



DEV-450^{Q&As}

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**QUESTION 1**

The support group at Universal Containers wants agents to capture different information for product support and inquiry cases. In addition, the lifecycle for product support cases should have more steps than the lifecycle for inquiry cases.

Which three features should an administrator use to meet these requirements? (Choose three.)

- A. Support processes
- B. Page layouts
- C. Permission sets
- D. Field-level security
- E. Record types

Correct Answer: ABE

QUESTION 2

What relationship can be selected in a custom report type where Accounts is the primary object and Contacts is the related object?

- A. Each account may or may not have related contacts.
- B. Each contact must have a related account.
- C. Each account must not have related contacts.
- D. Each contact may or may not have a related account.

Correct Answer: A

QUESTION 3

When creating a new user, which two items must the Administrator ensure before saving the new user record? (Choose two.)

- A. Username is added to the Active User Log.
- B. Username is in the format of an Email Address.
- C. Username is identical to the User's Email address.
- D. Username is unique across all Salesforce Orgs.

Correct Answer: BD



QUESTION 4

When working on opportunities, sales representatives at Universal Containers need to understand how their peers have successfully managed other opportunities with comparable products, competing against the same competitors?

Which two features should an administrator use to facilitate this? (Choose two.)

- A. Opportunity update reminders
- B. Opportunity Dashboard
- C. Chatter groups
- D. Big deal alert

Correct Answer: BC

QUESTION 5

Universal Containers wants to back-up Salesforce data on a monthly basis. Which tools can a System Administrator use to meet this requirement?

- A. Data Loader, Reporting Snapshot, Report Export
- B. Data Loader, Scheduled Report, Reporting Snapshot
- C. Data Export Service, Reporting Snapshot, Einstein Analytics
- D. Data Export Service, Data Loader, Report Export

Correct Answer: D

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