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QUESTION 1

When you qualify a lead, which two records will also be created?(Choose TWO)

A. Account

B. Contract

C. Campaign Response

D. Opportunity

E. Contact

Correct Answer: AD

QUESTION 2

Which action is possible directly from the All Contracts view?

A. Delete an active contract by using the Delete button.

B. Delete a canceled contract by using the Delete button.

C. Set an on-hold contract to Active by using the Release Contract button.

D. Set an on-hold contract to Active by using the Activate button.

Correct Answer: D

QUESTION 3

Which service schedule component should you use to measure skill levels?

A. resource group

B. resources

C. capacity planning

D. selection rule

Correct Answer: C

QUESTION 4

Which entity includes access to system charts by default?

A. Customers

B. Vendors

C. Products

D. Opportunities

Correct Answer: D

QUESTION 5

You need to search and display data from multiple related entities that may be more than one relationship removed from the primary entity. Which tool should you use to display the data?

A. Enterprise Search

B. Role Center

C. Custom Reports

D. List Page

E. Advanced Find Query

Correct Answer: C

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