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QUESTION 1

Universal Containers wants to allow community visitors to submit support cases without logging into the community. Which two features are required to implement this request? (Choose two.)

- A. New case quick action
- B. Web-to-case
- C. Case assignment rules
- D. Case feed actions

Correct Answer: AB

Access to the Support API and then add 'NewCase' to the quick actions, or their Guest Users will no longer be able to log Cases. When you set up Web-to-Case along with a case quick action, guest users can create a case without having to log in.

Reference: <https://help.salesforce.com/articleView?id=000313406andtype=1andmode=1>
https://help.salesforce.com/articleView?id=sf.rss_guest_users.htm&type=5

QUESTION 2

Cloud Kicks has a very large knowledge base in Salesforce, Service reps are having a hard time finding the most relevant articles because there are too many search results. What should the administrator do to help service reps quickly narrow down the number of articles?

- A. Implement and configure Data Categories.
- B. Delete and remove old Knowledge articles.
- C. Update Knowledge to auto-search the case's subject.
- D. Activate and configure Einstein Search.

Correct Answer: A

QUESTION 3

Admin is asked to restrict visibility of cases of a particular record type to 5 users. One user is assigned the Support Manager Profile, while the other four are assigned the Support Representative Profile. How can admin accomplish this?

- A. Create a Public Group and parent case record type
- B. Create a Public Group and criteria-based sharing rule to extend to the 5 users
- C. Create a new profile for the 5 users
- D. Modify the profiles of the 5 users

Correct Answer: C

QUESTION 4

An administrator has found a free app on the AppExchange and would like to install it. Which three items should the administrator take to consideration before installed he managed package?

Choose 3 answers

- A. Custom objects and custom fields used by the app count against the org's limits.
- B. Managed apps do not undergo a formal security review by Salesforce.
- C. Apps may require certain Salesforce editions or features to be enabled.
- D. Apps may require external, third-party web services to function properly.
- E. Apps must be installed in production before the app can be installed in a sandbox.

Correct Answer: CDE

QUESTION 5

AW Computing has a 4-hour SLA in its support guarantee. The company recently received feed that customers are reporting long wait times before an agent responds to a new case after it has been submitted. How should an administrator ensure cases are properly prioritized?

- A. Auto-Response Rules
- B. Escalation Rules
- C. Assignment Rules
- D. Workflow Rules

Correct Answer: C

QUESTION 6

How can the Social Accounts and Contacts feature be used to enrich Salesforce data?

- A. Users can use their Facebook logins to import education information for all of their Facebook friends.
- B. Users can use their Twitter logins to display a contact's tweets when they are viewing contact records.
- C. The administrator can use the company's Facebook login to allow all users to see all public information on contacts.
- D. The administrator can log into LinkedIn to Import publicly displayed education information for contacts.

Correct Answer: D

QUESTION 7

An administrator is creating a custom Opportunity record page for Sales users for new logo opportunities. They need to control what fields display on the record when a sales user is viewing the opportunity.

Where should the administrator edit what fields display in the details of the record page?

- A. Record Detail Component
- B. Custom Lightning Component
- C. Record Types
- D. Page Layout

Correct Answer: D

QUESTION 8

A set of Cases records with a specific record type needs to be restricted so that only a Support manager and four Support users have access. What can you do as a system administrator to meet this requirement?

- A. Remove the record type access for all users except the 5 mentioned
- B. Give the "ViewAllData" permission to the 5 mentioned users using permission sets
- C. Create a new profile and assign the 5 users to the new profile
- D. Create a criteria-based sharing rule for the 5 users

Correct Answer: D

QUESTION 9

Universal Containers has four sales regions: North America, APAC, EMEA, and LATAM. Each sales region is led by a VP of Sales. Each of the VPs wants to have a dashboard emailed to them every Monday morning that contains components with only the data for their region. How can an administrator meet this requirement?

- A. Create a reporting snapshot and check the dashboard option, scheduled to be delivered on Monday mornings.
- B. Create one dashboard that includes a filter for each region, scheduled to be delivered on Monday mornings.
- C. Create a separate dashboard with data specific to each sales VP, scheduled to be delivered on Monday mornings.
- D. Create one dashboard using Visualforce to create a filter, scheduled to be delivered on Monday mornings.

Correct Answer: C

QUESTION 10

A sales user is assigned to a permission set group that gives them Modify All access to Accounts. An administrator assigns the same user to a muting permission set that mutes Deletes access on Account. What level of access will the sales user have on the Account object?

- A. Read-only
- B. Modify All
- C. Read, Create, and Edit
- D. No Access

Correct Answer: C

QUESTION 11

The Forecast Category on the Opportunity record maps directly, on a one-to-one basis, to the aggregates on the Forecast tab.

- A. False
- B. True

Correct Answer: B

QUESTION 12

What are the three types of Milestone Actions that you can trigger when working with Entitlements? (Choose three answers.)

- A. Success Action
- B. Completion Action
- C. Warning Action
- D. Violation Action
- E. Starting Action

Correct Answer: ACD

QUESTION 13

Sales reps at Ursa Major Solar often give discounts depending on the configuration of the solar panel system. Customers want to know what the different configuration options are. Sales management wants to ensure the opportunity pipeline is as accurate as possible.

What should sales reps do to ensure their quotes and opportunities reflect their sales?

- A. Update the quote record each time the customer requests a different product configuration, and clicks the sync button to update the opportunity.
- B. Create a new quote record for each of the different product configurations. Sync the most likely to be purchased back to the opportunity.
- C. Create new opportunities for each quote request. Change the forecast category to omitted for all except the most likely to be purchased.
- D. Use the products related list to associate the different configurations with the opportunity. Update the Amount field with the most likely purchase price.

Correct Answer: A

QUESTION 14

Which of the following are current limitations of Salesforce Knowledge? Choose three answers.

- A. You can have up to 100 groups in each category.
- B. You can have up to 100 categories in each group.
- C. You can define up to 5 category groups with only 3 active at any time.
- D. You can define up to 5 category groups.
- E. You can define up to 50,000 articles in total.

Correct Answer: BCE

QUESTION 15

A Sales Manager needs to see a pipeline report based on standard industries. The company has 3 main groups of industries they sell into and the report needs to reflect this. Which feature can be used to group the various standard industries into groups on the report?

- A. Parent Grouping
- B. Custom Summary Formulas
- C. Bucket Fields
- D. Summary grouping

Correct Answer: C

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