

ADM-201

- Option A : Collaborating with colleagues on deals, cases, and projects
- Option B : Posting updates and comments to specific records in Salesforce
- Option C : Sharing files, presentations, and spreadsheets with teams
- Option D : Creating custom fields and objects in Salesforce

Correct Answer: D

Explanation/Reference:

Chatter is a collaboration tool in Salesforce that allows users to collaborate with their colleagues, share files, and post updates and comments on specific records. It helps in improving the productivity and collaboration of the organization. Creating custom fields and objects in Salesforce is not a feature of Chatter.

Collaborating with colleagues on deals, cases, and projects is incorrect because collaborating with colleagues on deals, cases, and projects is a feature of Chatter.

Posting updates and comments to specific records in Salesforce is incorrect because posting updates and comments to specific records in Salesforce is a feature of Chatter.

Sharing files, presentations, and spreadsheets with teams is incorrect because sharing files, presentations, and spreadsheets with teams is a feature of Chatter.

QUESTION: 6

Cloud Kicks want to have consistency when communicating with customers on cases. The company has requested messages to be sent in an email channel with categories to help search for the proper message. Which Solution should be administrator suggest to meet this requirement?

- Option A : Prebuilt Quick Texts
- Option B : Prebuilt Email Templates
- Option C : Prebuilt Flow Templates
- Option D : Prebuilt Auto-Responses

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Adm 201 Administration Essentials Student Manual

RS Peters



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Table of Contents Adm 201 Administration Essentials Student Manual

1. Understanding the eBook Adm 201 Administration Essentials Student Manual
 - The Rise of Digital Reading Adm 201 Administration Essentials Student Manual
 - Advantages of eBooks Over Traditional Books
2. Identifying Adm 201 Administration Essentials Student Manual
 - Exploring Different Genres
 - Considering Fiction vs. Non-Fiction
 - Determining Your Reading Goals
3. Choosing the Right eBook Platform
 - Popular eBook Platforms
 - Features to Look for in an Adm 201 Administration Essentials Student Manual
 - User-Friendly Interface
4. Exploring eBook Recommendations from Adm 201 Administration Essentials Student Manual
 - Personalized Recommendations
 - Adm 201 Administration Essentials Student Manual User Reviews and Ratings
 - Adm 201 Administration Essentials Student Manual and Bestseller Lists
5. Accessing Adm 201 Administration Essentials Student Manual Free and Paid eBooks
 - Adm 201 Administration Essentials Student Manual Public Domain eBooks
 - Adm 201 Administration Essentials Student Manual eBook Subscription Services
 - Adm 201 Administration Essentials Student Manual Budget-Friendly Options

6. Navigating Adm 201 Administration Essentials Student Manual eBook Formats
 - ePub, PDF, MOBI, and More
 - Adm 201 Administration Essentials Student Manual Compatibility with Devices
 - Adm 201 Administration Essentials Student Manual Enhanced eBook Features
7. Enhancing Your Reading Experience
 - Adjustable Fonts and Text Sizes of Adm 201 Administration Essentials Student Manual
 - Highlighting and Note-Taking Adm 201 Administration Essentials Student Manual
 - Interactive Elements Adm 201 Administration Essentials Student Manual
8. Staying Engaged with Adm 201 Administration Essentials Student Manual
 - Joining Online Reading Communities
 - Participating in Virtual Book Clubs
 - Following Authors and Publishers Adm 201 Administration Essentials Student Manual
9. Balancing eBooks and Physical Books Adm 201 Administration Essentials Student Manual
 - Benefits of a Digital Library
 - Creating a Diverse Reading Collection Adm 201 Administration Essentials Student Manual
10. Overcoming Reading Challenges
 - Dealing with Digital Eye Strain
 - Minimizing Distractions
 - Managing Screen Time
11. Cultivating a Reading Routine Adm 201 Administration Essentials Student Manual
 - Setting Reading Goals Adm 201 Administration Essentials Student Manual
 - Carving Out Dedicated Reading Time
12. Sourcing Reliable Information of Adm 201 Administration Essentials Student Manual
 - Fact-Checking eBook Content of Adm 201 Administration Essentials Student Manual
 - Distinguishing Credible Sources
13. Promoting Lifelong Learning
 - Utilizing eBooks for Skill Development
 - Exploring Educational eBooks
14. Embracing eBook Trends
 - Integration of Multimedia Elements

- Interactive and Gamified eBooks

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