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QUESTION 1

A Knowledge Article can be associated with multiple Knowledge Bases.

A. True

B. False

Correct Answer: B

A knowledge article can be associated with only one knowledge base.

QUESTION 2

How can you customize the process for normal change requests so that no approval is needed from assignment group manager when the risk is low?

A. In the "Low Risk Normal Change Policy" policy, Unselect the "Require Assignment Group Approval" check box.

B. In the "Normal Change Policy" policy, unselect the "Require Assignment Group Approval for Low Risk Changes" check box.

C. In the "Normal Change Policy" policy, deactivate the "Low Risk Manager approval" decision.

D. Modify the script include "ChangeRequestStateModel_normal" so that no approval is needed when the risk is low.

Correct Answer: C

QUESTION 3

A developer is asked to build a solution that will automatically send an email to the Customer when an Opportunity stage changes. The solution must scale to allow for 10,000 emails per day. The criteria to send the email should be evaluated after all Workflow Rules have fired.

What is the optimal way to accomplish this?

A. Use a MassEmailMessage() with an Apex Trigger.

B. Use a Workflow Email Alert.

C. Use an Email Alert with Process Builder.

D. Use a SingleEmailMessage() with an Apex Trigger.

Correct Answer: C

QUESTION 4

A company has code to update a Request and Request Lines and make a callout to their external ERP system\\'s REST

endpoint with the updated records.

```
public void updateAndMakeCallout(Map<Id, Request__c> reqs, Map<Id, Request_Line__c> reqLines) {
    Savepoint sp = Database.setSavepoint();

    try {
        insert reqs.values();
        insert reqLines.values();
        HttpResponse response = CalloutUtil.makeRestCallout(reqs.keySet(), reqLines.keySet());
    } catch (Exception e) {
        Database.rollback(sp);
        System.debug(e);
    }
}
```

The CalloutUtil.makeRestCallout fails with a "You have uncommitted work pending. Please commit or rollback before calling out" error.

What should be done to address the problem?

A. Remove the Database.setSavepoint and Database.rollback.

B. Change the CalloutUtil.makeRestCallout to an @InvocableMethod method.

C. Change the CalloutUtil.makeRestCallout to an @future method.

D. Move the CalloutUtil.makeRestCallout method call below the catch block.

Correct Answer: C

QUESTION 5

Which of the following properties is used to decide which knowledge base will be used to create known error articles for problems?

A. knowledgebase.known_error_article

B. problem.knowledge.known_error_article

C. problem.knowledgebase.known_error_article

D. problem.known_error_article

Correct Answer: C

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