

CRT-211^{Q&As}

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QUESTION 1

What will happen when you use dataloader to transfer a record to a new owner? Choose 2

- A. Manual sharing rules will not be carried over
- B. All owner base sharing will be recalculated
- C. Account Teams will not be transferred
- D. Criteria-based sharing rule will be recalculated

Correct Answer: AC

QUESTION 2

Universal Containers wants to allow its customers to submit support requests across multiple channels. How can this be accomplished with Salesforce? Choose 2

- A. Offer a Live Agent chat button on the company website
- B. Enable the Service Cloud console app on the company website
- C. Enable Chatter Answers in the company's Customer Community
- D. Expose the case feeds option on the company's website

Correct Answer: C

QUESTION 3

In deleting Meta-Data from a Developer Org., what tool can you use? Choose 2

- A. Force.com IDE
- B. Dataloader
- C. Force.com Migration Tool
- D. Change Set

Correct Answer: AC

QUESTION 4

Admin wants parent case cant be closed until all child cases are closed.

- A. Validation rule on child case before closing it

- B. Workflow on parent to check status of child case
- C. Rollup summary on child
- D. Apex trigger to check child case status before closing it

Correct Answer: D

QUESTION 5

Read/Write access for Product Support Cases has been granted via criteria-based sharing rule. However, profile only has Read access. What privilege does the user have?

- A. User can edit product support case
- B. User cannot edit product support case
- C. User can only edit cases he created
- D. User can edit only the cases manually shared to him

Correct Answer: B

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