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QUESTION 1

Ideally, who should be in charge of logging all changes in production?

A. Product Manager

B. Administrator

C. QA Engineer

D. Developer

Correct Answer: B

QUESTION 2

Universal Containers uses a private sharing model for opportunities. This model cannot be changed due to a regional structure. A new sales operations team has been created. This team needs to perform analysis on Opportunity data, and should have read and write access to all Opportunities.

Which two are recommended solutions for the app builder to give the users appropriate access? (Choose two.)

A. Add a manual share for all opportunities with each user on the sales operations team.

B. Create a criteria-based sharing rule to share all opportunities with the sales operations private group.

C. Create a criteria-based sharing rule to share all opportunities with the sales operations public group.

D. Add a permission set with "View All" and "Modify All" opportunity permissions enabled.

Correct Answer: BC

QUESTION 3

Cool Air Conditioners has been using Service Cloud to manage cases, but are now considering using it to manage field service jobs. They would like to track field service activity and assignment to technicians. What is the recommended solution to meet these requirements? Choose 1 answer.

A. Install an AppExchange product that provides Field Service functionality

B. Extend the Service Cloud configuration to handle Field Service cases

C. Utilize the standard objects Work Order and Work Order Line Items

D. Use real time API integration to connect Salesforce with an external field service application

Correct Answer: C

QUESTION 4

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What sandbox should you use for data load and integration testing?

A. Developer

B. Partial Copy

C. Full Sandbox

D. Developer Pro

Correct Answer: D

QUESTION 5

Which two are true statements about record types? (Choose two.)

A. They can be used to control user role hierarchy.

B. They allow different page layouts and mandatory fields.

C. They can be enabled by profile and permission set.

D. They allow different picklist values for all picklist fields.

Correct Answer: BC

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