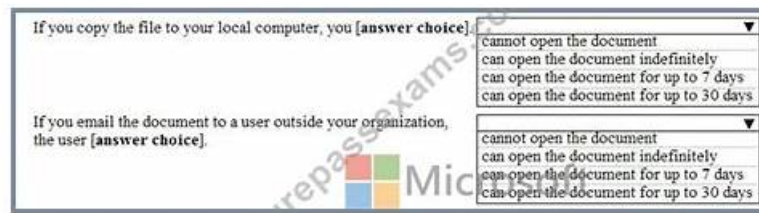


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Salesforce Certified Platform Foundations Sample Questions (Q20-Q25):

NEW QUESTION # 20

A sales manager at Get Cloudy Consulting wants a report that shows their top-selling product families by quantity.

- A. Group by product family > Filter to show only Closed Won opportunities > Sum the total number sold
- **B. Group by opportunity stage > Filter by product family > Sum the total number sold**
- C. Group by active products > Filter to show opportunities this year > Sum the quantity

Answer: B

Explanation:

The steps that the sales manager should follow to create a report that shows their top-selling product families by quantity are:

* Group by product family > Filter to show only Closed Won opportunities > Sum the total number sold These steps will allow the sales manager to see how many products from each product family were sold in the closed opportunities, and compare the performance of different product families.

NEW QUESTION # 21

A salesforce associate at get Cloudy Consulting has been asked to analyze Service Cloud data to determine how many individuals have called in to the support center.

Which relationship on Case should the associate use?

- A. Account
- **B. Contact**
- C. Owner

Answer: B

Explanation:

The contact relationship on case is used to indicate the individual who has called in to the support center. The contact field on case is a lookup field that allows the user to select a contact from the related account or any other account. The owner relationship on case is used to indicate the user who is responsible for working on the case. The account relationship on case is used to indicate the company or organization that the case is related to.

NEW QUESTION # 22

A Salesforce associate at Get Cloudy Consulting is given a list of opportunities to work through. The associate asks for an easier way to change the opportunity stage.

What should be recommended?

- **A. Switch to the Kanban View.**
- B. Create multiple list views.
- C. Use a Dynamic Dashboard View.

Answer: A

Explanation:

The recommendation for the associate to change the opportunity stage more easily is to switch to the Kanban View. The Kanban View is a visual representation of the records in a list view, organized by stages or other categories. The associate can drag and drop the records from one column to another to update the stage or other fields. The Kanban View also shows key metrics and alerts for each column, such as the total amount, number of records, and overdue tasks. Creating multiple list views or using a Dynamic Dashboard View are not as convenient and efficient as using the Kanban View.

NEW QUESTION # 23

Get Cloudy Consulting (GCC) wants to ensure the Annual Revenue field is a positive amount and does not exceed \$100.

What should GCC use to ensure opportunities meet these standards?

- A. Default Values
- B. Assignment Rules
- **C. Validation Rules**

Answer: C

Explanation:

Validation rules are what GCC should use to ensure that opportunities meet the standards for the Annual Revenue field. Validation rules are a type of metadata that define a condition and an error message to display when the condition is not met. Validation rules can be used to enforce data quality and integrity by preventing users from saving records that do not meet the specified criteria. For example, a validation rule could be set up on the Opportunity object to check that the Annual Revenue field is a positive amount and does not exceed

\$100. Assignment rules are a type of metadata that define how records are assigned to users or queues based on certain criteria. Assignment rules can be used to automate business processes by distributing records to the appropriate owners or teams. For example, an assignment rule could be set up on the Lead object to assign leads to sales reps based on their territory. Default values are a type of metadata that define a value that is automatically populated in a field when a new record is created, unless the user enters a different value.

Default values can be used to save time and ensure data consistency by prefilling fields with common or expected values. For example, a default value could be set up on the Lead Source field to indicate the most frequent source of leads, such as Web or Phone.

NEW QUESTION # 24

Where can a new user set up an email signature in Salesforce?

- **A. Email Setup**
- B. Personal Settings
- C. User Profile

Answer: A

Explanation:

The place where the new user can set up an email signature in Salesforce is the Personal Settings. The Personal Settings are where the user can customize their preferences, such as language, locale, time zone, display, security, and email. The user can access the Personal Settings by clicking on their profile icon and then clicking Settings. Then, they can click on Email under My Personal Information and then click on My Email Settings. There, they can enter their email signature in the Email Signature field and click Save. The User Profile and the Email Setup are not the correct places to set up an email signature in Salesforce.

NEW QUESTION # 25

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