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QUESTION 1

An administrator wants to allow users who are creating leads to have access to the Find Duplicates button. What lead object - level permission will the administrator need to provide to these users?

- A. Read and Edit
- B. View all
- C. Delete
- D. Merge

Correct Answer: B

QUESTION 2

The administrator at Universal Containers wants to improve data quality by ensuring that all accounts have a Billing State/Province based upon the Billing Postal Code for that account. How can this be achieved? Choose 2

- A. Use validation rule to do a VLOOKUP of the Billing Postal Code to a custom object that maps postal codes to states/provinces
- B. Use validation rule to do an HLOOKUP of the Billing Postal Code to a custom object that maps postal codes to states/provinces
- C. Use a trigger that populates Billing State/Province based on a custom object that maps postal codes to states/provinces
- D. Use a workflow that populates Billing State/Province based on a custom object that maps postal codes to states/provinces

Correct Answer: AD

QUESTION 3

Support Records with a specific record type needs the access restricted to only a Support Manager and four support users. What can you do as a system administrator?

- A. Remove the record type access for all users except the 5 mentioned.
- B. Give the "View All Data" permission to the 5 mentioned users using permission sets.
- C. Create a new profile and assign the 5 users to the new profile.
- D. Create a criteria based sharing rule for the 5 users.

Correct Answer: C



QUESTION 4

Customer wants to make sure that he is given a summary report on 4 regions weekly. How to achieve this?

- A. Analytical snapshot
- B. Created dashboard with filters given to them weekly
- C. Dynamic dashboard with filters given to them weekly
- D. Create individual dashboards for each then sched them weekly

Correct Answer: B

QUESTION 5

A lead needs to be assigned automatically to a rep, after 10 days and there is no action, the deal status should be set to Stalled after it has been approved by a Manager. Which automation processes can a system administrator use?

- A. Assignment rule
- B. Assignment rule, Approval Process, Workflow Rule
- C. Assignment Rule, Workflow Rule
- D. Assignment Rule, Auto-Response Rule, Workflow Rule

Correct Answer: B

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