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QUESTION 1

When using sharing rules, what can records be shared with? (2 answers)

A. Roles and subordinates

B. Profiles

C. Queues

D. Public Groups

Correct Answer: AD

QUESTION 2

Universal containers is using a private sharing model. The US sales director needs full access to all records of the US sales representatives.

How can this be accomplished?

A. Place the US sales director in a queue with the US sales representative\\'s

B. Define a role hierarchy where the US sales representatives roll up to the US sales director

C. Give the US sales director read/write/edit/delete object permissions on the profile

D. Define a role hierarchy where the US sales director rolls up to the CEO

Correct Answer: B

QUESTION 3

A system administrator at Universal Containers needs to transfer records from one user to another.

What object can be transferred using the mass transfer tool? (2 answers)

A. Leads

B. Campaigns

C. Quotas

D. Accounts

Correct Answer: AD

QUESTION 4

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What setting is controlled by a user\\'s profile? (3 answers)

A. Field level security

B. Feature license assignment

C. Record type assignment

D. Locale settings

E. Assigned apps

Correct Answer: ACE

QUESTION 5

A user at Universal container reports an error message when attempting to log in. the administrator checks the user\\'s login history, but there is no record of the attempted login.

What could be cause of this issue?

A. The user is attempting to log in outside of the profile login range

B. The user is attempting to log in outside of the profile IP

C. The user is attempting to log in with wrong username

D. The user is attempting to log in with wrong password

Correct Answer: C

QUESTION 6

What are the challenges Financial Institutions face? (Select all that apply)

A. Regulatory compliance

B. Rising class of new competitors

C. Not enough data

D. Isolated data and outdated systems

Correct Answer: ABD

QUESTION 7

Where can the multilingual solution search feature be enabled? (2 answers)

A. Public knowledge base

B. Solution tab search

C. Self-service portal

D. Salesforce content

Correct Answer: AC

QUESTION 8

Universal Containers has a marketing team set up as a public group. A sales representative would like to engage the marketing team on one opportunity.

What should the sales representative do to ensure the marketing team can access the opportunity?

A. Add the public group to an opportunity queue.

B. Manually share the record with the public group.

C. Change the opportunity owner to the public group.

D. Add the public group to the opportunity team.

Correct Answer: B

QUESTION 9

Which accounts are automatically synchronized on Salesforce classic

A. Accounts that the users own

B. All recently accessed accounts

C. Accounts selected with the sync button

D. Any account created in the last 30 days

Correct Answer: B

QUESTION 10

What should an administrator consider when setting up case feed?

A. Case feed replaces the standard case detail page by default

B. The Use Case Feed permission is automatically active for all profiles

C. Case feed requires the Service Cloud User feature license

D. Chatter Feed tracking must be enabled for the case object.

Correct Answer: D

QUESTION 11

Universal Containers needs to synchronize data between sales force and an external financial system.

How can a system administrator accomplish this?

A. Use an external ID field to match records between systems

B. Use the excel connector to export records from both systems

C. Use the data loader to match records between the systems

D. Use the data loader to upsert Salesforce records into the financial system

Correct Answer: A

QUESTION 12

What tab setting on a profile makes a tab NOT accessible on the All Tabs page or visible in any apps?

A. Read-Only

B. Default On

C. Default Off

D. Tab Hidden

Correct Answer: D

QUESTION 13

Universal Containers wants to create a custom object to capture account survey data. Users must be able to select an account from the survey record. Users also need the ability to view related surveys on the account record.

How should the system administrator meet this requirement? (2 answers)

A. Create a lookup relationship field on the account object.

B. Add the account related list to the survey page layout.

C. Create a lookup relationship field on the survey object.

D. Add the survey related list to the account page layout.

Correct Answer: CD

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QUESTION 14

What are the valid organization-wide default options for the Account Object?

A. Public Read/Write/Transfer

B. Private

C. No Access

D. Public Read/Write/Delete

Correct Answer: B

QUESTION 15

The sales team at universal containers wants an easy solution to gather customer requirements and share presentations with their customers. What should an administrator do to help the sales team achieve this? (2 answers)

A. Use chatter files to share presentations.

B. Create opportunity teams for customers.

C. Add customers to libraries.

D. Add customers to private Chatter groups

Correct Answer: AD

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