



CRT-101^{Q&As}

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QUESTION 1

The Support team has asked the Administrator to create a guided process that allows the rep to use scripted screens to collect the appropriate information.

Which tool should the Administrator use?

- A. Cloud Flow Designer
- B. Approval Process
- C. Workflow Rule
- D. Process Builder

Correct Answer: D

Reference: https://help.salesforce.com/articleView?id=process_which_tool.htm&type=5

QUESTION 2

Workflow rules trigger automatically and are visible to the user.

- A. True
- B. False

Correct Answer: B

Workflow rules are invisible to the end user.

QUESTION 3

Which step is required when configuring the new Salesforce for outlook?

- A. Select sync direction and conflict behaviour
- B. Select the appropriate config template
- C. Assign users and profiles to a configuration
- D. Enable the chatter feed sync with Outlook

Correct Answer: AC

QUESTION 4

All of the following may be used when updating a record using the AppExchange Data Loader EXCEPT:



- A. External Id
- B. Parent External Id
- C. Record Id
- D. Record Number

Correct Answer: D

QUESTION 5

Which statement is TRUE regarding look up filters? Choose 2 answers

- A. Lookup filters are available in the Partner and Customer Portals
- B. Lookup filters can restrict lookup dialog results based on fields on the source object
- C. The special date values "Today" and "This Month" are valid criteria options.
- D. Lookup filters are case sensitive

Correct Answer: AD

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