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## Salesforce Certified Platform Foundations Sample Questions (Q102-Q107):

### NEW QUESTION # 102

A Salesforce associate is asked to share records about a carpool program with users. Which type of group should the associate create?

- A. Private Group(s)
- **B. Public Group(s)**
- C. A Queue

**Answer: B**

Explanation:

The type of group that the associate should create to share records about a carpool program with users is a public group. A public group is a set of users that can be used to define sharing rules, queues, and other features that require a group of users. A public group can include individual users, other groups, roles, or territories. A public group can be used to share records with a specific group of users who are interested in the carpool program. A private group is a type of Chatter group that is not related to record sharing. A queue is a feature that allows users to manage leads, cases, and other objects as a team, but it is not suitable for sharing records about a carpool program.

#### NEW QUESTION # 103

Get Cloudy Consulting encourages end users to update their own settings.

How can an end-user access their personal settings?

- A. Click the profile icon in the header, then click Settings.
- B. Click the gear icon in the header, then click Setup.
- C. Click the question mark icon in the header, then create a Case.

**Answer: A**

Explanation:

The way that an end-user can access their personal settings is to click the profile icon in the header, then click Settings. This will open the Settings page, where the user can update their personal information, language and locale, email, display, security, and other settings. Clicking the gear icon in the header, then clicking Setup will open the Setup page, where the user can access the org-wide settings and features, but not their personal settings. Clicking the question mark icon in the header, then creating a Case will open the Help Center, where the user can get help and support, but not access their personal settings.

#### NEW QUESTION # 104

Sales reps at Get Cloudy Consulting want to see a visual representation of their emails and phone calls with a contact.

Which contact record component must be present so users can see this?

- A. Salesforce Inbox
- B. Activities Timeline
- C. Activity Capture

**Answer: B**

Explanation:

The contact record component that must be present so users can see a visual representation of their emails and phone calls with a contact is the Activities Timeline. The Activities Timeline shows a chronological list of past and upcoming activities related to a record, such as emails, calls, meetings, tasks, and events. Users can see the details, status, and attachments of each activity, and also create, edit, or delete activities from the timeline. Activity Capture is a feature that automatically syncs emails and events between Salesforce and email and calendar applications, but it does not show a visual representation of them on the contact record. Salesforce Inbox is a product that enhances email and calendar productivity with Salesforce integration, but it also does not show a visual representation of activities on the contact record.

#### NEW QUESTION # 105

Get Cloud Consulting (GCC) currently uses separate platform for marketing sales, commerce, service, and information technology.

As GCC continues to grow, it decides to move all departments onto Salesforce.

What would provide GCC the most benefit by moving to the Salesforce Platform?

- A. Salesforce saves companies money by eliminating the need to purchase licenses for multiple systems.
- B. Salesforce provides a complete view of a company's customers on one unified platform.
- C. Salesforce increases security by only requiring employees to remember one password.

**Answer: B**

Explanation:

The most benefit that GCC would get by moving to the Salesforce Platform is that it provides a complete view of a company's customers on one unified platform. This means that GCC can access and manage all the data and processes related to its marketing,

sales, commerce, service, and IT departments from one place, without having to switch between different systems or platforms. This also enables GCC to have a 360-degree view of its customers, which helps it deliver personalized and consistent experiences across all touchpoints.

#### NEW QUESTION # 106

The Salesforce account executive for Get Cloudy Consulting (GCC) advises the company to use United Clouds to assist with its transition to using Salesforce as its CRM. GCC also plans to add an app in Salesforce from Connected Mail.

What is the role of each of these companies?

- A. Get Cloudy Consulting - Customer Connected Mail - Consultant - United Clouds - Partner
- B. Get Cloudy Consulting - Customer Connected Mail - Product United Clouds - partner Independent Software Vendor (ISV)
- C. Get Cloudy Consulting - Customer Connected Mail - independent Software Vendor (ISV) United Clouds - Partner

**Answer: C**

Explanation:

The role of each of these companies is as follows:

- \* Get Cloudy Consulting - Customer: GCC is the customer of Salesforce, which means it uses Salesforce products and services to run its business.
- \* Connected Mail - Independent Software Vendor (ISV): Connected Mail is an ISV, which means it develops and sells applications that are built on the Salesforce platform and are available on the AppExchange.
- \* United Clouds - Partner: United Clouds is a partner of Salesforce, which means it provides consulting, implementation, integration, or training services to help customers succeed with Salesforce.

#### NEW QUESTION # 107

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