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Salesforce
CERTIFIED ASSOCIATE
Salesforce Certified
Associate
Certification Exam

QUESTION: 1

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(s): B

QUESTION: 2

A Salesforce associate deletes an Account of a company that recently went out of business.
Which other related records are automatically deleted?

- A. Any related leads
- B. Any related cases
- C. Any related opportunities

Answer(s): C

QUESTION: 3

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

- A. App Launcher
- B. Object Manager
- C. Schema Builder

Answer(s): C

QUESTION: 4

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 the marketing 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(s): A

QUESTION: 5

Get Cloudy Consulting requires a value in the Status field every time a record is created or edited.
What should they do to enforce this?

- A. Make the field required in Object Manager.
- B. Make the field required with a validation rule.
- C. Make the field required in organization-wide defaults.

Answer(s): A

QUESTION: 6

A Salesforce associate has been asked to identify all contacts that have had interactions with their company in the last year.

What should the associate do to identify these contacts?

- A. Look at the contact's Last Modified Date.
- B. Look at the Active field.
- C. Look at the last related activity date.

Answer(s): C

QUESTION: 7

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?

- A. validation rule
- B. Approval process
- C. Page layout

Answer(s): B

QUESTION: 8

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?

- A. Permission Sets
- B. Profiles
- C. Role Hierarchy

Answer(s): C

QUESTION: 9

Get Cloudy Consulting gets 90% of its business from trade shows. Sales reps create many lead records during these events, but they often forget to change the Lead Source field to Trade Show'.

What should help the sales reps when they create these lead records?

- A. Make an assignment rule named Trade Show' to only assign leads to sales reps.
- B. Format a validation rule requiring the Lead Source field to equal Trade Show'.
- C. Change the default value of the Lead Source field from 'Web' to Trade Show'.

Answer(s): B

QUESTION: 10

What should the account owner at Get Cloudy Consulting use to learn the sum of the amount for each opportunity?