terms only

**If your support process is not based on individual service contracts, which steps should you perform when settling up entitlements (1)  
  
a. set up service contracts  
b. set up contract line items  
c. set up both service contracts and contract line items  
d. customize entitlement fields and entitlements page layout**

d. customize entitlement fields and entitlements page layout

**What actions can you add to a milestone (3)  
  
a. Success actions  
b. Repeat actions  
c. Warning actions  
d. Violation actions**

a. Success actions  
c. Warning actions  
d. Violation actions

**In the case team list, users can view the case details and related lists depending on their rights (T/F)**

FALSE  
  
in the case team list, all team members can view and edit the case details and related lists depending on their rights

**What happens when an admin creates a custom tab for a custom object (3)  
  
a. the custom object has a home page  
b. users can search for records of the custom object  
c. new records of the custom object can only be accessed from the related list on the parent record  
d. a custom app containing the custom tab is automatically created  
e. new records of the custom object can be created from the sidebar**

a. the custom object has a home page  
b. users can search for records of the custom object  
e. new records of the custom object can be created from the sidebar

**categorize accounts as small, medium, or large based on employees (1)  
  
a. dashboard filter  
b. bucket field  
c. cross filter  
d. custom report type  
e. reporting snapshot  
f. PREVGROUPVAL function  
g. joined report**

b. bucket field

**analyze the number of open cases for each week this year (1)  
  
a. dashboard filter  
b. bucket field  
c. cross filter  
d. custom report type  
e. reporting snapshot  
f. PREVGROUPVAL function  
g. joined report**

e. reporting snapshot

**see the 4-week moving average of the number of new cases (1)  
  
a. dashboard filter  
b. bucket field  
c. cross filter  
d. custom report type  
e. reporting snapshot  
f. PREVGROUPVAL function  
g. joined report**

f. PREVGROUPVAL function

**product is payed for once, but receive product in increments (1)  
  
a. create quantity schedules  
b. create revenue schedules  
c. set up default quantity schedules  
d. set up default revenue schedules**

a. create quantity schedules

**with customizable forecasting you can forecast any of the following data (3)  
  
a. units of product family  
b. quantity  
c. units of individual products  
d. amount**

a. units of product family  
b. quantity  
d. amount

**User has 'read' permission for the case object on her profile. A criteria-based sharing rule gives her read/write access to product support cases. Will user be able to edit product support cases? (Y/N)**

NO  
  
when working with object access, most restrictive wins

**A system administrator has unchecked the setting "Enable Content Pack Creation".  
  
What can users do with content packs? Choose 1.  
  
a. Users can modify existing content packs.  
b. Users can only edit description and title of existing content packs  
c. Users cannot do anything to existing content pack**

b. Users can only edit description and title of existing content packs

**What is true about Salesforce Communities? Choose 2  
  
a. Ideas tab is used by community users to submit, like and promote Ideas   
b. Communities can be used by internal salesforce users only   
c. Reputation level is the same across all communities.   
d. Crowd sourced Knowledge in Q&A tab**

a. Ideas tab is used by community users to submit, like and promote Ideas   
d. Crowd sourced Knowledge in Q&A tab

**1. Which value rolls up for both customizable and collaborative forecasting? Choose 1.   
  
a. Expected revenue   
b. Quota   
c. Opportunity amount   
d. amount**

c. Opportunity amount

**List the different prices available for a product. Choose 3  
  
a. Sales Price   
b. Product Price   
c. Discounted List Price   
d. List Price   
e. Standard Price**

a. Sales Price   
d. List Price   
e. Standard Price

**UC needs to use different a pricebook for sales representatives in US, LATAM, EMEA and APAC.  
  
What should the system administrator do? Choose 1.   
  
a. Create a separate pricebook for each region   
b. Add a different list price for products depending on the region   
c. Clone the standard pricebook and create separate pricebooks for each region**

c. Clone the standard pricebook and create separate pricebooks for each region

**Sales representatives are reporting trouble syncing quotes with their related opportunities.  
  
What is a possible explanation for this problem? (There are two correct answers.)   
  
a. The attached currency is no longer active.   
b. The quote contains an archived list price.  
c. The quote is attached to a closed opportunity.   
d. The user does not have Edit permissions on the quote.**

a. The attached currency is no longer active.   
b. The quote contains an archived list price.

**A company called Universal Containers would like to track bugs within Salesforce. The company needs to track the bug's severity and type as well as its status and description. Bugs should be related to Cases, but the bug's owner will be different than the owner of the case. How can the Universal Containers administrator meet these requirements? (1)  
A. Create a section on the case page layout  
B. Create a field on cases  
C. Create a custom object for bugs and relate it to cases  
D. Create a relationship between the standard bug object and the standard case object**

C. Create a custom object for bugs and relate it to cases

**What happens to the record you specify as the loser during a merge?  
A. The record will go to the recycle bin for 30 days.  
B. The record will be immediately deleted  
C. The record will be stored in a hidden object called "merge data"  
D. The record will be stored on the winning record so you can see the audit history**

A. The record will go to the recycle bin for 30 days.

**UC needs to use different a pricebook for sales representatives in US, LATAM, EMEA and APAC. What should the system administrator do? Choose 1.  
a. delete standard pricebook and create seperate pricebooks  
b. Clone standard Pricebook and assigned separate prices for each region**

b. Clone standard Pricebook and assigned separate prices for each region

**A Recruiting User needs to setup an object relationship between the Position Object and the Job Application Object. He needs this setup so that a Position record can be related to many Job Application records and Job Application Records can be related to many Position Records. He also needs this in a setup where deleting a Position record will delete all related Job Application records and deleting a Job Application record deletes all related Position records. What can a system administrator do to fulfill the requirement?  
  
a. Create a lookup relationship on both objects.  
b. Create two master-detail relationships where both can be master and both can be detail records  
c. Create a junction object between the Job Application and Position object.**

c. Create a junction object between the Job Application and Position object.

**What can an administrator do to enable customers to submit service request? Choose 2.  
  
a. Enter live chat agent on the company website  
b. Enable chatter answers  
c. Enable the service cloud console on the company website  
d. Enable case feed on the company website**

a. Enter live chat agent on the company website  
b. Enable chatter answers

**7. A system administrator needs to merge duplicate accounts with duplicate contacts, how can this can be accomplished?  
  
a. Merge accounts and select the option to merge duplicate contacts  
b. Merge duplicate accounts and then merge duplicate contacts  
c. Merge duplicate contacts and then duplicate accounts.  
d. Merge duplicate accounts and duplicate contacts will automatically be merged.**

b. Merge duplicate accounts and then merge duplicate contacts

**9. JP Dela Cruz, a user with the APAC Sales Representative role, has been assigned the US Sales Representative Role. Which sharing rules are recalculated?  
  
a. Criteria based sharing rules will be recalculated  
b. Ownership based rules will be recalculated  
c. No changes will be made  
d. Sales Team sharing rules will be recalculated.**

b. Ownership based rules will be recalculated

**10. A system administrator wants to change the field type from a lookup field to a master-detail field. What must the system administrator check in order for the change to be implemented successfully?  
  
a. Make sure the lookup value is required  
b. Make sure that all lookup fields on the record are filled up  
c. Make sure that the lookup field has a related record**

b. Make sure that all lookup fields on the record are filled up

**11. James, a recruiting manager needs a picklist field implemented on the Position object done by the end of the week. Matt, the system administrator was too busy to fulfill the requirement. What should Matt do, to prevent this from happening again?  
  
a. Delegate James as a delegated administrator for the Recruiting App  
b. Delegate James as a delegated administrator for the Position Object  
c. Assign James with the "Modify All Data" permission set  
d. Changed OWD for the Position Object to Public Read/Write.**

b. Delegate James as a delegated administrator for the Position Object

**13. Support Records with a specific record type needs the access restricted to only a Support Manager and four support users. What can you do as a system administrator?  
Choices.  
a. Remove the record type access for all users except the 5 mentioned.  
b. Give the "View All Data" permission to the 5 mentioned users using permission sets.  
c. Create a new profile and assign the 5 users to the new profile.  
d. Create a criteria based sharing rule for the 5 users.**

d. Create a criteria based sharing rule for the 5 users.

**14. How can a system administrator enrich data thru social?  
  
a. Use Facebook for educational background  
b. Use the Company's salesforce Facebook account  
c. Use LinkedIn to retrieve the current contact details of a customer  
d. Use twitter to follow a customer**

c. Use LinkedIn to retrieve the current contact details of a customer

**15. A lead needs to be assigned automatically to a rep, after 10 days and there is no action, the deal status should be set to Stalled after it has been approved by a Manager. Which automation processes can a system administrator use?  
  
a. Assignment rule  
b. Assignment rule, Approval Process, Workflow Rule  
c. Assignment Rule, Workflow Rule  
d. Assignment Rule, Auto-Response Rule, Workflow Rule**

b. Assignment rule, Approval Process, Workflow Rule

**16. What is true about Salesforce Communities? Choose 2  
  
a. Ideas tab is used by community users to submit, like and promote Ideas  
b. Communities can be used by internal salesforce users only  
c. Reputation level is the same across all communities.  
d. Q&A tab**

a. Ideas tab is used by community users to submit, like and promote Ideas  
d. Q&A tab

**17. What can a system administrator do to simplify searching in Knowledge for users?  
  
a. Create synonyms  
c. Enter predefined search input (auto complete)  
d. Create a Data Category for each Article**

a. Create synonyms

**18. Which deployment tools will you use to deploy metadata from one organization to another organization? Choose 2.  
  
  
a. Change sets  
b. Force.com IDE  
c. Unmanaged Packages  
d. Force.com Migration Tool**

b. Force.com IDE  
d. Force.com Migration Tool

**19. A user reports that a field can no longer be seen in the page layout. What can a system administrator use in order to troubleshoot this?  
  
  
a. Setup audit trail  
b. Field history tracking  
c. System log  
d. Field audit**

a. Setup audit trail

**20. Dylan has submitted a vacation request for approval by his manager. Palmers, Dylan's manager is not receiving any email alerts. What can you use in order to troubleshoot the issue? Choose 2.  
  
  
a. Email log  
b. Setup audit trail  
c. Debug Log  
d. Time-Based Workflow**

a. Email log  
c. Debug Log

**22. A change set submitted for deployment is missing a component. What can you do in order to correct the issue?  
  
a. Deploy the change set and then submit another change set for deployment  
b. Edit the change set, deactivate it and then add the missing component  
c. Create another change set containing all components and deploy it.  
d. Clone Change set**

d. Clone Change set

**24. VP of Sales wants to automatically add the account name to the opportunity name once a record is saved. How can this be done?  
  
b. Enforce an opportunity naming guideline for Sales Reps  
c. Create a Workflow Rule with an immediate workflow trigger to update the opportunity name field on the account object**

c. Create a Workflow Rule with an immediate workflow trigger to update the opportunity name field on the account object

**27. Sales Manager wants to have the account name added to the Opportunity name once the Opportunity has been created.  
  
a. Create Apex Trigger  
b. Create Workflow Rule for field update   
c. Create Formula to add the Account Name and Opportunity name.**

b. Create Workflow Rule for field update

**28. Sales Manager wants Picklist field should always have a value.  
Validation Rule formula: (2 choices)  
  
  
a. TEXT(picklist\_\_c)= ""  
b. picklist\_\_c = ""  
c. ISBLANK(picklist\_\_c)  
d. ISPICKVAL(picklist\_\_c,"")**

a. TEXT(picklist\_\_c)= ""  
d. ISPICKVAL(picklist\_\_c,"")

**32. Administrator change the account owner through Data Loader. What statements are true? Choose 2.   
  
A. Manual Sharing will be remove  
B. Criteria Based Sharing rules will be recalculated  
C. Owner Based Sharing Rules will be recalculated  
D. Nothing will happen**

A. Manual Sharing will be remove  
C. Owner Based Sharing Rules will be recalculated

**33. What are the deployment tools that you need to use to delete Metadata? Choose 2.  
  
A. Force.Com IDE  
B. Force.Com Migration Tool  
C. Change Set  
D. Data Loader  
E. Unmanaged Package**

A. Force.Com IDE  
B. Force.Com Migration Tool

**34. What tools you need to use to migrate Metadata to Two Different Production Org? Choose 3.  
A. Force.Com IDE  
B. Force.Com Migration Tool  
C. Change Set  
D. Data Loader  
E. Unmanaged Package**

A. Force.Com IDE  
B. Force.Com Migration Tool  
E. Unmanaged Package

**35. An End User requested for a Vacation Leave and subject for Approval by his Manager. End User complains that there's nothing happen once he click on Submit for Approval Button? Choose 1.  
  
A. Approval Process does not contain approval steps  
B. Check if the End User does have an Approval Manager  
C. Request contains no value  
D. Check System Log to troubleshoot the issue**

B. Check if the End User does have an Approval Manager

**36. What should be considered when deleting an Approval Process? Choose 2  
  
a. a record is attached to the approval process  
b. a record is locked  
c. there is an email alert and field update  
d. approval process is active**

b. a record is locked  
d. approval process is active

**37. Recruiting Manager requested the System Administrator to create a custom object called Position and Applicant. He wants that if the Applicant is deleted then all Position that the applicant applied will also be deleted. Position should also have many Applicants. What would be the solution on this question?  
  
A. Create a LookUp where the Applicant is the Master  
B. Create a Master Detail where the Applicant is the Master  
C. Create a Junction Object   
D. Create a Heirarchical Relationship between Position and Applicant  
E. Create a Many to Many relationship with a Junction Object**

E. Create a Many to Many relationship with a Junction Object

**When merging Accounts with associated contacts, opportunities,and cases what cred do you need?  
  
a. Del on Account, edit on contacts, opportunities and cases  
b. Edit on account, del on contacts, opportunities and cases.**

a. Del on Account, edit on contacts, opportunities and cases

**3 ways to streamline searches in Knowledge.  
  
a. synonyms  
b. restrictive tags  
c. pre dermined picklist  
d. create data category**

a. synonyms  
b. restrictive tags  
d. create data category

**Support records with a specific record type needs access restricted, except to a Support Manageer, and 4 support users.  
  
a. Create a public group for 5 users and create a criteria based sharing rule for the record type.  
b. Create a public group for 5 users, create a parent case record and then create a criteria based sharing rule for the record type.  
c. Set OWD to public   
d. create a new profile for the 5 users**

a. Create a public group for 5 users and create a criteria based sharing rule for the record type.

**Using a workflow rule, once an opportunity is closed, an email alert should be sent out. Sales manager reports that an email alert is not being sent out. What's the best tool to check the issue? Choose 2.  
a. email logs  
b. audit trail  
c. debug log  
d. workflow monitoring**

a. email logs  
c. debug log

**A dependent custom field was missed when uploading a change set. How can an administrator resolve the issue?  
  
a. Deploy the current change set, create a new one, add component, deploy  
b. cancel the upload, create new, add missed component, deploy  
c. clone the change set, add the missed component, upload, deploy**

c. clone the change set, add the missed component, upload, deploy

**How to make sure that an opportunity name is unique?  
  
a. apex triggers  
b. validation rule  
c. workflow rule  
d. Make the label unique**

a. apex triggers

**When creating a billing address and the user puts in a wrong zipcode based on the state. A reference object is created that contains the postal codes for the states. How can administrators make this work? Choose 2.  
  
a. Lookup on the reference object  
b. validation rule to use a Vlookup on the reference object.  
c. Workflow rule with field update  
b. approval process.**

b. validation rule to use a Vlookup on the reference object.  
c. Workflow rule with field update

**What object permission should the administrator provide for users to find duplicates under the lead object?  
  
a. Read, Edit  
b. View All  
c. Merge  
d. Delete**

b. View All

**Scheduling is enabled. One shipment per month and paid on a monthly instalment basis.  
  
a. default revenue schedule   
b. default quantity schedule   
c. default revenue and quantity schedule  
d. default billing schedule**

c. default revenue and quantity schedule

**Formulate a process where if the case came from different region like EMEA, LATAM, APAC should be automatically assign to End Users, and status of the case should be 'Stalled' after 2 Days if End User didn't perform any action on the said case  
  
A. Assignment Rule, Approval Process, Workflow Rule, Validation Rule  
B. Assignment Rule, Workflow Rule  
C. Assignment Rule, Validation Rule, Workflow Rule  
D. Assignment Rule, Formula Update**

B. Assignment Rule, Workflow Rule

**Every regions (APAC, LATAM, EMEA, AFRICA) has corresponding VP of Sales. Noah Larkin wants each VP receive a copy of dashboard every Monday morning.   
  
A. Create a separate Dashboard for each VP and schedule a refresh every Monday Morning  
B. Create a Visual Force with a filter for Dashboard to send an E-mail to VP of Sales each region and schedule a refresh every Monday Morning  
C. Create analytic snapshot with Filter and have the dashboard send to every VP of Sales for each region and schedule a refresh every Monday Morning  
D. Created One Dashboard with Filters for each VP and schedule a refresh every Monday Morning**

D. Created One Dashboard with Filters for each VP and schedule a refresh every Monday Morning

**Sales User said that he already submitted a Vacation request and it's pending for approval by the Manager. Manager on the other hand said that he didn't receive any E-mail regarding the request. How can you troubleshoot the issue? Choose 2.  
A. Check Debug Log   
B. Check Audit Trail  
C. Check System Log  
D. Check E-mail Log**

A. Check Debug Log   
D. Check E-mail Log

**Please allow access to your computer’s microphone to use Voice Recording.**

Having trouble? [Click here](https://quizlet.com/help/faq-why-cant-i-click-the-flash-player-allow-button) for help.