



DEV-450^{Q&As}

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QUESTION 1

Universal Containers has activated Web-to-Case on their corporate website. IT configured Auto-Response to thank the customer for logging the case and activated Assignment Rules based on the state (USA) in which the customer resides. Case ownership is therefore determined and routed to the corresponding queue ?North, South, East, or West. Customer Cases that do not meet the existing criteria should be assigned to Queue ?World.

What solution will satisfy this requirement?

- A. Using a Trigger, change the owner of Cases outside the US to Queue ?World.
- B. In Case Support Settings, change Default Case Owner to Queue ?World.
- C. In an Active Case Flow, change the name of the Queue to World.
- D. Using a Workflow Rule, change the owner of new Cases outside the US to Queue ?World.

Correct Answer: B

QUESTION 2

Which two dashboard components should display data from the summary rows of a report? (Choose two.)

- A. Gauge
- B. Chart
- C. Metric
- D. Table

Correct Answer: BD

QUESTION 3

Sales management at Universal Containers needs to display the information listed below on each account record.
Amount of all closed won opportunities
Amount of all open opportunities

What feature should an administrator use to meet this requirement?

- A. Calculated columns in the related list
- B. Cross-object formula fields
- C. Workflow rules with field updates
- D. Roll-up summary fields

Correct Answer: D



QUESTION 4

Which three types of customization should be done on Activities (tasks and events)? (Choose three.)

- A. Workflow Rules
- B. Custom Fields
- C. Validation Rules
- D. Field tracking
- E. Assignment Rules

Correct Answer: ABC

QUESTION 5

What relationship can be selected in a custom report type where Accounts is the primary object and Contacts is the related object?

- A. Each account may or may not have related contacts.
- B. Each contact must have a related account.
- C. Each account must not have related contacts.
- D. Each contact may or may not have a related account.

Correct Answer: A

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