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QUESTION 1

When the multiple currencies feature is enabled,	which currency is use	ed as the basics for a	II currency conversion
rates?			

- A. Active currency
- B. Personal currency
- C. Corporate currency
- D. Record currency

Correct Answer: C

QUESTION 2

When case assignment rules are being setup, cases can be assigned to whom? (2 answers)

- A. Queue
- B. User
- C. Case Team
- D. Contact

Correct Answer: AB

QUESTION 3

Which of the following would be considered a Junction Object in Salesforce?

- A. A custom object that contains a lookup field to a standard object
- B. Two standard objects that have lookup relationship with each other
- C. A many-to-many relationship created with two master-detail relationship
- D. A many-to-many relationship created with two lookup relationships

Correct Answer: C

QUESTION 4

When using sharing rules, what can records be shared with? (2 answers)

A. Roles and subordinates



B. Profiles	
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C. Queues

D. Public Groups

Correct Answer: AD

QUESTION 5

A feature that captures, refers, routes, and prioritizes customer needs across business lines

- A. Expressed Interest
- B. Report
- C. Referrals
- D. Opportunity

Correct Answer: C

QUESTION 6

Universal containers set the organization-wide defaults for cases to private. When a case is escalated, case ownership changes to Tier 2 support agent.

How can a system administrator give the sales operation team read/write access to all escalated cases?

- A. Create a case escalation rule.
- B. Create a case assignment rule.
- C. Create a criteria-based sharing rule.
- D. Create an ownership-based sharing rule.

Correct Answer: C

QUESTION 7

The support team at Universal Containers wants to be more proactive about renewing support plans with customers. They would like the support representative dedicated to each account to be notified a month before the account's support plan expires.

What should an administrator configure to meet this requirement?

- A. Assignment rule
- B. Workflow rule



C. Auto-Response rule

D. Escalation rule

Correct Answer: B

QUESTION 8

Which accounts are automatically synchronized on Salesforce classic

- A. Accounts that the users own
- B. All recently accessed accounts
- C. Accounts selected with the sync button
- D. Any account created in the last 30 days

Correct Answer: B

QUESTION 9

How do you give users access to use Financial Services Cloud?

- A. Assign a Salesforce License and select the right profile
- B. Assign a Salesforce License, Financial Services Cloud Permission Set License, and the applicable Permission Sets
- C. Assign a Salesforce License and the Financial Services Cloud Permission Set License
- D. Every user automatically gets access to the full features of Financial Services Cloud when you install the package

Correct Answer: B

QUESTION 10

Which tool to use to import data exceeding 50,000?

- A. Data Import Wizard
- B. Data Loader

Correct Answer: B

QUESTION 11

The administrator at universal containers will create a custom field to track a specific Tier 2 support user on a case record.



What data type should be used while creating this custom field?

- A. Hierarchical relationship
- B. Lookup relationship
- C. Formula
- D. Lookup Filter

Correct Answer: B

QUESTION 12

Person accounts store information about individual people by combining certain account and contact fields into a single record. Using the Object Manager, on which Object do you configure the Person Account Page Layout?

- A. The Person Account Record Type on the Account Object
- B. The Person Account Record Type on the Contact Object
- C. The Person Account Object

Correct Answer: C

QUESTION 13

Kim Johnson, a client of Lake Tahoe Bank, hired Liz Obrian from Pine Cone Law Firm as her new lawyer. The Advisor wants to capture that information in the Actionable Relationship Center. What entities in Financial Services Cloud will the Advisor use to create this relationship?

- A. Account-Account relationship to add Pine Cone Law Firm and Contact-Contact relationship to add Liz Obrian.
- B. Account-Account relationship to add Pine Cone Law Firm and Account-Contact relationship to add Liz Obrian.
- C. Account-Contact relationship to add Pine Cone Law Firm, Contact-Contact relationship to add Liz Obrian.

Correct Answer: A

QUESTION 14

A system administrator at universal containers created a new account record type. However, sales users are unable to select record type when creating new account records.

What is a possible reason for this? (2 answers)

- A. The record type does not have an assigned page layout
- B. The record type has not been added to the sales user profile
- C. The record type has not been set as the default record type



D. The record type has not been activated.

Correct Answer: BD

QUESTION 15

Which of the following statement is true of Financial Services Cloud?

- A. You need to assign only the Financial Services Cloud license before you can access the product features
- B. Financial Services Cloud sits on top of Sales and Service Cloud
- C. Financial Services Cloud is an app you buy from AppExchange
- D. Financial Services Cloud is for only Wealth Management companies

Correct Answer: B

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