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QUESTION 1

The VP of sales at Universal Containers wants to be able to see a visual representation of sales by month for each account in salesforce mobile app.

What should a consultant recommend to meet this requirement?

- A. Embed a chart on the account page, no other customization needed
- B. Embed a chart on the account page and use a custom link to filter by account
- C. Create a of visualforce page with an embedded chart component for each account.
- D. Create a dashboard component and use chatter feed on the account on salesfrocel

Correct Answer: A

QUESTION 2

Joe is the record owner of a Lead. A Lead sharing rule has been defined so that leads owned by Joe are shared with public group called '\\Joe\\'s Team\\'. When the Lead is converted to an Account, Contact, and Opportunity, who will have access to these records assuming that a private sharing model in place on these objects and there are no sharing rules defined for these objects?

- A. Joe, all members of the public group, Joe\\'s Team, and anyone above any group member in the role hierarchy will be able to access the three records.
- B. Joe, all members of the public group, and Joe\\'s Team will be able to access the three records
- C. Joe will be the only person who will be able to access the Account, Contact, and opportunity records.
- D. Joe and anyone above him in the role hierarchy will be able to access the three records

Correct Answer: B

QUESTION 3

A company receives support requests through a variety of email addresses and web forms for different parts of the business.

Which feature combination will ensure that cases are efficiently handled by the most appropriate representatives?

- A. Case Assignment Rules, Queues, Chatter Groups, Live Agent
- B. Case Assignment Rules, Queues, Public Groups, Omni-Channel
- C. Escalation Rules, Queues, Chatter Groups, Omni-Channel
- D. Escalation Rules, Queues, Public Groups, Live Agent

Correct Answer: B



QUESTION 4

On Lead creation, the Sales Director of Cloud Kicks wants to implement rules to assign lead to the appropriate user. The new record should have the assignee's default record type.

Which approach should the Consultant recommend to meet the requirement?

- A. Specify the Lead Assignment Rules to take the record type of the assignee.
- B. Specify in the Profile settings to take the record type of the assignee.
- C. Specify in the Lead settings to take the record type of the assignee.
- D. Specify in the User settings to take the record type of the assignee.

Correct Answer: A

QUESTION 5

Universal Containers has enabled Social Accounts and contacts. When a sales representative accesses a contact within Salesforce, the representative is unable to see detailed information from the contact's Facebook profile (e.g. contact's wall postings).

What is preventing the sales representative from accessing detailed information on the contact's Facebook page?

- A. The link to the Facebook profile is not configured with the administrator password to access detailed information
- B. The information shown is based on the sales representative's connection level with the contact on Facebook
- C. The fields configured by Universal Containers administrator on the contact page layout are missing
- D. Universal Containers must purchase the Facebook license to access public information for its users

Correct Answer: B

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