



DEV-450^{Q&As}

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QUESTION 1

Support agents at Universal Containers research solutions to customer issues by asking various subject matter experts (SMEs) at the company.

Which three features will allow Support Agents to quickly document the details of these meetings? (Choose three.)

- A. Case groups
- B. Workflow Email Alerts
- C. Events
- D. Case Comments
- E. Case Feed

Correct Answer: BDE

QUESTION 2

What should be considered when configuring the lead conversation process? (Choose two.)

- A. Custom lead fields can be mapped to custom object fields.
- B. Roll-up summary lead fields can be mapped to custom contact fields.
- C. Custom lead fields can be mapped to account, contact, and opportunity fields.
- D. Standard lead fields are automatically converted to account, contact, and opportunity fields.

Correct Answer: CD

QUESTION 3

What does campaign influence allow a user to do?

- A. Adjust the percentage of influence each campaign has on an opportunity.
- B. Summarize campaign member statistics on a campaign.
- C. Report on the campaigns that have contributed to an opportunity.
- D. View the entire campaign hierarchy.

Correct Answer: C

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

QUESTION 5

Universal Containers requires that the organization-wide default for opportunities be set to public read/ write. However, sales users complain that opportunity reports return too many results, making it difficult to find their team's opportunities in the report results.

How can the System Administrator address the problem?

- A. Update the account team settings.
- B. Update the sales manager hierarchy.
- C. Update the report filters.
- D. Update the opportunity report access.

Correct Answer: C

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