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QUESTION NO: 1

Which of the following tables does the change_request_metric database view join? (Choose all that apply.)

A. metric_definition

B. task_sla

C. change_task

D. change_request

E. metric_instance

ANSWER: A D E

QUESTION NO: 2

The administrator of Universal Containers is testing an approval process in a recently refreshed Developer Pro sandbox and is finding that none of the notification emails are being sent to the approvers.

Which two reasons could be the cause? (Choose two.)

A. The email addresses for the users are incorrect.

B. The Deliverability Access Level setting is incorrect.

C. HTML templates are NOT available in sandboxes.

D. Workflow emails only work in Full sandboxes.

ANSWER: A B

QUESTION NO: 3

Universal Containers wants to allow its customers to submit support requests across multiple channels.

In which two ways can this be accomplished with Salesforce? (Choose two.)

A. Expose the case feeds option on the company's website.

B. Offer a Chat button on the company website.

C. Enable Chatter Questions in the company's Customer Community.

D. Enable the Service Cloud Console app on the company website.

ANSWER: B C

QUESTION NO: 4

Which property on an order guide will pass variables from one item to another item with equivalent variables?

A. Waterfall Variables

B. Share Variables

C. Cascade Variables

D. Mirror Variables

ANSWER: C

QUESTION NO: 5

Which of the following service catalogs are available OOTB as demo data? (Choose two.)

A. Software Catalog

B. Technical Catalog

C. Service Catalog

D. ITSM Catalog

E. Hardware Catalog

ANSWER: B C

QUESTION NO: 6

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: B C

QUESTION NO: 7

Which of the following are valid problem states? (Choose all that apply.)

A. Fix in progress

B. Pending

C. On Hold

D. Canceled

E. New

ANSWER: A E

QUESTION NO: 8

Which of the following statements is true when an incident has several child incidents?

A. Updates to State, Comments, Work Notes, and Resolution Code are reflected in child incidents.

B. All updates to parent incident are reflected in child incidents.

C. No updates are synchronized between parent and child incidents.

D. All updates to child incidents are reflected in the parent incident.

ANSWER: A

QUESTION NO: 9

A developer is trying to access org data from within a test class.

Which sObject type requires the test class to have the (seeAllData=true) annotation?

A. Report

B. User

C. Profile

D. RecordType

ANSWER: C

QUESTION NO: 10

A customer has a requirement to include a catalog item to order Microsoft Access in several categories so that users can find it easily. What is the best way to do this?

A. Build the item as an order guide

B. Add additional categories in the catalog item's Categories related list

C. Copy the catalog item and associate a copy with each category

D. List the categories in the Catalog Item's Description field

ANSWER: B

QUESTION NO: 11

What is used to group and standardize common recurring catalog variables?

A. Update sets

B. Variable choice lists

C. Variable sets

D. Insert and stay

ANSWER: C

QUESTION NO: 12

What are two capabilities of Territory Management? (Choose two.)

A. The ability to use opportunity criteria to expand a private sharing model.

B. Territory hierarchy replaces the role hierarchy for sharing.

C. The ability to use account criteria to expand a private sharing model.

D. Support for complex and frequently changed sales organization structures.

ANSWER: A D

QUESTION NO: 13

Inbound Actions can be configured to enable creating or updating incidents.

A. True

B. False

ANSWER: A

QUESTION NO: 14

Which two permissions need to be enabled to set up entitlement management, including milestones, entitlement processes, and entitlement templates? (Choose two.)

A. Manage Milestones

B. Customize Entitlements

C. Manage Entitlements

D. Customize Application

ANSWER: C D

QUESTION NO: 15

A sales manager wants to edit the opportunities owned by the sales team. The manager does NOT have Edit access to the Opportunity object.

What is a recommended solution?

A. Change the opportunity's organization-wide default setting to Public Read/Write.

B. Redefine the role hierarchy by enabling "grant access using hierarchies."

C. Enable team selling on the Opportunity object to grant Read/Write access.

D. Create a permission set for Opportunity Edit and associate it to the user record.

ANSWER: D

QUESTION NO: 16

A company has code to update a Request and Request Lines and make a callout to their external ERP system's REST endpoint with the updated records.

```
public void updateAndMakeCallout(Map<Id, Request__c> reqs, Map<Id, Request_Line__c> reqLines) {
    Savepoint sp = Database.setSavepoint();

    try {
        insert reqs.values();
        insert reqLines.values();
        HttpResponse response = CalloutUtil.makeRestCallout(reqs.keySet(), reqLines.keySet());
    } catch (Exception e) {
        Database.rollback(sp);
        System.debug(e);
    }
}
```

The CalloutUtil.makeRestCallout fails with a "You have uncommitted work pending. Please commit or rollback before calling out" error.

What should be done to address the problem?

A. Remove the Database.setSavepoint and Database.rollback.

B. Change the CalloutUtil.makeRestCallout to an @InvocableMethod method.

C. Change the CalloutUtil.makeRestCallout to an @future method.

D. Move the CalloutUtil.makeRestCallout method call below the catch block.

ANSWER: C

QUESTION NO: 17

On a service catalog item, a customer has a requirement that the start_date is before the end_date.

Which approach is recommended to satisfy this requirement?

A. Create a Validation Script and associate it to the item

B. Create a Catalog Client UI Policy that triggers on Load of the Item

C. Create a Catalog Client Script that triggers on Submit of the Item

D. Create a Business Rule that runs on Insert or Update of the Item

ANSWER: C

QUESTION NO: 18

An Apex class does not achieve expected code coverage. The testSetup method explicitly calls a method in the Apex class.

How can the developer generate the code coverage?

A. Verify the user has permissions passing a user into System.runAs().

B. Call the Apex class method from a testMethod instead of the testSetup method.

C. Add @testVisible to the method in the class the developer is testing.

D. Use system.assert() in testSetup to verify the values are being returned.

ANSWER: B

QUESTION NO: 19

Which of the following knowledge workflows are available OOTB? (Choose all that apply.)

A. Knowledge - Approval

B. Knowledge Instant Publish

C. Knowledge - Approval Publish

D. Knowledge Instant Retire

E. Knowledge - Advanced Approval

ANSWER: B C D

QUESTION NO: 20

Which of the following can be achieved by a user with itil role? (Choose four.)

A. Add CI to Change Request

B. Associate CI to Task

C. Create CI

D. Delete CI

E. Create CI Class

ANSWER: A B C D