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Question: 30

Which two statements are correct regarding an approval process? (Choose two.)
A. An approval action defines the result of record approval or rejection.
B. An assignment rule defines the approver for each process step.
C. The approval history related list can be used to track the process.
D. A delegated approver can reassign approval requests.

Answer: AC

Question: 31

Which circumstance will prevent a system administrator from deleting a custom field?
A. The field is used in a page layout.
B. The field is used in a report.
C. The field is part of a field dependency.
D. The field is used in a workflow field update.

Answer: D

Question: 32

Universal Containers has activated Web-to-Case on their corporate website. IT configured Auto-Response to thank the customer for logging the case and activated Assignment Rules based on the state (USA) in which the customer resides. Case ownership is therefore determined and routed to the corresponding queue – North, South, East, or West. Customer Cases that do not meet the existing criteria should be assigned to Queue – World.
What solution will satisfy this requirement?
A. Using a Trigger, change the owner of Cases outside the US to Queue – World.
B. In Case Support Settings, change Default Case Owner to Queue – World.
C. In an Active Case Flow, change the name of the Queue to World.
D. Using a Workflow Rule, change the owner of new Cases outside the US to Queue – World.

Answer: B

Question: 33

The sales team at Universal Containers wants an easy solution to gather customer requirements and share presentations with their customers.
Which two actions should an administrator take to help the sales team achieve this goal? (Choose two.)
A. Create opportunity teams for customers.
B. Use Chatter files to share presentations.

C. Add customers to libraries.
D. Add customers to private Chatter group.

Answer: BD

Question: 34

Universal Containers wants sales reps to see the industry, annual revenue, and account owner at a glance on their mobile device. This information should be located at the top of the account record.
What feature should the Administrator configure to meet this requirement?
A. Page Layout
B. Mobile Card
C. Field Set
D. Compact Layout

Answer: D

Question: 35

An opportunity record, created with a close date of July 30, meets the criteria of a time-dependent workflow rule. The time-dependent action is scheduled for July 23.
What happens if the opportunity is edited before July 23 and no longer meets the criteria?
A. The time-dependent action is automatically removed from the queue.
B. The time-dependent action will execute on July 30.
C. The time-dependent action is put on hold.
D. The time-dependent action will execute on July 23.

Answer: A

Question: 36

What must an administrator do when creating a record type?
A. Add the record type to the required user records.
B. Assign the record type to the appropriate profiles.
C. Create a new page layout for the record type.
D. Set the field-level security for the record type.

Answer: B

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