Vendor: Salesforce

Exam Code:FINANCIAL-SERVICES-CLOUD

Exam Name: Salesforce Financial Services Cloud (FSC) Accredited Professional (AP)

Version: Demo

QUESTION 1

What type of record access can an administrator grant (2 answers)

A. Read/Write only

B. Read only

C. Read/Write/Delete

D. Read/Write/Transfer

Correct Answer: AB

QUESTION 2

What is a method for adding content to Salesforce CRM content? (2 answers)

A. Attachments

B. Chatter files

C. Libraries

D. Documents

Correct Answer: BC

QUESTION 3

A feature that captures, refers, routes, and prioritizes customer needs across business lines

A. Expressed Interest

B. Report

C. Referrals

D. Opportunity

Correct Answer: C

QUESTION 4

What Report functionality would you use in order to quickly categorize report records without creating a formula or a custom field?

A. Joined Report

B. Matrix Report

C. Bucketing

D. Export

E. Schedule

Correct Answer: C

QUESTION 5

Not all life events or business milestones apply to every customer. To create a better customer experience, you can hide the life events or business milestones a customer hasn\\'t achieved or is unlikely to achieve in the future. Which of the following statements are correct?

A. When you hide a life event or business milestone type, it doesn\\'t appear on the component until you add an event or milestone of that type.

B. The option to hide life event types or business milestone types is not available in the Communities version of the Life Events or Business Milestones component.

C. It is possible to hide Sensitive Life Event or Business Milestone Types in the Insurance Agent Portal.

D. Life Events can not be displayed on the Household level of the Account Record.

Correct Answer: AC

QUESTION 6

What type of customization can be done on Activities? (Tasks and Events) (3 answers)

A. Workflow Rules

B. Custom Fields

C. Field Tracking

D. Assignment Rules

E. Validation Rules

Correct Answer: BCE

QUESTION 7

Which statement is true regarding an approval process? (2 answers)

A. A delegated approver can reassign approval requests

B. An approval action defines the result of record approval or rejection

C. An assignment rule defines the approver for each process step

D. The approval history related list can be used to track the process

Correct Answer: BD

QUESTION 8

What can be done with a workflow field update action? (2 answers)

A. Change the record type of a record

B. Update the value of a formula field

C. Apply a specific value to a field

D. Update the value of a field on a child object

Correct Answer: AC

QUESTION 9

How can a system administrator restrict users from viewing certain fields in list views, searches, page layouts and reports?

A. Set the field to hidden on the user role

B. Remove the field from page layouts

C. Set the field to hidden using field-level security

D. Remove the field from reports and list views

Correct Answer: C

QUESTION 10

What permission is set in a user\\'s profile? (3 answers)

A. Mass email

B. Marketing user

C. Active

D. Run Reports

E. Object Permissions

Correct Answer: ADE

QUESTION 11

What should an administrator consider when configuring workflow rules? (2 answers)

A. Rules can be evaluated when records are created or edited

B. Rules must be deactivated before using an import wizard

C. All existing records are evaluated when a new rule is activated

D. Rule actions can take place immediately or on a specific date

Correct Answer: AD

QUESTION 12

Which of the following is NOT an area that Salesforce Financial Services Cloud serves?

A. Asset Management

B. Corporate and Institutional Banking

C. Legal Services

D. Lending Services

Correct Answer: C