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Salesforce Certified Associate

Salesforce Salesforce-Associate

Version Demo

Total Demo Questions: 18

Total Premium Questions: 188

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Topic Break Down

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QUESTION NO: 1

Get Cloudy Consulting trains its new employee in a partial sandbox named New Employee; An employee competes the training in the sandbox and is ready to sign in to the production org. However, an error message pops ip indicating an invalid username or password. The employee is using their sandbox username and password to sign in to production.

What is needed to solve this error?

A. Creating a new username for the production org

B. Removing the .NewEmployee suffix from the sandbox username

C. Creating a different password for the production org

ANSWER: B

Explanation:

Removing the `.NewEmployee` suffix from the sandbox username is needed because Salesforce makes sandbox usernames distinct from production usernames. When a sandbox is created or refreshed, Salesforce appends the sandbox name to each copied username. For example, a production username such as `employee@example.com` becomes a sandbox username similar to `employee@example.com.NewEmployee`. This prevents the sandbox user records from conflicting with the globally unique usernames used by the production organization.

The employee is attempting to authenticate against the production login environment, which recognizes the original production username rather than the sandbox-specific version. They must therefore enter the username that existed in production before the sandbox was created, with the sandbox suffix removed. This directs the login request to the production user account instead of trying to find a production user whose username includes the sandbox identifier. Salesforce documents this sandbox username behavior in its Sandbox Considerations guidance and in the Trailhead sandbox overview.

QUESTION NO: 2

A college wants to incorporate Salesforce into its admissions program using Program Enrollment and Course Connections.

Which Salesforce cloud provides these features as standard offerings?

A. Experience Cloud

B. Education Cloud

C. Marketing Cloud

ANSWER: B

Explanation:

Education Cloud is the Salesforce industry solution that provides education-focused data models and capabilities for the learner lifecycle, including admissions, student success, academic programs, and course relationships. Its standard offerings are designed for institutions such as colleges and universities that need to manage applicant and student records in an education context rather than adapting a generic CRM model from scratch.

Program Enrollment supports tracking a learner's participation in an academic program, helping institutions connect the person to the appropriate program-level journey and related records. Course Connections supports modeling and managing relationships involving courses, learners, and academic offerings. Together, these capabilities help an admissions program maintain a structured view of prospective students as they progress toward enrollment and into their academic experience.

Salesforce positions Education Cloud as a purpose-built solution for educational institutions, with education-specific functionality that supports recruitment and admissions as well as the broader student lifecycle. Learn more in Salesforce's Education Cloud overview and the Education Cloud documentation.

QUESTION NO: 3

How can a user see only contacts from a specific city on the 'New This Week" list view without changing what other users see?

A. Change the permissions so they can only see records from the specific city.

B. Clone the list view with a new name, filter it by the specific city, and make it private.

C. Build a private report for contacts that is filtered by the specific city.

ANSWER: B

Explanation:

Clone the list view with a new name, filter it by the specific city, and keep the cloned view private. A list view is a saved set of filters and displayed fields for an object, so creating a separate version lets the user tailor the Contact records they see without modifying the original *New This Week* view. The cloned view can retain the useful "new this week" criteria and add a City filter, such as Mailing City equals the required city. Setting the new view's visibility to "Only I can see this list view" ensures the configuration is personal to that user and does not alter the filters, columns, or results that colleagues see in the shared or existing list view. Salesforce supports creating and cloning list views, then defining filter criteria and visibility when saving the view. See Salesforce's list view creation and editing guidance and the Trailhead module on customizing list views for details.

QUESTION NO: 4

Get Cloudy Consulting (GCC) will show its data on a dashboard where the data is visualized within a range.

Which dashboard component type should GCC use?

A. Gauge

B. Metric

C. Chart

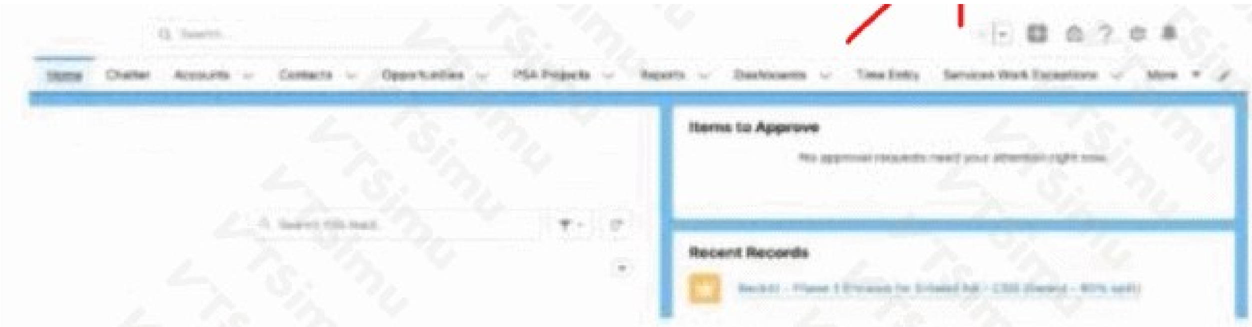
ANSWER: A

Explanation:

Gauge is the appropriate dashboard component when GCC needs to visualize a value in relation to a defined range. A gauge presents a single aggregated report value as a dial, making it easy to see the current result relative to minimum and maximum values. It can also use colored segments and thresholds to communicate performance at a glance—for example, whether a sales total is below target, approaching target, or exceeding target. This makes gauges particularly useful for key performance indicators that need a quick status-oriented visual rather than a detailed comparison across multiple categories or time periods. In Salesforce dashboards, the component is configured using a source report and range settings so users can immediately understand where the reported value falls on the scale. Salesforce describes gauge charts as showing a single value within a customizable range, with segments that can represent performance thresholds. See Salesforce Trailhead's guidance on creating dashboards and the Salesforce Help documentation for dashboard components.

QUESTION NO: 5

Refer to the screenshot that shows the Home page.



A Salesforce associate wants to reorder items in their instance so the Reports tab appears immediately after Home.

What should the associate do to customize the items on the navigation bar?

A. Select the personalization button (pencil icon), then click and drag the item name up or down to adjust its location.

B. Use the downward arrow next to each item name, then select Move to move the item left or right.

C. Click the Setup gear icon at the top right of the page, then select User Interface and then Tabs.

ANSWER: A

Explanation:

Select the personalization button (pencil icon), then click and drag the item name up or down to adjust its location. In a Lightning app, the navigation bar is designed to give users quick access to the objects, pages, and tools they use most. Selecting the pencil icon opens the personalization interface for that navigation bar. From there, the associate can drag Reports to the desired position, placing it directly after Home, and save the updated order. This is a user-level customization of the navigation items available in the current app; it does not require changing the app's overall configuration in Setup. Salesforce documents that users can personalize a navigation bar by opening the personalization controls and rearranging items with drag-and-drop. The resulting order helps the user work more efficiently while retaining the app's available navigation choices. See Salesforce Help on customizing the navigation bar and the Lightning app navigation documentation.

QUESTION NO: 6

Refer to the screenshot that shows the top portion of the Salesforce Service app with areas labeled A, B, and C.

Get Cloudy Consulting (GCC) offers sales and services consoles to meet the various needs of its end users?

Where should GCC' end users go to change to the Sales Console.

A. App Launcher icon (Label A)

B. Search bar (Label b)

C. A dropdown in the navigation bar (Label C)

ANSWER: A

Explanation:

App Launcher icon (Label A) is the correct place to change from the current Service app to the Sales Console in Salesforce Lightning Experience. The App Launcher provides users with a centralized menu of the apps that are available to them, including standard apps, custom apps, and console apps. A user opens it by selecting the grid-shaped App Launcher icon, then searches for or selects Sales Console from the available apps. Salesforce loads the selected console and its configured navigation items, workspace behavior, and utility features. Access to Sales Console is still governed by the user's assigned profile, permission sets, and app visibility, so users will see it in the App Launcher only when they have the necessary access. This makes the App Launcher the standard navigation entry point for moving between the service-focused and sales-focused work environments. Salesforce's guidance on Lightning apps and app navigation is available in the Lightning Apps Overview and the Customize Apps in Lightning Experience Trailhead module.

QUESTION NO: 7

How can a user see only contacts from a specific city on the 'New This Week" list view without changing what other users see?

A. Change the permissions so they can only see records from the specific city.

B. Clone the list view with a new name, and filter by the specific city.

C. Build a private report for contacts that is filtered by the specific city.

ANSWER: B

Explanation:

Clone the list view with a new name, and filter by the specific city. is correct because a cloned list view is a separate view with its own filter criteria. The user can create a copy of the existing "New This Week" view, give the copy a distinct name, and add a filter on the Contact mailing city or other relevant city field. The resulting view displays only the desired contacts while retaining the useful criteria and columns from the original list view. Because the clone is independent, changing its filters does not alter the source list view that other users access. This approach supports a user-specific way of viewing the same object data without changing organization-wide record access or the shared view's configuration. Salesforce list views are designed to let users organize and narrow records using filters, and users can create or clone views when appropriate permissions and object access are available. For more information, see Salesforce Trailhead's Create and Manage List Views unit and the Salesforce Help topic on List Views.

QUESTION NO: 8

Which Trailhead feature should Get Cloudy Consulting use to create a custom teaming path for its employees?

A. Projects

B. Trailmixes

C. Modules

ANSWER: B

Explanation:

Trailmixes are the Trailhead feature designed for creating a custom learning path. A trailmix lets an organization or individual curate existing Trailhead content into a deliberate sequence, combining modules, projects, trails, and other Trailhead resources that support a specific role, skill goal, onboarding plan, or team initiative. For Get Cloudy Consulting, this makes it possible to assemble relevant Salesforce learning content into one shareable path for employees rather than asking each person to locate the appropriate materials independently. The creator can organize the content in a recommended order and give the trailmix a meaningful name and description, helping learners understand the purpose of the path and progress through a consistent curriculum. This is particularly useful when different employees need targeted enablement, such as foundational Salesforce knowledge, administrator skills, or material related to a consulting engagement. Trailhead identifies trailmixes as curated collections that can be created and shared to guide learning. Learn more in Salesforce Trailhead's Trailmixes directory and its Trailhead Basics learning unit.

QUESTION NO: 9

Get Cloudy Consulting (GCC) wants to migrate to Salesforce as its business continues to grow. GCC's needs include:

Communicating available products and services to its prospective customers

Improving its sales pipeline forecast and management quarterly revenue goals

Offering support to customers through its website, consider for implementation?

A. Service, Experience, and Marketing

B. Commerce, Service, and Marketing

C. Sales, Service, and Marketing

ANSWER: C

Explanation:

Sales, Service, and Marketing is the appropriate combination because it aligns each stated business need to a core Salesforce capability. Marketing Cloud helps an organization communicate with prospective customers through targeted, personalized campaigns and journey-based engagement across channels. This supports promoting GCC's available products and services to potential customers at relevant points in their buying journey. Salesforce Sales Cloud supports opportunity management, pipeline visibility, forecasting, and tracking performance against revenue goals, giving sales teams and leaders the information needed to manage quarterly targets. Salesforce Service Cloud supports customer service processes and digital support experiences, including providing service through web-based channels and self-service resources. Together, these products create an integrated lifecycle from prospect engagement, through sales execution and forecasting, to post-sale customer support. Salesforce describes its sales capabilities at Sales Cloud, its customer-service capabilities at Service Cloud, and its marketing capabilities at Marketing Cloud.

QUESTION NO: 10

A Salesforce associatedeletes anAccount of a company that recently went out of business.

Which other related records are automatically deleted?

A. Any related leads

B. Any related cases

C. Any related opportunities

ANSWER: C

Explanation:

Any related opportunities is correct because Salesforce treats opportunities as records closely tied to the account that owns the sales relationship. When an account is deleted, its associated opportunities are deleted as part of the account-deletion process. This behavior prevents opportunity records from remaining attached to a business entity that no longer exists and keeps sales data relationships consistent. Deleted records are generally placed in the Recycle Bin, where they can be restored during the applicable retention period; restoring related records can depend on the relationship and deletion sequence. Administrators should therefore review an account's related records before deleting it, particularly when the account has active sales activity or information that must be retained for reporting, audit, or operational purposes. Salesforce documents the Account–Opportunity relationship in its standard object reference and provides guidance on the implications of deleting account records. See the Salesforce Opportunity object reference and Salesforce guidance on deleting accounts.

QUESTION NO: 11

A Salesforce associate tries to create a new user in a sandbox using Astro©getdoudy.org as the username and it fails.

What is the problem with creating the Astro3getcloudy.org' username?

A. Salesforce usernames must include the user s full name and be formatted like an email address.

B. Salesforce usernames must be unique across all Salesforce orgs and that one is already in use.

C. Salesforce usernames must be formatted like an email address with.com at the end.

ANSWER: B

Explanation:

Salesforce usernames are globally unique identifiers. A username cannot be assigned to more than one user anywhere in Salesforce, including different production orgs, sandbox orgs, Trailhead playgrounds, or other Salesforce environments. Therefore, when a user-creation attempt fails because the selected username has already been registered, the administrator must choose a different username that is not in use globally. This requirement is separate from an email address: although a username must use an email-address-like format, it does not need to be the user's actual email address. In sandbox environments, administrators commonly make a unique variation of a user's normal username, such as by adding a sandbox-specific value, while retaining an email-like format. Salesforce's user-management documentation explicitly states that each username must be unique across all Salesforce organizations. See Salesforce Help: Users and Trailhead: Usernames and Login.

QUESTION NO: 12

An employee at Get Cloudy Consulting recently changed their name. They received a new email address

Where should these changes be updated?

A. User Record page from Setup

B. User Profile page

C. Contact Record page

ANSWER: A

Explanation:

User Record page from Setup is the correct location because a Salesforce user record stores the individual's identity and account information, including their first name, last name, and email address. A Salesforce administrator can go to Setup, open Users, select the employee's user record, and edit these fields to reflect the employee's new legal or preferred name and current work email. Maintaining an accurate email address on the user record is particularly important because Salesforce uses it for account-related communications, such as password resets, login verification, system notifications, and other user-specific messages. The name on the user record also identifies the employee throughout Salesforce, including in record ownership, activity history, approvals, and collaboration features. Salesforce distinguishes the individual user's account details from access-management configuration, so updating the employee's personal account information on their user record keeps both their identity and communications current. Salesforce's administrator learning materials describe managing users through Setup and editing user details directly on the associated user record. See Salesforce Trailhead: Manage Users and Salesforce Help: Manage Users.

QUESTION NO: 13

What should the account owner at Get Cloudy Consulting use to learn the sum of the amount for each opportunity?

A. The Opportunity related list

B. A custom report type

C. A Roll-Up Summary field

ANSWER: C

Explanation:

A Roll-Up Summary field is the appropriate tool because an account is the master record in Salesforce's standard Account–Opportunity relationship. A roll-up summary field created on the Account object can calculate an aggregate value from its related Opportunity records, including the SUM of the Amount field. The resulting total is stored on the account and can be displayed directly on the account record, allowing the account owner to see the combined value of related opportunities without manually adding amounts or opening individual records. Administrators can also apply filter criteria so that the total includes only opportunities meeting relevant business conditions, such as a particular stage or open status. Salesforce calculates and maintains the summary value as related opportunity data changes, providing a current account-level total. This is a standard declarative capability for master-detail relationships and is particularly useful for presenting aggregate child-record data on the parent record. See Salesforce's Roll-Up Summary Fields documentation and the Trailhead roll-up summary fields unit.

QUESTION NO: 14

Which tool creates a visual representation of objects and their relationships?

A. App Launcher

B. Object Manager

C. Schema Builder

ANSWER: C

Explanation:

Schema Builder is the Salesforce Setup tool that provides a visual, interactive diagram of an organization's data model. It displays standard objects, custom objects, and the relationship fields that connect them, allowing an administrator to see how records are structured and related at a glance. This is particularly useful when documenting an existing implementation, planning data-model changes, or understanding the impact of relationships such as lookup and master-detail relationships. Schema Builder can also be used to create custom objects and fields directly from the visual workspace, making it a practical design tool as well as a visualization tool. The diagram can be filtered to focus on selected objects, which helps keep complex orgs understandable. Salesforce describes Schema Builder as a tool for viewing and managing the schema, including objects and their relationships. For more information, see Salesforce Help: Schema Builder and Trailhead: Visualize Your Data Model with Schema Builder.

QUESTION NO: 15

Get Cloudy Consulting wants to group its contacts by Region. On most records, this text field is blank or misspelled.

Which action is recommended to ensure there is correct data for this field?

A. Convert the Region field to a picklist field.

B. Create a validation rule to enforce correct spelling.

C. Email users a list of region names with correct spelling.

ANSWER: A

Explanation:

Convert the Region field to a picklist field. A picklist presents users with a controlled set of predefined region values, so users select an approved value instead of manually entering free-form text. This standardizes the field's stored values, prevents spelling variations and inconsistent naming, and makes grouping, filtering, reporting, and dashboard results dependable. For example, all records for a region can use one consistent value rather than separate entries caused by capitalization, abbreviations, or typographical errors. Administrators can maintain the allowed values as business needs change and can configure whether users may select only defined values. The existing blank values should also be reviewed and populated through an appropriate data-cleanup process so historical records support accurate grouping. Salesforce describes picklists as fields that let users choose from a predefined list of values, helping maintain consistent data entry. See Salesforce Help: Custom Field Types and Trailhead: Fields and Record Types.

QUESTION NO: 16

Get Cloudy Consulting needs to create a copy of its Salesforce data for a backup before a large data-cleanup project begins.

Which Salesforce feature should the associate use?

A. Data Export

B. Import Wizard

C. Schema Builder

ANSWER: A

Explanation:

Data Export is correct because it allows an organization to export Salesforce data into files for backup purposes. An associate can run an export manually or schedule recurring exports, then download the generated files when the export is ready.

Data Export is available from Setup and can include standard and custom object data. Creating a backup before a large data update provides a recovery reference if records need to be reviewed or restored through an appropriate process. See Salesforce Help for Export Backup Data from Salesforce.

QUESTION NO: 17

A nonprofit organization wants to help ensure residents in their area receive health checkups. The nonprofit also wants to ensure resident tracking history and all data are stored in a way that complies with local privacy laws.

Which Salesforce cloud solution should help meet these needs?

A. Health Cloud

B. Service Cloud

C. Nonprofit Cloud

ANSWER: A

Explanation:

Health Cloud is designed for organizations that manage health-related services, relationships, and data. It provides a healthcare-focused data model that can bring together a person's clinical, demographic, and engagement information into a more complete view. For a nonprofit coordinating resident checkups, this supports tracking each resident's health-service interactions and history so care teams can better coordinate outreach, appointments, and follow-up activities.

Health Cloud also supports privacy-conscious healthcare operations through Salesforce platform capabilities for data access controls, consent-related processes, auditing, and secure handling of sensitive information. Organizations remain responsible for configuring the product and their processes to meet the particular requirements of applicable local privacy laws, but Health Cloud supplies healthcare-specific functionality and is built to support regulated health-data use cases. This combination makes it appropriate where the core goal is managing health checkup services while maintaining a detailed resident record in a compliant operating model. Salesforce describes Health Cloud's healthcare data and engagement capabilities at Salesforce Health Cloud; foundational product concepts are also covered in Health Cloud Basics on Trailhead.

QUESTION NO: 18

Get Cloudy Consulting wants to implement an AI Agent with Agentforce.

What is a feature of Agents?

A. Hallucination prevention

B. Toxicity detection

C. Data retention

ANSWER: A

Explanation:

Hallucination prevention is a key feature of Agentforce agents because agents are designed to produce responses that are grounded in trusted enterprise data and governed by Salesforce's AI safety controls. Rather than relying solely on a general language model's learned information, an agent can use configured topics, instructions, actions, and relevant Salesforce data to reason through a request and take appropriate action. This grounding helps keep responses relevant to the organization's actual data, business processes, and approved knowledge sources.

Salesforce also applies the Einstein Trust Layer to help organizations use generative AI responsibly. Its protections and guardrails support safer AI interactions, including measures intended to reduce inaccurate or fabricated output. In an Agentforce implementation, clear agent instructions, well-defined actions, and accurate grounding data are important practical controls that help prevent hallucinations and improve the reliability of agent responses. This capability is especially important when an agent is interacting with customers or carrying out business tasks, where trustworthy answers and actions are essential.

See Salesforce's Agentforce overview and its Einstein Trust Layer overview for more information about grounded, trusted AI experiences.