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QUESTION 1

A time dependent action is placed in the work flow queue when the record is created.

When will the action be removed from the queue? (2 answers)

- A. When the record no longer matches the rule criteria.
- B. When the action is deleted from the workflow queue.
- C. When a validation rule is triggered for the record
- D. When another record triggers the same workflow rule

Correct Answer: AB

QUESTION 2

Universal Containers wants to create a custom object to capture account survey data. Users must be able to select an account from the survey record. Users also need the ability to view related surveys on the account record.

How should the system administrator meet this requirement? (2 answers)

- A. Create a lookup relationship field on the account object.
- B. Add the account related list to the survey page layout.
- C. Create a lookup relationship field on the survey object.
- D. Add the survey related list to the account page layout.

Correct Answer: CD

QUESTION 3

How can knowledge articles be used? (2 answers)

- A. To display Salesforce answers
- B. To display Salesforce solutions
- C. To display for customer self-service
- D. To resolve customer cases

Correct Answer: CD

QUESTION 4

What type of field allows users to input text, images, and links?

- A. Input area
- B. Text and Image area
- C. Text area
- D. Text area (rich)

Correct Answer: D

QUESTION 5

What user interface setting must be enabled for users to edit records in a list view? (2 answers)

- A. Enhanced lists
- B. Enhanced page layout editor
- C. Inline editing
- D. Enhanced profile list views

Correct Answer: AC

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