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QUESTION 1

A salesforce associate at get Cloudy Consulting has been asked to analyze Service Cloud data to determine how many individual have called in to the support center. Which relationship on Case should the associate use?

- A. Owner
- B. Account
- C. Contact

Correct Answer: C

QUESTION 2

Two users in the same opportunity record are seeing different fields.

What is the reason for this?

- A. The missing fields are marked as hidden in Object Manager.
- B. The users are assigned different profiles and page layouts.
- C. The users have been configured with different Locales.

Correct Answer: B

QUESTION 3

Get Cloudy Consulting's dashboard shows all of the company's key performance indicators (KPIs) in one view. The company's Salesforce associate is asked to add functionality that allows the dashboard to show all the same KPIs for each of the regions.

How should the associate add this functionality?

- A. Create new dashboards for each region.
- B. Add a Region filter to the dashboard.
- C. Use an analytics package from the AppExchange.

Correct Answer: B

QUESTION 4

A Salesforce associate has received a request to create new users for a group of new employees. Where can the associate check the number of licenses available to be assigned to the new employees?

- A. Salesforce Help

B. Company Information

C. User Management Settings

Correct Answer: B

QUESTION 5

The Health Department wants to gain more insight into its patient data than what Salesforce Dashboards can provide. Which Salesforce product should the department use?

A. Experience Cloud

B. CRM Analytics

C. Health Cloud

Correct Answer: B

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