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QUESTION 1

What should be considered when configuring the lead conversion process? (2 answers)

A. Standard lead fields are automatically converted into account, contact and opportunity fields

B. Custom Lead fields can be mapped to custom object fields

C. Roll-up Summary Lead Fields can be mapped to custom contact fields

D. Custom Lead fields can be mapped to account, contact and opportunity fields

Correct Answer: AD

QUESTION 2

Which of these Object Types are part of the Financial Services Cloud Data Model (Select 3)

A. FSC Packaged Objects

B. FSC Marketing Objects

C. Sales or Service Objects

D. FSC Standard Objects

E. Action Plan Objects

Correct Answer: ACD

QUESTION 3

The administrator at universal containers will create a custom field to track a specific Tier 2 support user on a case record.

What data type should be used while creating this custom field?

A. Hierarchical relationship

B. Lookup relationship

C. Formula

D. Lookup Filter

Correct Answer: B

QUESTION 4

What is the capability of the service cloud (customer) portal? (2 answers)

A. Customer can log, view, edit, and close their own cases.

B. Customers can view and edit contacts related to their own accounts.

C. The portal and its users can be created without additional licenses.

D. The portal can be customized with corporate branding.

Correct Answer: CD

QUESTION 5

What is the purpose of the service cloud (customer) portal? (2 answers)

A. To share support reports and dashboards with high profile accounts

B. To provide Web self-service by exposing knowledge articles

C. To allow customers to log and check the status cases online

D. To allow partners to access contact records for case collaboration.

Correct Answer: BC