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**QUESTION 1**

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 2

What user interface setting must be enabled for users to edit records in a list view? (2 answers)

- A. Enhanced lists
- B. Enhanced page layout editor
- C. Inline editing
- D. Enhanced profile list views

Correct Answer: AC

QUESTION 3

Which chart type can be used to display summary values from two different levels of grouping in a report. (2 answers)

- A. Stacked bar chart
- B. Funnel chart
- C. Donut chart
- D. Grouped line chart

Correct Answer: AD

QUESTION 4



A banking customer is using Sales Cloud but their Admin is considering whether Financial Services Cloud would be a better solution to meet their business needs. What is the best way for the Admin to access a Financial Services org with pre-configured data to play around and learn what's in it?

- A. Hop on a 30-day Financial Services Cloud trial org
- B. Request a Salesforce developer org
- C. Purchase one license of an FSC production org
- D. Spin up a Trailhead challenge org

Correct Answer: A

QUESTION 5

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

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