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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

Sales management at Universal Containers needs to display the information listed below on each account record.
Amount of all closed won opportunities
Amount of all open opportunities

What feature should an administrator use to meet this requirement?

- A. Calculated columns in the related list
- B. Cross-object formula fields
- C. Workflow rules with field updates
- D. Roll-up summary fields

Correct Answer: D

QUESTION 3

Universal Containers has activated Web-to-Case on their corporate website. IT configured Auto-Response to thank the customer for logging the case and activated Assignment Rules based on the state (USA) in which the customer resides. Case ownership is therefore determined and routed to the corresponding queue ?North, South, East, or West. Customer Cases that do not meet the existing criteria should be assigned to Queue ?World.

What solution will satisfy this requirement?

- A. Using a Trigger, change the owner of Cases outside the US to Queue ?World.
- B. In Case Support Settings, change Default Case Owner to Queue ?World.
- C. In an Active Case Flow, change the name of the Queue to World.
- D. Using a Workflow Rule, change the owner of new Cases outside the US to Queue ?World.

Correct Answer: B

QUESTION 4

A System Administrator needs to import new leads from a tradeshow and assign ownership based on country. Some of the leads may already be in the system.

Which two actions should be taken to meet this requirement? (Choose two.)

- A. Use the Data Import Wizard to match lead by email.
- B. Create an assignment rule to assign leads by country.
- C. Create an auto-response rule to assign leads by country.
- D. Use the Data Loader to match lead by email.

Correct Answer: AB

QUESTION 5

What does campaign influence allow a user to do?

- A. Adjust the percentage of influence each campaign has on an opportunity.
- B. Summarize campaign member statistics on a campaign.
- C. Report on the campaigns that have contributed to an opportunity.
- D. View the entire campaign hierarchy.

Correct Answer: C

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