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QUESTION 1

A Salesforce associate has been asked to identify all contacts that have had interactions with their company in the last year. What should the associate do to identify these contacts?

- A. Look at the contact's Last Modified Date.
- B. Look at the Active field.
- C. Look at the last related activity date.

Correct Answer: C

QUESTION 2

Get Cloudy Consulting (GCC) plans to migrate from a legacy CRM system to Salesforce. GCC currently uses a dedicated single-tenant, on-premise system and wants to utilize a multi-tenant architecture like Salesforce uses. What is one feature of multi-tenant architecture?

- A. Resources are shared but tenants cannot claim each others resources.
- B. Resources are shared and tenants can claim each other's resources.
- C. Resources are limited to each tenant.

Correct Answer: B

QUESTION 3

A Salesforce associate tries to create a new user in a sandbox using Astro@getcloudy.org as the username and it fails. What is the problem with creating the Astro@getcloudy.org username?

- A. Salesforce usernames must include the user's full name and be formatted like an email address.
- B. Salesforce usernames must be unique across all Salesforce orgs and that one is already in use.
- C. Salesforce usernames must be formatted like an email address with .com at the end.

Correct Answer: B

QUESTION 4

Get Cloudy Consulting wants to confirm the data type of the Account Sources field on Account object. Which editing the Account, the Account Sources field has several predefined values that can be selected. Which type of field is Account Source?

- A. Picklist
- B. Formula



C. Text.Area

Correct Answer: A

QUESTION 5

Get Cloudy Consulting (GCC) wants the ability to:

*

Send a predefined sequence of scheduled messages to prospective customers.

*

Track messages that get the best open and response rates.

*

Send customized messages to existing customers information them for new products and discounts. Which Salesforce cloud solution allows GCC to meet these requirements?

A.

Sales Cloud

B.

Marketing Cloud

C.

Service Cloud

Correct Answer: B

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