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## QUESTION NO: 1

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: 2

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: 3

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: 4

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**

## QUESTION NO: 5

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: 6

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: 7

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

- A. True
- B. False

**ANSWER: A**

## QUESTION NO: 8

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: 9

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: 10

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: 11

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: 12

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: 13

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: 14

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: 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

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: 17

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: 18

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: 19

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: 20

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**