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QUESTION 1

The support team at Universal Containers wants to be more proactive about renewing support plans with customers. They would like the support representative dedicated to each account to be notified a month before the account's support plan expires.

What should an administrator configure to meet this requirement?

- A. Assignment rule
- B. Workflow rule
- C. Auto-Response rule
- D. Escalation rule

Correct Answer: B

QUESTION 2

What are the challenges Financial Institutions face? (Select all that apply)

- A. Regulatory compliance
- B. Rising class of new competitors
- C. Not enough data
- D. Isolated data and outdated systems

Correct Answer: ABD

QUESTION 3

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 4



Universal containers set the organization-wide defaults for cases to private. When a case is escalated, case ownership changes to Tier 2 support agent.

How can a system administrator give the sales operation team read/write access to all escalated cases?

- A. Create a case escalation rule.
- B. Create a case assignment rule.
- C. Create a criteria-based sharing rule.
- D. Create an ownership-based sharing rule.

Correct Answer: C

QUESTION 5

What Report functionality would you use in order to quickly categorize report records without creating a formula or a custom field?

- A. Joined Report
- B. Matrix Report
- C. Bucketing
- D. Export
- E. Schedule

Correct Answer: C

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