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QUESTION 1

What item appears in a user's My Unresolved items after synchronization (2 answers)

- A. Contacts not assigned to an account
- B. Cases not assigned to a contact
- C. Note not associated to a record
- D. Emails not associated to a record

Correct Answer: AB

QUESTION 2

What is the purpose of the service cloud (customer) portal? (2 answers)

- A. To share support reports and dashboards with high profile accounts
- B. To provide Web self-service by exposing knowledge articles
- C. To allow customers to log and check the status cases online
- D. To allow partners to access contact records for case collaboration.

Correct Answer: BC

QUESTION 3

The support group at universal container wants agents to capture different information for product support and inquiry cases. In addition, the lifecycle for product support cases should have more steps than the lifecycle for inquiry cases.

What feature should an administrator use to meet the requirement? (3 answers)

- A. Permission sets
- B. Record Types
- C. Support processes
- D. Page layouts
- E. Field-level Security

Correct Answer: BCD

QUESTION 4



What setting is controlled by a user's profile? (3 answers)

- A. Field level security
- B. Feature license assignment
- C. Record type assignment
- D. Locale settings
- E. Assigned apps

Correct Answer: ACE

QUESTION 5

A time dependent action is placed in the work flow queue when the record is created.

When will the action be removed from the queue? (2 answers)

- A. When the record no longer matches the rule criteria.
- B. When the action is deleted from the workflow queue.
- C. When a validation rule is triggered for the record
- D. When another record triggers the same workflow rule

Correct Answer: AB

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