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QUESTION 1

What elements are required for a workflow approval process?

A. Check the answer in explanation.

Correct Answer: A

Approval Action Approval Process Approval Request Approval Steps Assigned Approver(s) Email Approval Request Initial Submission Action Final Approval Action Final Rejection Action Outbound Messages Record Locking

QUESTION 2

All the following are Main Setup areas in Salesforce.com EXCEPT?

A. Personal Setup

B. App Setup

C. Data Setup

D. Administration Setup

Correct Answer: C

QUESTION 3

The automated case user will be listed on the case history for all actions that are system defined, including:

A. When a case is automatically assigned using assignment rules

B. When a case is escalated

C. When a case is created online via Web-to-Case

D. When a Workflow is Triggered

Correct Answer: ABC

QUESTION 4

Existing records that meet the Workflow Rule criteria trigger the Rule.

A. True

B. False

Correct Answer: B

QUESTION 5

Which of the following is part of the Sales Cloud 2?

A. Accounts and Contacts

B. Cases

C. Marketing and Leads

D. Solutions

E. Content Library

F. Opportunities and Quotes

Correct Answer: ACEF

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