



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

Salesforce Certified Associate

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#### QUESTION 1

A deleted record needs to be recovered from the Recycle Bin. Where can the user find the Recycle Bin?

- A. Setup
- B. App Launcher
- C. Global Search

Correct Answer: B

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#### QUESTION 2

Get Cloudy Consulting (GCC) has recently been onboarded as a Salesforce customer. GCC wants to enroll its in-house IT administration team in a Salesforce instructor-led training workshop. Which resource provides virtual and in-person learning that should help the team accelerate their Salesforce knowledge?

- A. Trailhead Community
- B. Salesforce Help
- C. Trailhead Academy

Correct Answer: A

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#### QUESTION 3

What type of relationship do Account and Contact objects have?

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

Correct Answer: A

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#### QUESTION 4

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 5

A Salesforce associate is using Global Search to find a record but does not remember the name of the record they want to find. What should the associate use to search for the record?

- A. List view for each object
- B. Object Manager
- C. Wildcards and operators

Correct Answer: C

### QUESTION 6

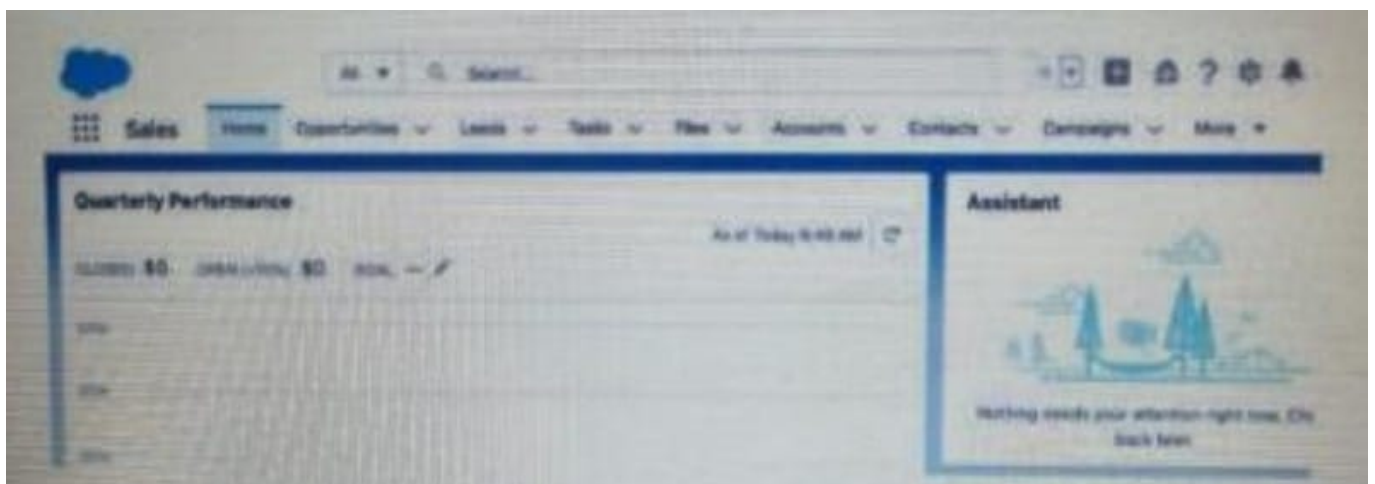
Which relationship type exists between Accounts and Contacts?

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

Correct Answer: C

### QUESTION 7

A Salesforce associate is asked to add a new employee record to their client. Get Cloudy Consulting.



To which object should they add this record?

- A. Accounts



B. Leads

C. Contacts

Correct Answer: C

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#### QUESTION 8

How should an associate display the sum of all closed won Opportunity amounts at the Account level?

A. A custom report type

B. The Opportunity related list

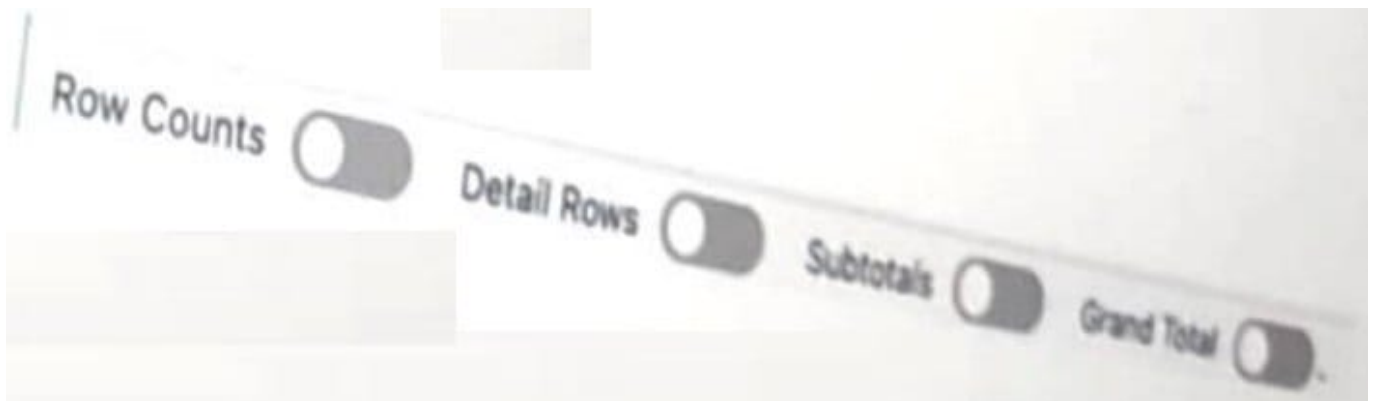
C. A Roll-Up Summary field

Correct Answer: C

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#### QUESTION 9

Refer to the image below:



A Salesforce associate reviews a report that shows more information than they need. The associated see individual records but only wants to see the Record Count. Which switches should the associated toggle to only show the Record Count?

A. Row Counts and Grand Total

B. Subtotals and Detail Rows

C. Grand Total and Subtotals

Correct Answer: A

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#### QUESTION 10

What should be considered before changing the field type of a custom field?



- A. The field is a required field that cannot be changed.
- B. The field type can be changed for all custom field.
- C. There is possible data loss when changing the field type.

Correct Answer: C

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#### QUESTION 11

A Salesforce associate wants to quickly create an org where they can learn, practice, and develop Salesforce skills. Which type of org should they create from within Trailhead?

- A. Developer Edition
- B. Sandbox
- C. Playground

Correct Answer: A

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#### QUESTION 12

Which action(s) must be taken for Salesforce updates?

- A. Updates are automatic; nothing needs to be downloaded or installed.
- B. Updates require purchasing an updated license.
- C. Updates need to be downloaded with each release

Correct Answer: A

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#### QUESTION 13

When a sales rep needs to give an additional discount for an opportunity, a manager needs to review and authorize the discount request. What should be used to lock the record before a decision is made?

- A. validation rule
- B. Approval process
- C. Page layout

Correct Answer: B

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#### QUESTION 14

A manager can see all of the records owned by their team, but not records owned by other teams. How is access to the



records being controlled?

- A. Permission Sets
- B. Profiles
- C. Role Hierarchy

Correct Answer: C

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#### QUESTION 15

The Health Department wants to gain more insight into its patient data than what Salesforce Dashboards can provide. Which Salesforce product should the department use?

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

Correct Answer: B

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