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QUESTION 1

Which action(s) must be taken for Salesforce updates?

- A. Updates are automatic; nothing needs to be downloaded or installed.
- B. Updates require purchasing an updated license.
- C. Updates need to be downloaded with each release

Correct Answer: A

QUESTION 2

An employee at Get Consulting recently changed their name and received a new username. Where should these changes be updated?

- A. Contact Record page
- B. User Record page from Setup
- C. User profile page

Correct Answer: B

QUESTION 3

How should a Salesforce associate ensure a dashboard has the most current data?

- A. By refreshing the browser
- B. By clicking refresh
- C. By opening the dashboard

Correct Answer: B

QUESTION 4

Get Cloudy Consulting wants to group its contacts by Region. On most records, this text field is blank or misspelled. Which action is recommended to ensure there is correct data for this field?

- A. Convert the Region field to a picklist field.
- B. Create a validation rule to enforce correct spelling.
- C. Email users a list of region names with correct spelling.

Correct Answer: A

QUESTION 5

Get Cloudy Consulting (GCC) provides consulting services to small and medium-sized business in the financial services space. GCC wants a solution for customer service where complaints can be logged through a web from and email. Which Salesforce solution should GCC use?

- A. Commerce Cloud
- B. Experience Cloud
- C. Service cloud

Correct Answer: C

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