### SALESFORCE-ASSOCIATE Q&As

Salesforce Certified Associate

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#### **QUESTION 1**

Which Salesforce role should help companies increase campaign effectiveness, reengage inactive customers, and grow their customer base?

- A. Consultant
- B. Marketer
- C. Designer

Correct Answer: A

#### **QUESTION 2**

A sales manager at Get Cloudy Consulting wants a report that shows their top-selling product families by quantity.

- A. Group by opportunity stage> Filter by product family > Sum the total number sold
- B. Group by product family > Filter to show only Closed Won opportunities > Sum the total number sold
- C. Croup by active products > Filter to show opportunities this year > Sum the quantity

Correct Answer: B

#### **QUESTION 3**

What type of relationship do Account and Contact objects have?

- A. Lookup
- B. Self
- C. Master-detail

Correct Answer: A

#### **QUESTION 4**

Cloud Kicks (CK) became a North American subsidiary of Get Cloudy Consulting (GCC).

What should the Salesforce associate do to show that GCC is part of the CK portfolio when creating the CK Account record?

- A. View account hierarchy and select Add Child Account.
- B. Select New on the child accounts related list.
- C. Add Get Cloudy Consulting to the Parent Account field

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Correct Answer: A

#### **QUESTION 5**

A Salesforce associate wants to filter a Lead report by a secondary industry field.

Who would the associate typically work with to get a new field added in their Salesforce org?

- A. Salesforce Developer
- B. Salesforce Administrator
- C. Salesforce Technical Architect

Correct Answer: B

#### **QUESTION 6**

Get Cloudy Consulting trains its new employee in a partial sandbox named New Employee;. An employee competes the training in the sandbox and is ready to sign in to the production org. However, an error message pops ip indicating an invalid username or password. The employee is using their sandbox username and password to sign in to production.

What is needed to solve this error?

- A. Creating a new username for the production org
- B. Removing .NewEmployee appendix from the sandbox username
- C. Creating a different password for the production org

Correct Answer: B

#### **QUESTION 7**

A Salesforce associate is creating new user accounts for a new project management team. What will be the role of each new team member?

- A. End User
- B. Developer
- C. Builder

Correct Answer: B

#### **QUESTION 8**

How should a Salesforce associate ensure a dashboard has the most current data?



A. By refreshing the browser
B. By clicking refresh
C. By opening the dashboard
Correct Answer: B
QUESTION 9
Get Cloudy Consulting wants to confirm the data type of the Account Sources field on Account object. Which editing the Account, the Account Sources field has several predefined values that can be selected. Which type of field is Account Source?
A. Picklist
B. Formula
C. Text.Area
Correct Answer: A
QUESTION 10
Which Trailhead feature should Get Cloudy Consulting use to create a custom teaming path for its employees?
A. Projects
B. Trailmixes
C. Modules
Correct Answer: B
QUESTION 11
Get Cloudy Consulting (GCC) wants the ability to:
*
Send a predefined sequence of scheduled messages to prospective customers.
*
Track messages that get the best open and response rates.
Send customized messages to existing customers information them for new products and discounts. Which Salesforce

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cloud solution allows GCC to meet these requirements?



A.
Sales Cloud
B.
Marketing Cloud
C.
Service Cloud
Correct Answer: B
QUESTION 12
A salesforce associate wants to retrieve a record for a business but only remembers a portion of the business name. Using the fewest clicks, how should the associate search the account records for the desired business?
A. The global Search box
B. A list view of all accounts
C. A report of all accounts
Correct Answer: A
QUESTION 13
A Salesforce associate deletes an Account of a company that recently went out of business. Which other related records are automatically deleted?
A. Any related leads
B. Any related cases
C. Any related opportunities

#### **QUESTION 14**

Correct Answer: C

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

#### **QUESTION 15**

An organization wants to implement Salesforce into its business model. The requirements include:

Operations management Program management Grantmaking Fundraising Marketing Engagement

Which cloud is preconfigured to handle all of these requirements7

- A. Analytics
- B. Experience
- C. Nonprofit

Correct Answer: C

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