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**QUESTION 1**

What should an administrator consider when setting up and maintaining Salesforce Knowledge? Choose 3

- A. Article version numbers must be assigned by a Knowledge Manager for tracking
- B. Data category visibility is assigned through roles and profiles
- C. Knowledge settings must be configured in order for users to be able to create articles from cases
- D. Solution category browsing must be enabled in Solution settings

Correct Answer: BCD

QUESTION 2

Universal Containers wants to allow its customers to submit support requests across multiple channels. How can this be accomplished with Salesforce? Choose 2

- A. Offer a Live Agent chat button on the company website
- B. Enable the Service Cloud console app on the company website
- C. Enable Chatter Answers in the company's Customer Community
- D. Expose the case feeds option on the company's website

Correct Answer: C

QUESTION 3

Sales Management wants to enforce a process in which name of an Account is always included in the name of the opportunity. How can automation be used to help meet this requirement?

- A. Use an Apex trigger on account object that adds the account name to the opportunity name
- B. Write a validation rule that updates the opportunity name with the account name using a cross object formula
- C. Use an approval process that routes newly created opportunities to management for data quality review
- D. Write a criteria based workflow rule that updates the opportunity name concatenated with the account name

Correct Answer: D

QUESTION 4

Users have been given Read/Write access to product support cases through criteria-based sharing rules. A user's profile only has the Read permission for cases. What is true about the user's ability to edit product support cases?



- A. The user will Only be able to edit cases manually shared with them
- B. The user will only be able to edit the cases that they created
- C. The user will not be able to edit product support cases
- D. The user will be able to edit product support cases

Correct Answer: C

QUESTION 5

You have downloaded an App from AppExchange and you want to make changes in that App. What should be type of Package?

- A. Manage Package
- B. UnManage Package
- C. Automatic Package
- D. Platinum Package

Correct Answer: B

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