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QUESTION 1

The sales team at Universal Containers wants an easy solution to gather customer requirements and share presentations with their customers.

Which two actions should an administrator take to help the sales team achieve this goal? (Choose two.)

A. Create opportunity teams for customers.

B. Use Chatter files to share presentations.

C. Add customers to libraries.

D. Add customers to private Chatter group.

Correct Answer: BD

QUESTION 2

When working on opportunities, sales representatives at Universal Containers need to understand how their peers have successfully managed other opportunities with comparable products, competing against the same competitors?

Which two features should an administrator use to facilitate this? (Choose two.)

A. Opportunity update reminders

B. Opportunity Dashboard

C. Chatter groups

D. Big deal alert

Correct Answer: BC

QUESTION 3

Which circumstance will prevent a system administrator from deleting a custom field?

A. The field is used in a page layout.

B. The field is used in a report.

C. The field is part of a field dependency.

D. The field is used in a workflow field update.

Correct Answer: D

QUESTION 4

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Which two ways should Knowledge articles be used? (Choose two.)

A. To display Salesforce Answers.

B. To display for customer self-service.

C. To display Salesforce Solutions.

D. To resolve customer cases.

Correct Answer: BD

QUESTION 5

Which three types of customization should be done on Activities (tasks and events)? (Choose three.)

A. Workflow Rules

B. Custom Fields

C. Validation Rules

D. Field tracking

E. Assignment Rules

Correct Answer: ABC

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