



DEV-450^{Q&As}

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QUESTION 1

Universal Containers needs to synchronize data between Salesforce and an external financial system. What should an administrator do to accomplish this?

- A. Use the Excel connector to export records from both systems into Excel.
- B. Use the data loader to upset Salesforce records into the financial system.
- C. Use an external ID field to match records between the systems.
- D. Use the data loader to match records between the systems.

Correct Answer: C

QUESTION 2

Which two types of record access should an administrator grant through sharing rules? (Choose two.)

- A. Read/Write/Delete
- B. Read/Write
- C. Read Only
- D. Read/Write/Transfer

Correct Answer: BC

QUESTION 3

Universal Containers uses a Private data access model for Cases. Support agents own cases, and occasionally product specialists need access to cases in their product line.

Which two actions will result in the needed access? (Choose two.)

- A. Case owners manually add product specialists to ad hoc case teams.
- B. Case owners configure pre-defined case teams.
- C. A case escalation rule assigns ownership to product specialists.
- D. Administrators configure pre-defined case teams and assignment rules.

Correct Answer: AD

QUESTION 4



Universal Containers is onboarding ten new employees in two weeks.

Which two methods should a System Administrator use to create user records in Salesforce, without activating them? (Choose two.)

- A. Create them with the User Import Wizard, and ensure that Active is unchecked.
- B. Schedule a Time-Dependent Workflow to create users in two weeks.
- C. Click Add Multiple Users, and ensure that Generate New Password and Notify User Immediately are unchecked.
- D. Create a .csv file, ensure that IsActive = False, and use the data loader to insert.

Correct Answer: CD

QUESTION 5

Which two are capabilities of Customer Communities? (Choose two.)

- A. Customer can log, view, edit, and close their own cases.
- B. Customers can view and edit contacts related to their own accounts.
- C. The Customer Community can be customized with corporate branding.
- D. The Customer Community and its users can be created without additional licensing.

Correct Answer: AC

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