

1 of 65.

Administrator (WI21)

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

☐ Mark this item for later review

2 of 65.

Administrator (WI21)

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 Position report type with a cross filter.
 - D. ☐ Use the standard Job Applications with Position report type.

11 of 65.

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. ☐ Communities licenses are associated with a specific community.
- B. ☐ The org limit of 100 communities does not include inactive or preview communities.
- C. ☐ The org limit of 100 communities includes active, inactive, and preview communities.
- D. ☐ Community license choice of member-based or login-based.

12 of 65.

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

14 of 65.

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.

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

15 of 65.

What are two capabilities when creating an entitlement process?

Choose 2 answers

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

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19 of 65.

What are three capabilities of Chat in the Salesforce Console?

Choose 3 answers

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

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27 of 65.

Universal Containers wants to ensure that the following opportunity fields are present on each record at the negotiation/review or won stages:

- Amount (Currency) is populated.
- The Ready to Close (Checkbox) must also be true.

Which validation rule error condition should the administrator configure to meet these requirements?

- A. ☐ AND(OR(StageName = "Negotiation/Review", StageName = "Closed Won"),OR(ISBLANK(Amount),Ready_to_Close__c = FALSE))
- B. ☐ AND(OR(ISPICKVAL(StageName, "Negotiation/Review"), ISPICKVAL(StageName, "Closed Won")),OR(NOT(ISBLANK(Amount)),Ready_to_Close__c = TRUE))
- C. ☐ AND(OR(ISPICKVAL(StageName, "Negotiation/Review"), ISPICKVAL(StageName, "Closed Won")),OR(ISBLANK(Amount),Ready_to_Close__c = FALSE))
- D. ☐ AND(OR(StageName = "Negotiation/Review", StageName = "Closed Won"),OR(ISBLANK(Amount),Ready_to_Close__c = TRUE))

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< Back

Next >

Review All

Submit

28 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. ☐ Refresh the sandbox from production.
- D. ☐ Merge Production and the sandbox using a template.

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< Back

Next >

Review All

Submit

34 of 65.

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. ☐ Delete the current lookup field before adding the new master-detail field.
- D. ☐ Select the allow re-parenting option on the master-detail relationship field.

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42 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. ☒ AND(PRIORVALUE(StageName), OwnerId <> \$User.Id)
- B. ☐ NOT(PRIORVALUE(StageName), OwnerId = \$User.Id)
- C. ☐ AND(ISCHANGED(StageName), OwnerId <> \$User.Id)
- D. ☐ NOT(ISCHANGED(StageName), OwnerId = \$User.Id)

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< Back

Next >

Review All

Submit Exam

47 of 65.

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

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Back

Next >

Review All

Submit Exam