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QUESTIONS & ANSWERS
DEMO VERSION
(LIMITED CONTENT)

Question 1

Question Type: MultipleChoice

A Salesforce user at Get Cloudy Consulting informs the company's Salesforce associate they have moved to another department in the organization and no longer need access to Salesforce.

How should the associate change the user's access?

Options:

- A- Delete the user to free up the Salesforce license.
- B- Do nothing; the user may need to access Salesforce in the future.
- C- Deactivate the user to free up the Salesforce license.

Answer:

C

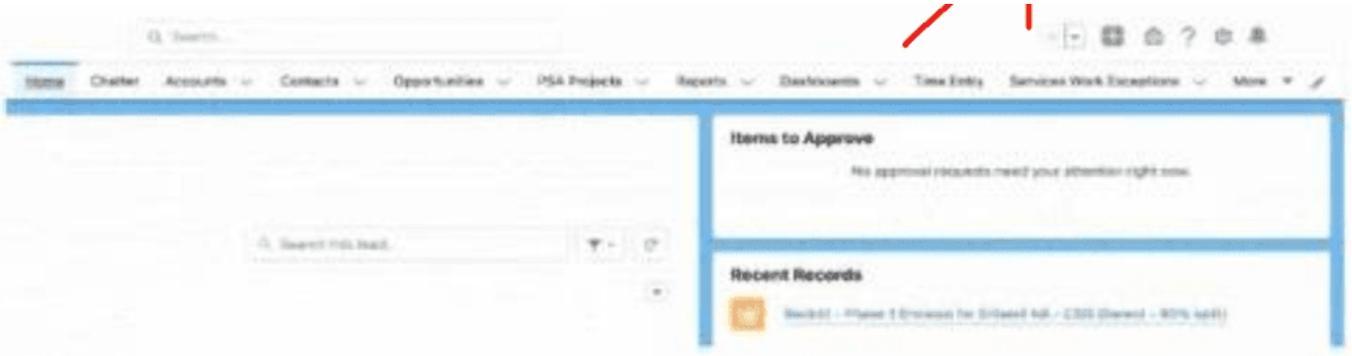
Explanation:

Deactivating the user is the best way to change the user's access and free up the Salesforce license. Deactivating a user prevents the user from logging in to Salesforce and removes the user from any assigned permission sets, queues, and groups. However, the user's record and related data are still preserved and can be reactivated if needed. Deleting the user would also free up the license, but it would also delete the user's record and related data, which may not be desirable. Doing nothing would not change the user's access or free up the license, and it would pose a security risk if the user still has the login credentials.

Question 2

Question Type: MultipleChoice

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?

Options:

- 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

Explanation:

Selecting the personalization button (pencil icon), then clicking and dragging the item name up or down to adjust its location is the correct way to customize the items on the navigation bar, as shown in the screenshot.

Question 3

Question Type: MultipleChoice

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?

Options:

- A- Salesforce Developer
- B- Salesforce Administrator
- C- Salesforce Technical Architect

Answer:

B

Explanation:

The person that the associate would typically work with to get a new field added in their Salesforce org is a Salesforce Administrator. A Salesforce Administrator is someone who configures and manages the Salesforce platform for their organization. They can create and customize objects, fields, layouts, reports, dashboards, and other features to meet the specific needs of their users

Question 4

Question Type: MultipleChoice

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

Options:

- A- Projects
- B- Trail mixes
- C- Modules

Answer:

B

Explanation:

Trailmixes are the Trailhead feature that Get Cloudy Consulting should use to create a custom learning path for its employees. Trailmixes are collections of learning content that users can create, customize, and share with others. Users can add modules, projects, trails, superbadges, and even external links to their trailmixes and assign due dates and points

Question 5

Question Type: MultipleChoice

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

Options:

- A- Super badges
- B- Quests
- C- Ranks

Answer:

C

Explanation:

The Salesforce feature that allows an associate to combine the challenge of learning new skills with the chance of winning prizes is Ranks. Ranks are a way to measure your progress and compare it with other learners on Trailhead. You can earn ranks by completing modules, projects, superbages, and trails. Each rank has a minimum number of points and badges required to achieve it. You can also win prizes by participating in quests, which are time-limited challenges that reward you with swag, certifications, or other goodies¹. Superbages are not a feature that offers prizes, but they are a way to showcase your advanced skills and earn real-world scenario credentials²

Question 6

Question Type: MultipleChoice

Get Cloudy Consulting wants to confirm the data type of the Account Sources field on Account object. Which editing the Account, the Account Sources field has several predefined values that can be selected.

Which type of field is Account Source?

Options:

- A- Picklist
- B- Formula
- C- Text.Area

Answer:

A

Explanation:

The Account Source field is a picklist type of field. A picklist field is a type of field that allows the user to select a value from a predefined list of values, which ensures data consistency and accuracy. For example, the Account Source field could have values such as Web, Phone, Referral, and so on. A formula field is a type of field that calculates a value based on an expression or formula, which can reference other fields, functions, or constants. For example, a formula field could calculate the commission amount based on the opportunity amount and the commission rate. A text area field is a type of field that allows the user to enter up to 255 characters of free-form text, which can include multiple lines and spaces. For example, a text area field could capture the description or notes of an account or an opportunity.

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