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QUESTION 1

Which feature in Financial Services Cloud helps businesses identify, track, and route customer needs?

- A. Intelligent Needs-Based Referrals
- B. Lightning App Builder
- C. Relationship Builder and Map
- D. Surveys

Correct Answer: A

QUESTION 2

When converting a lead, how can an administrator capture custom lead data on the converted contact?

- A. Use the lead conversion wizard to select the fields
- B. Map custom lead field to the standard lead field
- C. Use the data loader to move the custom lead data
- D. Map custom lead fields to custom contact fields

Correct Answer: D

QUESTION 3

Which Financial Services object would you use to store Bank Accounts data?

- A. Charges and Fees
- B. Assets and Liabilities
- C. Financial Account
- D. Financial Holding

Correct Answer: C

QUESTION 4

What standard object has a one-to-many relationship with the account object? (3 answers)

- A. Lead
- B. Opportunity



C. Campaign

D. Contact

E. Case

Correct Answer: BDE

QUESTION 5

A user is having trouble logging into Salesforce. The users login history shows that this person has attempted to log in multiple times and has been locked out of the organization.

How can the system administrator help the user log into Salesforce? (2 answers)

A. Click reset password on the users record detail page.

B. Send an email to the user containing the user's password

C. Log in as the user and enter a new password

D. Click unlock on the users record detail page

Correct Answer: AD

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