



Actual exam question from Salesforce's Certified Associate

Question #: 1

Topic #: 1

[\[All Certified Associate Questions\]](#)

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

- A. Trailmixes
- B. Modules
- C. Projects

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Actual exam question from Salesforce's Certified Associate

Question #: 2

Topic #: 1

[\[All Certified Associate Questions\]](#)

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

What is the problem with creating the 'Astro@getcloudy.org' username?

- A. Salesforce usernames must be unique across all Salesforce orgs and that one is already in use.
- B. Salesforce usernames must include the user's full name and be formatted like an email address.
- C. Salesforce usernames must be formatted like an email address with .com at the end.

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Actual exam question from Salesforce's Certified Associate

Question #: 3

Topic #: 1

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Which platform architecture shares a single, common infrastructure and code base?

- A. Trust
- B. Multitenant
- C. Metadata

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Actual exam question from Salesforce's Certified Associate

Question #: 4

Topic #: 1

[\[All Certified Associate Questions\]](#)

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An online retail company uses Sales Cloud and Marketing Cloud. The company's Salesforce associate needs help while working in Marketing Cloud and wants to hear other Salesforce professionals' opinions. They would like to post a question that anyone around the globe who is familiar with Salesforce can answer. Which resource should they use?

- A. Salesforce Help
- B. Trailblazer Community
- C. Trailhead Academy

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Actual exam question from Salesforce's Certified Associate

Question #: 5

Topic #: 1

[\[All Certified Associate Questions\]](#)

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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

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Actual exam question from Salesforce's Certified Associate

Question #: 6

Topic #: 1

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Which Salesforce role should help companies increase campaign effectiveness, reengage inactive customers, and grow their customer base?

- A. Marketer
- B. Designer
- C. Consultant

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Actual exam question from Salesforce's Certified Associate

Question #: 7

Topic #: 1

[\[All Certified Associate Questions\]](#)

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A Salesforce standard profile end user is looking for specific information on an Opportunity record page. They are overwhelmed by the required scrolling to see the page. What can the user do to simplify the page?

- A. Collapse detail sections.
- B. Remove activities.
- C. Change page layout assignment.

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Actual exam question from Salesforce's Certified Associate

Question #: 8

Topic #: 1

[\[All Certified Associate Questions\]](#)

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A Salesforce associate wants a visual summary of opportunities in a list view. The associate would like to summarize, filter, and move opportunities along the pipeline.

What should they do to meet this requirement?

- A. Create an Opportunities Kanban View.
- B. Create an Opportunity List View.
- C. Create an Opportunity Summary report.

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Actual exam question from Salesforce's Certified Associate

Question #: 9

Topic #: 1

[\[All Certified Associate Questions\]](#)

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A Salesforce associate is using Global Search to find a record but does not remember the exact name of the record they want to find.

What should the associate use to search for the record?

- A. Wildcards and operators
- B. List View for each object
- C. Object Manager

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Actual exam question from Salesforce's Certified Associate

Question #: 10

Topic #: 1

[\[All Certified Associate Questions\]](#)

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A Salesforce associate recently relocated from Get Cloudy Consulting's San Francisco office to its new London office. The associate wants to change their personal work hours information in the Salesforce org to reflect their new time zone.

Which method is easiest to change these settings?

- A. Submit a case with Salesforce support
- B. My Personal Information > Language & Time Zone
- C. Go to Setup > Company Information > Default Time Zone

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Actual exam question from Salesforce's Certified Associate

Question #: 11

Topic #: 1

[\[All Certified Associate Questions\]](#)

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A Salesforce associate wants to add a new related list of cases to Account.

Where should the associate go to add the related list to Account?

- A. Case Layout
- B. Account Record
- C. Page Layout

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Actual exam question from Salesforce's Certified Associate

Question #: 12

Topic #: 1

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A sales rep at Get Cloudy Consulting asks the new Salesforce associate to give them a report showing all the active accounts for the sales rep's territory. Where should the associate go to create a new report for Accounts?

- A. Accounts tab
- B. Reports tab
- C. Setup

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Actual exam question from Salesforce's Certified Associate

Question #: 13

Topic #: 1

[\[All Certified Associate Questions\]](#)

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A Salesforce associate is asked to review all the objects within their company's instance. They also need to identify which are custom objects. Where should the associate go to see this information?

- A. Global Search
- B. Object Manager
- C. App Launcher

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Actual exam question from Salesforce's Certified Associate

Question #: 14

Topic #: 1

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Where should field dependencies for an object be reviewed?

- A. Profiles
- B. Object Manager
- C. App Builder

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Actual exam question from Salesforce's Certified Associate

Question #: 15

Topic #: 1

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A Salesforce associate is asked to review multiple reports from the current month's folder and bring insight into a meeting. How should the associate locate all the reports in a single location from the Report object?

- A. Click on All Reports and use the search bar
- B. Click on All Folders and use the search bar
- C. Use the Global search bar

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Actual exam question from Salesforce's Certified Associate

Question #: 16

Topic #: 1

[\[All Certified Associate Questions\]](#)

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A Salesforce associate has received a request to create new users for a group of new employees.

Where can the associate check the number of licenses available to be assigned to the new employees?

- A. Company Information
- B. Salesforce Help
- C. User Management Settings

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Actual exam question from Salesforce's Certified Associate

Question #: 17

Topic #: 1

[\[All Certified Associate Questions\]](#)

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A Salesforce associate deletes an Account of a company that recently went out of business.

Which related records are automatically deleted?

- A. Any related opportunities
- B. Any related cases
- C. Any related leads

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Actual exam question from Salesforce's Certified Associate

Question #: 18

Topic #: 1

[\[All Certified Associate Questions\]](#)

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Get Cloudy Consulting's growing marketing team is on a custom profile named 'Marketing Team.' The team currently has Read access to leads and opportunities. Two marketing managers need Edit access on leads.

What should the Salesforce associate do to grant them the access they need?

- A. Create a permission set that grants Edit access to leads and assign it to the marketing team.
- B. Create a new profile that grants Edit access to leads and assign it to the marketing managers.
- C. Create a permission set that grants Edit access to leads and assign it to the marketing managers.

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Actual exam question from Salesforce's Certified Associate

Question #: 19

Topic #: 1

[\[All Certified Associate Questions\]](#)

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A Salesforce associate has been asked to identify all contacts that have had interactions with their company in the last year.

What should the associate use to identify these contacts?

- A. The last related activity date
- B. The contact's Last Modified Date
- C. The Active field

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Actual exam question from Salesforce's Certified Associate

Question #: 20

Topic #: 1

[\[All Certified Associate Questions\]](#)

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When a sales rep needs to give an additional discount for an opportunity, a manager needs to review and authorize the discount request.

What should be used to lock the record before a decision is made?

- A. Approval process
- B. Validation rule
- C. Page layout

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Actual exam question from Salesforce's Certified Associate

Question #: 21

Topic #: 1

[\[All Certified Associate Questions\]](#)

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A manager can see all of the records owned by their team, but not records owned by other teams.

How is access to the records being controlled?

- A. Permission Sets
- B. Role Hierarchy
- C. Profiles

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Actual exam question from Salesforce's Certified Associate

Question #: 22

Topic #: 1

[\[All Certified Associate Questions\]](#)

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Get Cloudy Consulting gets 90% of its leads from trade shows. Sales reps create many lead records during these events, but they often forget to change the Lead Source field to 'Trade Show'.

What approach would improve data integrity for the Lead Source field?

- A. Create a validation rule requiring the Lead Source field to equal 'Trade Show'.
- B. Set the default value of the Lead Source field to Trade Show'.
- C. Make an assignment rule named 'Trade Show' to only assign leads to sales reps.

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Actual exam question from Salesforce's Certified Associate

Question #: 23

Topic #: 1

[\[All Certified Associate Questions\]](#)

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How should an associate display the sum of all closed won Opportunity amounts at the Account level?

- A. The Opportunity related list
- B. A Roll-Up Summary field
- C. A custom report type

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Actual exam question from Salesforce's Certified Associate

Question #: 24

Topic #: 1

[\[All Certified Associate Questions\]](#)

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A Salesforce associate wants to update an opportunity record they just closed.

Which relationship is standard as a Lookup field on an opportunity?

A. Quote

B. Stage

C. Account

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Actual exam question from Salesforce's Certified Associate

Question #: 25

Topic #: 1

[\[All Certified Associate Questions\]](#)

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A Salesforce user at Get Cloudy Consulting informs the company's Salesforce associate they have moved to another department in the organization and no longer need access to Salesforce.

How should the associate change the user's access?

- A. Deactivate the user to free up the Salesforce license.
- B. Delete the user to free up the Salesforce license.
- C. Do nothing; the user may need to access Salesforce in the future.

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