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Question: 27

A feature that captures, refers, routes, and prioritizes customer needs across business lines

- A. Expressed Interest
- B. Report
- C. Referrals
- D. Opportunity

Answer: C

Question: 28

When importing data, what happens if some records do NOT meet the data validation criteria?

- A. Import process ignores the data validation criteria
- B. Import process aborts when it encounters the first invalid record
- C. Import process fails only for the records with invalid data.
- D. Import process requires user authorization to import the invalid records

Answer: C

Question: 29

When can a validation rule be used to prevent invalid data? (3 answers)

- A. When records are edited by a user
- B. When records are deleted by a user
- C. When records are submitted using web-to-lead
- D. When records are imported
- E. When records are updated by a workflow rule

Answer: A,C,D

Question: 30

A marketing user has received a file of leads to import.

What tool can be used to avoid duplicate leads?

- A. Merge Leads function
- B. Validation Rules
- C. Data Loader

D. Import Wizard

Answer: D

Question: 31

Which one of the following statements is not correct about Action Plans?

- A. Enhance collaboration and productivity by automatically assigning task owners and deadlines for specific client engagement, such as account openings, loan approvals, and claims processing.
- B. Capture repeatable tasks in templates and then automate the task sequences with an action plan.
- C. Automatically schedule the next appointment with the Advisor
- D. Manage customer engagements consistently and collaboratively with automated and compliant task orchestration.

Answer: C

Question: 32

Where can the multilingual solution search feature be enabled? (2 answers)

- A. Public knowledge base
- B. Solution tab search
- C. Self-service portal
- D. Salesforce content

Answer: A,C

Question: 33

Universal Containers uses Web-to-Case to convert support requests submitted through its website into cases. The support team would like Salesforce to automatically send an email containing password reset instructions to the customer when the case subject contains the words "forgot" and "password".

What does the administrator need to configure to meet this requirement?

- A. Email-to-case
- B. Auto-response rule
- C. Validation rule
- D. Support settings

Answer: B

Question: 34

Which Financial Services object would you use to store Bank Accounts data?

- A. Charges and Fees
- B. Assets and Liabilities
- C. Financial Account
- D. Financial Holding

Answer: C

Question: 35

How can you set up Referral creation?

- A. As a global action
- B. As a standard action
- C. On a Community
- D. As a Flow

Answer: A,B,C

Question: 36

What type of customization can be done on Activities? (Tasks and Events) (3 answers)

- A. Workflow Rules
- B. Custom Fields
- C. Field Tracking
- D. Assignment Rules
- E. Validation Rules

Answer: A,B,C,E

Question: 37

Universal Containers wants to create a custom object to capture account survey data. Users must be able to select an account from the survey record. Users also need the ability to view related surveys on the account record.

How should the system administrator meet this requirement? (2 answers)

- A. Create a lookup relationship field on the account object.
- B. Add the account related list to the survey page layout.
- C. Create a lookup relationship field on the survey object.
- D. Add the survey related list to the account page layout.

Answer: A,C,D

Question: 38

If two objects have a parent child relationship, how can a user access the child record from the parent record?

- A. Lookup field
- B. Related list
- C. Custom link
- D. Child field

Answer: B

Question: 39

Universal Containers is using a private sharing model. The US sales director needs full access to all records of the US

sales representatives.

How can this be accomplished?

- A. Place the US sales director in a queue with the US sales representative's
- B. Define a role hierarchy where the US sales representatives roll up to the US sales director
- C. Give the US sales director read/write/edit/delete object permissions on the profile
- D. Define a role hierarchy where the US sales director rolls up to the CEO

Answer: B

Question: 40

What is the maximum number of fields that can be displayed on the ARC Record Card?

- A. 5
- B. 2
- C. 3
- D. 10

Answer: B

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