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QUESTION 1

Universal Containers has activated Web-to-Case on their corporate website. IT configured Auto-Response to thank the customer for logging the case and activated Assignment Rules based on the state (USA) in which the customer resides. Case ownership is therefore determined and routed to the corresponding queue ?North, South, East, or West. Customer Cases that do not meet the existing criteria should be assigned to Queue ?World.

What solution will satisfy this requirement?

- A. Using a Trigger, change the owner of Cases outside the US to Queue ?World.
- B. In Case Support Settings, change Default Case Owner to Queue ?World.
- C. In an Active Case Flow, change the name of the Queue to World.
- D. Using a Workflow Rule, change the owner of new Cases outside the US to Queue ?World.

Correct Answer: B

QUESTION 2

A marketing user has received a file of leads to import into Salesforce. What tool can be used to avoid duplicate lead records?

- A. Merge leads function
- B. Validation rules
- C. Data loader
- D. Data import Wizard

Correct Answer: D

QUESTION 3

At Universal Containers, the sharing model is set to private. Sales operations, legal, and accounting users all have the Standard User profile. A person from each department will assist the Account Executive in the sales process. The Sales operations and Accounting Reps need read/write access and legal needs read-only access to the Opportunity object.

What should the Administrator do to ensure that each person has the correct access?

- A. Create a criteria-based opportunity sharing rule for each user.
- B. Assign a custom profile to the users that need access opportunities.
- C. Add the users to the opportunity team.
- D. Manually share the account record with each other.

Correct Answer: B

QUESTION 4

Which two ways should Knowledge articles be used? (Choose two.)

- A. To display Salesforce Answers.
- B. To display for customer self-service.
- C. To display Salesforce Solutions.
- D. To resolve customer cases.

Correct Answer: BD

QUESTION 5

The sales team at Universal Containers wants an easy solution to gather customer requirements and share presentations with their customers.

Which two actions should an administrator take to help the sales team achieve this goal? (Choose two.)

- A. Create opportunity teams for customers.
- B. Use Chatter files to share presentations.
- C. Add customers to libraries.
- D. Add customers to private Chatter group.

Correct Answer: BD

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