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QUESTION 1

Which one of the following statements is not correct about Action Plans?

A. Enhance collaboration and productivity by automatically assigning task owners and deadlines for specific client engagement, such as account openings, loan approvals, and claims processing.

- B. Capture repeatable tasks in templates and then automate the task sequences with an action plan.
- C. Automatically schedule the next appointment with the Advisor
- D. Manage customer engagements consistently and collaboratively with automated and compliant task orchestration.

Correct Answer: C

QUESTION 2

How can knowledge articles be used? (2 answers)

- A. To display Salesforce answers
- B. To display Salesforce solutions
- C. To display for customer self-service
- D. To resolve customer cases

Correct Answer: CD

QUESTION 3

Universal Containers needs to synchronize data between sales force and an external financial system.

How can a system administrator accomplish this?

- A. Use an external ID field to match records between systems
- B. Use the excel connector to export records from both systems
- C. Use the data loader to match records between the systems
- D. Use the data loader to upsert Salesforce records into the financial system

Correct Answer: A

QUESTION 4

A system administrator at Universal Containers needs to transfer records from one user to another.



What object can be transferred using the mass transfer tool? (2 answers)

- A. Leads
- B. Campaigns
- C. Quotas
- D. Accounts
- Correct Answer: AD

QUESTION 5

Which Option is available when using the process visualizer? (2 answers)

- A. Share annotated approval process diagrams
- B. View approval processes as a flow chart
- C. Add approval steps from the process visualizer
- D. Edit the criteria used to trigger the approval process

Correct Answer: AB

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