Vendor: Salesforce

Exam Code: Salesforce-Associate

Exam Name: Salesforce Certified Associate

Version: DEMO

QUESTION 1
How can a user see only contacts from a specific city on the 'New This Week" list view without changing what other users see?

A. Change the permissions so they can only see records from the specific city.
B. Clone the list view with a new name, and filter by the specific c
C. Build a private report for contacts that is filtered by the specific city.

Answer: B
Explanation:
The user can clone the list view with a new name, and filter by the specific city to see only contacts from that city on the list view. This will not affect what other users see on the original list view.

QUESTION 2
Salesforce is built on objects like Account, Contact, and Opportunity.
What is a representation of an object?

A. A spreadsheet where the records are rows and the fields are columns
B. Physical visualization of an Account, Contact, or Opportunity
C. A set of relationships that link an Account, Contact, or Opportunity

Answer: A
Explanation:
A spreadsheet is a representation of an object, where the records are rows and the fields are columns. An object is a collection of records that have the same fields, such as account, contact, or opportunity.

QUESTION 3
A Salesforce associate is creating new user accounts for a new project management team.
What will be the role of each new team member?

A. End User
B. Developer
C. Builder

Answer: A
Explanation:
The role of each new team member will be end user, which means they will use the Salesforce application to perform their daily tasks, such as creating and updating records, running reports, and collaborating with others.

QUESTION 4
An organization wants to implement Salesforce into its business model. The requirements include:

- Operations management
- Program management
- Grantmaking
- Fundraising
- Marketing

- Engagement

Which cloud is preconfigured to handle all of these requirements?

A. Experience
B. Analytics
C. Nonprofit

Answer: C
Explanation:
The Nonprofit Cloud is preconfigured to handle all of the requirements listed, such as operations management, program management, grantmaking, fundraising, marketing, and engagement. The Nonprofit Cloud is a set of solutions that helps nonprofits drive greater impact through connected experiences.

QUESTION 5
Which Salesforce role produces data-driven solutions by eliciting, documenting, and examining requirements around organizational challenges?

A. Business Analyst
B. User Experience Designer
C. Platform Developer

Answer: A
Explanation:
A business analyst produces data-driven solutions by eliciting, documenting, and examining requirements around organizational challenges. A business analyst also helps design and implement solutions using Salesforce tools and best practices

QUESTION 6
A nonprofit organization wants to help ensure residents in their area receive health checkups. The nonprofit also wants to ensure resident tracking history and all data are stored in a way that complies with local privacy laws.
Which Salesforce cloud solution should help meet these needs?

A. Health Cloud
B. Service Cloud
C. Nonprofit Cloud

Answer: A
Explanation:
Health Cloud is the Salesforce cloud solution that should help meet the needs of a nonprofit organization that wants to ensure residents receive health checkups and comply with local privacy laws. Health Cloud is a cloud-based software solution that allows healthcare providers to manage patient relationships, care coordination, and engagement

QUESTION 7
Get Cloudy Consulting (GCC) has recently been onboarded as a Salesforce customer. GCC wants to enroll its in-house IT administration team in a Salesforce instructor-led training workshop. Which resource provides virtual and in-person learning that should help the team accelerate their Salesforce knowledge?

A. Trailhead Community
B. Salesforce Help
C. Trailhead Academy

Answer: C
Explanation:
Trailhead Academy is the resource that provides virtual and in-person learning that should help the in-house IT administration team of Get Cloudy Consulting accelerate their Salesforce knowledge. Trailhead Academy offers instructor-led training workshops, certification preparation courses, and custom learning programs for various Salesforce roles and products

QUESTION 8
Get Cloudy Consulting (GCC) plans to migrate from a legacy CRM system to Salesforce. GCC currently uses a dedicated single-tenant, on-premise system and wants to utilize a multi-tenant architecture like Salesforce uses.
What is one feature of multi-tenant architecture?

A. Resources are shared but tenants cannot claim each other's resources.
B. Resources are shared and tenants can claim each other's resources.
C. Resources are limited to each tenant.

Answer: A
Explanation:
One feature of multi-tenant architecture is that resources are shared but tenants cannot claim each other's resources. Multi-tenant architecture means that multiple customers (tenants) share the same hardware, software, and infrastructure resources, but their data and configurations are isolated and secure. This allows Salesforce to deliver high performance, scalability, and availability to its customers

QUESTION 9
Get Cloudy Consulting wants to evaluate a new feature that requires a specific license before purchasing.
Which environment should be used?

A. Developer org
B. Developer sandbox
C. Scratch org

Answer: A
Explanation:
A developer org should be used to evaluate a new feature that requires a specific license before purchasing. A developer org is a free, full-featured copy of the Salesforce platform that allows developers to create and test applications and features. A developer org can have access to all the licenses and features that are available in the Salesforce platform

QUESTION 10
A Salesforce associate wants to connect with other Salesforce associates in their local area.
Which Salesforce resource allows them to network and collaborate with others based on role and location?

A. Trailblazer Connect
B. Salesforce Interest Groups
C. Trailblazer Community Groups

Answer: C
Explanation:
Trailblazer Community Groups are the Salesforce resource that allows associates to network and collaborate with others based on role and location. Trailblazer Community Groups are local or virtual gatherings of Salesforce enthusiasts who share best practices, learn new skills, and support each other. There are different types of groups for different interests, such as admins, developers, marketers, women in tech, and more.

QUESTION 11
Get Cloudy Consulting (GCC) currently supports its customers via calls and emails. GCC wants to meet the needs of digitally savvy customers by offering support via web chat as well as SMS, Facebook Messenger, and WhatsApp.
Which Salesforce product should meet this need?

A. Service Cloud
B. Experience Cloud
C. Sales Cloud

Answer: A
Explanation:
Service Cloud is the Salesforce product that should meet the need of Get Cloudy Consulting to offer support via web chat and other digital channels. Service Cloud is a cloud-based customer service platform that allows agents to deliver fast and personalized service across multiple channels, such as phone, email, web, social media, and messaging apps. Service Cloud also provides tools for case management, knowledge base, self-service, and analytics.

QUESTION 12
The Health Department wants to gain more insight into its patient data than what Salesforce Dashboards can provide.
Which Salesforce product should the department use?

A. Experience Cloud
B. CRM Analytics
C. Health Cloud

Answer: B
Explanation:
CRM Analytics is the Salesforce product that the Health Department should use to gain more insight into its patient data than what Salesforce Dashboards can provide. CRM Analytics is a cloud-based analytics platform that allows users to explore data, discover insights, and make data-driven decisions. CRM Analytics can connect to various data sources, including Salesforce and external systems, and provide interactive visualizations, AI-powered insights, and predictive modeling.

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