

CRT-402^{Q&As}

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QUESTION 1

What of the following are general types of actions available in Salesforce? (Choose four.)

- A. Update - Update Records
- B. Create - create a record
- C. Log a Call - log a call and it is recorded as a task
- D. Custom - requires visual force page
- E. Remove - Remove a record
- F. Delete - permanently remove a record

Correct Answer: ABCD

QUESTION 2

The app builder at Universal Containers has been asked to ensure that the Country field on the Account object is captured as the two-letter abbreviation.

How can the app builder satisfy this requirement?

- A. Create a validation rule to set values using an external data source.
- B. Create a workflow rule that only allows the expected format.
- C. Create a validation rule that only allows the expected format.
- D. Create a workflow rule to set values using an external data source.

Correct Answer: C

QUESTION 3

UVC wants their Field Sales team to only see the accounts that they own. Separate North American and European marketing teams should only see accounts in their respective regions. The Inside Sales Team needs to see all accounts in Salesforce. How can this be accomplished?

- A. Set the OWD to Public for all accounts. Create criteria-based sharing rules for each Marketing Team, and create an Inside Sales Team permission set with the "View All" settings for accounts
- B. Set the OWD to Private for accounts. Create permission sets for each Marketing team, and create an Inside Sales team profile with the "View All" setting for accounts
- C. Set the OWD to Private for all accounts. Create Criteria-based sharing rules for each Marketing Team, and create an Inside Sales Team Profile with the "View All" setting for accounts
- D. Set the OWD to Public for accounts. Create profiles for each Marketing team, and create an Inside Sales Team role

that is at the top of the Role Hierarchy

Correct Answer: C

QUESTION 4

What should you do when a user requests a report?

- A. Ask follow-up questions, to get all the requirements.
- B. Document the user's requirements.
- C. Map the user's requirements to report criteria.
- D. All of the above.

Correct Answer: D

QUESTION 5

Universal Containers has deployed custom tabs through change sets, without including the profiles, to production (enterprise edition). Which statement is true in regards to the visibility of custom tabs?

- A. Custom tabs are exposed for all users
- B. Custom tabs are hidden for all users
- C. Custom tabs are default off for all users
- D. Custom tabs are default on for all users

Correct Answer: B

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