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QUESTION 1

Scott Adams is opening a savings account at his mom's bank. The personal banker Hank Burton wants to make sure all Scott's financial data is rolling up to his parent's household, Adams Household. Rachel Adams, Scott's mom already is the primary member of the Adams Household.

How can the banker accomplish this?

- A. Make the Adams Household Scott's primary group and make him the primary member.
- B. Make the Adams Household Scott's primary group and edit the Activities and Objects to roll up.
- C. Disable the primary group setting for Scott on the Adams Household.

Correct Answer: B

QUESTION 2

How can a system administrator restrict users from viewing certain fields in list views, searches, page layouts and reports?

- A. Set the field to hidden on the user role
- B. Remove the field from page layouts
- C. Set the field to hidden using field-level security
- D. Remove the field from reports and list views

Correct Answer: C

QUESTION 3

What permission is set in a user's profile? (3 answers)

- A. Mass email
- B. Marketing user
- C. Active
- D. Run Reports
- E. Object Permissions

Correct Answer: ADE



QUESTION 4

The sales team at universal containers wants an easy solution to gather customer requirements and share presentations with their customers. What should an administrator do to help the sales team achieve this? (2 answers)

- A. Use chatter files to share presentations.
- B. Create opportunity teams for customers.
- C. Add customers to libraries.
- D. Add customers to private Chatter groups

Correct Answer: AD

QUESTION 5

A feature that captures, refers, routes, and prioritizes customer needs across business lines

- A. Expressed Interest
- B. Report
- C. Referrals
- D. Opportunity

Correct Answer: C

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