

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

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