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QUESTION 1

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. What tool could be used to determine the problem?

A. Workflow monitor

B. Debug log

C. System audit trail

D. Email log

Correct Answer: C

QUESTION 2

A Sales manager must be informed if an opportunity reaches 500,000$ mark. So that manager can check if they can approve it or not? Provided that once who is asking for approvals are chatter users. Choose 2

A. Big Deal Alert

B. Enable Chatter Post Notification

C. Enable Allow approval by Email

D. Approval Process by a chatter

Correct Answer: CD

QUESTION 3

Universal Containers uses Salesforce Knowledge and has defined its category groups based on the regions of Europe, America, Africa and Asia. The administrator needs to restrict visibility of each category to the sales representatives within each region. How should the administrator control access to these category groups?

A. Add custom category groups to the roles assigned to the sales users

B. Modify object settings for the category groups on the sales user\\'s profile

C. Add or remove sales users from a public group with access to the category groups

D. Add custom category to the profiles assigned to the sales users

Correct Answer: C

QUESTION 4

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

QUESTION 5

What components can be transferred from Sandbox to Production Org via change sets? Choose 2

A. Email templates

B. Field settings

C. Account team roles

Correct Answer: AB

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