

## CRT-101<sup>Q&As</sup>

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## QUESTION 1

Select all which are true about Contacts Objects A. Can be associated with an Account

B. Has to be associated with an Account

C. One contact can belong to multiple Accounts

D. One Account can have multiple Contacts

Correct Answer: BD

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## QUESTION 2

\_\_\_\_\_ are words or short phrases that users can associate with most Salesforce.com records to describe and organize their data in a personalized way?

A. Views

B. Tags

C. Dashboards

D. Home Pagelayout

E. Apps

Correct Answer: B

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## QUESTION 3

Folders are used to manage:

A. Either Reports, Price Books, Documents, or Email templates

B. Either Reports, Dashboards, Documents, or Products

C. Either Reports, Dashboards, Documents, or Email templates

D. Either Reports, Dashboards, Documents, or Other Folders

Correct Answer: C

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## QUESTION 4

Case escalation rules triggered on the last modification will be reset each time a user adds a related comment to the case?

A. True

B. False

Correct Answer: B

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## QUESTION 5

Is it true that campaigns and opportunities have many to many relationship?

A. True B. False

Correct Answer: B

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