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Certified Implementation Specialist IT Service Management



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Question: 421

Leads come to Universal Containers from various sources and need to be assigned to the correct sales team. When a lead comes from the APAC region, it can be passed to an external partner if the Sales Director approves the transfer. The partner’s channel manager must be notified when the partner has been assigned the lead. Which combination of automation tools is needed to meet minimally these requirements?

- A. Assignment rules and approval processes**
- B. Assignment rules, approval processes, and workflow rules**
- C. Assignment rules and workflow rules**
- D. Assignment rules, auto-response rules, and workflow rules**

Answer: B

Question: 422

An administrator notices that there are two account records in the system with the same name. A contact record with the same name is associated with each account. Which set of steps should be taken to merge these accounts using the Salesforce merge feature?

- A. Merge the duplicate contacts and then merge the duplicate accounts.**
- B. Merge the duplicate accounts and the duplicate contacts will be merged automatically.**
- C. Merge the duplicate accounts and check the box that optionally merges the duplicate contacts.**
- D. Merge the duplicate accounts and then merge the duplicate contacts.**

Answer: D

Question: 423

Which two values roll up the hierarchy to the manager for Collaborative forecasting? (Choose two.)

- A. Product quantity**
- B. Quota amount**
- C. Opportunity amount**
- D. Expected revenue**

Answer: BC

Question: 424

An administrator has been asked to grant read, create and edit access to the product object for users who currently have the standard marketing user profile. Which two approaches could be used to meet this request? (Choose two.)

- A. Create a new profile for the marketing users and change the access levels to read, create and edit for the product object.**
- B. Change the access levels in the marketing user standard profile to read, create and edit for the product object.**
- C. Create a permission set with read and write access for the product object and assign it to the marketing users.**
- D. Create a permission set with read, create and edit access for the product object and assign it to the marketing users.**

Answer: AD

Question: 425

The sales team has requested that a new field called Current Customer be added to the Accounts object. The default value will be "No" and will change to "Yes" if any related opportunity is successfully closed as won.

What can an administrator do to meet this requirement?

- A. Configure Current Customer as a roll-up summary field that will recalculate whenever an opportunity is won.**
- B. Use an Apex trigger on the Account object that sets the Current Customer field when an opportunity is won.**
- C. Use a workflow rule on the Opportunity object that sets the Current Customer field when an opportunity is won.**
- D. Configure Current Customer as a text field and use an approval process to recalculate its value.**

Answer: C

Question: 426

Sales management wants a small subset of users with different profiles and roles to be able to view all data for compliance purposes.

How can an administrator meet this requirement?

- A. Create a new profile and role for the subset of users with the View All Data permission.**
- B. Create a permission set with the View All Data permission for the subset of users.**
- C. Enable the View All Data permission for the roles of the subset of users.**
- D. Assign delegated administration to the subset of users to View All Data.**

Answer: B

Question: 427

How can an administrator ensure article managers use specified values for custom article fields?

- A. Create a formula field on the article.**
- B. Require a field on the page layout.**
- C. Use field dependencies on article types.**
- D. Create different article types for different requirements.**

Answer: C

Question: 428

A user has a profile with read-only permissions for the case object.

How can the user be granted edit permission for cases?

- A. Create a permission set with edit permissions for the case object.**
- B. Create a sharing rule on the case object with read/write level of access.**
- C. Create a public group with edit permissions for the case object.**
- D. Add the user in a role hierarchy above users with edit permissions on the case object.**

Answer: A

Question: 429

Which three actions can occur when an administrator clicks "Save" after making a number of modifications to Knowledge data categories in a category group and changing their positions in the hierarchy? (Choose three.)

- A. Users are temporarily locked out of their ability to access articles.**
- B. Users may temporarily experience performance issues when searching for articles.**
- C. The contents of the category drop-down menu change.**
- D. The articles and questions visible to users change.**

E. The history of article usage is reset to zero utilization.

Answer: ADE

Question: 430

What are three capabilities of Collaborative forecasting? (Choose three.)

- A. Rename categories**
- B. forecast using opportunity splits**
- C. Overlay quota**
- D. Add categories**
- E. Select a default forecast currency setting**

Answer: ABE

Question: 431

Universal Containers wants customers who buy the freight Container product to be billed in monthly installments. How should an administrator meet this requirement?

- A. Create a default quantity schedule on the product.**
- B. Create a default revenue schedule on the product.**
- C. Create a workflow rule on the product.**
- D. Create custom fields on the product.**

Answer: B

Question: 432

Which two deployment tools can be used to deploy metadata from a Developer Edition organization to another organization? (Choose two.)

- A. Data Loader**
- B. Salesforce Extensions for Visual Studio Code**
- C. Change sets**
- D. Ant Migration Tool**

Answer: BC

Question: 433

An administrator wants to allow users who are creating leads to have access to the find Duplicates button. Which lead object-level permission will the administrator need to provide to these users?

- A. Merge**
- B. Read and Edit**
- C. View All**
- D. Delete**

Answer: C

Question: 434

An administrator has been asked to create a replica of the production organization. The requirement states that existing fields, page layouts, record types, objects, and data contained in the fields and objects need to be available in the replica organization. How can the administrator meet this requirement?

- A. Create a developer sandbox.**
- B. Create a configuration-only sandbox.**
- C. Create a metadata sandbox.**
- D. Create a full sandbox.**

Answer: D

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