



CRT-211^{Q&As}

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QUESTION 1

Capability of Territory management:

- A. In grants access to records regardless of ownership
- B. It grants access to records based on profile
- C. It grants access to record based on role hierarchy
- D. It grants access to record based on Ownership

Correct Answer: A

QUESTION 2

A Manager needs a report created based on the following requirements: All accounts with opportunities Closed-Won. All accounts with Closed Cases. What can you do as a system administrator?

- A. Create a joined report
- B. Create a custom report type
- C. Use Bucket Field in Tabular Report
- D. Use Bucket field in Summary

Correct Answer: A

QUESTION 3

What statement is true regarding Salesforce Communities members? Choose 2

- A. They use the standard Ideas tab to submit, comment on, and vote for ideas
- B. They find crowdsourced answers and Knowledge articles in the QandA tab to resolve a support issue
- C. They must belong to a company's internal community to participate in Chatter collaboration
- D. Their reputation levels must be the same across communities of which they are members

Correct Answer: CD

QUESTION 4

User is not the Owner of record and he has given READ/WRITE permission using Manual Sharing. However his profile only has READ permission. What will be actual permission for that record of that user?

- A. Can edit



- B. Can read only
- C. Can only edit what he owns
- D. Can delete record

Correct Answer: B

QUESTION 5

What can an administrator do to enable customers to submit service request? Choose 2

- A. Enter live chat agent on the company website
- B. Enable chatter answers
- C. Enable the service cloud console on the company website
- D. Enable case feed on the company website

Correct Answer: AB

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