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QUESTION 1

If two objects have a parent-child relationship, how can a user access the child record from the parent record?

A. Lookup field

B. Related list

C. Custom link

D. Child field

Correct Answer: B

QUESTION 2

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 3

Universal Containers wants sales reps to see the industry, annual revenue, and account owner at a glance on their mobile device. This information should be located at the top of the account record.

What feature should the Administrator configure to meet this requirement?

A. Page Layout

B. Mobile Card

C. Field Set

D. Compact Layout

Correct Answer: D

QUESTION 4

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

QUESTION 5

A System Administrator wants to ensure that unique data is always input into a specific field. Which two field properties should be configured? (Choose two.)

A. Default Value

B. Required

C. Unique

D. Data Type

Correct Answer: BC

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