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QUESTION 1

A checkbox can be a controlling field in a field dependency?

A. True

B. False

Correct Answer: A

QUESTION 2

The support team at Universal Containers wants to be more proactive about renewing support plans with customers. They would like the support representative dedicated to each account to be notified a month before the account\'s support plan expires.

What should an administrator configure to meet this requirement?

A. Assignment rule

B. Workflow rule

C. Auto-response rule

D. Escalation rule

Correct Answer: B

QUESTION 3

A controlling picklist can have up to how many values?

A. 399

B. 500

C. 400

D. 350

E. 450

F. 300

Correct Answer: F

QUESTION 4

The system administrator has created a new custom object and application. This individual now needs to populate the

new object with 1000 records, which are formatted in a CSV file. The Import Wizard (Data Management --> Import Custom Objects) is appropriate for this task.

A. True

B. False

Correct Answer: A

QUESTION 5

Which of the statements are true for Cases:

A. Manually entering the case received from an email

B. Automatically generated by an email or website form

C. Can be assigned only automatically by rule assignment however it can be reassigned manually at later time

D. Associated to Contacts and Accounts

Correct Answer: ABD

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