



# SALESFORCE-ASSOCIATE<sup>Q&As</sup>

Salesforce Certified Associate

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### QUESTION 1

An insurance call center is experiencing increased policy support calls which has led to long wait times and disappointed customers. Which cloud will decrease the number of incoming calls, empower customers, and increase satisfaction?

- A. CRM Analytics
- B. Experience
- C. Cloud Sales Cloud

Correct Answer: B

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### QUESTION 2

How can a report of all Accounts with Opportunities be created?

- A. Use the Accounts report type.
- B. Use the Accounts with Opportunities report type.
- C. Use the Opportunities report type.

Correct Answer: B

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### QUESTION 3

A Salesforce associate has been asked to identify all contacts that have had interactions with their company in the last year. What should the associate do to identify these contacts?

- A. Look at the contact's Last Modified Date.
- B. Look at the Active field.
- C. Look at the last related activity date.

Correct Answer: C

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### QUESTION 4

A marketing manager wants to make the Reason Lost field required on the opportunity when the stage is changed to Closed Lost. What should the Salesforce associate do to enforce this requirement?

- A. Make the field required on the page layout.
- B. Create a validation rule on the Opportunity object.
- C. Make the field universally required.



Correct Answer: B

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#### QUESTION 5

Get Cloudy Consulting (GCC) wants to migrate to Salesforce as its business continues to grow. GCC's needs include:

Communicating available products and service to its prospective customers

Improving its sales pipeline forecast and management quarterly revenue goals Offering support to customers through its website, consider for implementation?

A. Service, Experience, and Marketing

B. Commerce, Service, and Marketing

C. Sales, Service, and Marketing

Correct Answer: C

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