Latest Version: 21.0

Question: 1

U.C wants to archive cases that have been closed for two or more years. The cases need to be revoved from salesforce and be available to be loaded into loaded into the company's data warehouse.
how can the administrator automate this process? choose 2

A. use an Appexchange product
B. schedule the data export service.
C. enable the case archied feature.
D. use the apex dataloader

Answer: A, D

Question: 2

Which two requirements must be met for a user to view knowledge Articles within a Salesforce organization?
Check 2 answers.

A. The user must be assigned a Salesforce Knowledge license.
B. The user must have access to the articles tab.
C. The user must have the manage articles permission on the profile.
D. The user's profile must have the read permission for the at lease one article type.

Answer: B, D

Question: 3

The sales operations team has required a new custom object with the
following requirement:
. The sales managers should have full access to all records created
. The object's sharing default should be set to private.
. No new sharing rules should be created.
how can the system administrator set up the security for this object? choose 2

A. Add the "modify all" permission to the sales manager profile for the new object
B. Create a Record type with "Modify all" checked, and assign this Record type to
the sales manager profile.
C. Create a permission set for all sales Manager users with "modify all" checked for

the object.
D. create a role for all sales Manager users with "Modify all" checked for the object.

Answer: D

Question: 4

An administrator would like to convert a Master-Detail relationship to a Lookup
relationship. What actions should be taken prior to converting the relationship?

A. Remove child object related lists from the parent object page layouts.
B. Delete all roll-up summaries that reference the detail object prior to converting,
C. Select the Allow Reparenting option on the master-detail relationship.
D. Delete all reports that use the master object with the detail object report type.

Answer: B

Question: 5

How can an administrator ensure article managers use specified values for custom article field?

A. Create a required field on the article page layout.
B. Create different article types for different requirements.
C. Create field dependecies on article types.
D. Create a record type containing preset values

Answer: D

Question: 6

A growing number of duplicate leads are being entered into salesforce.
universal containers IT department wants to give all marketing team members the
ability to leverage the "find duplicates" functionality in saleforce to reduce the
number of duplicate leads in the system through merges.
what lead object level permission is needed to allow the marketing team members
to complete this task?

A. View all
B. Merge
C. Read and edit
D. Delete

Question: 7

A change set has already been uploaded but changes need to be made to its contents.
what is a best practice for adding these changes?

A. Edit existing change set, add needed changes, upload again.
B. Delete existing change set, add changes to new change set, upload change set
C. clone the change set, add needed change set and upload again.
D. Manually make changes in change set destination org.

Question: 8

Developers at universal containers have created new custom objects and fields
in a sandbox. Records have also been created for these new objects.
what should an administrator do to move these objects, fields and records to a
production environment?

A. Use change sets to migrate both the metadata and the records.
B. Use the Force.com IDE's built in deployment wizard to migrate all changes.
C. Use the Data loader to migrate all the new metadata and the related records
D. Use change set to migrate the metadata and data loader to migrate the records

Question: 9

Recruiters at universal containers wants to associate positions with their
related job applications using two custom objects position and job application. a job
application must always have a related position. if a position is deleted, the
corresponding job applications are deleted.
what type of object relation ship will meet this requirement?

A. junction
B. Hierarchical
C. Master detail
D. Lookup

Question: 10

an administrator has been asked to set up two custom objects named issues and tickets. multiple tickets can be associated with each issue, and each issue may
be associated with multiple tickets.
how should the administrator set up the relationship between issues and tickets?

A. Create a junction object with both tickets and issues as master objects.
B. Create a lookup relationship with tickets as the master object.
C. Create a lookup relationship on both the tickets and issues object.
D. Create a master detail relationship with issues as the master object

Answer: A

Question: 11

a salesforce user has created a lightning report that lists all customer support
cases. other users can change the date range but are NOT allowed to changed case
statuses.
how can the report creator configure the report to meet these requirements?

A. Save the report in public folder and lock the status filter on the report.
B. Save the report in public folder and grant Read Only access to the folder.
C. Save the report in private folder and lock the status filter on the report.
D. Save the report in private folder and grant Read Only access to the folder.

Answer: D

Question: 12

In order to provide customer support agents with a 360 view of the customer,
UC wants support agents to continue to have read only access to accounts but allow
create and edit access to contacts and cases. the current OWD for contacts is
"Controlled by parent".
what solution should be implemented?

A. Change OWD of contacts to public read only and grant create/edit access to
cases on support agent profile.
B. Create read/write sharing rules to share all contacts to all support agents and
grant read only access to cases on agent profile.

C. Grant create/edit access to contacts and cases on support agent profile.
D. Change the OWD of contacts and cases to private and create read/write sharing for all support agents.

Answer: C

Question: 13

A maintenance fee is added to each opportunity. this maintenance fee should NOT be included in the sales Rep's forecast so a custom field called Rep amount is used.
how should an admin configure forecasting?

A. Enable Collaborative Forecasting, create a forecast on the Rep Amount field.
B. Create a Forecasting report, Summarized by the Opportunity Owner field.
C. Enable customizable forecasting, create a forecast on the Rep amount field.
D. create a Forecasting report, summarized by the Rep amount field.

Answer: A

Question: 14

which two features of Enterprise Territory Management are available in the Salesforce1 mobile app? choose 2 answers

A. Assign an account to a new parent territory.
B. Change a user's list of assigned territories.
C. View a list of assigned territories on the account.
D. Change the assigned territory on an Opportunity record.
E. View a list of territories to which the current user is assigned.

Answer: AC

Question: 15

UC has engaged a developer to create a custom Apex Rest service that is used by external systems to manipulate data in salesforce.
which two methods can the administrator use to grant permission to use the Apex Rest service to the users of the external systems? choose 2 answers

A. Update the profile for the external systems to include access to the Remote site settings that correspond to the apex Rest services.

B. Create a permission set that grants the API enabled administrative permission, and assign it to the users for the external systems.
C. Create a Connected App and a new permission set to grant access to the Apex Rest services. Assign the permission set to the users for the external systems.
D. create a permission set that grants access to the apex classes and grants the use apex Rest services permission and assign it to the users for the external systems.

Answer: AC