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QUESTION 1

What is the purpose of the service cloud (customer) portal? (2 answers)

- A. To share support reports and dashboards with high profile accounts
- B. To provide Web self-service by exposing knowledge articles
- C. To allow customers to log and check the status cases online
- D. To allow partners to access contact records for case collaboration.

Correct Answer: BC

QUESTION 2

What will happen when a user attempts to log in to Salesforce from an IP outside the users profile but within the organization-wide trusted IP range?

- A. The user will not be able to log in at all.
- B. The user will be able to log in after the computer is activated.
- C. The user will be able to log in without activating the computer.
- D. The user will be able to log in after answering the security question.

Correct Answer: A

QUESTION 3

What can be transferred from one user to another user during mass transfer of account records? (3 answers)

- A. Closed activities
- B. Open cases
- C. Closed cases
- D. Open activities
- E. Related custom object records

Correct Answer: BCD

QUESTION 4

Which dashboard component can display data from the summary rows of reports? (2 answers)



- A. Chart
- B. Metric
- C. Table
- D. Gauge

Correct Answer: AC

QUESTION 5

When using sharing rules, what can records be shared with? (2 answers)

- A. Roles and subordinates
- B. Profiles
- C. Queues
- D. Public Groups

Correct Answer: AD

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