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Salesforce Certified Platform Foundations Sample Questions (Q56-Q61):

NEW QUESTION # 56

A Salesforce associate wants to learn more about converting Leads to Contacts. They enjoy learning in an asynchronous, gamified way.

Which resource should they use?

- A. Salesforce Help
- B. Trailhead

- C. Trailblazer Community

Answer: B

Explanation:

Trailhead is the resource that the Salesforce associate should use to learn more about converting leads to contacts in an asynchronous, gamified way. Trailhead is a learning platform that provides interactive, online, and free courses for anyone who wants to learn Salesforce skills and earn credentials. Trailhead allows the user to learn at their own pace, in their own time, and in their own way. Trailhead also provides gamification features, such as badges, points, and ranks, to motivate and reward the user for their learning progress.

Trailhead has a module called Lead Management that covers the topic of converting leads to contacts, among other topics.

Salesforce Help is a resource that provides documentation, guides, videos, and support for Salesforce users who need assistance with using or troubleshooting Salesforce products and features.

Salesforce Help is not a learning platform, and it does not provide gamification features. The Trailblazer Community is a resource that provides an online platform where Salesforce users, partners, employees, and experts can connect, collaborate, and learn from each other. The Trailblazer Community is not a learning platform, and it does not provide gamification features.

NEW QUESTION # 57

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

Answer: C

Explanation:

An approval process is a workflow that defines the steps and criteria for approving a record. It can be used to lock the record before a decision is made, and send email alerts and tasks to the approvers.

NEW QUESTION # 58

A Salesforce user at Get Cloudy Consulting informs the company's Salesforce associate they have moved to another department in the organization and no longer need access to Salesforce.

How should the associate change the user's access?

- A. Delete the user to free up the Salesforce license.
- B. Deactivate the user to free up the Salesforce license.
- C. Do nothing; the user may need to access Salesforce in the future.

Answer: B

Explanation:

Deactivating the user is the best way to change the user's access and free up the Salesforce license.

Deactivating a user prevents the user from logging in to Salesforce and removes the user from any assigned permission sets, queues, and groups. However, the user's record and related data are still preserved and can be reactivated if needed. Deleting the user would also free up the license, but it would also delete the user's record and related data, which may not be desirable. Doing nothing would not change the user's access or free up the license, and it would pose a security risk if the user still has the login credentials.

NEW QUESTION # 59

Get Cloud Consulting (GCC) has started to use Salesforce for its sales and service divisions. GCC would like to automate a process and understands this can be done through declarative and programmatic solutions.

Which approach should GCC explore first?

- A. A programmatic approach, unless there is a lack of resources
- B. A programmatic approach, as it is more customizable.
- C. A declarative approach, as it allows for quicker and simpler problem resolution

Answer: C

Explanation:

The approach that GCC should explore first to automate a process is a declarative approach, as it allows for quicker and simpler problem resolution. A declarative approach means that GCC can use point-and-click tools and drag-and-drop interfaces to create and modify applications, workflows, rules, and logic, without writing any code. This makes it easier and faster for GCC to build and customize solutions that meet its business needs, without requiring any programming skills or resources.

NEW QUESTION # 60

What is one aspect of multi-tenant architecture?

- **A. Shares resources with other tenants**
- B. Costs more than single-tenant architecture
- C. Reserves resources per tenant

Answer: A

Explanation:

Salesforce operates on a multi-tenant architecture, where a single instance of the platform serves multiple customers (tenants). Each tenant's data is securely isolated, but they share common resources, such as server space, database instances, and updates. This approach ensures cost efficiency and scalability.

* A. Costs more than single-tenant architecture: Multi-tenancy reduces costs due to shared resources.

* B. Reserves resources per tenant: Resources are shared rather than reserved individually.

References from Salesforce Documentation:

* Salesforce Multi-Tenant Architecture Overview

* Multi-Tenant vs. Single-Tenant

NEW QUESTION # 61

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