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QUESTION 1

A Customer Support Manager at Universal Containers would like to implement call scripting for their caller agents. What automation tool can be used to accomplish this?

- A. Workflow
- B. Lightning Process Builder
- C. Visual Workflow
- D. Lightning Connect

Correct Answer: C

QUESTION 2

A sales rep at AW Computing is unable to find what they are looking for while scrolling through their Chatter feed. How can a filter be utilized to show only posts from their key account and opportunity records?

- A. Create a Chatter group.
- B. Create Chatter bookmarks
- C. Create a Chatter stream.
- D. Create a Chatter notification.

Correct Answer: C

QUESTION 3

A lightning Page is _____.

- A. A compact, configurable, and reusable element.
- B. A custom layout for creating pages in Salesforce.
- C. The new name for a SF page layout.
- D. A page you can access via a customer community.

Correct Answer: B

QUESTION 4

Which of the following fields are not available for record types?

- A. Opportunity stages



B. Solution Status

C. Lead Status

D. All of the above

E. Case Status

Correct Answer: D

QUESTION 5

An app builder wants to update a field on the parent record when a child record connected via lookup is deleted. What automation should the app builder use?

A. Validation Rule

B. Quick Action

C. Screen flow

D. Record-triggered flow

Correct Answer: D

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