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QUESTION 1

Which feature license can be assigned to a user record in Salesforce (2 answers)

- A. Knowledge user
- B. Opportunity user
- C. Service cloud user
- D. Console user

Correct Answer: AC

QUESTION 2

Universal Containers wants to automatically back up all the Salesforce data on a monthly basis.

Which tool can a system administrator use to meet this requirement?

- A. Data export service
- B. Analytic snapshot
- C. Import wizard
- D. Scheduled report.

Correct Answer: A

QUESTION 3

The support team at Universal Containers wants to be more proactive about renewing support plans with customers. They would like the support representative dedicated to each account to be notified a month before the account's support plan expires.

What should an administrator configure to meet this requirement?

- A. Assignment rule
- B. Workflow rule
- C. Auto-Response rule
- D. Escalation rule

Correct Answer: B

QUESTION 4



Which of the following would be considered a Junction Object in Salesforce?

- A. A custom object that contains a lookup field to a standard object
- B. Two standard objects that have lookup relationship with each other
- C. A many-to-many relationship created with two master-detail relationship
- D. A many-to-many relationship created with two lookup relationships

Correct Answer: C

QUESTION 5

Which of the following statement is true of Financial Services Cloud?

- A. You need to assign only the Financial Services Cloud license before you can access the product features
- B. Financial Services Cloud sits on top of Sales and Service Cloud
- C. Financial Services Cloud is an app you buy from AppExchange
- D. Financial Services Cloud is for only Wealth Management companies

Correct Answer: B

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