

before the record can be saved

1 of 65. Universal Containers wants to ensure that when an opportunity stage is Closed Lost the reason is captured in a custom Reason Lost field before the record can be saved.

Which approach can be taken to meet this requirement?

- A. ☒ Create a validation rule that requires Reason Lost to be populated once the opportunity stage is Closed Lost.
- B. ☐ Create a trigger that requires Reason Lost to be populated once the opportunity stage is Closed Lost.
- C. ☐ Create a workflow rule that fires on the Closed Lost stage and populates the Reason Lost field.
- D. ☐ Create a page layout for Closed Lost opportunities and make Reason Lost a required field.

expect to see in the sandbox

15 of 65. After an Administrator has refreshed a sandbox, what behavior should users expect to see in the sandbox?

- A. ☐ Users in the sandbox that do not exist in production will no longer exist in the sandbox.
- B. ☐ All new data since the last refresh will be added to the existing information in the sandbox.
- C. ☐ Metadata changes since the last refresh will be added to the existing information in the sandbox.
- D. ☒ Users in production will now be able to receive emails sent out from the sandbox.

☒ Mark this item for later review.

do not have any child box applications

23 of 65. Universal Containers has a Positions object that represents Job Positions and a Job Applications object that represent people that have applied to the Position. The Job Application object has a lookup to Position. They want to run a report that shows all Positions that do NOT have any child Job Applications.

Which solution would meet the requirements?

- A. ☐ Use the standard Position without Job Applications report type.
- B. ☐ Use the standard Job Applications with Position report type.
- C. ☐ Use the standard Position report type with a Cross Filter.
- D. ☒ Use a Custom Report Type that only displays Job Applications without Positions.

fields on opportunity reports

32 of 65. The Marketing Manager at Universal Containers wants to change the column headings for several of the fields on opportunity reports.

What approach should an administrator take to meet the requirements?

- A. ☐ Build a Custom Report type and use Display As in Edit Layouts to make the requested changes.
- B. ☒ Create bucket fields for each field and enter the new column heading in the Bucket Name field.
- C. ☐ Edit the Fields Available for Reports section in the Opportunities report type to make the changes.
- D. ☐ Use Rename Tabs and Labels to change the field labels as needed.

that some components were missed

35 of 65. An administrator is moving sandbox customizations to production using a change set. After creating the initial change set, the administrator realizes that some components were missed.

What three considerations should the Admin make regarding the change set?
Choose 3 answers

- A. ☒ Use a new change set to deploy metadata and data from the sandbox to production.
- B. ☐ Add permissions and access settings to the outbound change set.
- C. ☒ Deploy all dependent components.
- D. ☒ Clone the change set to add dependent components to an uploaded change set.
- E. ☐ Edit the uploaded change set to add the additional components.

from an organization

50 of 65. Which two deployment tools can be used to delete metadata from an organization?
Choose 2 answers

- A. ☐ Change sets
- B. ☒ Unmanaged packages
- C. ☒ Developer Console
- D. ☐ Ant Migration Tool

each representative has written business for

54 of 65. In Lightning, an opportunity pipeline report listing opportunities by sales representative shows multiple opportunities written for the same account. The Sales Manager would like to know how many individual accounts each representative has written business for.

How should the report be modified to include the number of individual accounts represented by a representative?

- A. ☐ Add a bucket field for Account Name and group by the bucket field.
- B. ☐ Select Show Unique Count on the Account Name column in the Report Builder.
- C. ☒ Create a custom summary formula and group by account.
- D. ☐ Group by Account and summarize a custom checkbox defaulted to checked.

delegated approval is not

58 of 65. Universal Containers is using approval processes with email notifications to streamline administrative processes. A new approval process has been written that allows for delegated approvers. In testing, results show the primary approver is receiving the email notification but the delegated approver is NOT.

Which two steps should an administrator take to troubleshoot?
Choose 2 answers

- A. ☐ Verify that each approval step is set to allow delegated approvers.
- B. ☐ Check Approval History to make sure the Submit for Approval button was clicked.
- C. ☒ Verify that the email was sent in the Setup Audit Trail.
- D. ☒ Check the delegated approver's User Settings.

forecasts tab when using collaborative forecasts?

2 of 65. Which two types of data can a sales representative access from the Forecasts tab when using Collaborative Forecasts?
Choose 2 answers

- A. ☐ Opportunities that make up each forecast amount
- B. ☒ Forecast amount for each opportunity stage
- C. ☒ Forecast amount for each forecast category
- D. ☐ Forecast amount for other representatives on their team

able to view all data for compliance purposes

3 of 65. Sales management wants a small subset of users with different profiles and roles to be able to view all data for compliance purposes.

How should an administrator set this up?

- A. ☐ Create a new profile and role for the subset of users with the View All Data permission.
- B. ☒ Assign delegated administration to the subset of users to View All Data.
- C. ☐ Create a permission set with the View All Data permission for the subset of users.
- D. ☐ Enable the View All Data permission for the roles of the subset of users.

about the creation of entitlement processes?

4 of 65. Which two statements are true about the creation of entitlement processes?
Choose 2 answers

- A. ☒ The Manage Entitlements permission must be enabled.
- B. ☐ Entitlement versioning allows changes to existing entitlement processes.
- C. ☐ Entitlements have their own organization-wide default settings.
- D. ☒ Milestones can be created dynamically based on other fields.

when setting up salesforce CRM content?

5 of 65. What are two considerations when setting up Salesforce CRM Content?
Choose 2 answers

- A. ☒ The content type determines which fields appear on the Content Detail page layout.
- B. ☐ An approval process can ensure that all product-related content is reviewed.
- C. ☐ The library type determines the size of files that can be contributed to content.
- D. ☒ A validation rule can ensure a description is required for all contributed content.

components with only the data for their region

6 of 65. Universal Containers has four sales regions: North America, APAC, EMEA, and LATAM. Each sales region is led by a VP of Sales. Each of the VPs wants to have a dashboard emailed to them every Monday morning that contains components with only the data for their region.

How can an administrator meet this requirement?

- A. ☐ Create one dashboard that includes a filter for each region, scheduled to be delivered on Monday mornings.
- B. ☒ Create a separate dashboard with data specific to each sales VP, scheduled to be delivered on Monday mornings.
- C. ☐ Create a reporting snapshot and check the dashboard option, scheduled to be delivered on Monday mornings.
- D. ☐ Create one dashboard using Visualforce to create a filter, scheduled to be delivered on Monday mornings.

have access to the find duplicates button

7 of 65. An administrator wants to allow users who are creating leads to have access to the Find Duplicates button.

Which lead object-level permission will the administrator need to provide to these users?

- A. ☐ Merge
- B. ☐ Read and Edit
- C. ☐ View All
- D. ☒ Delete

without any closed/won opportunities in the last year

8 of 65. A sales manager wants a report of accounts without any closed/won opportunities in the last year.

How can this requirement be met?

- A. ☒ Create a joined report using the Accounts report type and the Opportunities report types.
- B. ☐ Create a tabular report using the Account report type and add a cross filter using Opportunities.
- C. ☐ Create a custom report type for Accounts without Opportunities.
- D. ☐ Create a summary report using the Accounts report type with a formula field for opportunity count.

is no longer visible on account records

9 of 65. Users report that the Industry picklist field is no longer visible on account records.

Which tool can an administrator use to troubleshoot this issue?

- A. ☒ Setup audit trail
- B. ☐ Field audit history
- C. ☐ Debug log
- D. ☐ Field history tracking

the same name is associated with each account

10 of 65. An administrator notices that there are two account records in the system with the same name. A contact record with the same name is associated with each account.

Which set of steps should be taken to merge these accounts using the Salesforce merge feature?

- A. ☐ Merge the duplicate contacts and then merge the duplicate accounts.
- B. ☐ Merge the duplicate accounts and check the box that optionally merges the duplicate contacts.
- C. ☒ Merge the duplicate accounts and then merge the duplicate contacts.
- D. ☐ Merge the duplicate accounts and the duplicate contacts will be merged automatically.

developer edition organization to another organization?

11 of 65. Which two deployment tools can be used to deploy metadata from a Developer Edition organization to another organization?
Choose 2 answers

- A. ☒ Change sets
- B. ☒ Salesforce Extensions for Visual Studio Code
- C. ☐ Ant Migration Tool
- D. ☐ Data Loader

sales department to have access to price books

12 of 65. Universal Containers wants only users from the sales department to have access to price books.

How can an administrator meet this requirement?

- A. ☐ Clone all custom price books from the standard price book.
- B. ☐ Set the organization-wide default for price book to Use.
- C. ☒ Manually share each price book to the sales users' profile.
- D. ☐ Create a sharing rule to share all price books to sales users.

the administrator forgot to add the page layout

13 of 65. Universal Containers created a few new fields on the account object as well as a new section on the page layout in the config sandbox. After positive test results, the administrator created and uploaded a change set with the new fields from the sandbox to production. Unfortunately, the administrator forgot to add the page layout.

Which two options can the administrator take to deploy the page layout?

Choose 2 answers

- A. ☒ Deploy the existing change set. Create and deploy a new change set containing the page layout.
- B. ☐ Edit the change set in production to add the new page layout before deploying the change set.
- C. ☐ Add the page layout to the existing change set in the sandbox and upload the change set again.
- D. ☒ Clone the change set in the sandbox, add the new page layout to it and upload to production.

related opportunity is successfully closed as won

14 of 65. The sales team has requested that a new field called Current Customer be added to the Accounts object. The default value will be "No" and will change to "Yes" if any related opportunity is successfully closed as won.

What can an administrator do to meet this requirement?

- A. ☒ Use a workflow rule on the Opportunity object that sets the Current Customer field when an opportunity is won.
- B. ☐ Use an Apex trigger on the Account object that sets the Current Customer field when an opportunity is won.
- C. ☐ Configure Current Customer as a text field and use an approval process to recalculate its value.
- D. ☐ Configure Current Customer as a roll-up summary field that will recalculate whenever an opportunity is won.

have edit access to the opportunity object

15 of 65. A sales manager wants to edit the opportunities owned by the sales team. The manager does **NOT** have Edit access to the Opportunity object.

What is a recommended solution?

- A. ☐ Redefine the role hierarchy by enabling "grant access using hierarchies."
- B. ☒ Create a permission set for Opportunity Edit and associate it to the user record.
- C. ☐ Enable team selling on the Opportunity object to grant Read/Write access.
- D. ☐ Change the opportunity's organization-wide default setting to Public Read/Write.

sandbox with the minimum development impact

16 of 65. Universal Containers purchased Field Service Lightning licenses in production and wants to make these licenses available in an active development sandbox with the minimum development impact.

How should an administrator create these licenses in the sandbox?

- A. ☒ Use the Match Production Licenses tool.
- B. ☐ Submit a Salesforce Support case.
- C. ☐ Merge Production and the sandbox using a template.
- D. ☐ Refresh the sandbox from production.

including milestones, entitlement processes, and entitlement templates?

AB,manage entitlements
customize applications

target accounts that do not have open opportunities

18 of 65. The VP of Marketing is launching campaigns in each region to target accounts that do **NOT** have open opportunities.

Which reporting solution can an administrator set up to assist with this?

- A. ☐ Reporting snapshot
- B. ☒ Cross filter
- C. ☐ Joined report
- D. ☐ Standard filter

part of an email marketing segmentation strategy

19 of 65. The Marketing Manager has requested that a field be added to each account that displays the number of contacts associated with the account. The manager wants to use this field as part of an email marketing segmentation strategy.

How can this requirement be met?

- A. ☐ Create a custom formula field on the account using the count() function to count the number of related contacts.
- B. ☒ Create a custom field on the account. Use an Apex trigger to update the field when contacts are added or deleted.
- C. ☐ Create a custom field on the account. Use a workflow rule to update the field when contacts are added or deleted.
- D. ☐ Create a roll-up summary field that counts the number of contacts and displays the count on the account.

administration is granted for a custom object?

20 of 65. Which two actions could the delegated administrator complete after delegated administration is granted for a custom object?
Choose 2 answers

- A. ☐ Change organization-wide sharing rules for the object.
- B. ☒ Create a custom tab for the object.
- C. ☒ Add a custom picklist field to the object.
- D. ☐ Change the relationship with another object.

organization-wide defaults are set to public read/write

21 of 65. The VP of Sales at Universal Containers has reported that users are changing the stage of opportunity records that they do NOT own. The VP wants only the owner of an opportunity to be able to change the Stage of an Opportunity. Organization-Wide Defaults are set to public read/write.

Which validation rule should the administrator use to allow only the record owner to edit the stage field?

- A. ☐ ISCHANGED(StageName)
- B. ☐ PRIORVALUE(StageName) <> OwnerId
- C. ☐ \$UserRole.OpportunityAccessForAccountOwner = "Edit"
- D. ☒ AND(ISCHANGED(StageName) , OwnerId <> \$User.Id)

administrator set for an organization's products?

22 of 65. Which three types of prices can the system administrator set for an organization's products?
Choose 3 answers

- A. ☐ Discount prices
- B. ☒ Sales prices
- C. ☐ Product prices
- D. ☒ Standard prices
- E. ☒ List prices

activities for each of its top five clients

23 of 65. The administrator at Universal Containers has been asked to create an account management dashboard displaying opportunities and activities for each of its top five clients.

Which dashboard feature should the Administrator use to meet this requirement?

- A. ☐ Joined reports on a dashboard
- B. ☒ Dashboard filter
- C. ☐ Matrix reports on a dashboard
- D. ☐ Dynamic dashboard

cases that remain open as of 5:00 p.m. each day

24 of 65. The support manager at Universal Containers wants a dashboard that shows the number of cases that remain open as of 5:00 p.m. each day.

Which type of report should be used in the dashboard component?

- A. ☐ Report based on custom report type using cases and business hours
- B. ☐ Standard case lifecycle report where unit equals business hours
- C. ☒ Report based on a reporting snapshot that runs daily at 5:00 p.m.
- D. ☐ Custom summary report where unit equals business hours

under the manager in the role hierarchy

25 of 65. A sales manager is unable to view a contact. The contact owner is under the manager in the role hierarchy.

Why is the sales manager receiving "insufficient privileges" error when viewing a contact?

- A. ☐ The contact owner has **NOT** selected the option to share contacts with others in the role hierarchy.
- B. ☒ The contact sharing settings are controlled by the parent, and the account owner is **NOT** under the sales manager's role.
- C. ☐ The account sharing settings are controlled by the parent, and the account owner is **NOT** under the sales manager's role.
- D. ☐ The contact sharing settings are private, so access to the record is limited to the contact owner and system administrator.

representative's opportunities, accounts, and related cases

26 of 65. The sales manager at Universal Containers would like a dashboard to view each of the sales representative's opportunities, accounts, and related cases.

What is a recommended solution?

- A. ☐ Create an individual dashboard for each sales representative with opportunity, account, and case components.
- B. ☐ Create a dynamic dashboard and add filters for opportunities, accounts, and cases.
- C. ☐ Create a dashboard and add filters for users, opportunities, accounts, and cases.
- D. ☒ Create a dynamic dashboard and ensure the sales manager has the "View My Team's Dashboard" permission.

upon the billing postal code for that account

27 of 65. The administrator at Universal Containers wants to improve data quality by ensuring that all accounts have a Billing State/Province based upon the Billing Postal Code for that account.

Which two solutions can meet this requirement?

Choose 2 answers

- A. ☒ Use a validation rule to do a VLOOKUP of the Billing Postal Code to a custom object that maps postal codes to states/provinces.
- B. ☒ Use a trigger that populates Billing State/Province based on a custom object that maps postal codes to states/provinces.
- C. ☐ Use a workflow that populates Billing State/Province based on a custom object that maps postal codes to states/provinces.
- D. ☐ Use a validation rule to do an HLOOKUP of the Billing Postal Code to a custom object that maps postal codes to states/provinces.

these emails are not being delivered

28 of 65.

Universal Containers has a workflow rule that sends an email alert to the VP of Sales when a large deal is won. The VP is reporting that these emails are **NOT** being delivered.

Which two tools should be used to determine the problem?

Choose 2 answers

- A. ☐ Debug log
- B. ☐ System audit trail
- C. ☒ Workflow monitor
- D. ☒ Email log

with read-only permissions for the case object

29 of 65. A user has a profile with read-only permissions for the case object.

How can the user be granted edit permission for cases?

- A. ☒ Create a permission set with edit permissions for the case object.
- B. ☐ Create a sharing rule on the case object with read/write level of access.
- C. ☐ Create a public group with edit permissions for the case object.
- D. ☐ Add the user in a role hierarchy above users with edit permissions on the case object.

representative to a us sales representative

30 of 65. A user changes roles from an EMEA sales representative to a US sales representative.

How will this impact the ownership-based sharing rules for the user's records?

- A. ☒ All of the ownership-based sharing rules are recalculated.
- B. ☐ This will only affect ownership-based sharing rules if the user moves up in the role hierarchy.
- C. ☐ This will affect the ownership of records for standard objects but **NOT** custom objects.
- D. ☐ None of the ownership-based sharing rules are recalculated.

group and changing their positions in the hierarchy?

31 of 65. Which three actions can occur when an administrator clicks "Save" after making a number of modifications to Knowledge data categories in a category group and changing their positions in the hierarchy?
Choose 3 answers

- A. ☒ The history of article usage is reset to zero utilization.
- B. ☐ The contents of the category drop-down menu change.
- C. ☒ The articles and questions visible to users change.
- D. ☒ Users are temporarily locked out of their ability to access articles.
- E. ☐ Users may temporarily experience performance issues when searching for articles.

submit a request but it could not be submitted

32 of 65. Universal Containers has a process to allow an employee to submit a vacation request and route it to the employee's manager for approval. An employee attempted to submit a request but it could **NOT** be submitted.

How should the administrator troubleshoot this?

- A. ☐ Ensure the approval step has an associated action.
- B. ☒ Ensure the user record has an assigned active manager.
- C. ☐ Use workflow to email the administrator if the process fails.
- D. ☐ Review the system log to determine the root cause.

status process and wants to be able to do the following

33 of 65.

Universal Containers is implementing a new lead status process and wants to be able to do the following:

- Track leads through five different status values.
- Run reports showing the duration a lead spends in each status.
- Run full Lifetime reports of a lead from creation to conversion.
- Prevent leads from skipping a lead status.

How can these requirements be met?

- A. ☐ Use field history tracking on the lead status field to track the duration of each status. Use validation rules to prevent status skipping.
- B. ☒ Use custom date fields and workflow rules for each status, and use custom formula fields for calculating duration of a status. Use validation rules to prevent status skipping.
- C. ☐ Use an Apex trigger to populate custom date fields for each status, and use custom formula fields for calculating duration of each status.
- D. ☐ Use lead history reporting to track changes in the lead status field, and use custom reporting fields to calculate status duration. Use validation rules to prevent status skipping.

below the sales manager in the role hierarchy

34 of 65.

A sales manager cannot view a contact owned by a salesperson. The salesperson is below the sales manager in the role hierarchy.

Why is the sales manager unable to view the contact?

- A. ☐ Contact sharing settings have Grant Access Using Hierarchies unchecked.
- B. ☐ Contact sharing settings are Private.
- C. ☐ The contact has **NOT** been manually shared with the manager.
- D. ☒ The contact is **NOT** linked to an account.

statements are correct about change sets?

35 of 65.

Which three statements are correct about change sets?

Choose 3 answers

- A. ☒ There is a feature that allows the user to validate a change set before deploying it.
- B. ☒ To use change sets, at least one inbound and one outbound connection must exist.
- C. ☐ When custom fields are added to a change set, field-level security is automatically included.
- D. ☒ When a change set is deployed to production, by default, all unmanaged Apex tests will automatically be run.
- E. ☐ When a component is added to a change set, all dependent components automatically get added.

actively customizing their organization

36 of 65. An administrator would like to know which delegated administrators are actively customizing their organization.

Where can the administrator find this information?

- A. ☐ Login history
- B. ☐ Debug log
- C. ☒ Setup audit trail
- D. ☐ Delegated administrator log

account and opportunity objects are set to private

37 of 65. Universal Containers uses Territory Management to manage its sales territories. Territory managers and sales representatives are at the same role level in the role hierarchy. Account and Opportunity objects are set to private.

Which three permissions should be granted to territory managers?
Choose 3 answers

- A. ☒ Transfer All opportunities associated with accounts in the territory, regardless of who owns the opportunities.
- B. ☒ View All opportunities associated with accounts in the territory, regardless of who owns the opportunities.
- C. ☒ Edit All opportunities associated with accounts in the territory, regardless of who owns the opportunities.
- D. ☐ Transfer and Delete opportunities assigned to the territory, regardless of who owns the opportunities.
- E. ☐ View, Edit, Transfer, and Delete accounts assigned to the territory, regardless of who owns the accounts.

and displayed on the expense record

38 of 65. Universal Containers wants to track expense reports and expense line items. Values from expense line item records need to be aggregated and displayed on the expense record.

Which type of relationship should an administrator use to ensure that expense line items can be aggregated?

- A. ☐ Lookup
- B. ☐ Roll-up summary
- C. ☒ Master-detail
- D. ☐ Hierarchical

the implications of archived activities

39 of 65. Cloud Kicks wants to understand the implications of archived Activities.

Which two considerations should an administrator communicate regarding archived Activities?
Choose 2 answers

- A. ☒ Archived activities are deleted after 365 days.
- B. ☒ Events created more than 365 days ago are archived.
- C. ☐ Closed tasks created more than 365 days ago with no due date are archived.
- D. ☐ Events that ended more than 365 days ago are archived.

of collaborative forecasting?

40 of 65. What are the capabilities of Collaborative Forecasting?
Choose 3 answers

- A. ☒ Rename categories
- B. ☒ Forecast using opportunity splits
- C. ☐ Overlay quota
- D. ☐ Add categories
- E. ☒ Select a default forecast currency setting

the corresponding job applications are deleted

41 of 65. Recruiters at Universal Containers want to associate positions with their related job applications using two custom objects—Position and Job Application. A job application must always have a related position. If a position is deleted, the corresponding job applications are deleted.

Which type of object relationship will meet this requirement?

- A. ☐ Lookup
- B. ☒ Master-detail
- C. ☐ Hierarchical
- D. ☐ Junction

when a lookup record is deleted?

42 of 65. When a lookup relationship is created between two objects, which three options can the administrator select to help manage situations when a lookup record is deleted?
Choose 3 answers

- A. ☒ Delete the related record also.
- B. ☒ Do **NOT** allow deletion of a lookup record that is part of a lookup relationship.
- C. ☒ Clear the value of the lookup field.
- D. ☐ Notify the record owner.
- E. ☐ Prompt the user to enter another record to resolve the lookup relationship.

they can include a reference to another complaint

43 of 65. Universal Containers uses a custom object to track customer complaints. The company wants to have a field on the custom object where they can include a reference to another complaint.

Which type of relationship can be used to accomplish this?

- A. ☐ Hierarchical
- B. ☒ Lookup
- C. ☐ Junction
- D. ☐ Master-detail

need to be available in the replica organization

44 of 65. An administrator has been asked to create a replica of the production organization. The requirement states that existing fields, page layouts, record types, objects, and data contained in the fields and objects need to be available in the replica organization.

How can the administrator meet this requirement?

- A. ☐ Create a developer sandbox.
- B. ☒ Create a full sandbox.
- C. ☐ Create a metadata sandbox.
- D. ☐ Create a configuration-only sandbox.

notified when the partner has been assigned the lead

45 of 65. Leads come to Universal Containers from various sources and need to be assigned to the correct sales team. When a lead comes from the APAC region, it can be passed to an external partner if the Sales Director approves the transfer. The partner's channel manager must be notified when the partner has been assigned the lead.

Which combination of automation tools is needed to meet minimally these requirements?

- A. ☒ Assignment rules, approval processes, and workflow rules
- B. ☐ Assignment rules and approval processes
- C. ☐ Assignment rules, auto-response rules, and workflow rules
- D. ☐ Assignment rules and workflow rules

it cannot be modified by any user

46 of 65. The VP of Finance wants to ensure that once an opportunity is closed, it cannot be modified by any user.

How can an administrator meet this requirement?

- A. ☐ Create a workflow field update to update the IsClosed field to True if a closed opportunity is modified.
- B. ☐ Set the Do Not Modify Closed Opportunity permission for all profiles.
- C. ☐ Set all fields to Read-Only on the standard Closed Opportunity page layout.
- D. ☒ Create an opportunity validation rule with the formula: PRIORVALUE(IsClosed) = True.

support requests across multiple channels

47 of 65. Universal Containers wants to allow its customers to submit support requests across multiple channels.

In which two ways can this be accomplished with Salesforce?

Choose 2 answers

- A. ☐ Enable the Service Cloud Console app on the company website.
- B. ☒ Expose the case feeds option on the company's website.
- C. ☒ Offer a Chat button on the company website.
- D. ☐ Enable Chatter Questions in the company's Customer Community.

the change set before deployment

48 of 65. An administrator has uploaded a change set from a sandbox to a production organization and would like to add a missing component to the change set before deployment.

What option does the administrator have to modify the change set?
Choose 2 answers

- A. ☐ Edit the change set in the sandbox environment and upload it to production.
- B. ☐ Edit the change set in production, add the component, and use the redeploy option.
- C. ☒ Create a new change set in the sandbox environment, add all the required components and upload it to production.
- D. ☒ Clone the change set in the sandbox environment, add the component and upload it to production.

administrator for permission to configure only these objects

49 of 65. The marketing department at Universal Containers regularly changes the page layout requirements for its custom marketing objects. The VP of Marketing has asked the administrator for permission to configure only these objects.

What can the administrator do to meet this request?

- A. ☒ Set up the VP of Marketing as a delegated administrator for the custom marketing objects.
- B. ☐ Grant the VP of Marketing the ability to log in as a user who is an administrator.
- C. ☐ Enable the Marketing User permission on the user record for the VP of Marketing.
- D. ☐ Create a custom profile with Edit permission on the custom marketing objects and assign to the VP of Marketing.

restrict the content types that are available in a library

50 of 65. An administrator has created content types for Salesforce CRM Content and has been asked to restrict the content types that are available in a library.

How can an administrator meet this requirement?
Choose 2 answers

- A. ☐ Add the Related Content related list to the page layout for the associated object.
- B. ☒ Select the "Restrict the content types available in the library" checkbox.
- C. ☐ Add the default content type to the Selected Content Types list.
- D. ☒ Add members to the library who are users or members of public groups.

salesforce to store elsewhere on a monthly basis

51 of 65. An administrator wants to pull data related to service contracts from Salesforce to store elsewhere on a monthly basis.

Which two ways can an administrator accomplish this?

Choose 2 answers

- A. ☒ Configure the "Schedule Export" option under Data Export.
- B. ☐ Use Data Exporter to export the data each month.
- C. ☒ Use Data Loader to export the data each month.
- D. ☐ Use the "Object Export" feature under Data Management.

always included in the name of an opportunity

52 of 65. Sales management wants to enforce a process in which the name of an account is always included in the name of an opportunity.

How can automation be used to help meet this requirement?

- A. ☐ Use an approval process that routes newly created opportunities to management for data quality review.
- B. ☐ Write a validation rule that updates the opportunity name with the account name using a cross-object formula.
- C. ☐ Use an Apex trigger on the Account object that adds the account name to the opportunity name.
- D. ☒ Write a criteria-based workflow rule that updates the opportunity name concatenated with the account name.

use specified values for custom article fields?

53 of 65. How can an administrator ensure article managers use specified values for custom article fields?

- A. ☐ Create a formula field on the article.
- B. ☐ Create different record types for different requirements.
- C. ☐ Require a field on the page layout.
- D. ☒ Use field dependencies on record types.

the manager for collaborative forecasting?

54 of 65. Which two values roll up the hierarchy to the manager for Collaborative Forecasting?
Choose 2 answers

- A. ☒ Expected revenue
- B. ☐ Quota amount
- C. ☐ Product quantity
- D. ☒ Opportunity amount

have the standard marketing user profile

55 of 65. An administrator has been asked to grant read, create and edit access to the product object for users who currently have the standard marketing user profile.
Which two approaches could be used to meet this request?
Choose 2 answers

- A. ☒ Create a new profile for the marketing users and change the access levels to read, create and edit for the product object.
- B. ☐ Create a permission set with read and write access for the product object and assign it to the marketing users.
- C. ☐ Change the access levels in the marketing user standard profile to read, create and edit for the product object.
- D. ☒ Create a permission set with read, create and edit access for the product object and assign it to the marketing users.

between environments using change sets?

56 of 65. Which two types of metadata should be migrated between environments using change sets?
Choose 2 answers

- A. ☐ Standard field picklist values
- B. ☒ Custom fields
- C. ☐ Account team roles
- D. ☒ Email templates

when working with inbound change sets?

57 of 65. What is the correct order of steps to follow when working with inbound change sets?

- A. ☐ Deploy, Validate, Monitor
- B. ☒ Validate, Deploy, Monitor
- C. ☐ Deploy, Monitor, Validate
- D. ☐ Monitor, Deploy, Validate

product to be billed in monthly installments

58 of 65. Universal Containers wants customers who buy the Freight Container product to be billed in monthly installments.

How should an administrator meet this requirement?

- A. ☒ Create a default revenue schedule on the product.
- B. ☐ Create a default quantity schedule on the product.
- C. ☐ Create custom fields on the product.
- D. ☐ Create a workflow rule on the product.

regarding salesforce customer community members?

59 of 65. Which two statements are true regarding Salesforce Customer Community members?
Choose 2 answers

- A. ☒ They find crowdsourced answers and Knowledge articles to resolve a support issue.
- B. ☐ Their reputation levels must be the same across all communities of which they are members.
- C. ☒ They use the Ideas tab to submit, comment on, and vote for ideas.
- D. ☐ They must belong to a company's internal community to participate in Chatter collaboration.

set but they are currently unable to do so

60 of 65. An administrator at Universal Containers has completed a new set of validation rules along with a Process Builder in a sandbox and wants to move these changes to production via a change set but they are currently unable to do so.

What are two configurations an administrator needs before they are able to deploy changes?
Choose 2 answers

- A. ☐ Create the Validation Rules in Production because they can't be deployed via Change Sets
- B. ☐ The Deploy Change Sets permission must be granted
- C. ☒ The Sandbox must be configured to Allow Outbound Changes to Production
- D. ☒ The Production Org must be configured to Allow Inbound Changes from the sandbox

capabilities of territory management?

61 of 65. What are two capabilities of Territory Management?

Choose 2 answers

- A. ☐ Territory hierarchy replaces the role hierarchy for sharing.
- B. ☐ The ability to use opportunity criteria to expand a private sharing model.
- C. ☒ Support for complex and frequently changed sales organization structures.
- D. ☒ The ability to use account criteria to expand a private sharing model.

the applicant and position objects

62 of 65. Universal Containers would like applicants to apply for multiple positions, tracking how many applicants have applied and how many positions each individual applicant has applied for. To do this, the administrator will create a Job Application junction object between the Applicant and Position objects.

How does this action meet the requirement?

- A. ☐ The junction object allows the administrator to add a workflow rule to update fields on the Position and Applicant objects.
- B. ☐ The Job Application object as a master to Position and Applicant objects will allow roll-up summary fields on the Position and Applicant objects.
- C. ☒ The junction object allows a many-to-many relationship and also roll-up summary fields on the parent objects.
- D. ☐ A lookup relationship on the Applicant object with Position as the master provides roll-up summary fields without code.

has the read permission for cases

63 of 65. Users have been given Read/Write access to product support cases through criteria-based sharing rules. A user's profile only has the Read permission for cases.

What can the user expect regarding their ability to edit product support cases?

- A. ☐ The user will only be able to edit the cases that they created.
- B. ☐ The user will only be able to edit cases manually shared with them.
- C. ☐ The user will be able to edit product support cases.
- D. ☒ The user will **NOT** be able to edit product support cases.

emails are being sent to the approvers

64 of 65. The administrator of Universal Containers is testing an approval process in a recently refreshed Developer Pro sandbox and is finding that none of the notification emails are being sent to the approvers.

Which two reasons could be the cause?

Choose 2 answers

- A. ☒ The email addresses for the users are incorrect.
- B. ☐ HTML templates are **NOT** available in sandboxes.
- C. ☐ Workflow emails only work in Full sandboxes.
- D. ☒ The Deliverability Access Level setting is incorrect.

updated when an opportunity stage is changed

65 of 65. The VP of Sales wants to require that the Next Step field is always updated when an opportunity stage is changed.

How can this process be automated?

- A. ☒ Create a validation rule with the following formula: `AND( ISCHANGED(StageName), NOT( ISCHANGED(NextStep)))`
- B. ☐ Create a validation rule with the following formula: `AND( ISCHANGED(ISPICKVAL(StageName)), NOT( ISCHANGED(NextStep)))`
- C. ☐ Create a workflow rule with the following formula: `AND( ISCHANGED(ISPICKVAL(StageName)), ISCHANGED(NextStep))`
- D. ☐ Create a workflow rule with the following formula: `AND( ISCHANGED(StageName), NOT( ISCHANGED(NextStep)))`

have any child job applications.

8 of 65. Universal Containers has a Positions object that represents Job Positions and a Job Applications object that represent people that have applied to the Position. The Job Application object has a lookup to Position. They want to run a report that shows all Positions that do NOT have any child Job Applications.

Which solution would meet the requirements?

- A. ☐ Use the standard Position without Job Applications report type.
- B. ☒ Use a Custom Report Type that only displays Job Applications without Positions.
- C. ☐ Use the standard Job Applications with Position report type.
- D. ☐ Use the standard Position report type with a Cross Filter.

capabilities of chat in the salesforce console?

19 of 65. What are three capabilities of Chat in the Salesforce Console?
Choose 3 answers

- A. ☐ Approval processes can be used to escalate cases in the chat window.
- B. ☒ Chats can be transferred to other agents.
- C. ☒ The Details tab can be used to see information about the visitor.
- D. ☐ The Articles tool can be used to search for Knowledge articles.
- E. ☒ Multiple visitors can chat in one window.

to the manager for collaborative forecasts?

28 of 65. Which value rolls up the hierarchy to the manager for Collaborative Forecasts?

- A. ☐ Product quantity
- B. ☐ Expected revenue
- C. ☐ Quota amount
- D. ☒ Opportunity amount

status value be changed with fewer clicks.

55 of 65. The inside Sales Manager at Universal Containers wants to be able to report on how long leads have a Lead Status of "Open" before the status changes to another value. Additionally, the sales team has requested the status value be changed with fewer clicks.

What should the administrator do to meet this requirement?

- A. ☐ Use a Quick Action to update a date field and change the status value.
- B. ☒ Use a formula field to calculate the date when the status changes.
- C. ☐ Turn on field history tracking for the lead status field and create a report based on that field.
- D. ☐ Use a Workflow Rule that sends an email when the Lead Status is changed.

prospect to customer when an opportunity is won.

53 of 65. Universal Containers categorizes its accounts with one of two status values—Prospect or Customer. The administrator wants to automatically change the value from Prospect to Customer when an opportunity is won.

Which two actions can the administrator take to accomplish this?
Choose 2 answers

- A. ☐ Use Visualforce to update the Account Status field.
- B. ☒ Create an account approval process that updates the Account Status field.
- C. ☐ Create an opportunity workflow rule that updates the Account Status field.
- D. ☒ Use Process Builder to update the Account Status field.

when setting up salesforce content.

Time Remaining: 1:11:24

59 of 60. What are two considerations when setting up Salesforce Content?
Choose 2 answers

- A. ☐ The library type determines the size of files that can be contributed to content.
- B. ☐ An approval process can ensure that all product-related content is reviewed.
- C. ☒ The content type determines which fields appear on the Content Detail page layout.
- D. ☒ A validation rule can ensure a description is required for all contributed content.

You must select exactly 2 responses.

[Mark this item for later review.](#)

two actions could the delegated administrator complete after delegated administration is granted for a custom object

21.

Which two actions could the delegated administrator complete after delegated administration is granted for a custom object?

Choose 2 answers

- A ☒ Create a custom tab for the object.
- B ☐ Change organization-wide sharing rules for the object.
- C ☒ Add a custom picklist field to the object.
- D ☐ Change the relationship with another object.

which three capabilities should an administrator consider about change sets

Which three capabilities should an administrator consider about change sets?

Choose 3 answers

- A ☐ When custom fields are added to a change set, field-level security is automatically included.
- B ☒ When a change set is deployed to production, by default, all unmanaged Apex tests will automatically be run.
- C ☒ To use change sets, at least one inbound and one outbound connection must exist.
- D ☐ When a component is added to a change set, all dependent components automatically get added.
- E ☒ There is a feature that allows the user to validate a change set before deploying it.

wants to create a job application custom object related to a job posting custom object .they would also like a no-code solution to calculate the number of job application for each job posting.

4. Universal Containers wants to create a Job Application custom object related to a Job Posting custom object. They would also like a no-code solution to calculate the number of Job Applications for each Job Posting.

What type of field should an administrator create on the Job Application to enable this functionality?

- A ☐ Formula
- B ☐ Lookup
- C ☐ Roll-up Summary
- D ☒ Master-Detail

what are two capabilities of enterprise territory management

16. What are two capabilities of Enterprise Territory Management?

Choose 2 answers

- A ☒ Territory hierarchy replaces the role hierarchy for sharing.
- B ☒ Prioritize territories to indicate highest priority or lowest priority.
- C ☐ The ability to use filter-based opportunity criteria to expand assignment rules.
- D ☒ The ability to use 20 territories assignment rules per model.

has implemented a custom process related to products .they have a custom object called draft product .once a draft product is approved automation is needed to create a new product record and delete the original draft product record

7. Universal Containers has implemented a custom process related to products. They have a custom object called Draft Product. Once a Draft Product is approved, automation is needed to create a new Product record and delete the original Draft Product record.

Which two options would meet this requirement?

Choose 2 answers

- A ☐ Flow that calls a Process Builder
- B ☐ Process Builder that calls a Workflow Rule
- C ☒ Process Builder that calls Apex
- D ☒ Process Builder that calls a Flow

to use the omni-channel routing in service cloud.they are using assignment rules and want to ensure that the routing chosen meets the requirements.

10. Universal Containers wants to use the Omni-Channel routing feature in Service Cloud. They are using assignment rules and want to ensure that the routing chosen meets the requirements.

What should an administrator take into consideration before implementation?

- A ☐ Assignment rules are triggered when Omni-Channel routing routes a work item to an agent and the agent accepts the work.
- B ☒ If there is a tie in the Omni-Channel routing logic, Omni-Channel routes the work to the agent who most recently received a work item.
- C ☐ Assignment rules are triggered when an agent accepts the work and edits and saves the work.
- D ☐ The least active routing model looks for the agent who has the largest maximum work capacity.

☐ Mark this item for later review.

when an opportunity with at least one opportunity product close wins universal containers requires that an invoice_c records be created with invoice_line_item_c records for each product on the opportunity.

19. When an opportunity with at least one opportunity product close wins, Universal Containers requires that an Invoice__c record be created with Invoice_Line_Item__c records for each Product on the Opportunity.

How should an administrator implement this request?

- A ☐ Use a custom button on the Opportunity.
- B ☐ Use an Opportunity Approval Process.
- C ☒ Use a Process Builder that calls a Flow
- D ☐ Use Einstein Next Best Actions.

uc wants to implement a new entitlement process for premier support accounts. this support includes phone contact with the customer every 24 hours from the time the case is created for as long as it remains open

20. Universal Containers wants to implement a new entitlement process for premier support accounts. This support includes phone contact with the customer every 24 hours from the time the case is created for as long as it remains open.

How should an administrator configure this requirement?

- A ☐ Create an independent milestone
- B ☒ Build a sequential milestone
- C ☐ Enable milestone tracker
- D ☐ Configure an escalation rule

how should an administrator ensure article managers user specified values for custom article fields

59.

How should an administrator ensure article managers use specified values for custom article fields?

- A ☐ Use field dependencies on record types.
- B ☐ Create a formula field on the article.
- C ☒ Create different record types for different requirements.
- D ☐ Require a field on the page layout.

uc wants to convert a lookup relationship to a master-detail relationship.

31.

Universal Containers wants to convert a lookup relationship to a master-detail relationship.

What action should the administrator take prior to converting the relationship?

- A ☐ Remove roll-up summary fields on the parent prior to changing the field type.
- B ☒ Ensure all existing records have a value in the current lookup field.
- C ☐ Select the allow re-parenting option on the master-detail relationship field.
- D ☐ Delete the current lookup field before adding the new master-detail field.

uc implementing a new lead status process and want to be able to do the following:

track leads through five different status values

39.

Universal Containers is implementing a new lead status process and wants to be able to do the following:

- Track leads through five different status values.
- Run reports showing the duration a lead spends in each status.
- Run full Lifetime reports of a lead from creation to conversion.
- Prevent leads from skipping a lead status.

How should these requirements be met?

- A ☒ Use custom date fields and workflow rules for each status, and use custom formula fields for calculating duration of a status. Use validation rules to prevent status skipping.
- B ☐ Use lead history reporting to track changes in the lead status field, and use custom reporting fields to calculate status duration. Use validation rules to prevent status skipping.
- C ☐ Use an Apex trigger to populate custom date fields for each status, and use custom formula fields for calculating duration of each status.
- D ☐ Use field history tracking on the lead status field to track the duration of each status. Use validation rules to prevent status skipping.

uc created and tested a new approval process in a developer sandbox, while the approval routings were correct, the approvers were not receiving the notification emails

45.

Universal Containers created and tested a new approval process in a developer sandbox. While the approval routings were correct, the approvers were NOT receiving the notification emails.

What could be the cause of this issue?

- A ☐ Approvals can only be tested in a full or partial data sandbox.
- B ☐ Email deliverability CANNOT be changed in a sandbox.
- C ☒ The email addresses for the users in the sandbox are invalid.
- D ☐ The email relay is disabled in the sandbox.

value rolls up the hierarchy to the manager for collaborative forecasts

51.

Which value rolls up the hierarchy to the manager for Collaborative Forecasts?

- A ☐ Expected revenue
- B ☐ Product quantity
- C ☐ Quota amount
- D ☒ Opportunity amount

a sales manager wants to edit the opportunities owned by the sales team. the manager doesnot have edit access to the opportunity object

32.
A sales manager wants to edit the Opportunities owned by the sales team. The manager does NOT have Edit access to the Opportunity object.
- What is the recommended solution?
- A ☐ Enable team selling on the Opportunity object to grant read/write access.
 - B ☐ Redefine the role hierarchy by enabling grant access using hierarchies.
 - C ☒ Create a permission set for Opportunity edit and associate it to the user record.
 - D ☐ Change the Opportunity's organization-wide default setting to public read/write.

a user with permissions to create price books wants to quickly create a new product with the same information as the existing product by cloning the product

13.
A user with permissions to create price books wants to quickly create a new product with the same information as the existing product by cloning the product.
- What is an important consideration when cloning a product?
- A ☐ Price book entries will NOT be created in the standard price book.
 - B ☐ Price book entries in price books that the user does NOT have access to will be created.
 - C ☐ Price book entries need to be activated before users can use the new price book.
 - D ☒ Price book entries in price books that the user does NOT have access to will not be created.

uc is considering using communities.each partner is associated with a product and will need a separate community some partner will need access to more than one community

9.
Universal Containers (UC) is considering using Communities. Each partner is associated with a product and will need a separate community. Some partners will need access to more than one community.
- What are two considerations an administrator should be aware of?
- Choose 2 answers
- A ☐ The org limit of 100 communities does not include inactive or preview communities.
 - B ☒ Communities licenses are associated with a specific community.
 - C ☒ The org limit of 100 communities includes active, inactive, and preview communities.
 - D ☐ Community license choice of member-based or login-based.

the vp of sales wants to require that the next step field is always updated when an opportunity stage is changed

65.
The VP of Sales wants to require that the Next Step field is always updated when an opportunity stage is changed.
- How should this process be automated?
- A ☒ Create a validation rule with the following formula: `AND( ISCHANGED(ISPICKVAL(StageName)), NOT( ISCHANGED(NextStep)))`
 - B ☐ Create a workflow rule with the following formula: `AND( ISCHANGED(StageName), NOT( ISCHANGED(NextStep)))`
 - C ☐ Create a validation rule with the following formula: `AND( ISCHANGED(StageName), NOT( ISCHANGED(NextStep)))`
 - D ☐ Create a workflow rule with the following formula: `AND( ISCHANGED(ISPICKVAL(StageName)), ISCHANGED(NextStep))`

the inside sales manager at universal containers wants to be able to report on how long leads have a lead status of opn before the status changes to another value additionally the sales team has requested the status value be changed with fewer clicks

17.

The inside Sales Manager at Universal Containers wants to be able to report on how long leads have a Lead Status of "Open" before the status changes to another value. Additionally, the sales team has requested the status value be changed with fewer clicks.

What should the administrator do to meet this requirement?

- A ☐ Use a formula field to calculate the date when the status changes.
- B ☒ Turn on field history tracking for the lead status field and create a report based on that field.
- C ☐ Use a Workflow Rule that sends an email when the Lead Status is changed.
- D ☐ Use a Quick Action to update a date field and change the status value.

uc wants to track invoices with a custom object.they want to be able to view any invoices as a related list on the opportunity record page,

18. Universal Containers wants to track invoices with a custom object. They want to be able to view any invoices as a related list on the Opportunity record page.

Which feature would ensure users can view all invoices associated with an Opportunity if the user can view the parent Opportunity record?

- A ☐ Field Level Security
- B ☒ Master-Detail Relationships
- C ☐ Lookup Relationships
- D ☐ Sharing Rules

The HR Director at Universal Containers has indicated the picklist entries for salary range and pay grade on the custom Position object need updating and

require frequent change. Because frequent changes have to be made to these Position fields, they are requesting the ability to update these picklist values

19. The HR Director at Universal Containers has indicated the picklist entries for salary range and pay grade on the custom Position object need updating and require frequent change. Because frequent changes have to be made to these Position fields, they are requesting the ability to update these picklist values.

Which feature should the administrator consider that allows for this?

- A ☐ Field accessibility set to editable for the picklists for the Position object.
- B ☐ A permission set containing the modify all data permission for the Position object.
- C ☒ Delegated administration for the Position object.
- D ☐ Screen Flow using custom metadata types.

☐ Mark this item for later review.

Universal Containers has a private sharing model. their field service manager wants to edit Cases owned by the service team but is unable to edit Case records.

Which option should an administrator use to solve this issue?

20. Universal Containers has a private sharing model. Their field service manager wants to edit Cases owned by the service team but is unable to edit Case records.

Which option should an administrator use to solve this issue?

- A ☐ Assign the manager a permission set with edit access to the Case object.
- B ☐ Create a public group with read/write for Cases and Accounts.
- C ☐ Set the Organization-Wide Default to public read/write for Cases and Accounts.
- D ☒ Update the manager's profile to include edit access to the Case object.

☐ Mark this item for later review.

At Universal Containers, Organization-Wide Defaults (OWD) for Cases has been set to Public Read Only. A custom object called Audits has a master-detail

relationship to the Case object. Audit records should be accessible by the members of the oversight team only. A public group for the oversight team has been created.

23. At Universal Containers, Organization-Wide Defaults (OWD) for Cases has been set to Public Read Only. A custom object called Audits has a master-detail relationship to the Case object. Audit records should be accessible by the members of the oversight team only. A public group for the oversight team has been created.

Which two steps should the administrator take next to meet this requirement?

Choose 2 answers

- A ☐ Remove Create, Read, Edit and Delete permissions to the Audits object for all profiles.
- B ☒ Set OWD to Private for Cases and assign the Public Group a role above Support Users in the hierarchy.
- C ☒ Create a sharing rule that gives the Public Group Read/Write access to Audits.
- D ☐ Build a permission set with Create, Read, and Edit for Audits selected and assign it to the individual Public Group members.

☐ Mark this item for later review.

Universal Containers sells monthly service subscriptions and wants to ensure their Opportunity reports accurately represent the amount of money to be received each month.

Which solution should an administrator use to meet this requirement?

30. Universal Containers sells monthly service subscriptions and wants to ensure their Opportunity reports accurately represent the amount of money to be received each month.

Which solution should an administrator use to meet this requirement?

- A ☒ Use monthly Opportunity reporting snapshots.
- B ☐ Use product revenue schedules for each revenue period.
- C ☐ Use Process Builder and Flow to create custom object records.
- D ☐ Use Opportunity formula fields for each reporting period.

☐ Mark this item for later review.

A custom object was created at Universal Containers to store information employees will need for their annual reviews. Only the employee should be able to access their records. The administrator has set Organization-Wide Defaults to private for the object. These records are accessible by the employee's manager.

34. A custom object was created at Universal Containers to store information employees will need for their annual reviews. Only the employee should be able to access their records. The administrator has set Organization-Wide Defaults to private for the object. These records are accessible by the employee's manager.

What additional step should be taken to remove the manager's access to these records?

- A ☐ Remove access to the custom object on the manager's profile.
- B ☐ Recalculate the sharing rules in sharing settings.
- C ☒ Uncheck grant access using hierarchies in sharing settings.
- D ☐ Uncheck the manual sharing for the custom object on each profile.

38. Universal Containers wants to implement a recruiting application using an Applicant custom object and 3 Position custom object. Each position record may have many applicants associated with it.

What solution should the administrator recommend to ensure applicants are retained even if the position is removed?

38. Universal Containers wants to implement a recruiting application using an Applicant custom object and a Position custom object. Each position record may have many applicants associated with it.

What solution should the administrator recommend to ensure applicants are retained even if the position is removed?

- A ☐ Create a lookup field on Position.
- B ☐ Create a master-detail field on Applicant.
- C ☒ Create a lookup field on Applicant.
- D ☐ Create a master-detail field on Position.

Which two types of data should a sales representative access from the Forecasts tab when using Collaborative Forecasts?

48.

Which two types of data should a sales representative access from the Forecasts tab when using Collaborative Forecasts?

Choose 2 answers

- A ☒ Forecast amount for each forecast category
- B ☒ Opportunities that make up each forecast amount
- C ☐ Forecast amount for other representatives on their team
- D ☐ Forecast amount for each opportunity stage

☐ Mark this item for later review.

which three features are supported in delegated administration

58.

Which three features are supported in delegated administration?

Choose 3 answers

- A ☒ Set org-wide sharing defaults
- B ☐ Manage custom objects
- C ☐ Unlock Communities users
- D ☒ Unlock non-Communities users
- E ☒ Create and edit users

☐ Mark this item for later review.

Universal Containers suspects a user is logging in as other users and editing Account records without their approval.

Where would an administrator go to verify who is logging in as other users?

59.

2. Universal Containers suspects a user is logging in as other users and editing Account records without their approval.

Where would an administrator go to verify who is logging in as other users?

- A ☐ Users Login History
- B ☐ History Tracking on the Account
- C ☒ Setup Audit Trail
- D ☐ Debug Logs

☐ Mark this item for later review.

4.

Which two permissions need to be enabled to set up entitlement management, including milestones, entitlement processes, and entitlement templates?

4.
Which two permissions need to be enabled to set up entitlement management, including milestones, entitlement processes, and entitlement templates?

Choose 2 answers

A ☐ Customize Entitlements

B ☒ Customize Application

C ☐ Manage Milestones

D ☒ Manage Entitlements

☐ Mark this item for later review.

which two types of metadata should be migrated between environments using change sets

8.
Which two types of metadata should be migrated between environments using change sets?

Choose 2 answers

A ☐ Account team roles

B ☐ Standard field picklist values

C ☒ Custom fields

D ☒ Email templates

☐ Mark this item for later review.

