

DUMPS ARENA

Salesforce Certified Associate

Salesforce Salesforce-Associate

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QUESTION NO: 1

A college wants to incorporate Salesforce into its admissions program using Program Enrollment and Course Connections. Which Salesforce cloud provides these features as standard offerings?

- A. Experience Cloud
- B. Education Cloud
- C. Marketing Cloud

ANSWER: A**QUESTION NO: 2**

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: 3**

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 cloud solution allows GCC to meet these requirements?

- A. Sales Cloud
- B. Marketing Cloud
- C. Service Cloud

ANSWER: B

QUESTION NO: 4

A sales rep at Get Cloudy Consulting asks the new Salesforce associate to give them a report showing all the active accounts for the sales rep's territory.

Where should the associate go to create a new report for Accounts?

- A. Setup
- B. Accounts tab
- C. Reports tab

ANSWER: C**QUESTION NO: 5**

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: 6**

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: 7**

A Salesforce associate is looking at a custom Contact list view and wants to show more information from the record.

What should they do to add the missing key columns?

- A. Edit list filters
- B. Select Fields to Display
- C. Edit sharing settings

ANSWER: B

QUESTION NO: 8

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: 9

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: A

QUESTION NO: 10

What type of relationship do Account and Contact objects have?

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

ANSWER: A