Salesforce Associate

1. Two users in the same opportunity record are seeing different fields.
What is the reason for this?

A. The missing fields are marked as hidden in Object Manager.

B. The users are assigned different profiles and page layouts.

C. The users have been configured with different Locales.

Answer(s): B

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2. Get Cloudy Consulting (GCC) will show its data on a dashboard where the data is visualized within a range.
Which dashboard component type should GCC use?

A. Gauge

B. Metric

C. Chart

Answer(s): A

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3. How can a report of all Accounts with Opportunities be created?

A. Use the Accounts report type.

B. Use the Accounts with Opportunities report type.

C. Use the Opportunities report type.

Answer(s): B

4. Get Cloudy Consulting currently stores information about is customers and partners in the Account object. There are a few details specific to partners that are not applicable to customers. What is the recommended way to display only the information application to each group?

A. Use Account for customers and create a custom object for partners.

B. Create record types on Account called Partner and Customer

C. Create custom object called Partner and Customer

Answer(s): B

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5. A marketing manager wants to make the Reason Lost field required on the opportunity when he stage is changed to Closed Lost.
What should the salesforce associate do to enforce this requirement?

A. Make the field required on the page layout.

B. Create a validation rule on the Opportunity object.

C. Make the field universally required.

Answer(s): B

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6. Salesforce associate received a promotion and needs Edit access to fields on opportunity records across the organization.
Which user setting need updating to allow Edit access?

A. Queue

B. Permission Set

C. Public Group

Answer(s): B

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7. A salesforce associate at get Cloudy Consulting has been asked to analyze Service Cloud data to determine how many individual have called in to the support center.
Which relationship on Case should the associate use?

A. Owner

B. Account

C. Contact

Answer(s): C

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8. Which relationship type exists between Accounts and Contacts?

A. Master-detail

B. Self

C. Lookup

Answer(s): C

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9. Get Cloudy Consulting (GCC) has a Contact that works at two different Accounts. How should GCC related this Contact to two Accounts?

A. Use Contacts to multiple Accounts

B. Create two contact records

C. Merge the two Account records

Answer(s): A

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10. What should be considered before changing the field type of a custom field?

A. The field is a required field that cannot be changed.

B. The field type can be changed for all custom field.

C. There is possible data loss when changing the field type.

Answer(s): C

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11. A salesforce associate at Get cloudy Consulting is configuring object access. The requirements are:
Sales Manager must have the same access to Opportunities. Marketing managers must have the same access to Campaigns.
What is the recommend approach to configuring their access?

A. Sharing Sets and Manual Sharing

B. Validation and Assignment Rules

C. Profiles and Permission Sets

Answer(s): C

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12. Get Cloudy Consulting is rolling out Salesforce to its organization. New users may have different access requirements base on department.
What should be recommended to allow new users the correct access based on their department's requirements?

A. Role Hierarchy

B. Individual profiles

C. Permission sets

Answer(s): A

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13. A sales rep at Get Cloudy Consulting asks the new Salesforce associate to give them a report showing all the active accounts for the sales rep's territory.
Where should the associate go to create a new report for Accounts?

A. Setup

B. Accounts tab

C. Reports tab

Answer(s): C

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14. Cloud Kicks (CK) became a North American subsidiary of Get Cloudy Consulting (GCC). What should the Salesforce associate do to show that GCC is part of the CK portfolio when creating the CK Account record?

A. View account hierarchy and select Add Child Account.

B. Select New on the child accounts related list.

C. Add Get Cloudy Consulting to the Parent Account field

Answer(s): A

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15. Where can a new user set up an email signature in Salesforce?

A. Personal Settings

B. User Profile

C. Email Setup

Answer(s): C

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16. An employee at Get Cloudy Consulting recently changed their name. They received a new email address.
Where should these changes be updated?

A. User Record page from Setup

B. User Profile page

C. Contact Record page

Answer(s): B

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17. A Salesforce Associate is asked to review multiple reports from the current month's folder and bring insight into a meeting.
How should the associate locate all the reports in a single location from the Report object?

A. Use the Global search bar

B. Click on All Reports and use the search bar

C. Click on All Folders and use the search bar

Answer(s): B

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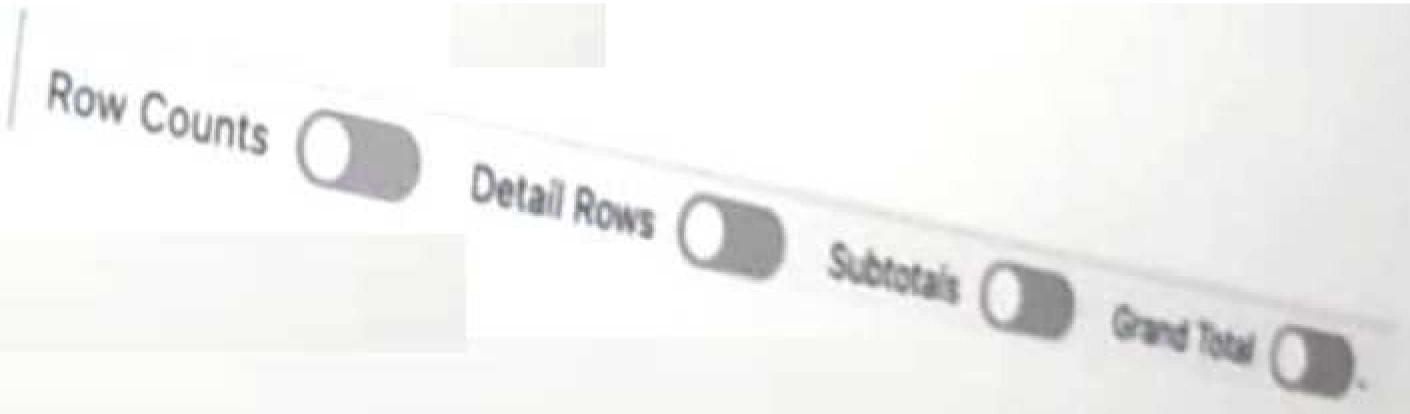
18. Refer to the image below:



A Salesforce associate reviews a report that shows more information than they need. The associated see individual records but only wants to see the Record Count.
Which switches should the associated toggle to only show the Record Count?

A. Row Counts and Grand Total

B. Subtotals and Detail Rows

C. Grand Total and Subtotals

Answer(s): A

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19. 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.

Answer(s): A

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20. A Salesforce associate wants to learn more about an app to see if it would be a good fir for a business need, but they are not a system administrator.
Where can they learn more about the app?

A. AppExchange

B. Trailhead

C. Global Search

Answer(s): B
