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QUESTION 1

Universal Containers uses a Private data access model for Cases. Support agents own cases, and occasionally product specialists need access to cases in their product line.

Which two actions will result in the needed access? (Choose two.)

- A. Case owners manually add product specialists to ad hoc case teams.
- B. Case owners configure pre-defined case teams.
- C. A case escalation rule assigns ownership to product specialists.
- D. Administrators configure pre-defined case teams and assignment rules.

Correct Answer: AD

QUESTION 2

What must an administrator do when creating a record type?

- A. Add the record type to the required user records.
- B. Assign the record type to the appropriate profiles.
- C. Create a new page layout for the record type.
- D. Set the field-level security for the record type.

Correct Answer: B

QUESTION 3

Universal Containers has two sales groups. Each group has its own unique sales process.

How can an administrator ensure that sales representatives have access to only the stages relevant to their sales process when working on opportunities?

- A. Multi-select picklists
- B. Record types
- C. Page layouts
- D. Roles

Correct Answer: B

QUESTION 4

Which two are capabilities of Customer Communities? (Choose two.)

- A. Customer can log, view, edit, and close their own cases.
- B. Customers can view and edit contacts related to their own accounts.
- C. The Customer Community can be customized with corporate branding.
- D. The Customer Community and its users can be created without additional licensing.

Correct Answer: AC

QUESTION 5

When converting a lead, how can an administrator capture custom lead data on the converted contact?

- A. Use the lead conversion wizard to select the fields.
- B. Map custom lead fields to custom contact fields.
- C. Use the data loader to move the custom lead data.
- D. Map custom lead fields to standard contact fields.

Correct Answer: B

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