



Salesforce Certified Associate
Salesforce-Associate

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Get Cloudy Consulting trains its new employee in a partial sandbox named New Employee; An employee completes the training in the sandbox and is ready to sign in to the production org. However, an error message pops up 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 New Employee appendix from the sandbox username
- C. Creating a different password for the production org

Answer: B Explanation

The solution to the error is to remove New Employee appendix from the sandbox username. When you create a sandbox, Salesforce appends the sandbox name to all usernames in the sandbox copy, so that they don't conflict with usernames in the production org. To sign in to the production org, the employee needs to use their original username without the sandbox name.

2

A Salesforce associate is creating a report that needs to show changes in a value over a series of points 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

Explanation

The type of chart that the associate should add to the report to help visualize the changes in a value over a series of points in time is a line chart. A line chart shows how a numeric value changes over time or across categories, using a continuous line that connects the data points. A line chart is useful for showing trends, patterns, or fluctuations in the data.

3

Where should field dependencies for an object be reviewed?

- A. Object Manager
- B. Profiles
- C. App Builder

Answer: A

Explanation

The Object Manager is where field dependencies for an object can be reviewed. The Object Manager allows the user to view and manage the metadata of standard and custom objects in Salesforce, such as fields, page layouts, record types, buttons, and actions. Field dependencies are a type of metadata that define the relationship between a controlling field and a dependent field. For example, a field dependency could be set up so that the values available in a picklist field called Region depend on the value selected in another picklist field.

called Country. Profiles are used to define the baseline access and permissions for users based on their license type and job function. App Builder is a tool that allows the user to create and customize apps and pages in Salesforce using drag-and-drop components.

4

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

- A. Stage
- B. Account
- C. Quote

Answer: B

Explanation

The account relationship is a standard lookup field on an opportunity. A lookup field allows the user to select a record from another object and link it to the current record. The account field on an opportunity allows the user to select an account that the opportunity is related to. The stage relationship is not a lookup field, but a picklist field that indicates the sales stage of the opportunity, such as Prospecting, Negotiation, or Closed Won.

The quote relationship is not a standard lookup field, but a custom lookup field that can be created to link an opportunity to a quote. A quote is a record that shows proposed prices for products and services.

5

A Salesforce associate is viewing information within a report and needs to export the data. Into which types of files can the report be exported?

- A. Word (.doc or .docx) or comma-separated values(.csv)
- B. Excel (.xlsx or .xls) file or comma-separated values (.csv)
- C. PDF (.pdf) or Excel (.xlsx or .xls)

Answer: B Explanation

Excel (.xlsx or .xls) file or comma-separated values (.csv) are the types of files that the report can be exported into. Exporting a report allows the user to save the report data as a file that can be opened and edited in other applications, such as Microsoft Excel or Google Sheets.

The user can choose to export the report as a formatted report, which preserves the report formatting and layout, or as a details only report, which includes only the report data without the formatting and layout. A formatted report can be exported as an Excel (.xlsx or .xls) file or a PDF (.pdf) file. A details only report can be exported as a comma-separated values (.csv) file.

A Word (.doc or .docx) file is not a type of file that the report can be exported into.

6

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 themarketing

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 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.

7

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: C

Explanation

The contact record component that must be present so users can see a visual representation of their emails and phone calls with a contact is the Activities Timeline. The Activities Timeline shows a chronological list of past and upcoming activities related to a record, such as emails, calls, meetings, tasks, and events. Users can see the details, status, and attachments of each activity, and also create, edit, or delete activities from the timeline.

Activity Capture is a feature that automatically syncs emails and events between Salesforce and email and calendar applications, but it does not show a visual representation of them on the contact record. Salesforce Inbox is a product that enhances email and calendar productivity with Salesforce integration, but it also does not show a visual representation of activities on the contact record.

8

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

Explanation

The functionality of Salesforce Reports that the associate should use to refresh a report and email it to an executive team each week is subscriptions. Subscriptions let you schedule reports to run at regular intervals and send notifications to you or other recipients by email or Chatter5. You can also set conditions for when the notifications are sent, such as when the

report returns no results or the results change.

9

An employee at Get Consulting recently changed their name and received a new username. Where should these changes be updated?

- A.** Contact Record page
- B.** User Record page from Setup
- C.** User profile page

Answer: B

Explanation

The user record page from Setup is where the changes should be updated. The user record page from Setup allows the user to view and edit the information and settings of a user, such as name, username, email, profile, role, and license. The user record page from Setup can be accessed by clicking the Setup icon in the header, then clicking Users > Users, and then clicking the name of the user. The contact record page is where the user can view and edit the information of a contact, such as name, phone, email, account, and address. The contact record page does not affect the user's username or login access. The user profile page is where the user can view and edit their personal information, such as name, email, password, and language. The user profile page does not allow the user to change their username or license.

10

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?

- A.** Sandbox
- B.** Production
- C.** Trailhead Playground

Answer: A 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.

11

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?

- 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.

12

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: C Explanation

The thing that the associate should do to show that GCC is part of the CK portfolio when creating the CK Account record is to add Get Cloudy Consulting to the Parent Account field. The Parent Account field is a standard field on the Account object that allows the user to link an account to another account that is its parent company. This way, the user can create an account hierarchy that shows the relationships between parent accounts and their subsidiaries. The user can enter the name of the parent account in the Parent Account field when creating or editing an account record. Viewing account hierarchy and selecting Add Child Account or selecting New on the child accounts related list are not the correct actions to show that GCC is part of the CK portfolio, because they are used to create a new account that is a subsidiary of an existing account, not to link an existing account to another existing account.

13

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 Explanation

Collapsing detail sections is a way to simplify the page to see only what the user wants, as it will hide the fields in that section and reduce the scrolling.

14

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 numbers sold
- B.** Group by product family > Filter to show only Closed Won opportunities > Sum the total number sold
- C.** Group by active products > Filter to show opportunities this year > Sum the quantity

Answer: B Explanation

The steps that the sales manager should follow to create a report that shows their top-selling product families by quantity are:

Group by product family > Filter to show only Closed Won opportunities > Sum the total number sold These steps will allow the sales manager to see how many products from each product family were sold in the closed opportunities, and compare the performance of different product families.

15

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

The associate should add a Region filter to the dashboard to show all the same KPIs for each of the regions. A dashboard filter allows users to change the data displayed on a dashboard without changing the underlying reports. Users can apply one or more filters to a dashboard and select the values they want to see. For example, a Region filter can show the KPIs for different regions, such as North America, Europe, Asia, etc.

16

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?