforce. The user's login history shows that this person has attempted to log in multiple times and has been locked out of the organization.

Which two ways should the administrator help the user log into Salesforce? (Choose two.)

- A. Click Unlock on the user's record detail page.
- B. Log in as the user and enter a new password.
- C. Click Reset Password on the user's record detail page.
- D. Send an email to the user containing the user's password.

Correct Answer: AC

QUESTION 5

What relationship can be selected in a custom report type where Accounts is the primary object and Contacts is the related object?

- A. Each account may or may not have related contacts.
- B. Each contact must have a related account.
- C. Each account must not have related contacts.
- D. Each contact may or may not have a related account.

Correct Answer: A

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