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Time Limit: 120 min
File Version: 1.0

Salesforce Certified Advanced Administrator

Version 1.0

Exam A

QUESTION 1
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 configuration-only sandbox
C. Create a metadata sandbox
D. Create a full sandbox

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 2
Which two deployment tools can be used to deploy metadata from a Developer Edition organization to another organization? (Choose two.)

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

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 3
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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 4 What are three capabilities of Collaborative Forecasting?
(Choose three.)

A. Rename categories
B. Forecast using opportunity splits
C. Overlay quota

D. Add categories
E. Select a default currency setting

Correct Answer: ABE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 5
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 quantity schedule on the product
B. Create a default revenue schedule on the product
C. Create a workflow rule on the product
D. Create a custom fields on the product

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 6 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

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 7
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 three.)

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

Correct Answer: ADE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 8 How can an administrator ensure article managers use specified values for custom article fields?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 9 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. Configure Current Customer as a roll-up summary field that will recalculate whenever an opportunity is won
B. Use an Apex trigger on the Account objects that sets the Current Customer field when an opportunity is won
C. Use a workflow rule on the Opportunity object that sets the Current Customer field when an opportunity is wonD. Configure Current Customer as a text field and use an approval process to recalculate its value

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 10
Sales management wants a small subset of users with different profiles and roles to be able to view all data for compliance purposes.

How can an administrator meet this requirement?

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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 11 Which two values roll up the hierarchy to the manager for Collaborative Forecasting? (Choose two.)

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

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 12
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 the request? (Choose two.)

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

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 13
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 and approval processes
B. Assignment rules, approval processes, and workflow rules
C. Assignment rules and workflow rules
D. Assignment rules, auto-response rules, and workflow rules

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 14
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 the duplicate contacts will be merged automatically
C. Merge the duplicate accounts and check the box that optionally merges the duplicate contactsD. Merge the duplicate accounts and then merge the duplicate contacts

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
QUESTION 15
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. Change the opportunity's organization-wide default settings to Public Read/Write

B. Redefine the role hierarchy by enabling “grant access using hierarchies”
C. Enable team selling on the Opportunity object to grant Read/Write access
D. Create a permission set for Opportunity Edit and associate it to the user record

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 16 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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 17 What are two capabilities of Territory Management? (Choose two.)

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

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 18
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. A lookup relationship on the Applicant object with Position as the master provides roll-up summary fields without code
B. The junction object allows the administrator to add a workflow rule to update 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. The Job Application object as a master to Position and Applicant objects will allow roll-up summary fields on the Position and Applicant objects

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 19
Which two actions could the delegated administrator complete after delegated administration is granted for a custom object? (Choose two.)

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

Correct Answer: AD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 20 An administrator has unchecked the "Enable content pack creation" checkbox after users had created content packs.

What is the impact of this change?

A. Users can modify the description and title of existing packs
B. All existing content packs will be deleted
C. Users can continue to edit the contents of existing packs
D. The Clone & Customize button will continue to be available

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 21
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. Dashboard filter
B. Dynamic dashboard
C. Joined reports on a dashboard
D. Matrix reports on a dashboard

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:
QUESTION 22 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. Review the system log to determine the root cause

D. Use workflow to email the administrator if the process fails

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 23
Which three password options are available for the administrator to set on content deliveries? (Choose three.)

A. Administrator-provided default password
B. Password complexity rules
C. Password protection is required
D. Password protection is optional and defaults to ON
E. Password protection is optional and defaults to OFF

Correct Answer: CDE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 24
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 Apex trigger on the Account object that adds the account name to the opportunity name
B. Write a validation rule that updates the opportunity name with the account name using a cross-object formula
C. Write a criteria-based workflow rule that updates the opportunity name concatenated with the account nameD. Use an approval process that routes newly created opportunities to management for data quality review

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 25
An administrator would like to know which delegated administrators are actively customizing their organization.

Where can the administrator find this information?

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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 26
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 two.)

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

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 27 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. This will affect the ownership of records for standard objects but **NOT** custom objects
B. None of the ownership-based sharing rules are recalculated
C. All of the ownership-based sharing rules are recalculated
D. This will only affect ownership-based sharing rules if the user moves up in the role hierarchy

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 28
Which two permissions needs to be enabled to set up entitlement management, including milestones, entitlement processes, and entitlement templates? (Choose two.)

A. Manage Milestones
B. Customize Entitlements
C. Manage Entitlements
D. Customize Application

Correct Answer: CD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 29
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. Standard filter
B. Cross filter
C. Joined report
D. Reporting snapshot

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 30 Universal Containers wants only users from the sales department to have access to price books.

How can an administrator meet this requirement?

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

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 31 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

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 32 Which two statements are true about the creation of entitlement processes? (Choose two.)

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

Correct Answer: BD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 33
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 the requirement? (Choose two.)

A. Use a trigger that populates Billing State/Province based on a custom object that maps postal codes to states/provinces
B. Use a validation rule to do a VLOOKUP of the Billing Postal Code to 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

Correct Answer: AB
Section: (none)
Explanation

Explanation/Reference:

QUESTION 34
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 workflow rule that fires on the Closed Lost stage and populates the Reason Lost field
B. Create a validation rule that requires Reason Lost to be populated once the opportunity stage is Closed Lost
C. Create a trigger that requires Reason Lost to be populated once the opportunity stage is Closed LostD. Create a page layout for Closed Lost opportunities and make Reason Lost a required field

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 35
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. Hierarchical
B. Master-detail
C. Lookup
D. Roll-up summary

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 36
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

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 37
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 a dynamic dashboard and ensure the sales manager has the "View My Team's Dashboard" permission
B. Create a dynamic dashboard and add filters for opportunities, accounts, and cases
C. Create an individual dashboard for each sales representative with opportunity, account, and case componentsD. Create a dashboard and add filters for users, opportunities, accounts, and cases

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 38
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 an Apex trigger to populate custom date fields for each status, and use custom formula fields for calculating duration of each status.
C. 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.
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.

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 39
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 three.)

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

Correct Answer: BCD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 40 Which two statements are true regarding Salesforce Customer Community
members? (Choose two.)

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

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 41
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. Master-detail
B. Hierarchical
C. Junction
D. Lookup

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 42 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. Grant the VP of Marketing the ability to log in as a user who is an administrator
B. Create a custom profile with Edit permission on the custom marketing objects and assign to the VP of Marketing
C. Enable the Marketing User permission on the user record for the VP of Marketing
D. Set up the VP of Marketing as a delegated administrator for the custom marketing objects

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:
QUESTION 43
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 two.)

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

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 44
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 three.)

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

Correct Answer: ACD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 45
An administrator has initiated the process of deploying changes from a sandbox to the production environment using the Force.com IDE.

Which three pieces of information must be supplied to the IDE during this process? (Choose three.)

A. The username and password of the destination environment
B. The related change set connection information
C. The metadata components that need to be deployed
D. The data of the fields which are being deployed
E. The environment into which the changes will be deployed

Correct Answer: ACE
Section: (none)
Explanation

Explanation/Reference:

QUESTION 46 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. Field audit history
B. Debug log
C. Field history tracking
D. Setup audit trail

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 47 A sales manager cannot view a contact owned by a salesperson. The person 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. The contact is **NOT** linked to an account
C. The contact has **NOT** been manually shared with the manager
D. Contact sharing settings are Private

Correct Answer: D
Section: (none)
Explanation

Explanation/Reference:

QUESTION 48 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 two.)

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

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 49 Which two types of metadata should be migrated between environments using change sets? (Choose two.)

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

Correct Answer: BD
Section: (none)
Explanation
Explanation/Reference:

QUESTION 50
Which two types of data can a sales representative access from the Forecasts tab when using Collaborative Forecasts? (Choose two.)

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

Correct Answer: BC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 51
Which three types of prices can the system administrator set for an organization's products? (Choose three.)

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

Correct Answer: BCD
Section: (none)
Explanation

Explanation/Reference:

QUESTION 52 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 roll-up summary field that counts the number of contacts and displays the count on the account
B. Create a custom formula field on the account using the count() function to count the number of related contacts
C. Create a custom field on the account. Use an Apex trigger to update the field when contacts are added or deletedD. Create a custom field on the account. Use a workflow rule to update the field when contacts are added or deleted

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 53
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 a reporting snapshot and check the dashboard option, scheduled to be delivered on Monday mornings
B. Create one dashboard that includes a filter for each region, scheduled to be delivered on Monday mornings
C. Create a separate dashboard with data specific to each sales VP, scheduled to be delivered on Monday morningsD. Create one dashboard using Visualforce to create a filter, scheduled to be delivered on Monday mornings

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 54 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 contact sharing setting are private, so access to the record is limited to the contact owner and system administrator
D. The account sharing settings are controlled by the parent, and the account owner is **NOT** under the sales manager's role

Correct Answer: B
Section: (none)
Explanation

Explanation/Reference:

QUESTION 55 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 two.)

A. Use Data Loader to export the data each month
B. Use Data Exporter to export the data each month
C. Configure the “Schedule Export” option under Data Export
D. Use the “Object Export” feature under Data Management

Correct Answer: AC
Section: (none)
Explanation

Explanation/Reference:

QUESTION 56
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 **NOT** be able to edit product support cases
B. The user will only be able to edit cases manually shared with them
C. The user will only be able to edit the cases that they created
D. The user will be able to edit product support cases

Correct Answer: A
Section: (none)
Explanation
Explanation/Reference:

QUESTION 57
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. Custom summary report where unit equals business hours
B. Report based on custom report type using cases and business hours
C. Report based on a reporting snapshot that runs daily at 5:00 p.m.
D. Standard case lifecycle report where unit equals business hours

Correct Answer: C
Section: (none)
Explanation

Explanation/Reference:

QUESTION 58

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(ISPICKVAL(StageName)), NOT(ISCHANGED(NextStep)))
B. Create a validation rule with the following formula: AND(ISCHANGED(StageName), NOT(ISCHANGED(NextStep)))
C. Create a workflow 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))

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 59
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. Master-detail
B. Junction
C. Hierarchical
D. Lookup

Correct Answer: A
Section: (none)
Explanation

Explanation/Reference:

QUESTION 60
Which three statements are correct about change sets? (Choose three.)
A. When a change set is deployed to production, by default, all unmanaged Apex tests will automatically be run.
B. There is a feature that allows the user to validate a change set before deploying it.
C. When a component is asses to a change set, all dependent components automatically get added.
D. When custom fields are added to a change set, field-level security is automatically included.
E. To use change sets, at least one inbound and one outbound connection must exist

Correct Answer: ABE
Section: (none)
Explanation

Explanation/Reference: