Question No: 1

Two users in the same opportunity record are seeing different fields.

What is the reason for this?

A. The missing fields are marked as hidden in Object Manager.

B. The users are assigned different profiles and page layouts.

C. The users have been configured with different Locales.

Answer: B

Question No: 2

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

Answer: C

Question No: 3

Which tool creates a visual representation of objects and their relationships?

A. App Launcher

B. Object Manager

C. Schema Builder

Answer: C

Question No: 4

Get Cloudy Consulting's growing marketing team is on a custom profile named Marketing Team.' The team currently has Read access to leads and opportunities- Two marketing managers need Edit access on leads.

What should the Salesforce associate do to grant them the access they need?

A. Create a permission set that grants Edit access to leads and assign it to the marketing managers.

B. Create a permission set that grants Edit access to leads and assign it to the marketing team.

C. Create a new profile that grants Edit access to leads and assign it to the marketing managers.

Answer: A

Question No: 5

Get Cloudy Consulting requires a value in the Status field every time a record is created or edited.

What should they do to enforce this?

A. Make the field required in Object Manager.

B. Make the field required with a validation rule.

C. Make the field required in organization-wide defaults.

Answer: A

Question No: 6

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.

Answer: C

Question No: 7

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

Answer: B

Question No: 8

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

Answer: C

Question No: 9

Get Cloudy Consulting gets 90°^b of its business from trade shows. Sales reps create many lead records during these events, but they often forget to change the Lead Source field to Trade Show'.

What should help the sales reps when they create these lead records?

A. Make an assignment rule named Trade Show' to only assign leads to sales reps.

B. Format a validation rule requiring the Lead Source field to equal Trade Show'.

C. Change the default value of the Lead Source field from 'Web' to Trade Show'.

Answer: C

Question No: 10

What should the account owner at Get Cloudy Consulting use to learn the sum of the amount for each opportunity?

A. The Opportunity related list

B. A custom report type

C. A Roll-Up Summary field

Answer: C

Question No: 11

A Salesforce standard profile end user is looking for specific information on an Opportunity record page. They are overwhelmed by the required scrolling to see the page.

What should the user do to simplify the page to see only what they want?

A. Collapse detail sections.

B. Remove activities.

C. Change page layout assignment.

Answer: A

Question No: 12

Refer to the screenshot that shows the Home page.

A Salesforce associate wants to reorder items in their instance so the Reports tab appears immediately after Home.

What should the associate do to customize the items on the navigation bar?

A. Select the personalization button (pencil icon), then click and drag the item name up or down to adjust its location.

B. Use the downward arrow next to each item name, then select Move to move the item left or right.

C. Click the Setup gear icon at the top right of the page, then select User Interface and then Tabs.

Answer: A

Question No: 13

A Salesforce associate has received a request to create new users for a group of new employees.

Where can the associate check the number of licenses available to be assigned to the new employees7

A. Salesforce Help

B. Company Information

C. User Management Settings

Answer: B

Question No: 14

A Salesforce associate wants a visual summary of opportunities in a list view. The associate would like to summarize, filter, and move opportunities along the pipeline.

What should they do to meet this requirement?

A. Create an Opportunity Summary report.

B. Create an Opportunity List View.

C. Create an Opportunities Kanban View.

Answer: C

Question No: 15

Get Cloudy Consulting (GCC) wants to simplify its sales teams Account Record page with the following recommendations:

• Adding tabs

• Hiding components

• Making fields conditionally visible

Where should GCC's Salesforce associate go to draft these changes for review?

A. Lightning App Builder

B. Record Types

C. Page Layouts

Answer: A

Question No: 16

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

Answer: C

Question No: 17

A Salesforce associate recently relocated from Get Cloudy Consulting s San Francisco office to its new London office. The associate wants to change their work hours information in the Salesforce org to reflect their new time zone.

Which method is easiest to change these settings?

A. Go to Settings -> Personal Information -> My Work Information

B. Submit a case with Salesforce support

C. Go to Setup -> Company Information -> Default Time Zone

Answer: C

Question No: 18

A Salesforce associate at Get Cloudy Consulting is working with a user to view multiple records and their related records on the same screen. Currently, the user uses multiple browser tabs.

Which app should the associate recommend for the user to view multiple records and their related records on one screen?

A. Salesforce Lightning Page

B. Salesforce Lightning Console

C. Salesforce Dashboard

Answer: B

Question No: 19

A Salesforce associate wants to add a new related list of cases to Account.

Where should the associate go to add the related list to Account?

A. Account Record page

B. Page Layout

C. Case Record page

Answer: B

Question No: 20

How can a user see only contacts from a specific city on the 'New This Week" list view without changing what other users see?

A. Change the permissions so they can only see records from the specific city.

B. Clone the list view with a new name, and filter by the specific c

C. Build a private report for contacts that is filtered by the specific city.

Answer: B

Question No: 21

Salesforce is built on objects like Account, Contact, and Opportunity.

What is a representation of an object?

A. A spreadsheet where the records are rows and the fields are columns

B. Physical visualization of an Account, Contact, or Opportunity

C. A set of relationships that link an Account, Contact, or Opportunity

Answer: A

Question No: 22

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

Answer: B

Question No: 23

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 requirements?

A. Experience

B. Analytics

C. Nonprofit

Answer: C

Question No: 24

Which Salesforce role produces data-driven solutions by eliciting, documenting, and examining requirements around organizational challenges?

A. Business Analyst

B. User Experience Designer

C. Platform Developer

Answer: A

Question No: 25

A nonprofit organization wants to help ensure residents in their area receive health checkups. The nonprofit also wants to ensure resident tracking history and all data are stored in a way that complies with local privacy laws.

Which Salesforce cloud solution should help meet these needs?

A. Health Cloud

B. Service Cloud

C. Nonprofit Cloud

Answer: A

Question No: 26

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

Answer: A

Question No: 27

Get Cloudy Consulting (GCC) plans to migrate from a legacy CRM system to Salesforce. GCC currently uses a dedicated single-tenant, on-premise system and wants to utilize a multi-tenant architecture like Salesforce uses.

What is one feature of multi-tenant architecture?

A. Resources are shared but tenants cannot claim each others resources.

B. Resources are shared and tenants can claim each other's resources.

C. Resources are limited to each tenant.

Answer: A

Question No: 28

Get Cloudy Consulting wants to evaluate a new feature that requires a specific license before purchasing.

Which environment should be used?

A. Developer org

B. Developer sandbox

C. Scratch org

Answer: A

Question No: 29

A Salesforce associate wants to connect with other Salesforce associates in their local area.

Which Salesforce resource allows them to network and collaborate with others based on role and location?

A. Trailblazer Connect

B. Salesforce Interest Groups

C. Trailblazer Community Groups

Answer: C

Question No: 30

Get Cloudy Consulting (GCC) currently supports its customers via calls and emails. GCC wants to meet the needs of digitally savvy customers by offering support via web chat as well as SMS, Facebook Messenger, and whatsApp.

Which Salesforce product should meet this need?

A. Service Cloud

B. Experience Cloud

C. Sales Cloud

Answer: C

Question No: 31

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

Answer: B

Question No: 32

Which Trailhead feature should Get Cloudy Consulting use to create a custom teaming path for its employees?

A. Projects

B. Trailmixes

C. Modules

Answer: B

Question No: 33

A Salesforce associate tries to create a new user in a sandbox using Astro©getdoudy.org as the username and it fails.

What is the problem with creating the Astro3getcloudy.org' username?

A. Salesforce usernames must include the user s full name and be formatted like an email address.

B. Salesforce usernames must be unique across all Salesforce orgs and that one is already in use.

C. Salesforce usernames must be formatted like an email address with .com at the end.

Answer: B

Question No: 34

Which sharing type shares a single, common infrastructure and code base?

A. Metadata

B. Multitenant

C. Trust

Answer: B

Question No: 35

A Salesforce associate at Get Cloudy Consulting needs a list of all active contacts grouped by Account.

What is the first step in building this report?

A. Create a new report using the Contacts & Accounts report type.

B. Create a Contacts report with a filter on Account.

C. Create a joined report with accounts and contacts.

Answer: A

Question No: 36

Get Cloudy Consulting'^ dashboard shows all of the company's key performance indicators (KPls) in one view. The company's Salesforce associate is asked to add functionality that allows the dashboard to show all the same KPls for each of the regions.

How should the associate add this functionality?

A. Create new dashboards for each region.

B. Add a Region filter to the dashboard.

C. Use an analytics package from the AppExchange.

Answer: B

Question No: 37

What is the maximum number of rows a report will display?

A. 5,000

B. 3,000

C. 2,000

Answer: C

Question No: 38

A sales manager requests a report that shows total opportunity amounts grouped by:

• Small opportunities — Amount is less than $50,000.

• Medium opportunities — Amount is between $50,000 and 5100,000.

• Large opportunities — Amount is more than $100,000.

How should the Salesforce associate create a field to show the amount as described above?

A. Create a bucket field off of Amount,

B. Create a custom field in Setup.

C. Create a formula field off of Amount.

Answer: A

Question No: 39

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

Answer: B

Question No: 40

A Salesforce associate wants to refresh a report and email it to an executive team each week.

Which functionality of Salesforce Reports should the associate use?

A. Refresh

B. Notifications

C. Subscriptions

Answer: C

Question No: 41

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

Communicating available products and service tio 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

Answer: C

Question No: 42

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

Answer: B

Question No: 43

The salesforce account executive for Get Cloudy Consulting's (GCC) advises the company to use United Clouds to assist with its transition to using Salesforce as its CRM. GCC also plans to add an app in salesforce from Connected Mail.

What is the role of each of these companies?

A. Get Cloudy Consulting - Customer

Connected Mail -independent Software Vendor (ISV)

United Clouds - Partner

B. Get Cloudy Consulting - Customer

Connected Mail - Consultant -

United Clouds -Partner

C. Get Cloudy Consulting -Customer

Connected Mail - Product

United Clouds -partner Independent Software Vendor (ISV)

Answer: A

Question No: 44

Get Cloud Consulting (GCC) currently uses separate platform for marketing sals, commerce, service, and information technology. As GCC continues to grow, it decides to move all departments onto Salesforce.

What would provide GCC the most benefit by mobing to the Salesforce Platform?

A. Salesforce increases security by only requiring employees to remember one password.

B. Salesforce saves companies money by eliminating the need to purchase licenses for multiple systems.

C. Salesforce provides a complete view of a company's customers on one unified platform.

Answer: C

Question No: 45

Get Cloud Consulting (GCC) has started to use Salesforce for its sales and service divisions. GCC would like to automate a process and understands this can be done through declarative and programmatic solutions.

Which approach should GCC explore first?

A. A programmatic approach, unless there is a lack of resources

B. A declarative approach, as it allows for quicker and simpler problem resolution

C. A programmatic approach, as it is more customizable.

Answer: B

Question No: 46

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

Answer: B

Question No: 47

Get Cloudy Consulting (GCC) is experiencing significant performance degradation.

What should GCC do to quickly verify if a performance incident has been reported on its instance of Salesforce?

A. Ask a question on the Trailblazer Community.

B. Check System Status on the Trust site.

C. Open a case with Salesforce Support.

Answer: B

Question No: 48

A salesforce associate is excited to find they can combine the challenge of learning new skills with the chance of winning prizes?

A. Superbadges

B. Quests

C. Ranks

Answer: B

Question No: 49

Get Cloudy Consulting (GCC) wants to customize its Sales application's Home tab with additional components.

Outside of the org, where should GCC' Salesforce associate go to collaborate with others on solutions that might resonate with GCC users?

A. Explore documents In Help and Training.

B. Ask a question In a Trailblazer Community Group.

C. Search for modules in Trailhead.

Answer: B

Question No: 50

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

Answer: A

Question No: 51

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

Answer: B

Question No: 52

Get Cloudy Consulting (GCC) provides consulting services to small and medium-sized business in the financial services space. GCC wants a solution for customer service where complaints can be logged through a web from and email.

Which Salesforce solution should GCC use?

A. Commerce Cloud

B. Experience Cloud

C. Service cloud

Answer: C

Question No: 53

Get Cloudy Consulting (GCC) wants to integrate its financial system with its Salesforce environment.

After searching the AppExchange and reviewing documentation for its financial system. GCC did not find anything.

What should be used to build this integration?

A. Commerce Cloud

B. MuleSoft

C. Financial Services

Answer: B

Question No: 54

What is the maximum number of rows will display?

A. 2,000

B. 5, 000

C. 3,000

Answer: A

Question No: 55

Get Cloudy Consulting (GCC) wants to build one dashboard for Leads and Opportunities. GCC want the data to be displayed based on the logged-in user's security setting.

Which type of dashboard should this be?

A. Static

B. Dynamic

C. Standard

Answer: A

Question No: 56

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

Answer: B

Question No: 57

A manager is creating a dashboard for their team and wants each team member to receive a copy of the dashboard results by email each week.

What should the team members do to ensure they receive they weekly results?

A. Like the dashboard.

B. Subscribe to the dashboard

C. Follow the dashboard

Answer: B

Question No: 58

A Salesforce associate is creating a report that needs to show changes uin a value over a series of point in time.

Which type of chart should the associate add to this report to help visualize these changes?

A. Line

B. Scatter

C. Donut

Answer: A

Question No: 59

A Salesforce associate is asked to share records about a carpool program with users.

Which type of group should the associate create?

A. Private Group(s)

B. Public Group(s)

C. A Queue

Answer: B

Question No: 60

Get Cloudy Consulting encourages end users to update their own settings.

How can an end user access their personal settings?

A. Click the gear, con in the header, then click Setup.

B. Click the profile icon in the header, then dick Settings.

C. Click the question mark icon in the header, then create a Case.

Answer: B

Question No: 61

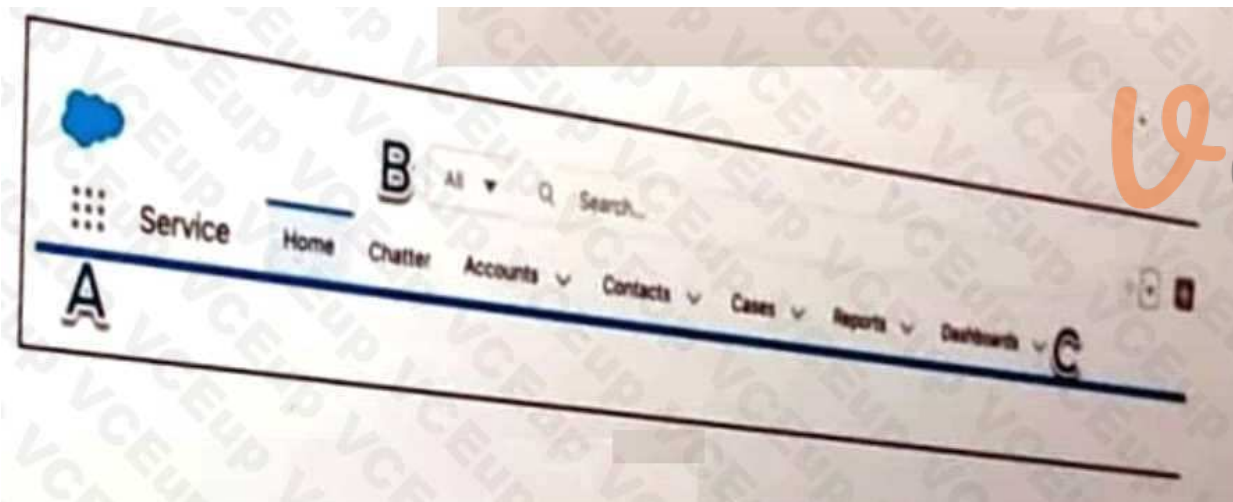A deleted record needs to be recovered from the Recycle Bin.

Where can the user find the Recycle Bin?

A. Setup

B. App Launcher

C. Global Search

Answer: B

Question No: 62

Refer to the screenshot that shows the top portion of the Salesforce Service app with areas labeled A, B, and C.

Get Cloudy Consulting (GCC) offers sales and services consoles to meet the various needs of its end users?

Where should GCC' end users go to change to the Sales Console.

A. App Launcher icon (Label A)

B. Search bar (Label b)

C. A dropdown in the navigation bar (Label C)

Answer: A

Question No: 63

Sales reps at Get Cloudy Consulting want to see a visual representation of their emails and phone calls with a contact.

Which contact record component must be present so users can see this?

A. Activity Capture

B. Salesforce Inbox

C. Activities Timeline

Answer: A

Question No: 64

A Salesforce associate wants to learn more about an app to see if it would be a good fir for a business need, but they are not a system administrator.

Where can they learn more about the app?

A. AppExchange

B. Trailhead

C. Global Search

Answer: B

Question No: 65

A Salesforce associate at Get Cloudy Consulting is given a list of opportunities to work through. The associate asks for an easier way to change the opportunity stage.

What should be recommended?

A. Switch to the Kanban View.

B. Create multiple list views.

C. Use a Dynamic Dashboard View.

Answer: A

Question No: 66

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

Answer: A

Question No: 67

A Salesforce Associate is asked to review multiple reports from the current month's folder and bring insight into a meeting.

How should the associate locate all the reports in a single location from the Report object?

A. Use the Global search bar

B. Click on All Reports and use the search bar

C. Click on All Folders and use the search bar

Answer: B

Question No: 68

An employee at Get Cloudy Consulting recently changed their name. They received a new email address Where should these changes be updated?

A. User Record page from Setup

B. User Profile page

C. Contact Record page

Answer: B

Question No: 69

Where can a new user set up an email signature in Salesforce?

A. Personal Settings

B. User Profile

C. Email Setup

Answer: C

Question No: 70

A Salesforce associate is working from a custom Contact list view and noticed key information is missing.

What should they do to add the missing information?

A. Edit sharing settings

B. Select Fields to Display

C. Edit list filters

Answer: B

Question No: 71

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

Answer: A

Question No: 72

Get Cloudy Consulting is rolling out Salesforce to its organization. New users may have different access requirements base on department.

What should be recommended to allow new users the correct access based on their department's requirements?

A. Role Hierarchy

B. Individual profiles

C. Permission sets

Answer: A

Question No: 73

A salesforce associate at Get cloudy Consulting is configuring object access. The requirements are:

Sales Manager must have the same access to Opportunities.

Marketing managers must have the same access to Campaigns.

What is the recommend approach to configuring their access?

A. Sharing Sets and Manual Sharing

B. Validation and Assignment Rules

C. Profiles and Permission Sets

Answer: C

Question No: 74

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.

Answer: C

Question No: 75

Get Cloudy Consulting (GCC) has a Contact that works at two different Accounts.

How should GCC related this Contact to two Accounts?

A. Use Contacts to multiple Accounts

B. Create two contact records

C. Merge the two Account records

Answer: A

Question No: 76

Which relationship type exists between Accounts and Contacts?

A. Master-detail

B. Self

C. Lookup

Answer: C

Question No: 77

A salesforce associate at get Cloudy Consulting has been asked to analyze Service Cloud data to determine how many individual have called in to the support center.

Which relationship on Case should the associate use?

A. Owner

B. Account

C. Contact

Answer: C

Question No: 78

Salesforce associate received a promotion and needs Edit access to fields on opportunity records across the organization.

Which user setting need updating to allow Edit access?

A. Queue

B. Permission Set

C. Public Group

Answer: B

Question No: 79

A marketing manager wants to make the Reason Lost field required on the opportunity when he 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.

Answer: B

Question No: 80

Get Cloudy Consulting currently stores information about is customers and partners in the Account object. There are a few details specific to partners that are not applicable to customers.

What is the recommended way to display only the information application to each group?

A. Use Account for customers and create a custom object for partners.

B. Create record types on Account called Partner and Customer

C. Create custom object called Partner and Customer

Answer: B