

KRYTERION PRACTICE EXAM (SAMPLE)

STUDY GUIDE



Prepare with structure. Pass with confidence



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Introduction

Preparing for a certification exam can feel overwhelming, but with the right tools, it becomes an opportunity to build confidence, sharpen your skills, and move one step closer to your goals. At Examzify, we believe that effective exam preparation isn't just about memorization, it's about understanding the material, identifying knowledge gaps, and building the test-taking strategies that lead to success.

This guide was designed to help you do exactly that.

Whether you're preparing for a licensing exam, professional certification, or entry-level qualification, this book offers structured practice to reinforce key concepts. You'll find a wide range of multiple-choice questions, each followed by clear explanations to help you understand not just the right answer, but why it's correct.

The content in this guide is based on real-world exam objectives and aligned with the types of questions and topics commonly found on official tests. It's ideal for learners who want to:

- Practice answering questions under realistic conditions,
- Improve accuracy and speed,
- Review explanations to strengthen weak areas, and
- Approach the exam with greater confidence.

We recommend using this book not as a stand-alone study tool, but alongside other resources like flashcards, textbooks, or hands-on training. For best results, we recommend working through each question, reflecting on the explanation provided, and revisiting the topics that challenge you most.

Remember: successful test preparation isn't about getting every question right the first time, it's about learning from your mistakes and improving over time. Stay focused, trust the process, and know that every page you turn brings you closer to success.

Let's begin.

How to Use This Guide

This guide is designed to help you study more effectively and approach your exam with confidence. Whether you're reviewing for the first time or doing a final refresh, here's how to get the most out of your Examzify study guide:

1. Start with a Diagnostic Review

Skim through the questions to get a sense of what you know and what you need to focus on. Your goal is to identify knowledge gaps early.

2. Study in Short, Focused Sessions

Break your study time into manageable blocks (e.g. 30 – 45 minutes). Review a handful of questions, reflect on the explanations.

3. Learn from the Explanations

After answering a question, always read the explanation, even if you got it right. It reinforces key points, corrects misunderstandings, and teaches subtle distinctions between similar answers.

4. Track Your Progress

Use bookmarks or notes (if reading digitally) to mark difficult questions. Revisit these regularly and track improvements over time.

5. Simulate the Real Exam

Once you're comfortable, try taking a full set of questions without pausing. Set a timer and simulate test-day conditions to build confidence and time management skills.

6. Repeat and Review

Don't just study once, repetition builds retention. Re-attempt questions after a few days and revisit explanations to reinforce learning. Pair this guide with other Examzify tools like flashcards, and digital practice tests to strengthen your preparation across formats.

There's no single right way to study, but consistent, thoughtful effort always wins. Use this guide flexibly, adapt the tips above to fit your pace and learning style. You've got this!

Questions

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- 1. How can the final step of sending a contract for signature be implemented after an opportunity is approved?**
 - A. Check the "Send PDF" box on the approval process setup
 - B. Use the Salesforce Autosign flow
 - C. Hire a consulting firm to develop a document signing workflow
 - D. Install an app from the AppExchange
- 2. What might be an appropriate study strategy before taking a Kryterion exam?**
 - A. Skimming through the material once
 - B. Participating in study groups with peers
 - C. Studying only the night before
 - D. Ignoring practice tests
- 3. What are two benefits of using Data Categories with Salesforce Knowledge?**
 - A. Articles can be referenced in Chatter posts
 - B. Articles can be classified into groups
 - C. Article owners can track views
 - D. Article access can be restricted
- 4. Which feature should the System Administrator use to direct internal support requests to IT representatives?**
 - A. Territory Management and Teams
 - B. Automated Notifications and Groups
 - C. Auto-response Rules and Profiles
 - D. Assignment Rules and Queues
- 5. What is the main goal of remote proctoring by Kryterion?**
 - A. To increase the difficulty of exams
 - B. To maintain exam integrity and security
 - C. To offer unlimited exam attempts
 - D. To reduce overall testing costs

- 6. When can a candidate access their results after completing the Kryterion exam?**
- A. Immediately after the exam
 - B. Within a few minutes
 - C. Typically within 1-2 business days
 - D. During their next scheduled exam
- 7. How should an administrator deploy a screen flow designed to guide agents through a complex case process?**
- A. Use code to launch the screen flow in a modal
 - B. Create a link that launches the screen flow
 - C. Launch the flow from the utility bar in the console
 - D. Use a custom action that launches the screen flow
- 8. What should the administrator do to allow sales users to add custom sizing to the total opportunity sale?**
- A. Make a new custom object related to opportunities for custom sizing
 - B. Add custom sizing as a new product in an order
 - C. Add a new field on the opportunity labeled custom sizing
 - D. Add custom sizing as a new product in a pricebook
- 9. During a mass transfer of account records, which record types can be used for the transfer?**
- A. Related custom object records
 - B. Close activities
 - C. Open cases
 - D. Closed cases
- 10. What action should an admin take to send a welcome email when a Contact's status is "New" and the email is known?**
- A. Update the flow with a formula to send the email when needed
 - B. Create a process builder with email alert to send the email
 - C. Create a workflow rule with email alert to send the email
 - D. Update the flow with a decision to send the email when needed

Answers

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1. D
2. B
3. B
4. D
5. B
6. C
7. C
8. D
9. C
10. D

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Explanations

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1. How can the final step of sending a contract for signature be implemented after an opportunity is approved?

- A. Check the "Send PDF" box on the approval process setup
- B. Use the Salesforce Autosign flow
- C. Hire a consulting firm to develop a document signing workflow
- D. Install an app from the AppExchange**

The correct choice involves installing an app from the AppExchange, which provides a range of pre-built solutions for integrating document signing functionalities within the Salesforce platform. These apps are often designed to streamline the contract management process, including seamless sending for signatures after an opportunity has been approved. By utilizing an application that is specifically developed for document signing, companies can benefit from established best practices, features suited to their needs, and reduced development time. This approach offers practicality and efficiency, as businesses can quickly implement a solution without the overhead of custom development or hiring external consultants, making it a more straightforward and cost-effective option. Furthermore, apps from the AppExchange are typically maintained and updated by their developers, ensuring ongoing support and feature enhancements that can improve the overall workflow in signing contracts.

2. What might be an appropriate study strategy before taking a Kryterion exam?

- A. Skimming through the material once
- B. Participating in study groups with peers**
- C. Studying only the night before
- D. Ignoring practice tests

Participating in study groups with peers is an effective study strategy before taking a Kryterion exam because it fosters collaborative learning. Engaging with others allows individuals to share different perspectives and insights on the material, which can deepen understanding and retention. Moreover, discussing topics with peers can help clarify any concepts that might be confusing, making it easier to grasp complex ideas. In addition, study groups can motivate participants to stay committed to their study plan, as accountability and encouragement from others often lead to more disciplined study habits. The social aspect of study groups also helps to reduce anxiety, as students may feel more confident when they know they are not alone in their preparation. Overall, the richness of discussion, the opportunity to ask questions, and the ability to reinforce knowledge through teaching others make study groups a strong strategy for exam preparation.

3. What are two benefits of using Data Categories with Salesforce Knowledge?

- A. Articles can be referenced in Chatter posts
- B. Articles can be classified into groups**
- C. Article owners can track views
- D. Article access can be restricted

Using Data Categories with Salesforce Knowledge offers several advantages, one of which is the ability to classify articles into groups. This categorization helps organize information, making it easier for users to find relevant content quickly. By grouping articles based on specific criteria or topics, businesses can streamline the knowledge management process, enable targeted access to information, and enhance user experience by providing contextually relevant articles. This organization is vital for effective knowledge sharing within an organization, allowing users to navigate through a large repository of articles to locate what they need without unnecessary difficulty. Well-structured categories can also lead to improved search functionality, as users can filter results based on these classifications. The other options mention features related to article interaction and access but do not directly pertain to the key benefit of organizing information through categorization.

4. Which feature should the System Administrator use to direct internal support requests to IT representatives?

- A. Territory Management and Teams
- B. Automated Notifications and Groups
- C. Auto-response Rules and Profiles
- D. Assignment Rules and Queues**

The feature that is most appropriate for directing internal support requests to IT representatives is the use of assignment rules and queues. Assignment rules are utilized to automatically assign incoming support requests to the appropriate support agents or teams based on predefined criteria, such as the type of request, priority, or other attributes. When a support request comes in, it can enter a queue where it awaits distribution according to those criteria. This ensures that requests are handled efficiently and by the most suitable team members, something essential in maintaining high service levels and quick resolution times for internal support issues. By leveraging these tools, organizations can effectively manage their internal support workflow, reducing the burden on IT representatives and ensuring that support requests are addressed in a timely manner. This strategic approach optimizes resource allocation and enhances service delivery.

5. What is the main goal of remote proctoring by Kryterion?

- A. To increase the difficulty of exams
- B. To maintain exam integrity and security**
- C. To offer unlimited exam attempts
- D. To reduce overall testing costs

The main goal of remote proctoring by Kryterion is to maintain exam integrity and security. This method of proctoring leverages technology to ensure that the exam environment remains controlled and that candidates adhere to established guidelines while taking tests from their own location. Through various monitoring techniques, such as video and audio surveillance, as well as computer screen monitoring, Kryterion can effectively prevent cheating and ensure a fair assessment process. By focusing on integrity and security, Kryterion helps to assure educational institutions and organizations that the qualifications obtained through their testing processes are legitimate and reliable. This is crucial for preserving the value of the certifications and qualifications awarded and maintaining trust in the assessment process.

6. When can a candidate access their results after completing the Kryterion exam?

- A. Immediately after the exam
- B. Within a few minutes
- C. Typically within 1-2 business days**
- D. During their next scheduled exam

Candidates typically receive their results within 1-2 business days after completing the Kryterion exam. This timeframe allows for the necessary processes involved in grading and validating the exam results to be completed. It is important to provide a reasonable period for quality assurance checks to ensure that the scores are accurate and reflect the candidate's performance. Immediate results would not allow for this critical review process, and while some testing platforms may offer results within a few minutes, Kryterion's policy reflects a more conservative approach to ensure reliability. Accessing results during the next scheduled exam is not a viable option, as candidates need to know their performance to prepare or make future decisions based on the outcome.

7. How should an administrator deploy a screen flow designed to guide agents through a complex case process?

- A. Use code to launch the screen flow in a modal
- B. Create a link that launches the screen flow
- C. Launch the flow from the utility bar in the console**
- D. Use a custom action that launches the screen flow

Launching the screen flow from the utility bar in the console is an effective way to guide agents through a complex case process because it provides easy access to the flow regardless of the specific context they are in. The utility bar is a consistent feature in the Salesforce console that allows users to access various tools and features without disrupting their workflow. When the screen flow is deployed in this way, agents can quickly open the flow, follow its steps to handle cases, and subsequently close it when completed, all while maintaining their focus on the task at hand. The utility bar enhances user experience by centralizing access to various functionalities, including flows, which can streamline case management and improve efficiency. This approach ensures that agents can seamlessly navigate through complex processes without having to switch views or navigate away from their current context.

8. What should the administrator do to allow sales users to add custom sizing to the total opportunity sale?

- A. Make a new custom object related to opportunities for custom sizing
- B. Add custom sizing as a new product in an order
- C. Add a new field on the opportunity labeled custom sizing
- D. Add custom sizing as a new product in a pricebook**

To allow sales users to add custom sizing to the total opportunity sale, adding custom sizing as a new product in a pricebook is the most effective approach. This method enables sales users to offer varied sizing options directly as part of their sales transactions, ensuring these options are recognized within the sales process and associated with opportunities. When custom sizing is established in the pricebook, it becomes readily available for selection during the creation or update of opportunities. This integration allows for accurate tracking of inventory, pricing, and revenue forecasting based on the specific products sold. Creating a new custom object related to opportunities or adding a new field labeled custom sizing would not effectively integrate custom sizing into the sales process as seamlessly as using the pricebook. These approaches might require additional steps for users, complicating the sales workflow and potentially leading to inconsistencies in data management. By incorporating custom sizing directly into the pricebook, the administrator simplifies the process for sales users and ensures better alignment with existing product offerings. This option promotes streamlined customization that can directly influence the total sale on opportunities.

9. During a mass transfer of account records, which record types can be used for the transfer?

- A. Related custom object records
- B. Close activities
- C. Open cases**
- D. Closed cases

In the context of mass transferring account records, the inclusion of open cases is essential because they represent ongoing support or customer relationships that require attention. These records provide vital context about current issues that customers are experiencing, and transferring them ensures that all relevant information about customer interactions and needs is preserved. This continuity is crucial for maintaining customer service quality and providing a seamless experience for both customers and support staff. The other record types, such as related custom object records, closed cases, and close activities, do not serve the same critical role. Related custom object records may not be consistently relevant to all accounts, and closed cases represent past issues that have already been resolved, making them less pertinent in the context of ongoing account management. Close activities represent completed tasks and may not necessarily be relevant to current interactions. Consequently, focusing on open cases maintains an accurate and actionable view of the client's situation.

10. What action should an admin take to send a welcome email when a Contact's status is "New" and the email is known?

- A. Update the flow with a formula to send the email when needed
- B. Create a process builder with email alert to send the email
- C. Create a workflow rule with email alert to send the email
- D. Update the flow with a decision to send the email when needed**

To send a welcome email when a Contact's status is "New" and the email address is known, updating the flow with a decision to send the email when needed is an effective approach. In this context, using a flow enables the admin to create a more dynamic and responsive process. With flows, you can leverage decision elements to evaluate conditions, such as whether the Contact's status is "New." This allows for precise control over when the email should be sent. The flow can check the status and confirm that the email field is populated, ensuring that the action is only executed under the right circumstances. Additionally, flows provide flexibility to incorporate complex logic beyond just sending an email, which can be beneficial for scaling the automation. This makes it a superior choice compared to solely relying on simpler tools like process builders or workflow rules, which might lack the nuanced decision-making capabilities of flows. This choice aligns well with modern best practices for automating processes within CRM systems.

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Next Steps

Congratulations on reaching the final section of this guide. You've taken a meaningful step toward passing your certification exam and advancing your career.

As you continue preparing, remember that consistent practice, review, and self-reflection are key to success. Make time to revisit difficult topics, simulate exam conditions, and track your progress along the way.

If you need help, have suggestions, or want to share feedback, we'd love to hear from you. Reach out to our team at hello@examzify.com.

Or visit your dedicated course page for more study tools and resources:

<https://kryterion.examzify.com>

We wish you the very best on your exam journey. You've got this!

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