



# DEV-450<sup>Q&As</sup>

Salesforce Certified Platform Developer I

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### QUESTION 1

Which three are Chatter features? (Choose three.)

- A. Notes
- B. Bookmarks
- C. Recommendations
- D. Feeds
- E. Events

Correct Answer: BCD

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### QUESTION 2

Universal Containers uses web-to-case to convert support requests submitted through its website into cases. The support team would like Salesforce to automatically send an email containing password reset instructions to the customer when the case subject contains the words "forgot" and "password".

What does the administrator need to configure to meet this requirement?

- A. Validation rule
- B. Auto-response rule
- C. Email-to-case
- D. Support settings

Correct Answer: B

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### QUESTION 3

When case assignment rules are being set up, in which two places should cases be assigned? (Choose two.)

- A. Queue
- B. Contact
- C. Profile
- D. User

Correct Answer: AD

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### QUESTION 4



When converting a lead, how can an administrator capture custom lead data on the converted contact?

- A. Use the lead conversion wizard to select the fields.
- B. Map custom lead fields to custom contact fields.
- C. Use the data loader to move the custom lead data.
- D. Map custom lead fields to standard contact fields.

Correct Answer: B

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#### QUESTION 5

Universal Containers wants to understand all of the configuration changes that have been made over the last six months.

What tool should an Administrator use to gather this information?

- A. Setup Audit Trail
- B. Debug Log
- C. Custom Report Type
- D. Network Access Settings

Correct Answer: A

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