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QUESTION 1

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 2

To setup the Entitlement Process, what must you do?

- A. Setup Service Contracts with Contract Line items and entitlement
- B. Specify Actions that you will add to your entitlement Process
- C. Setup Milestones that you will add to entitlement process
- D. Delete all pending actions in the entitlement process queue

Correct Answer: C

QUESTION 3

Universal Containers would like applicants to apply for multiple positions, tracking how many applicants have applied and how many positions each individual applicant has applied for. To do this, the Administrator will create a JobApplication junction object between the Applicant and Position objects. Why will this action meet the requirement?

- A. The junction object allow the administrator to add a workflow rule to update fields on the Position and Applicant objects



- B. The Job Application object as a master to Position and Applicant objects will allow roll up summary fields on the Position and Applicant objects
- C. The junction object allows a many to many relationship and also roll up summary fields on the parent objects
- D. A lookup relationship on the Applicant object with Position as the master provides rollup summary fields without code

Correct Answer: D

QUESTION 4

Why users are not able to see "Find Duplicate" button in Lead?

- A. They should have Read and Delete Permission
- B. They should have Read and Edit Permission
- C. They should have Read Permission
- D. They should have Edit Permission
- E. They should have Delete Permission

Correct Answer: A

QUESTION 5

Salary field was created in Recruiting Object. Recruiting OWD is private. Recruiter and HR manager should have salary field visible. What should be done? Choose 2

- A. Make OWD Read/write
- B. Permission set and assign to HR manager and Recruiter
- C. Sharing rule on Salary Field
- D. Profile permission to Read-only

Correct Answer: BD

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