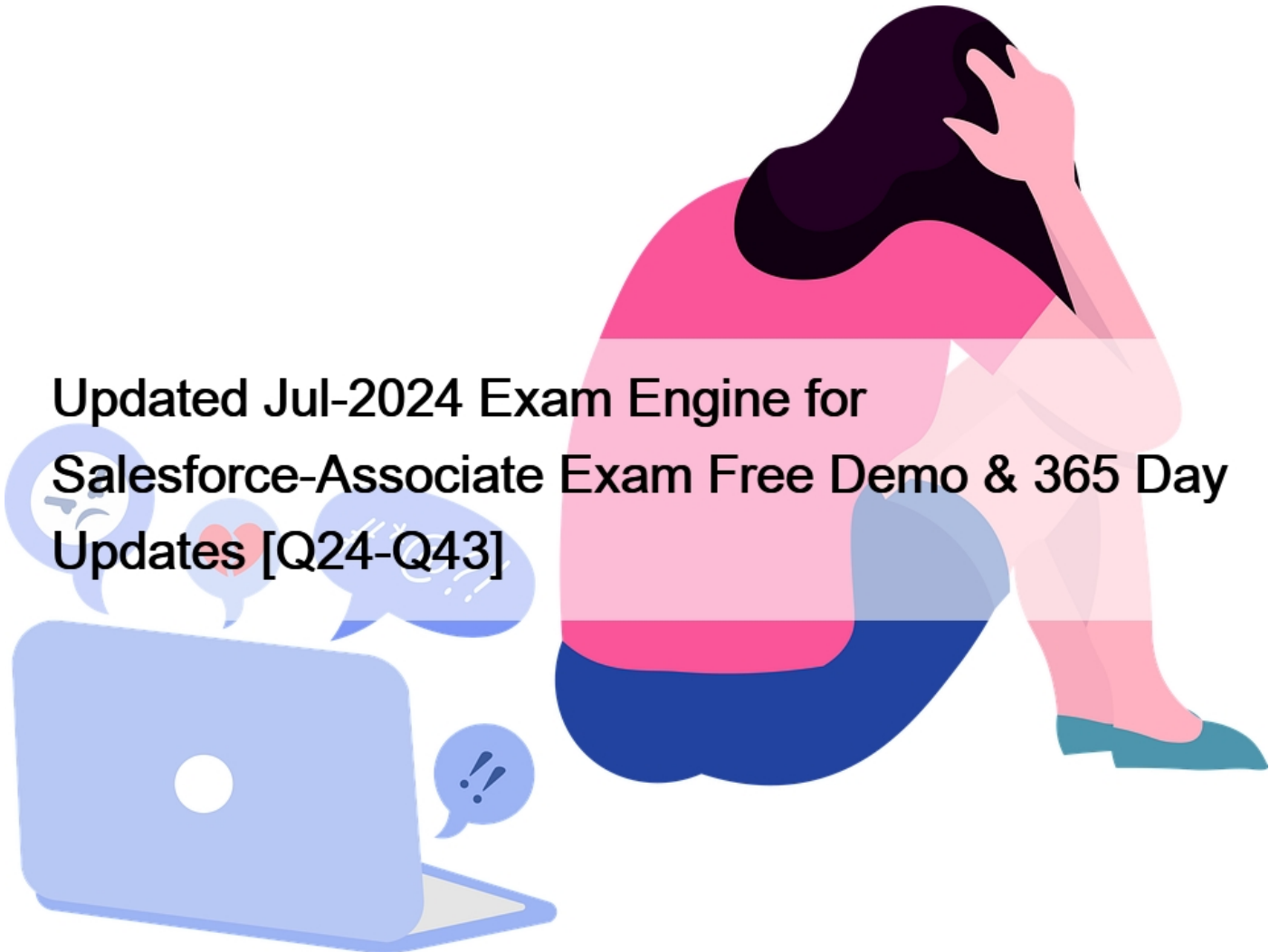


Updated Jul-2024 Exam Engine for Salesforce-Associate Exam Free Demo & 365 Day Updates [Q24-Q43]



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Q24. 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?

- * Select the personalization button (pencil icon), then click and drag the item name up or down to adjust its location.
- * Use the downward arrow next to each item name, then select Move to move the item left or right.
- * Click the Setup gear icon at the top right of the page, then select User Interface and then Tabs.

Q25. Get Cloudy Consulting (GCC) needs an environment to onboard new hires as well as develop, implement, and test new requirements.

Which type of environment should OCC use?

- * Sandbox
- * Production
- * Trailhead Playground

Explanation

A sandbox is the type of environment that GCC should use to onboard new hires as well as develop, implement, and test new requirements. A sandbox is a copy of the production environment that allows the user to create and test changes without affecting the live data and users. A sandbox can have different types and sizes, depending on the purpose and scope of the changes. For example, a developer sandbox can be used to create and test code, a partial copy sandbox can be used to test large data sets, and a full sandbox can be used to perform performance testing and user acceptance testing. A production environment is the live environment that contains the real data and users. A production environment should not be used to onboard new hires or develop, implement, and test new requirements, because it could compromise the data quality and security, and disrupt the user experience. A Trailhead Playground is a type of environment that allows the user to learn and practice Salesforce skills using Trailhead. A Trailhead Playground is not connected to the production environment, and it does not have the same features and functionality as a sandbox.

Q26. 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?

- * Create a bucket field off of Amount,
- * Create a custom field in Setup.
- * Create a formula field off of Amount.

Q27. When a sales rep needs to give an additional discount for an opportunity, a manager needs to review and authorize the discount request.

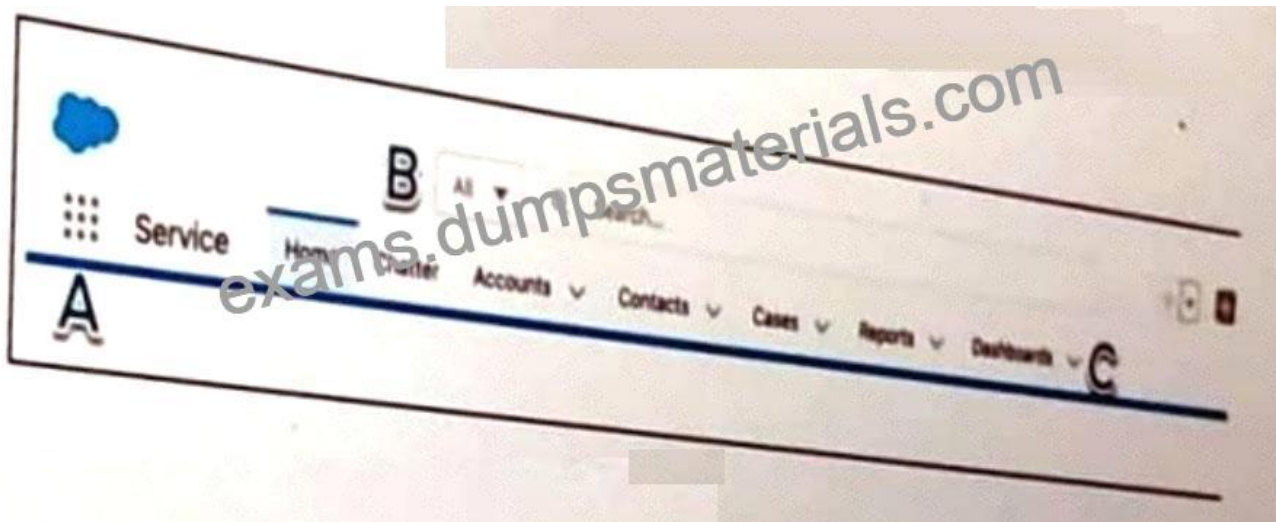
What should be used to lock the record before a decision is made?

- * validation rule
- * Approval process
- * Page layout

Explanation

An approval process is a workflow that defines the steps and criteria for approving a record. It can be used to lock the record before a decision is made, and send email alerts and tasks to the approvers.

Q28. 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's end users go to change to the Sales Console.

- * App Launcher icon (Label A)
- * Search bar (Label b)
- * A dropdown in the navigation bar (Label C)

Explanation

The place where GCC's end users should go to change to the Sales Console is the App Launcher icon (Label A). The App Launcher is a menu that allows users to access all the apps and items in their Salesforce org. The Sales Console is one of the apps that can be found in the App Launcher. The user can search for 'Sales Console' in the App Launcher and select it to switch to the Sales Console app. The Sales Console is a standard Salesforce Lightning console app that meets all the sales needs. The Search bar (Label B) is a feature that allows users to find records and other items in their Salesforce org, but it does not search for apps outside their org. The dropdown in the navigation bar (Label C) is a menu that allows users to switch between different tabs and items within the current app, but it does not show other apps.

Q29. Which Trailhead feature should Get Cloudy Consulting use to create a custom teaming path for its employees?

- * Projects
- * Trailmixes
- * Modules

Q30. A Salesforce associate wants to update an opportunity record they just closed. Which relationship is standard as a Lookup field on an opportunity?

- * Stage
- * Account
- * Quote

Q31. 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 programmatic approach, unless there is a lack of resources
- * A declarative approach, as it allows for quicker and simpler problem resolution
- * A programmatic approach, as it is more customizable.

Explanation

The approach that GCC should explore first to automate a process is a declarative approach, as it allows for quicker and simpler problem resolution. A declarative approach means that GCC can use point-and-click tools and drag-and-drop interfaces to create and modify applications, workflows, rules, and logic, without writing any code. This makes it easier and faster for GCC to build and customize solutions that meet its business needs, without requiring any programming skills or resources.

Q32. Which sharing type shares a single, common infrastructure and code base?

- * Metadata
- * Multitenant
- * Trust

Explanation

Multitenant is the sharing type that shares a single, common infrastructure and code base. Multitenant means that multiple customers (tenants) share the same hardware, software, and infrastructure resources, but their data and configurations are isolated and secure. This allows Salesforce to deliver high performance, scalability, and availability to its customers⁴

Q33. 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?

- * Create an Opportunity Summary report.
- * Create an Opportunity List View.
- * Create an Opportunities Kanban View.

Explanation

The opportunities Kanban view is a visual summary of opportunities in a list view, where the associate can summarize, filter, and move opportunities along the pipeline by dragging and dropping them.

Q34. Which tool creates a visual representation of objects and their relationships?

- * App Launcher
- * Object Manager
- * Schema Builder

Explanation

Schema Builder is a tool that creates a visual representation of objects and their relationships, and allows you to modify them.

Q35. 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?

- * The global Search box
- * A list view of all accounts
- * A report of all accounts

Q36. 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?

- * Salesforce Lightning Page
- * Salesforce Lightning Console
- * Salesforce Dashboard

Explanation

The Salesforce Lightning Console is an app that allows the user to view multiple records and their related records on one screen, using tabs and subtabs. This can improve the user's productivity and efficiency.

Q37. 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?

- * Permission Sets
- * Profiles
- * Role Hierarchy

Q38. 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?

- * Ask a question on the Trailblazer Community.
- * Check System Status on the Trust site.
- * Open a case with Salesforce Support.

Explanation

The best way for GCC to quickly verify if a performance incident has been reported on its instance of Salesforce is to check System Status on the Trust site. The Trust site is a website that provides real-time information on the availability, performance, security, and compliance of the Salesforce platform and services.

GCC can use the Trust site to check the current and historical status of its instance, as well as to subscribe to notifications and alerts on any issues or maintenance events

Q39. A Salesforce associate is creating new user accounts for a new project management team.

What will be the role of each new team member?

- * End User
- * Developer
- * Builder

Explanation

The role of each new team member will be end user, which means they will use the Salesforce application to perform their daily tasks, such as creating and updating records, running reports, and collaborating with others.

Q40. 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?

- * Create a permission set that grants Edit access to leads and assign it to the marketing managers.
- * Create a permission set that grants Edit access to leads and assign it to the marketing team.
- * Create a new profile that grants Edit access to leads and assign it to the marketing managers.

Explanation

Creating a permission set that grants Edit access to leads and assigning it to the marketing managers is the best way to grant them the access they need, without affecting the other users on the marketing team profile.

Q41. 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?

- * The global Search box
- * A list view of all accounts
- * A report of all accounts

Explanation

Using the global search box is the best way to search the account records for the desired business using the fewest clicks. The global search box is a feature that allows the user to search for records across multiple objects and fields using keywords or phrases. The global search box also supports wildcards, operators, and filters to refine the search results. For example, the user could enter `Get*` in the global search box to find all account records that start with `Get`. Using a list view of all accounts would not work, because a list view is a filtered set of records that display data in a tabular format. A list view does not support wildcards or operators, and it requires more clicks to apply filters and sort the records. Using a report of all accounts would not work, because a report is a tool that displays data from one or more objects in a tabular or graphical format. A report does not support wildcards or operators, and it requires more clicks to create, run, and filter the report.

Q42. Refer to the screenshot that shows the Home page.



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- * Select the personalization button (pencil icon), then click and drag the item name up or down to adjust its location.
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- * Click the Setup gear icon at the top right of the page, then select User Interface and then Tabs.

Q43. 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?

* Get Cloudy Consulting – Customer

Connected Mail -independent Software Vendor (ISV)

United Clouds – Partner

* Get Cloudy Consulting – Customer

Connected Mail – Consultant –

United Clouds -Partner

* Get Cloudy Consulting -Customer

Connected Mail – Product

United Clouds -partner Independent Software Vendor (ISV)

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