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QUESTION 1

What will happen when you use dataloader?

- A. Manual sharing rules will not carry over
- B. Ownerbase sharing will be recalculated
- C. Components will be transfer along with dependants
- D. Once transfer - apex test code will automatically run

Correct Answer: A

QUESTION 2

Person sends an email from new refreshed Configuration Sandbox but user isnt getting the email in his org. How to debug it? Choose 2

- A. Email address is incorrect
- B. Workflow field only works in ful sandbox
- C. HTML dont work on sandbox
- D. Deliver abilty settings

Correct Answer: AD

QUESTION 3

What must be considered in Communities for internal and external users? External users are using chatter. Choose 2

- A. Use Ideas, QandA
- B. External and Internal users should be on different community
- C. You need to enable Chatter
- D. New Users should use Customer portal and partner portal instead of community

Correct Answer: AC

QUESTION 4

Universal Containers wants to allow its customers to submit support requests across multiple channels. How can this be accomplished with Salesforce? Choose 2

- A. Offer a Live Agent chat button on the company website



- B. Enable the Service Cloud console app on the company website
- C. Enable Chatter Answers in the company's Customer Community
- D. Expose the case feeds option on the company's website

Correct Answer: C

QUESTION 5

How to configure to make easier to search Knowledge Article? Choose 5

- A. Search using Global Search
- B. Search from Article Tab
- C. Use Article Type and Select Filters like Data Category
- D. Use Stemming
- E. Use Search Column
- F. Use Profiles
- G. Synonyms
- H. Auto Complete tag

Correct Answer: BCDGH

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