CRT-402 ^{Q&As}

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QUESTION 1

When a user creates an Account report, the user does not see Industry as an available field in the report builder. However, this same user is able to see it in the Account page layout What scenario would cause this?

A. The user uses a custom report type which does not include the Industry field.

B. The Industry field has no record values in the Account.

C. The Industry field is not enabled for the particular record type

D. The user does not have Industry field visibility in the field ?level security

Correct Answer: A

QUESTION 2

Universal Containers uses a custom object to track expense reports. They would like to automatically post updates on a record\'s feed whenever an expense report has been approved.

What social feature can be used to accomplish this?

A. Approval process

B. Feed Quick Action

C. Auto-response rule

D. Feed tracking

Correct Answer: D

QUESTION 3

A customer service representative at a call center would like to be able to collect information from customers using a series of question prompts.

What could be used to accomplish this?

A. Workflow Rules

B. Salesforce Connect

C. Flow

D. Process Builder

Correct Answer: C

QUESTION 4

You have created a workflow rule to send an e-mail in your configuration sandbox.

For some reason it\\'s not working, what should you double check? (Choose two.)

A. Look at the system audit trail.

B. HTML does not work in sandbox, make sure your e-mail has no HTML.

C. You have the correct e-mail address.

D. Check the deliverability settings.

Correct Answer: CD

QUESTION 5

An app builder creates an Account validation rule on the Industry field that will throw an error if the length of the field is longer than 6 characters. Another app builder creates a workflow with a field update that sets the Industry field to Technology whenever the Billing City field is set to San Francisco.

What will happen the next time a sales person saves an Account with a Billing City of San Francisco?

A. The record will save and the Industry field will change to Technology.

B. The record will not save and no error message will be displayed.

C. The record will not save the validation rule\\'s error message will be displayed.

D. The record will save but the Industry field will not change to Territory.

Correct Answer: B

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