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QUESTION 1

A user is having trouble logging into Salesforce. The user\\'s login history shows that this person has attempted to log in multiple times and has been locked out of the organization.

Which two ways should the administrator help the user log into Salesforce? (Choose two.)

A. Click Unlock on the user\\'s record detail page.

B. Log in as the user and enter a new password.

C. Click Reset Password on the user\\'s record detail page.

D. Send an email to the user containing the user\\'s password.

Correct Answer: AC

QUESTION 2

A System Administrator wants to ensure that unique data is always input into a specific field. Which two field properties should be configured? (Choose two.)

A. Default Value

B. Required

C. Unique

D. Data Type

Correct Answer: BC

QUESTION 3

Which three options are available when customizing a report? (Choose three.)

A. Add a gauge component

B. Schedule a refresh time

C. Add a grouping

D. Summarize fields

E. Add a filter

Correct Answer: CDE

QUESTION 4

A System Administrator needs to import new leads from a tradeshow and assign ownership based on country. Some of the leads may already be in the system.

Which two actions should be taken to meet this requirement? (Choose two.)

A. Use the Data Import Wizard to match lead by email.

B. Create an assignment rule to assign leads by country.

C. Create an auto-response rule to assign leads by country.

D. Use the Data Loader to match lead by email.

Correct Answer: AB

QUESTION 5

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

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