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Salesforce TVB-201 Exam Syllabus Topics:

TopicDetailsTopic 1- Salesforce Platform Basics- Company-Wide Org SettingsTopic 2- Create a Process for Support Cases- Data Management & ReportingTopic 3- Sales Cloud Einstein- Lightning App Builder- Service Cloud BasicsTopic 4- Which Automation Tool is Right- Salesforce User BasicsTopic 5- Chatter Administration- Service Cloud Essentials

QUESTION 34

Users at Dreamhouse Reality are only allowed to see opportunities they own. Leadership wants an enterprise- wide dashboard of all open opportunities in the pipeline so that users can see how the company is performing at any point in time.

How should an administrator create the dashboard without changing any sharing setting?

- * Update the dashboard to folder settings to manager for the sales reps role.
- * Add a filter to the dashboard to filter the opportunities by owner role.
- * Build individual dashboards for profiles that need to see the enterprise results.
- * Create a dashboard with the running User set as someone who can see all Opportunities

QUESTION 35

What are two considerations when activating and assigning Themes and Branding? Choose 2 answers

- * Each profile can be applied a different Theme.
- * Themes apply to both Lightning Experience and mobile.
- * Only one Theme can be applied in an org at a time.
- * Up to 300 custom Themes can be created per org.

QUESTION 36

Ursa Major Solar wants to assign feature licenses to user records in Salesforce.

Which two feature licenses can be assigned to a user record in Salesforce?

Choose 2 answers

- * Console User
- * Knowledge User
- * Opportunity User
- * Service Cloud User

QUESTION 37

The VP of sales at Universal Containers wants to prevent members of the sales team from changing

an opportunity to a date in the past.

What should an administrator configure to meet this requirement?

- * Assignment Rule
- * Validation Rule
- * Field-Level Security
- * Approval Process

QUESTION 38

Northern Trail Outfitters wants to initiate expense reports from Salesforce to the external HR system. This process needs to be reviewed by managers and directors.

Which two tools should an administrator configure?

Choose 2 answers

- * Quick Action
- * Outbound Message
- * Approval Process

- * Email Alert Action

QUESTION 39

Sales reps at Cloud Kicks want to be notified when they have a high likelihood of winning an opportunity over \$1,000,000.

Which feature meets this requirement?

- * Key Deals
- * Big Deal Alerts
- * Activity Timeline.
- * Performance chart.

QUESTION 40

The VP of sales at DreamHouse Realty has requested a dashboard to visualize enterprise sales across the different teams. The key piece of data is the total of all sales for the year and the progress to the enterprise sales goal.

What dashboard component will effectively show this number and the proximity to the total goal as a single value?

- * Donut
- * Stacked Bar
- * Table
- * Gauge

QUESTION 41

An administrator at Universal Containers has been asked to prevent users from accessing Salesforce from outside of their network.

What are two considerations for this configuration?

Choose 2 answers

- * IP address restrictions are set on the profile or globally for the org.
- * Users can change their password to avoid login IP restrictions.
- * Enforce Login IP Ranges on Every Request must be selected to enforce IP restrictions.
- * Single sign-on will allow users to log in from anywhere.

QUESTION 42

Ursa Major Solar utilizes accounts in its sales process; however, not all users have access to them. New users require read access to accounts. Additionally, four new users require edit access. ?

What should an administrator do to configure access for the new users?

- * Configure a profile to grant account view access and a permission set to grant account edit access to specific users.
- * Configure a permission set to grant account edit access to specific users and modify the standard user profile.
- * Configure a profile to grant account edit access and a permission set to restrict read access to specific users.
- * Configure a sharing rule for account view access and another sharing rule for edit access to specific users.

QUESTION 43

Sales reps miss key fields when filling out on opportunity record through the process. Reps need to move forward Win unable to enter previous stage.

Which three options should the administrator use to address this need?

Choose Three answers

- * Enable guided selling.
- * Use Validation Rules.
- * Configure Opportunity Path.
- * Use Flow to mark fields required.
- * Mark fields required on the page layout.

QUESTION 44

Universal Containers administrator has been asked to create a many-to-many relationship between two existing custom objects.

Which two steps should the administrator take when enabling the many-to-many relationship?

Choose 2 answers

- * Create a junction with a custom object.
- * Create two master detail relationships on the new object.
- * Create two lookup relationships on the new object.
- * Create URL fields on a custom object.

QUESTION 45

Cloud Kicks users are seeing error messages when they use one of their screen flows. The error messages are confusing but could be resolved if the users entered more information on the account before starting the flow.

How should the administrator address this issues?

- * Remove validation rules so that the users are able to process without complete records.
- * Create a permission set to allow users to bypass the error.
- * use a fault connector and display a screen with text explaining what went wrong and how to correct

it.

- * Uncheck the end user Flow Errors box in setup.

QUESTION 46

Ursa Major Solar needs its sales users to be able to do the following:

- * View their open Opportunities grouped by Stage
- * View their open Opportunities grouped by source report on a dashboard component.

which report format needs to be used to accomplish this goal?

- * Tabular
- * Summary
- * Joined
- * Matrix

QUESTION 47

An administrator at Northern Trail Outfitters is unable to add a new user in salesforce.

What could cause this issue?

- * The Username is not a corporate email address
- * The username is less than 80 characters.
- * The Username is a fake email address.
- * The Username is already in use.

QUESTION 48

Which setting on a profile makes a tab not accessible on the All Tabs page or visible in any app, but still allows a user Multiple Books to view records that would normally be found under this tab?

- * App Permissions
- * Object Permissions
- * Tab Settings
- * Org-wide Defaults

QUESTION 49

A Sales executive at Universal Containers (UC) is utilizing Collaborative Forecasting to track sales rep quote attainment and wants to be alerted when an opportunity stage is moved backward In the sales process.

Which feature should the administrator use to fulfill this request?

- * Validation Rule
- * Workflow rule
- * Big Deal Alert
- * Field History Tracking report

QUESTION 50

The administrator at Clod Kicks updated the custom object Event to include a lookup field to the primary contact for the event. When running an event report, They want to reference fields from the associated contact record.

What should the administrator do to pull contact fields into the Custom report?

- * Configure formula fields on event to populate contact information
- * Edit the custom Event report type and add fields related via lookup.
- * Create a new report type with event as the primary object and Contact as a related object.
- * Use a dashboard with filters to show Event and Contact data as requested.

QUESTION 51

The administrator at AW Consulting has created a custom picklist field. Business users have requested that it be a text field. The administrator attempts to change the field type but, is unable to because it is referenced by other functionalities.

Which functionality is preventing the field type from being changed?

- * Formula fields
- * Record types
- * Visualforce
- * Javascript

QUESTION 52

Ursa Major Solar customers are starting to request custom-sized solar panels, which are currently unavailable in the standard inventory. Management has decided to add custom sizing as an add-on item in Salesforce.

The administrator needs to allow sales users to add custom sizing to the total opportunity sale.

What should the administrator do to achieve this goal?

- * Add custom sizing as a new product in a pricebook.
- * Create a new custom object related to opportunities for custom sizing.
- * Add custom sizing as a new product in an order.
- * Add a new field on the opportunity labeled custom sizing.

QUESTION 53

The standard Lead Rating field has picklist values of Hot, Warm, and Cold. A list of new leads was imported without errors even though several records had the value of Unrated in the Rating field.

How were these records added without error?

- * The Restricted picklist checkbox was unchecked.
- * Field-level security was set to Visible for all profiles.
- * A global picklist value set was used to populate the picklist.
- * The Add to All Record Types checkbox was selected.

QUESTION 54

Universal Container wants to increase the security of their org by requiring stricter user passwords.

Which two of the following should an administrator configure?

Choose 2 answers

- * Password different than username
- * Prevent common words
- * Minimum password length.
- * Password complexity requirement.

QUESTION 55

What are two considerations an administrator should keep in mind when working with Salesforce objects?

Choose 2 answers

- * A new standard object can be created.
- * Custom and standard objects have standard fields.
- * Standard objects are included with Salesforce.
- * Only standard objects support master-detail relationships.

QUESTION 56

Ursa Major Solar offers amazing experiences for all of its employees. The Employee engagement committee wants to post updates while restricting other employees from posting.

What should the administrator create to meet this request?

- * Chatter Stream.
- * Chatter Broadcast Group
- * Chatter Recommendations.
- * Chatter Unlisted Group

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