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QUESTION 1

AW Computing sells a variety of software programs for its customers to choose from. Management wants to ensure that the customer automatically receives phone support when they purchase photo editing software.

How should an administrator meet these requirements?

- A. Add an entitlement template to the product for phone support.
- B. Include a milestone to the product with a term of 365 days for phone support.
- C. Configure a flow to create a milestone on the asset upon purchase.
- D. Create a flow to attach an entitlement to the asset upon purchase.

Correct Answer: A

QUESTION 2

AW Computing wants to create a process to assign accounts to different salespeople based on the annual revenue.... of the company. The administrator has decided to create a flow. Which two considerations should the administrator make sure to remember when creating the flow? Choose 2 answers

- A. Use a Get Record component instead of hard coding record IDs.
- B. The running user of a flow is the user that last saved the flow.
- C. Update record elements should be placed outside the flow loop.
- D. Update Record elements should be placed inside the flow loop.

Correct Answer: AC

QUESTION 3

Which three fields should be used as filter criteria? Choose 3 answers

- A. A phone field that provides the full phone number of the seller.
- B. A multi-select picklist field that designates features of the listing.
- C. A number field that designates the square footage of the listing.
- D. A formula field that calculates a price for the listing.
- E. A picklist field that designates the county of the listing.

Correct Answer: ACD



QUESTION 4

An administrator created two record types on the Account object: Internal Customers and External Customers. A custom profile called Sales has the External Customers record type assigned. The sharing rules for Accounts are set to Public Read Only. On occasion, Sales users notice that an Account record has the wrong record type assigned. The administrator has created a screen flow that will change the record type on the user's behalf.

What will happen to the Sales user's record access after running this flow?

- A. Read access will be lost to the record.
- B. Edit access will be lost to the record.
- C. Record Access remains the same.
- D. A new record owner will be assigned.

Correct Answer: B

QUESTION 5

The distributors at Cloud Kicks are eligible for support based on a specific service contract.

How should the administrator show this in Salesforce?

- A. Use entitlement management.
- B. Add a servicecontract to the record.
- C. Turn on Service Cloud.
- D. Build a new custom object.

Correct Answer: A

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