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QUESTION 1

A Salesforce associate at Get Cloudy Consulting is given a list of opportunities to work through. The associate asks for an easier way to change the opportunity stage. What should be recommended?

- A. Switch to the Kanban View.
- B. Create multiple list views.
- C. Use a Dynamic Dashboard View.

Correct Answer: A

QUESTION 2

Get Cloudy Consulting (GCC) currently supports its customers via calls and emails. GCC wants to meet the needs of digitally savvy customers by offering support via web chat as well as SMS, Facebook Messenger, and WhatsApp. Which Salesforce product should meet this need?

- A. Service Cloud
- B. Experience Cloud
- C. Sales Cloud

Correct Answer: A

QUESTION 3

Get Cloudy Consulting gets 90% of its business from trade shows. Sales reps create many lead records during these events, but they often forget to change the Lead Source field to Trade Show. What should help the sales reps when they create these lead records?

- A. Make an assignment rule named Trade Show to only assign leads to sales reps.
- B. Format a validation rule requiring the Lead Source field to equal Trade Show.
- C. Change the default value of the Lead Source field from Web to Trade Show.

Correct Answer: B

QUESTION 4

How can a user see only contacts from a specific city on the "New This Week" list view without changing what other users see?

- A. Change the permissions so they can only see records from the specific city.



- B. Clone the list view with a new name, and filter by the specific c
- C. Build a private report for contacts that is filtered by the specific city.

Correct Answer: B

QUESTION 5

An employee at Get Consulting recently changed their name and received a new username. Where should these changes be updated?

- A. Contact Record page
- B. User Record page from Setup
- C. User profile page

Correct Answer: B

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