



Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins

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NEW QUESTION 1

- (Topic 1)

What feature would a system administrator implement to allow AW Computing's prospects/customers to complete a form on the corporate website and have that data automatically become a lead in Salesforce?

- A. Auto Response Rules
- B. Assignment Rules
- C. Web-to-Lead
- D. Escalation Rules

Answer: C

NEW QUESTION 2

- (Topic 1)

To prevent a user from logging into the Salesforce org outside normal business hours, the System Administrator would do this in:

- A. The user record
- B. The user's profile record
- C. Network settings
- D. The role hierarchy
- E. None of the above

Answer: B

NEW QUESTION 3

- (Topic 1)

Who can invite Chatter customers into a Chatter group?

- A. The system admin
- B. Group owner
- C. All Chatter users
- D. None of the above

Answer: AB

NEW QUESTION 4

- (Topic 1)

Public groups can be any combination of other public groups, users, roles and .

- A. Profile
- B. Roles & subordinates
- C. Managers
- D. None of the above

Answer: B

NEW QUESTION 5

- (Topic 1)

If there are any users in the organization that shouldn't have view access to Account records, the OWD for Accounts should be set to

- A. Public Read Only
- B. Public Read/Write/Transfer
- C. Private
- D. None of the above

Answer: C

NEW QUESTION 6

- (Topic 1)

If the company locale is set to US English, all users will have a default locale of US English and this cannot be changed.

- A. True
- B. False

Answer: B

NEW QUESTION 7

- (Topic 1)

If a user has public read-only access to records [that he/she does not own], the following are true.

- A. The user can view the record but not edit it
- B. The user can view and delete the record, but not edit it
- C. The user can change the owner of the record
- D. The user can search for the record
- E. The user can report on the record

Answer: ADE

NEW QUESTION 8

- (Topic 1)

Manual sharing allows administrators to grant one-off access to individual records, users cannot grant this access even if they own the record.

- A. True
- B. False

Answer: B

NEW QUESTION 9

- (Topic 1)

To enable Field History Tracking for an object, the system administrator must also add the related list to the page layout.

- A. True
- B. False

Answer: A

NEW QUESTION 10

- (Topic 1)

Inline editing updates the field when

- A. The field is saved/updated
- B. When the record is saved/updated
- C. When the return key is pressed
- D. None of the above

Answer: B

NEW QUESTION 10

- (Topic 1)

When you Delete a lead from a campaign, it deletes the lead record itself.

- A. True
- B. False

Answer: B

NEW QUESTION 12

- (Topic 1)

When you add a custom object tab, all of the following will be accessible with the object EXCEPT

- A. Recent Items
- B. Sidebar Search
- C. Added to New Link/Create New Object Drop Down
- D. Custom Object Reports

Answer: D

NEW QUESTION 13

- (Topic 1)

Who can manually share records?

- A. The record owner
- B. The record owner's manager
- C. The record owner's manager's manager
- D. The system administrator
- E. All of the above
- F. None of the above

Answer: E

NEW QUESTION 17

- (Topic 1)

Only 1 permission set can be assigned to a user.

- A. True
- B. False

Answer: B

NEW QUESTION 22

- (Topic 1)

You will need a security token to access Salesforce via (choose all that apply)

- A. Import Wizard
- B. Data Loader
- C. Salesforce for Outlook
- D. All of the above

Answer: BC

NEW QUESTION 24

- (Topic 1)

Time based workflow can be triggered every time a record is created or edited

- A. True
- B. False

Answer: B

NEW QUESTION 25

- (Topic 1)

YOU are working with a Professional Edition organization. They wish to install the Expense Tracker which requires the use of 4 custom tabs, 3 custom objects, and one custom app. If the company is already using 4 applications, 36 custom objects, and 7 custom tabs, what will happen when they try to install Expense Tracker?

- A. They will not be able to complete the installation process as they have reached the maximum number of custom tabs
- B. They will not be able to complete the installation process as they have reached the maximum number of custom objects
- C. The installation will succeed
- D. The installation will succeed, but only the reports,

Answer: A

NEW QUESTION 29

- (Topic 1)

If a user leaves your company, the system administrator should do the following to prevent future access to the Salesforce org.

- A. Delete their user record
- B. De-activate their user record
- C. Delete any accounts or contacts owned by that user
- D. None of the above

Answer: B

NEW QUESTION 34

- (Topic 1)

A cross object formula references fields from parent objects.

- A. True
- B. False

Answer: A

NEW QUESTION 39

- (Topic 1)

A checkbox can be the controlling field to a dependent picklist.

- A. True
- B. False

Answer: A

NEW QUESTION 42

- (Topic 1)

An active user record consumes a license.

- A. True
- B. False

Answer: A

NEW QUESTION 46

- (Topic 1)

Which of the following SF applications enables organizations to speed and streamline all phases of sales?

- A. SF ideas
- B. SF content

- C. SF Automation
- D. SF Customer service and support

Answer: C

NEW QUESTION 51

- (Topic 1)

The following can be done by a System Admin to a standard field.

- A. Change the field label
- B. Add help text
- C. Add/edit values of a picklist
- D. Delete the field
- E. All of the above
- F. None of the above

Answer: ABC

NEW QUESTION 56

- (Topic 1)

The system administrator needs to prevent telesales teams from logging into Salesforce outside of the office.
How will he/she do this?

- A. There is not way to do this
- B. Setup | Security Controls | Network Access and specify the team's range of IP addresses
- C. Add the range of IP addresses to the team's profile(s)
- D. Contact salesforce.com as this feature must be enabled

Answer: C

NEW QUESTION 57

- (Topic 1)

In order to update records using the Data Loader, what field must be present in the csv file?

- A. Owner
- B. Salesforce ID
- C. Record Owner
- D. Object Name

Answer: B

NEW QUESTION 58

- (Topic 1)

Which of the following are part of the Service Cloud offering?

- A. Opportunities
- B. Knowledge
- C. Entitlements
- D. Campaigns
- E. Quotes

Answer: BC

NEW QUESTION 60

- (Topic 1)

Which feature effectively allows you to "lock" the converted amount on closed opportunities?

- A. Locale
- B. Company Profile
- C. Multi-currency
- D. Advanced Currency Management
- E. None of the above

Answer: D

NEW QUESTION 61

- (Topic 1)

Which of the following is not a standard Profile?

- A. System Administrator
- B. Read only
- C. Marketing Director
- D. Partner Portal User
- E. Standard Administrator

Answer: CDE

NEW QUESTION 63

- (Topic 1)

Which statement about custom summary formulas is true?

- A. Reports can be grouped by a custom summary formula result
- B. Custom summary formulas can reference a formula field within a report
- C. Custom summary formulas can reference another custom summary formula
- D. Custom summary formulas can be used in a report built from a custom report type

Answer: BD

NEW QUESTION 67

- (Topic 1)

Chatter External license allow users outside the company to join public Chatter groups.

- A. True
- B. False

Answer: B

NEW QUESTION 71

- (Topic 2)

The formula editor may be used all of the following places EXCEPT:

- A. S-Control
- B. Formula Field
- C. Default Values on Standard Fields
- D. Workflow Field Updates

Answer: C

NEW QUESTION 72

- (Topic 2)

Customizable Forecasting must be enabled for use with Custom Fiscal years.

- A. True
- B. False

Answer: A

NEW QUESTION 77

- (Topic 2)

The Campaign ROI Analysis Report uses which of the following calculations to determine the ROI percentage for a campaign?

- A. Total Amount of Opportunities / Expected Revenue
- B. Amount of Won Opportunities / Budgeted Cost
- C. Expected Revenue / Budgeted Cost
- D. (Amount of Won Opportunities minus Actual Cost) / Actual Cost

Answer: D

NEW QUESTION 80

- (Topic 2)

Name one place where inline Editing is not currently possible. (Choose 2 answers)

- A. List Views
- B. Related Lists
- C. Edit Page
- D. All of the above

Answer: BC

NEW QUESTION 83

- (Topic 2)

Workflow Rules Consist of the following components:

- A. Workflow Task
- B. Workflow Outbound Message
- C. Workflow Field Updates
- D. Workflow Actions
- E. Workflow Email Alerts

Answer: ABCE

NEW QUESTION 85

- (Topic 2)

All of the following may be used when updating a record using the AppExchange Data Loader EXCEPT:

- A. External Id
- B. Parent External Id
- C. Record Id
- D. Record Number

Answer: D

NEW QUESTION 90

- (Topic 2)

Which one does NOT apply to Custom Formula Fields?

- A. Custom Formula Fields can reference other formula fields
- B. Custom Formula Fields can reference standard fields
- C. Custom Formula Fields can reference custom fields
- D. Custom Formula Fields can calculate across objects

Answer: A

NEW QUESTION 91

- (Topic 2)

You can customize the Opportunity Stage History related list on an Opportunity Page Layout.

- A. True
- B. False

Answer: B

NEW QUESTION 94

- (Topic 2)

Is it possible to relate a person account to a contact on a business account.

- A. True
- B. False

Answer: B

NEW QUESTION 95

- (Topic 2)

All of the following actions may take place on a Workflow Rule EXCEPT:

- A. Outbound API message
- B. Update Field
- C. Create a Task
- D. Create an Event

Answer: D

NEW QUESTION 98

- (Topic 2)

You can use standard reports when creating

- A. True
- B. False

Answer: B

NEW QUESTION 103

- (Topic 2)

Which of the following does a Profile control?

- A. Username and Password
- B. Role level access
- C. Read, Create, Edit, and Delete permissions
- D. Sharing rules

Answer: C

NEW QUESTION 106

- (Topic 2)

Inline Editing is available in visual force pages?

- A. True

B. False

Answer: A

NEW QUESTION 110

- (Topic 2)

Are Tags searchable from standard Search component?

A. Yes

B. No

Answer: A

NEW QUESTION 115

- (Topic 2)

What is a Managed Package?

A. A managed package is a collection of application components that are posted as a unit on AppExchange

B. They differ from unmanaged packages in that some components are locked, allowing the managed package to be upgraded later.

C. Allows the system Administrator to modify the application

D. Managed packages do not include locked components and cannot be upgraded

Answer: AB

NEW QUESTION 120

- (Topic 2)

A service portal user may close their cases using Suggested Solutions in the self service portal.

A. True

B. False

Answer: A

NEW QUESTION 122

- (Topic 2)

How many other fields may a custom lead field be mapped to when converting a lead?

A. One custom field

B. Two custom fields

C. Three custom fields

D. Custom lead fields cannot be mapped

Answer: C

NEW QUESTION 123

- (Topic 2)

Is possible to view a forecast based on all of the following EXCEPT:

A. Territory

B. Product Family

C. Date Range

D. Sales Team

Answer: D

NEW QUESTION 127

- (Topic 2)

When test driving an application on the AppExchange Directory, it is not possible to view the S-Control configurations of that application

A. True

B. False

Answer: B

NEW QUESTION 130

- (Topic 2)

Default values are available for standard text fields

A. True

B. False

Answer: B

NEW QUESTION 134

- (Topic 2)

For which objects you have business processes?

- A. Lead
- B. Opportunity
- C. Case
- D. Account / Contact
- E. Solutions

Answer: ABCE

NEW QUESTION 138

- (Topic 2)

You have Read Only access to an account, can you add a task or event to the account?

- A. True
- B. False

Answer: B

NEW QUESTION 140

- (Topic 2)

When you delete a parent record, you will also delete the child record if that child record has a lookup relationship to the deleted record:

- A. True
- B. False

Answer: B

NEW QUESTION 141

- (Topic 3)

To make a field required, which of the following is used) (Pick the best possible answer)

- A. Page Layout
- B. Field Level Security
- C. Profile
- D. Both Page Layout and Field Level Security

Answer: A

NEW QUESTION 142

- (Topic 3)

At this click path Setup > App Setup > Customize > Tab Names and Labels > Rename Tabs and Labels you can rename the Tab Names of standard objects.

- A. True
- B. False

Answer: A

NEW QUESTION 145

- (Topic 3)

What is not found on a Company Profile?

- A. Language, Locale, and Time Zone
- B. Profiles
- C. Licenses
- D. Storage and Used Space
- E. Manage Currencies
- F. Fiscal Years

Answer: B

NEW QUESTION 146

- (Topic 3)

What is parallel approval Routing?

- A. When you can mass assign your locked records to users in your same Role
- B. The ability to send approval requests to yourself multiple times, so you can approve a record
- C. The ability to take back approval requests once you have sent them
- D. The ability to send approval requests to multiple approvers in a single step

Answer: D

NEW QUESTION 147

- (Topic 3)

Maximum number of values allowed in a controlling field is:

- A. 500
- B. 100
- C. 300
- D. 200

Answer: C

NEW QUESTION 152

- (Topic 3)

Which Salesforce editions provide option for customizing profiles?

- A. All Editions
- B. Unlimited, Developer and Enterprise Editions
- C. Professional, Unlimited, and Developer Editions
- D. Enterprise, Unlimited, and Developer Editions
- E. All except Group Edition
- F. All except Professional Edition

Answer: BD

NEW QUESTION 155

- (Topic 3)

A Workflow Approval process may be used for all of the following objects EXCEPT:

- A. Opportunity
- B. Users
- C. Assets
- D. Contracts

Answer: B

NEW QUESTION 156

- (Topic 3)

Chatter Desktop is not available in which Salesforce Edition?

- A. Free Edition
- B. Group
- C. Professional
- D. Developer
- E. Enterprise
- F. Contact Manager

Answer: A

NEW QUESTION 157

- (Topic 3)

Standard reports are visible through the Reports search.

- A. True
- B. False

Answer: B

NEW QUESTION 162

- (Topic 3)

Data Validation rules is not supported in which Salesforce edition?

- A. Contact Manager
- B. Group
- C. Professional
- D. Developer
- E. Unlimited
- F. All Editions are supported

Answer: F

NEW QUESTION 167

- (Topic 3)

Which is a capability of the new Service Cloud console?

- A. It provides data visibility by combining a list view and related records on one screen.
- B. It allows agents to view key record information in the highlights panel.
- C. It preserves the context of calls using primary tabs and subtabs.
- D. It allows access to data by opening each record in a new window.
- E. It allows agents to take notes in an interaction log while in a call.

Answer: ABE

NEW QUESTION 170

- (Topic 3)

Are custom object reports accessible when you add a custom object tab?

- A. Yes
- B. No
- C. Only if the Object is not related to any other object

Answer: B

NEW QUESTION 172

- (Topic 3)

You must run the report before you can print or export it because the Printable View and Export details buttons are not available in the report builder.

- A. True
- B. False

Answer: A

NEW QUESTION 174

- (Topic 3)

IF(ISPICKVAL(picklist_field)) has the same output as:

- A. VAL(picklist_field)
- B. CASE(picklist_field)
- C. CASE("picklist_field")
- D. Picklist_field(VALUE)

Answer: B

NEW QUESTION 179

- (Topic 3)

You must be a user of salesforce.com in order to Receive an email notification in the case escalation process:

- A. True
- B. False

Answer: B

NEW QUESTION 182

- (Topic 3)

When converting a lead, what values are transferred to the opportunity?

- A. Amount = Lead Amount
- B. Close Date = Today
- C. Close Date = Last day in fiscal quarter
- D. Stage = First stage in list

Answer: CD

NEW QUESTION 183

- (Topic 3)

Custom Picklist fields can be either controlling or dependent fields

- A. True
- B. False

Answer: A

NEW QUESTION 184

- (Topic 3)

Reports and views are not renamed based on the new label value

- A. True
- B. False

Answer: A

NEW QUESTION 188

- (Topic 3)

Which of the following statements are true about Data Validation?

- A. Validation rules apply to all new and updated records for an object.
- B. Validation rules can update fields which are not included in a page layout.
- C. Validation rules can reference fields which are not included in a page layout.
- D. If an error message is not set, a default message will be prompted instead.
- E. All of the above.
- F. None of the Above.

Answer: AC

NEW QUESTION 193

- (Topic 3)

What is Salesforce.com Partner Portal? Choose 2 answers:

- A. Use your company logo on a Partner Site
- B. Develop Partner Application on Force.com Platform
- C. Data goes into your Salesforce objects through a third party site
- D. Create Interactive Communities
- E. All of the above

Answer: AC

NEW QUESTION 196

- (Topic 3)

Time-dependent workflow will not work with which type of workflow evaluation criteria?

- A. Only when a Record is created
- B. Every time a Record is created or edited
- C. Every kind of workflow evaluation criteria
- D. When a Record is edited and it didn't previously meet the rule criteria

Answer: B

NEW QUESTION 197

- (Topic 3)

Which is a consideration when creating a drill-to-detail dashboard component?

- A. The dashboard component type must be a gauge.
- B. Drill-to-detail must be enabled on the custom report type.
- C. The source report must be stored in the drill-to-detail folder.
- D. The source report must be grouped by record name, record owner, or feed post.

Answer: :D

NEW QUESTION 199

- (Topic 3)

A Workflow rule can only be triggered when a record is created.

- A. True
- B. False

Answer: B

NEW QUESTION 201

- (Topic 3)

When you delete a Contact, it's associated Campaign Member record is deleted as well.

- A. True
- B. False

Answer: A

NEW QUESTION 202

- (Topic 3)

You must meet the following prerequisites before enabling territory management? Choose 2 answers

- A. Your organization must be using customizable forecasting
- B. Follow the steps in the Deploying Territory Management Guide to prepare your organization for territory management.
- C. You must have the Marketing User Profile
- D. You must have the Territory Manager Profile

Answer: AB

NEW QUESTION 203

- (Topic 3)

The account owner, opportunity owners, and case owners may or may not be the same user.

- A. True
- B. False

Answer: A

NEW QUESTION 207

- (Topic 3)

The Report Builder is different from the Report Wizard.

- A. True
- B. False

Answer: A

NEW QUESTION 209

- (Topic 3)

Which of the following fields CAN NOT be a controlling field for Dependent Picklists?

- A. Standard Picklist
- B. Custom Picklist
- C. Custom Multi-Select Picklist
- D. Standard Checkbox
- E. Custom Checkbox

Answer: C

NEW QUESTION 211

- (Topic 3)

Which can be accessed by a Chatter Free user?

- A. People
- B. Content
- C. Profiles
- D. Groups
- E. Files
- F. Leads

Answer: ACDE

NEW QUESTION 215

- (Topic 3)

Which of the following is part of the Sales Cloud 2?

- A. Accounts and Contacts
- B. Cases
- C. Marketing and Leads
- D. Solutions
- E. Content Library
- F. Opportunities and Quotes

Answer: ACEF

NEW QUESTION 217

- (Topic 4)

Which email address option is available to override the From Email Address in a Workflow Email Alert?

- A. An active Administrator's email address
- B. A manual entered email address
- C. An active user's email address
- D. An Organization -wide email address

Answer: D

NEW QUESTION 222

- (Topic 4)

Which Feature is not available in Salesforce.com?

- A. Profile based Login Hours
- B. Profile based Login IP Ranges
- C. Organization based Login Hours
- D. Organization based Login IP ranges

Answer: C

NEW QUESTION 227

- (Topic 4)

Which two functions return the same result when used with fields of the same data type?

- A. ISBLANK() and BLANKVALUE()
- B. ISNULL() and LEN()
- C. ISBLANK() and ISNULL()
- D. ISBLANK() and ISEMPTY()

Answer: C

NEW QUESTION 230

- (Topic 4)

Is it possible for a user to own a record and not see it:

- A. True
- B. False

Answer: A

NEW QUESTION 233

- (Topic 4)

Which of the field types cannot be used as an External Id?

- A. Text Field
- B. Number Field
- C. Picklist Field
- D. Email Id Field

Answer: C

NEW QUESTION 236

- (Topic 4)

Which statement is TRUE regarding dependent lookups? Choose 2 answers:

- A. They can be configured to make fields on related records, depending on data in the source record
- B. They can be configured to limit the records returned by a lookup based on the value of a field on a related record
- C. They can be configured to compare data to external sources to verify that contact and prospect information is up to date.
- D. They can be configured when creating the master-detail or lookup relationships

Answer: AB

NEW QUESTION 238

- (Topic 4)

Dashboards can be created by using Standard Reports as Source Reports?

- A. True
- B. False

Answer: A

NEW QUESTION 243

- (Topic 4)

API's are not available for use in which Salesforce.com edition?

- A. Developer Edition
- B. Professional edition
- C. Enterprise Edition
- D. Unlimited edition

Answer: B

NEW QUESTION 246

- (Topic 4)

Which of the following will not bypass Identity Confirmation? (Select one)

- A. The user's profile has IP login restrictions enabled.
- B. The user has logged into Salesforce previously from their current IP address.
- C. The user has activated this computer before and has a stored activation cookie.
- D. The user's record has the "Bypass User Identity Confirmation" checkbox enabled.
- E. The user is logging in from an IP address within the list of trusted networks.

Answer: D

NEW QUESTION 248

- (Topic 4)

Which is a feature of combination charts? Choose 2 answers

- A. Display more than one summary value in chart
- B. Add a third axis range to the chart
- C. Display data from multiple reports in a chart
- D. Add a second axis range to a chart

Answer: AD

NEW QUESTION 251

- (Topic 4)

How does an agent submit an article for publishing? Choose 3 answers:

- A. Promote an Answer for consideration
- B. Re-assign an article to the publishing queue
- C. Publish an article to the solution category
- D. Submit an article upon closing a case
- E. Publish at-will, with "Manage Articles" profile permission

Answer: ADE

NEW QUESTION 252

- (Topic 4)

You can update licenses on the Company Profile.

- A. True
- B. False

Answer: B

NEW QUESTION 254

- (Topic 4)

A role has many to many relationships with the user?

- A. True
- B. False

Answer: B

NEW QUESTION 255

- (Topic 4)

When transferring an account from one user to another, which of the following options are selectable? (Select all that apply)

- A. Transfer closed cases
- B. Transfer closed opportunities
- C. Transfer open activities
- D. Transfer closed activities

Answer: :AB

NEW QUESTION 258

- (Topic 4)

You can then associate each business process with one / more record types and make it available to users based on their:

- A. Role
- B. Profile
- C. OWD
- D. Licence Type
- E. Salesforce Edition

Answer: B

NEW QUESTION 261

- (Topic 4)

Which function can be performed using enhanced profile management? Choose 2 answers

- A. Merge profiles
- B. Make mass permission modifications across multiple profiles
- C. Make mass profile name changes
- D. Edit profile permissions directly in a list view

Answer: BD

NEW QUESTION 265

- (Topic 4)

Which of the following are standard Salesforce applications? (Select all that apply)

- A. Ideas
- B. Campaigns
- C. Administration
- D. Call Center
- E. Sales Center

Answer: AD

NEW QUESTION 267

- (Topic 4)

Which is a capability of drag-and-drop dashboards? Choose 2 answers:

- A. Drag and Drop a dashboard onto any page in Salesforce
- B. Drag and Drop records onto a dashboard
- C. Drag and Drop reports onto a dashboard as the data source of the component
- D. Drag and Drop chart types onto a dashboard to create a component

Answer: :CD

NEW QUESTION 269

- (Topic 4)

Author and the owner have same access to the document

- A. True
- B. False
- C. Neither True nor False

Answer: B

NEW QUESTION 273

- (Topic 4)

Why would you use early triggers?

- A. To escalate a case according to a time zone
- B. To allow notification before a case actually escalates
- C. To escalate any case within a period
- D. To send an auto response email to customers

Answer: B

NEW QUESTION 275

- (Topic 4)

What can an agent do when resolving a case? Choose 2 answers

- A. Email articles to a customer
- B. Create an article upon closing a case
- C. Assign data categories to a case
- D. Attach only one article to a case

Answer: AB

NEW QUESTION 277

- (Topic 4)

What is Sharing Rule?

- A. Automated rules that grant access to groups of users
- B. Exceptions to Or
- C. wide Defaults
- D. Rules given for group of user working closely on a project
- E. Irrelevant for Public Read / Write Organizations

Answer: ABD

NEW QUESTION 281

- (Topic 4)

Do Validation rules get enforced on the Lead Conversion?

- A. Yes
- B. No

Answer: B

NEW QUESTION 282

- (Topic 4)

In order to implement more business process multiple record types must also be implemented:

- A. True
- B. False

Answer: A

NEW QUESTION 285

- (Topic 4)

Data validation ensures the integrity of data when data is exported in SF

- A. True
- B. False

Answer: B

NEW QUESTION 287

- (Topic 4)

What is the significance of Primary Master – Detail Relationship in a Junction Object?

- A. Look and Feel is inherited from Primary Master Object
- B. Record Ownership is inherited from Primary Master Object
- C. No such Significance
- D. Both A & B

Answer: D

NEW QUESTION 288

- (Topic 4)

Which of the following is NOT a Standard Salesforce.com Functionality?

- A. Email to Lead
- B. Email to Case
- C. Web to Lead
- D. Web to case

Answer: :A

NEW QUESTION 292

- (Topic 4)

Queues cannot be created on which Object in salesforce.com?

- A. Lead
- B. Case
- C. Account
- D. Custom Object

Answer: C

NEW QUESTION 295

- (Topic 4)

If using Customizable forecasting there is a seperate forecast role hierarchy

- A. True
- B. False

Answer: A

NEW QUESTION 297

- (Topic 4)

Which of the statements is/are true for data validation?

- A. Data Validation can enforce data integrity as well as make a field required in the page layout
- B. Data Validation can prevent duplication of records
- C. Data Validation run on the client machine after the user clicks the Save button
- D. Data Validation rules are not enforced when using API & import operations
- E. Validation rules can be activated / deactivated by the user

Answer: AB

NEW QUESTION 302

- (Topic 4)

For how many days deleted records are kept in the Recycle Bin?

- A. 15
- B. 30
- C. 45
- D. 60

Answer: B

NEW QUESTION 305

- (Topic 5)

Which of the following chart types does not support Combination Chart?

- A. Line
- B. Horizontal Bar
- C. Vertical Bar
- D. Funnel Chart
- E. Donut
- F. Line Cumulative

Answer: DE

NEW QUESTION 309

- (Topic 5)

What happens when you delete an object that is related to a junction object by a lookup relationship?

- A. The junction object is deleted
- B. The related fields in the junction object is deleted
- C. The master records are deleted
- D. The intersection object is deleted

Answer: B

NEW QUESTION 314

- (Topic 5)

Which Salesforce editions support Sandbox?

- A. Unlimited
- B. Professional
- C. Contact Manager
- D. Group
- E. Developer
- F. Enterprise

Answer: AF

NEW QUESTION 317

- (Topic 5)

Is it possible for a user to see different Set of data in Report and in a Dashboard based on the same Report?

- A. Yes
- B. No

Answer: A

NEW QUESTION 319

- (Topic 5)

Account Teams might be utilized for what?

- A. Sharing
- B. Reporting
- C. Private Sharing Model
- D. Activities

Answer: AB

NEW QUESTION 324

- (Topic 5)

Which Type of Reports can't be used to create groups of data or charts?

- A. Tabular
- B. Summary
- C. Matrix
- D. None of the Above

Answer: A

NEW QUESTION 329

- (Topic 5)

Which of the following make a User record Unique?

- A. Profile
- B. Email Id
- C. Username
- D. Role

Answer: C

NEW QUESTION 334

- (Topic 5)

On which of these areas Data Validation rules are enforced but no feedback is given to users?

- A. Lead Convert
- B. Record Merger
- C. Web-TO-Case
- D. Salesforce Mobile
- E. Self Service Portal

Answer: C

NEW QUESTION 335

- (Topic 5)

If a field is visible in the search layout but hidden for certain users via the field-level security settings then which of the following statement is true?

- A. The field-level security overrides the search layout and the field will be hidden for all users
- B. The field will still be visible in search layout to all the users
- C. The field-level security overrides the search layout and the field will be hidden for those users
- D. None of the above

Answer: C

NEW QUESTION 338

- (Topic 5)

Record type picklist filtering applies to dependent picklists.

- A. True
- B. False

Answer: A

NEW QUESTION 342

- (Topic 5)

Which of the following is true about Page layouts?

- A. Control the layout and organization of detail and edit pages
- B. Control which fields, related lists, and custom links users see, on detail and edit pages only
- C. Control which standard and custom buttons display on detail pages and related lists
- D. Determine whether fields are visible, read only, or required, on detail and edit pages only
- E. All of the Above

Answer: E

NEW QUESTION 343

- (Topic 5)

All dashboard viewers see data based on the security settings of the Running User—regardless of their own personal security settings?

- A. True
- B. False

Answer: A

NEW QUESTION 347

- (Topic 5)

Which of the following statements about a user record are true?

- A. Each has its own unique username.
- B. Each has its own username which is not necessarily unique.
- C. Both active and inactive users use license.
- D. Each user must be associated with a profile.
- E. Some users are not associated with any Role.

Answer: ADE

NEW QUESTION 350

- (Topic 5)

Which of the following is an automated process your organization can use to approve records in Salesforce.com?

- A. Validation Process
- B. Approval Process
- C. Workflow Rules
- D. Record Types

Answer: B

NEW QUESTION 355

- (Topic 5)

Which of the following objects cannot be imported via the Salesforce.com Import Wizard?

- A. Leads
- B. Accounts
- C. Opportunities
- D. Solutions

Answer: C

NEW QUESTION 356

- (Topic 5)

Is it possible for users to override their own forecasts and forecasts for users below them in the forecast hierarchy?

- A. Yes
- B. No

Answer: A

NEW QUESTION 357

- (Topic 5)

What happens when you delete an object that is related to a junction object by a lookup relationship?

- A. The junction object is deleted
- B. The related field in the junction object is deleted
- C. The master records are deleted
- D. The intersection object is deleted

Answer: B

NEW QUESTION 361

- (Topic 5)

Which one of the following is a Salesforce.com definition for a Lead?

- A. Any person, organization or company that may be interested in your products and services, not yet customers
- B. An organization, individual or company involved with your business such as customers, competitors and partners
- C. Any potential revenue-generating event i.
- D. "sales deal"
- E. Any individual or influencer associated with an account

Answer: A

NEW QUESTION 366

- (Topic 5)

What are the three core building blocks of Security and Access in Salesforce?

- A. Profile Restriction
- B. Organization-wide Defaults
- C. Profiles
- D. Role Hierarchy
- E. Sharing
- F. Chatter Groups

Answer: BDE

NEW QUESTION 369

- (Topic 5)

Which types of files can be accessed from the Files tab?

- A. Files attached to a Chatter group post
- B. Files in Content Workspaces
- C. Files attached to a Chatter profile post
- D. Files uploaded to the Documents tab
- E. Files uploaded to the Solutions tab

Answer: ABC

NEW QUESTION 370

- (Topic 5)

Customer Portal users can view the tags section of a page, if it is included in a page layout.

- A. True
- B. False

Answer: :B

NEW QUESTION 371

- (Topic 5)

Which of the following is NOT controlled by the Page Layout?

- A. How detail and edit pages are organized
- B. Field properties like visible, read-only and required
- C. Controlling which fields, related lists, and Custom Links users sees
- D. Page section customizations
- E. Rollup summary

Answer: E

NEW QUESTION 372

- (Topic 5)

Which one is the following is a salesforce.com definition for an opportunity?

- A. Any person, organization or company that may be interested in your products and services, not yet customers
- B. An organization, individual or company involved with your business such as customers, competitors and partners
- C. Any potential revenue-generating event i.
- D. "sales deal"
- E. Any individual or influencer associated with an account

Answer: C

NEW QUESTION 373

- (Topic 5)

Is it possible to have Sidebar search enabled with Global Search?

- A. Yes
- B. No

Answer: B

NEW QUESTION 375

- (Topic 6)

What is the maximum of actions per time trigger you can have in a Workflow Rule?

- A. 50
- B. 20
- C. 40
- D. 80
- E. 33
- F. 10

Answer: C

NEW QUESTION 376

- (Topic 6)

Which of the following components lets customers find solutions to their cases on their own?

- A. Call center
- B. Email
- C. Chat
- D. Customer Portal

Answer: D

NEW QUESTION 380

CORRECT TEXT - (Topic 6)

Limitation for an organization related to triggers?

A.

Answer: SFlimitsthenumberoftimetriggersanorganizationcanexecuteperhour.Thelimitsareasfollows:

Explanation:

Developer Edition: 50
Enterprise Edition: 500
Unlimited Edition: 1000

NEW QUESTION 382

- (Topic 6)

Where does Chatter Feed display?

- A. On Chatter profiles.
- B. On record detail pages.
- C. On the Home tab and Chatter tab.
- D. On List Views.
- E. On Chatter groups
- F. Under related lists.

Answer: ABCE

NEW QUESTION 386

CORRECT TEXT - (Topic 6)

Why are Sharing Rules used?

A.

Answer:

To open up access to records you wouldn't naturally get through Organization Wide Defaults and Role Hierarchy. They are the exceptions to the Organization Wide Defaults.

NEW QUESTION 389

- (Topic 6)

On Lead Conversion a Lead Object Custom field can not be mapped to Which Object custom field?

- A. Account
- B. Contacts
- C. Case
- D. Opportunity

Answer: C

NEW QUESTION 394

- (Topic 6)

Tab settings allow System Admin to customize which tabs are visible to users:

- A. True
- B. False

Answer: A

NEW QUESTION 395

CORRECT TEXT - (Topic 6)

Match the workflow steps with the setup requirement

A.

Answer: Task-Select the Subject status and priority Email Alert-Select a template

Explanation:

Field Update - Select a field

Rule - Select the subject status and priority

NEW QUESTION 398

- (Topic 6)

What statement is true regarding a custom field formula?

- A. Not reference standard, custom, or other objects
- B. Can contain formulas upto 4000 character
- C. 4000 character is the limit on the compiled size of the formula
- D. Formula can reference themselves

Answer: C

NEW QUESTION 403

CORRECT TEXT - (Topic 6)

If your Marketing team needed to add 10,000 existing leads to a campaign at one time, what would be the best way to do this?

A.

Answer: Createareport

NEW QUESTION 408

- (Topic 6)

Which of the following is an example of One-to-Many Relationships between Standard objects?

- A. Opportunities to Opportunity Products
- B. Accounts to Contacts
- C. Contacts to Tickets
- D. Contacts to Accounts

Answer: B

NEW QUESTION 409

- (Topic 6)

How would you allow collaborative access to accounts , contacts, contracts, opportunities, and cases of a US Sales rep, and Asia sales rep, and an EMEA sales rep?

- A. By Creating three sharing rules between them
- B. By creating a public group with all three Sales Reps
- C. By changing the Org wide defaults

Answer: B

NEW QUESTION 410

- (Topic 6)

An admin changed the org default language from English to spanish. What must end users do to see this change?

- A. Nothing they will see the application in Spanish immediately
- B. Refresh their browser
- C. Logout then login again
- D. Change their language personal preference to Spanish

Answer: D

NEW QUESTION 413

- (Topic 6)

Standard Fiscal Years are for companies that break down their fiscal years,quarters and weeks in to fiscal periods.

- A. True
- B. False

Answer: A

NEW QUESTION 418

- (Topic 6)

It is advisable not to overwrite user records with new user data because it would prevent you from tracking a history of past users and the records associated to them?

- A. True
- B. False

Answer: A

NEW QUESTION 419

- (Topic 6)

Enterprise, Developer and Unlimited System Administrators can create an unlimited number of Custom Profiles from scratch.

- A. True
- B. False

Answer: A

NEW QUESTION 423

- (Topic 6)

Which of the following statements are true about trusted ranges?

- A. They enable end users to activate additional IP addresesses for accessing salesforce.
- B. They are used to identify regular SF users.
- C. They include IP addresses that are used in conjunction with a browser cookie.
- D. They approve login requests from unknown browsers and IP addresses.

Answer: :BC

NEW QUESTION 428

- (Topic 6)

You can create Custom Summary Formulas based on Custom Formula Fields.

- A. True
- B. False

Answer: A

NEW QUESTION 431

- (Topic 6)

Active Currencies live in Company Profile, user record (Personal Setup) and in Opportunity (Record).

- A. True
- B. False

Answer: :A

NEW QUESTION 433

- (Topic 6)

Which of the following cannot be done by a user to records owned by others when the organization wide default is set to Read / Write to an object?

- A. Add related records
- B. Search Records
- C. Delete records
- D. Change ownership
- E. Report on records
- F. Edit details on records

Answer: CD

NEW QUESTION 434

- (Topic 6)

When you click Printable view , the report will display in a print ready format in Excel?

- A. True
- B. False

Answer: A

NEW QUESTION 438

- (Topic 6)

The number of formulas in a Custom summary formula is limited to:

- A. 5000
- B. 3900
- C. 4000
- D. 3000

Answer: B

NEW QUESTION 443

- (Topic 6)

When are WF rules evaluated?

- A. Before a record is deleted
- B. When a record is created/updated
- C. After a record is created
- D. When a record is cloned

Answer: B

NEW QUESTION 445

- (Topic 6)

With Spring '11, a new version of Chatter Desktop is available with performance optimizations and enhancements that let you:

- A. Click files to preview them
- B. Subscribe to a user
- C. Select the To: Me tab to see posts directed to you
- D. Click groups and users to view their feeds
- E. Post to a group or user\'s feed
- F. Subscribe to a user feed post

Answer: ACDE

NEW QUESTION 446

- (Topic 6)

Which statements are true for the integrated campaign builder?

- A. Cannot filter views by more than one campaign at a time
- B. The maximum number of Leads/Contacts that can be added from a report at one time is 50,000
- C. The maximum number of Leads/Contacts that can be added from the wizard at one time is 250
- D. Can add converted leads to a campaign
- E. Integrated Campaign Builder views are not exposed through the Force.com API

Answer: ABCE

NEW QUESTION 448

- (Topic 6)

You can edit their user profiles and define Trusted IP ranges so that users don't have to activate new computers within this range but without blocking those that are not.

- A. True
- B. False

Answer: B

NEW QUESTION 451

- (Topic 6)

Which are true about Trialforce Email Branding?

- A. It is available only in Unlimited, Enterprise and Developer Editions
- B. It allows you to modify system-generated emails so that they appear to come from your company rather than from Salesforce.com.
- C. Trialforce Email Branding is automatically enabled for existing partners with Trialforce and when a new partner request Trialforce.
- D. Trialforce Email Branding only applies to users who sign up for your application through Trialforce.

Answer: BD

NEW QUESTION 452

- (Topic 6)

Will users have to use their security token when logging into connect for outlook if their IP range has already been added to a trusted IP range?

- A. True
- B. False

Answer: B

NEW QUESTION 457

- (Topic 7)

Workflow rules are triggered when a standard object in a master-detail relationship is re-parented, even if the object's evaluation criteria is set to When a record is created, or when a record is edited and did not previously meet the rule criteria.

- A. True
- B. False

Answer: :A

NEW QUESTION 459

- (Topic 7)

Can you uninstall an AppExchange application once it has been deployed?

- A. Yes
- B. No

Answer: A

NEW QUESTION 464

CORRECT TEXT - (Topic 7)

How are Folders used?

A.

Answer: Toorganizereportsdashboardscommunicationtemplatesanddocuments

NEW QUESTION 465

CORRECT TEXT - (Topic 7)

Determine if the description is Master/Detail or Lookup: Up to 25 such relationships

A.

Answer: Lookup

NEW QUESTION 469

CORRECT TEXT - (Topic 7)

What are Standard Reports?

A.

Answer: OutoftheboxreportsfromSF

NEW QUESTION 471

CORRECT TEXT - (Topic 7)

Where do images for email templates, Cloud Scheduler, etc. need to be stored?

A.

Answer: InSFDocuments

NEW QUESTION 473

- (Topic 7)

True or False, Final reject actions in a workflow approval process can include actions such as email alerts.

A. True

B. False

Answer: A

NEW QUESTION 476

- (Topic 7)

Standard Reports May be used as a starting point for Custom Reports

A. True

B. False

Answer: A

NEW QUESTION 479

- (Topic 7)

Workflow rules can be triggered any time a record is saved or created, depending on your rule criteria:

A. True

B. False

Answer: A

NEW QUESTION 484

CORRECT TEXT - (Topic 7)

Define the Marketing User Profile.

A.

Answer: Standarduserperm+canimportleadsfortheOrg

NEW QUESTION 487

CORRECT TEXT - (Topic 7)

Define the Solution Manager Profile.

A.

Answer: Standarduserperm+canmanagersolutions&solutioncategories

NEW QUESTION 490

- (Topic 7)

The Director of Sales wants a report that shows the Opportunity pipeline for the current and next fiscal quarters. This report should be grouped by Sales Rep and Opportunity Stage. Which report format would you use to create this custom report?

A. The Summary Report

B. The Tabular Report

C. Matrix Report.

Answer: A

NEW QUESTION 495

- (Topic 7)

You can't package workflow rules with time triggers.

- A. True
- B. False

Answer: A

NEW QUESTION 496

- (Topic 7)

Workflow rules on custom objects are automatically deleted if the custom object is deleted.

- A. True
- B. False

Answer: A

NEW QUESTION 501

CORRECT TEXT - (Topic 7)

When would you choose to build a Public Group?

A.

Answer: To simplify the number of sharing rules built or when defining folder or list view access.

NEW QUESTION 505

CORRECT TEXT - (Topic 7)

How are Cases assigned?

A.

Answer: AssignmentRule

NEW QUESTION 510

CORRECT TEXT - (Topic 7)

What do Sales Teams do?

A.

Answer: Focuses on Opportunity Records being shared to a specified group of users based on the Opportunity Owner.

NEW QUESTION 513

- (Topic 7)

When you delete a product, the opportunity associated with that product will be suspended until further action is taken.

- A. True
- B. False

Answer: B

NEW QUESTION 516

- (Topic 7)

Standard Reports can be deleted?

- A. True
- B. False

Answer: B

NEW QUESTION 521

- (Topic 7)

The running user of a dashboard overrides the sharing model to see the high-level summary data for everyone at the level of the Running User and below.

- A. True
- B. False

Answer: A

NEW QUESTION 525

- (Topic 7)

Workflow rules can't be triggered by campaign statistic fields, including individual campaign statistics and campaign hierarchy statistics.

- A. True
- B. False

Answer: A

NEW QUESTION 527

- (Topic 8)

Select which is Not Applicable. What does a Page Layout control Select the choice which in NOT applicable

- A. How detail and edit pages are organized
- B. Page section customizations
- C. Which fields, related lists, and Custom Links a users sees
- D. Rollup summary
- E. Field properties – visible, read-only and required

Answer: D

NEW QUESTION 532

- (Topic 8)

What is the limit on the compiled size of the Formula Field Select the correct choice?

- A. 1k
- B. 2k
- C. 3k
- D. 4k

Answer: D

NEW QUESTION 534

- (Topic 8)

Which salesforce.com feature allows the org to capture ROI on online advertising?

- A. Web-to-lead
- B. Web-to-case
- C. Google adwords
- D. S-controls
- E. Online campaign

Answer: C

NEW QUESTION 539

- (Topic 8)

Org wants to create a follow up task based on a field change. Which is the best way to do it?

- A. Workflows
- B. Rollup summary
- C. Assignment rules
- D. Record types
- E. Workflow approvals

Answer: A

NEW QUESTION 541

- (Topic 8)

Export to Excel is available for Printable Lists:

- A. True
- B. False

Answer: B

NEW QUESTION 543

- (Topic 8)

Which information not captured on user record in Salesforce?

- A. Locale
- B. Hire date
- C. Employee number
- D. Delegated approval

Answer: B

NEW QUESTION 546

- (Topic 8)

What is the process to create a custom app?

- A. Create new App, select logo, assign profile
- B. Create new object, select logo, create profile

Answer: A

NEW QUESTION 548

- (Topic 8)

What are true for the data loader?

- A. It deduplicates and inserts records
- B. It comes installed with salesforce.com application
- C. It can load all objects, including custom objects
- D. It cannot load custom objects
- E. It generates an error report after the loading

Answer: CE

NEW QUESTION 549

- (Topic 8)

The administrator changes the organization time zone from "pacific daylight" to "central". Which users will be affected?

- A. All users in pacific timezone
- B. All users in central timezone
- C. All users in the organization
- D. None

Answer: D

NEW QUESTION 553

- (Topic 8)

An administrator has given access to all users to view the public folders in solution with categories. Which permission will enable the user to create more categories?

- A. Edit on solution
- B. Create on solution
- C. Delete on solution
- D. View on solution

Answer: A

NEW QUESTION 555

- (Topic 8)

You can use cloud scheduler to send meeting invites to contacts or leads or person accounts you don't have visibility to.

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:

You must have at least read access to the contacts, leads and person accounts that you request a meeting with.

NEW QUESTION 559

- (Topic 8)

Conditional formatting is available for:

- A. Table & matrix
- B. Summary and matrix
- C. Summary and table
- D. Matrix and tabular

Answer: B

NEW QUESTION 564

- (Topic 8)

If you delete a case, which two also get deleted?

- A. Account
- B. Solution
- C. Event
- D. Attachments

Answer: CD

NEW QUESTION 569

- (Topic 8)

Chatter is not available for Mobile Users?

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:

You can enable Salesforce Chatter for Salesforce Mobile users by including the News Feed object in your mobile configurations' data sets.

NEW QUESTION 572

- (Topic 8)

All of the following are true about Validation Rules EXCEPT:

- A. All active validation rules are run each time at save
- B. Validation rules are not enforced on existing dat
- C. They only run during subsequent record creation / updates
- D. You can enter records through Data Loader bypassing the Validation Rules
- E. Multiple error messages may be displayed at one time
- F. Validation rules can be activated / deactivated by admin

Answer: C

NEW QUESTION 577

- (Topic 8)

The administrator wants to create 3 custom fields: an auto-number, a text field and a picklist. Is it possible?

- A. Yes
- B. No, because auto-number is a standard field
- C. No, only multi select picklist can be custom created
- D. No, only 1 custom field can be created per object

Answer: A

NEW QUESTION 581

- (Topic 8)

History Tracking can be performed on the following Standard Objects Except Select the choice which is applicable.

- A. Accounts
- B. Forecasts
- C. Contacts
- D. Leads
- E. Opportunities

Answer: B

NEW QUESTION 584

- (Topic 8)

The organization wants users to view the details of the calendar of the accounts and the ability to add events. What should be the OWD for it?

- A. Hide details
- B. Show details and add events
- C. Hide details and add events
- D. Add events

Answer: B

NEW QUESTION 589

- (Topic 8)

Users can search for Public Tags from the Sidebar and Advanced Search

- A. True
- B. False

Answer: :A

NEW QUESTION 591

- (Topic 8)

What data can you request for in the weekly data export?

- A. Only account data
- B. Only report data
- C. Accounts, opportunities, contacts, cases and solutions
- D. All organization data

Answer: D

NEW QUESTION 594

- (Topic 8)

Picklist dependency rules are not enforced during Import

- A. True
- B. False

Answer: A

NEW QUESTION 595

- (Topic 8)

Personal Tags can not be shared

- A. True
- B. False

Answer: A

NEW QUESTION 596

- (Topic 8)

How do you specify the following in a formula field : the year of the custom date field(date_c) should be the current year:

- A. YEAR(date_c)=YEAR(today())
- B. YEAR(date_c)<>YEAR(today())
- C. DATE(date_c)=DATE(today())
- D. DATE(date_c)=YEAR(today())

Answer: A

NEW QUESTION 601

- (Topic 9)

How long does a backup data export remain on Salesforce CRM before it is automatically deleted?

- A. 12 hours
- B. 24 hours
- C. 48 hours

Answer: B

NEW QUESTION 603

- (Topic 9)

Which type of field could you use to create a relationship between a custom object and another object?

- A. Master-Detail Relationship
- B. One-to-Many Relationship
- C. Many-to-Many Relationship
- D. All of the above

Answer: A

NEW QUESTION 606

- (Topic 9)

When creating a recurring event what are the maximum occurrences by interval?

- A. Daily: 100 Weekly: 52 Monthly: 60 Yearly: 10
- B. Daily: 100 Weekly: 53 Monthly: 60 Yearly: 10
- C. Daily: 100 Weekly: 52 Monthly: 60 Yearly: 5
- D. Daily: 365 Weekly: 52 Monthly: 12 Yearly: 1

Answer: B

NEW QUESTION 608

- (Topic 9)

Which graphs rely on grand total for dashboards?

- A. Metric and table
- B. Metric and gauge
- C. Table and gauge
- D. Table and line

Answer: B

NEW QUESTION 610

- (Topic 9)

Sales User is a standard profile.

- A. True
- B. False

Answer: B

NEW QUESTION 611

- (Topic 9)

When you transfer an Account which of the following objects are automatically transferred?

- A. Contacts (on business accounts only), attachments, open opportunities owned by the current account owner
- B. Contacts (on business accounts only), attachments, notes, open activities, open opportunities owned by the current account owner
- C. Attachments, notes, open activities, open opportunities owned by the current account owner
- D. Contacts (on business accounts only), attachments, notes, open activities

Answer: B

NEW QUESTION 615

- (Topic 9)

Can you include attachments in the Data Export.

- A. True
- B. False

Answer: A

NEW QUESTION 619

- (Topic 9)

A virtual storage that can be used to group on criteria such as skill requirements, product categories, customer types or service levels is called a:

- A. Case Queue
- B. Case Assignment Rule
- C. Solutions Queue
- D. None of the above

Answer: A

NEW QUESTION 620

- (Topic 9)

When do scheduled dashboard refreshes occur?

- A. Dashboards refresh in the time zone of the user who schedules the refresh.
- B. Dashboards refresh in the Organization Default Time Zone.

Answer: A

NEW QUESTION 624

- (Topic 9)

Which of the following was NOT a new feature in Summer 09?

- A. Workflow Visualizer
- B. Enhanced Chart Analytics
- C. List Views for Sales Teams
- D. Enhanced Page Layout Editor

Answer: D

NEW QUESTION 628

- (Topic 9)

What is the maximum length of the alias field?

- A. 12
- B. 10
- C. 8

Answer: C

NEW QUESTION 633

- (Topic 9)

What is true about Lead Assignment Rule?

- A. Determines how Leads are automatically routed to User or Queue
- B. Contains Rule Entries, pre-defined business rules, that determine lead routing
- C. Virtual storage bin used to group leads based on criteria (e.g., industry, campaign)
- D. Users have visibility into the Lead Queues to which they are members

Answer: AB

NEW QUESTION 638

- (Topic 9)

If single sign-on is enabled for your organization, API and desktop client users cannot log in to Salesforce CRM unless their IP address is included on your organization's list of trusted IP addresses or on their profile, if their profile has IP address restrictions set.

- A. True
- B. False

Answer: A

NEW QUESTION 641

- (Topic 9)

Custom Summary Formulas are:

- A. Formula Fields on Record Types
- B. Formula Fields for Custom Objects
- C. Formula Fields which cannot be deleted
- D. Calculations on summary fields

Answer: D

NEW QUESTION 642

- (Topic 9)

"#Error!" displays on report cells if your custom summary formula output is over 18 digits.

- A. True
- B. False

Answer: A

NEW QUESTION 643

- (Topic 9)

The standard object permissions are: (check all that apply)

- A. Read
- B. Update
- C. Create
- D. Edit
- E. Delete

Answer: ACDE

NEW QUESTION 645

- (Topic 9)

Who can view campaigns?

- A. Administrator
- B. Administrator and Marketing Users only
- C. Marketing User only
- D. All users

Answer: D

NEW QUESTION 648

- (Topic 9)

You can use the import wizard to erase existing field values. Once a custom field is deleted, can it be restored?

- A. Yes
- B. No

Answer: A

Explanation:

The "recycle bin for custom fields" feature gives the administrator 45 days to restore the field and its data.

NEW QUESTION 652

- (Topic 9)

Users with which Permission can install or uninstall AppExchange packages from the AppExchange

- A. Download AppExchange Packages
- B. View AppExchange Packages
- C. List AppExchange Packages
- D. Visit AppExchange Packages

Answer: A

NEW QUESTION 654

- (Topic 9)

Queues can be setup for which objects? (check all that apply)

- A. Leads
- B. Accounts
- C. Opportunities
- D. Custom Objects
- E. Cases

Answer: ADE

NEW QUESTION 658

- (Topic 9)

Salesforce Console only displays views that were previously created.

- A. True
- B. False

Answer: A

NEW QUESTION 661

- (Topic 9)

The administrator wants to track data over a period of time. Which graph would he use?

- A. Line
- B. Horizontal bar line
- C. Pie
- D. Table

Answer: A

NEW QUESTION 662

- (Topic 10)

When controlling and dependent fields are available in Connect Offline...

- A. You will be able to edit one, with it automatically updating the other
- B. The logic between them is not available
- C. You can only edit the controlling field
- D. You can only edit the dependent field

Answer: B

NEW QUESTION 667

- (Topic 10)

Which of the following are true about mapping fields for lead conversion (Multiple correct answers):

- A. You can map between text and picklist fields
- B. You can map Number, Currency, or Percentage fields of differing lengths.
- C. You can map Text or Text Area to long text area fields
- D. You cannot map auto-number fields to fields of type Text or Text Area
- E. You can map auto-number fields to Picklists
- F. If you change the data type of any custom field user for lead conversion, that lead field mapping will be deleted.

Answer: ACEF

NEW QUESTION 670

- (Topic 10)

You convert a lead that is linked to multiple campaigns what is inserted into the opportunity Campaign Source field?

- A. The campaign source field is left empty
- B. The campaign with the most recently updated member status is mapped to the new opportunity
- C. The first campaign linked to the lead, based on time stamp, is mapped to the new opportunity

Answer: B

NEW QUESTION 671

- (Topic 10)

Roles are available in Personal and Group edition

- A. True
- B. False

Answer: B

NEW QUESTION 675

CORRECT TEXT - (Topic 10)

You can use inline editing to maintain all detail pages in the application except for....?

A.

Answer: DocumentsandForecasts

NEW QUESTION 678

- (Topic 10)

You can create a custom report on solution categories and solution categories are available in list views.

A. True

B. False

Answer: B

NEW QUESTION 679

- (Topic 10)

Once you define a custom fiscal year structure, your company can not return to the standard fiscal year calendar.

A. True

B. False

Answer: A

NEW QUESTION 681

- (Topic 10)

To track revenue gain or loss based on currency fluctuations, you must implement

A. Multi-Currency

B. Sandbox

C. Territory Management

D. Advanced Currency Management

Answer: :D

NEW QUESTION 683

- (Topic 10)

Which one of these is NOT a recorded “activity” in SFDC?

A. Emails

B. Dials

C. Events

D. Tasks

E. Log a Call (after call completion)

Answer: B

NEW QUESTION 685

- (Topic 10)

You are about to enter a new lead from a cold call into SFDC. What do you do first?

A. Search to determine if the company record already exists in Salesforce because you NEVER want to add duplicate data.

B. Start entering the new lead

C. Import the lead into SFDC using your Outlook email account

Answer: A

NEW QUESTION 686

- (Topic 10)

Select the option that is NOT true of opportunities:

A. I should use consistent naming conventions when identifying my opportunities (ex: Account Name –Package offered)

B. Expected Revenue is automatically generated by multiplying the Amount field by the Probability Field (I do not need to add this figure)

C. Close Date should be the “best” guess as to when I will close a deal

D. The amount field is not for the estimated amount of the sale, but dollar amount I will pay Bill Nuttall for processing my order.

E. Probability is the confidence factor that I will win the Opportunity, and is typically based on the Stage Value

Answer: D

NEW QUESTION 690

- (Topic 10)

You can only use standard fields when generating email and mail merge documents for leads or contacts.

- A. True
- B. False

Answer: B

NEW QUESTION 693

- (Topic 10)

What is the maximum length of a Text Area?

- A. 32000
- B. 255
- C. 3200

Answer: B

NEW QUESTION 694

- (Topic 10)

Editing Records: If I see a magnifying glass icon next to any field in SFDC, this means I can start typing into the field and matches will automatically appear to choose from. Or, I can click on the magnifying glass icon and look up data to fill the field with.

- A. True
- B. False

Answer: A

NEW QUESTION 699

- (Topic 10)

Which of the following can be done on the Activity Settings page at Your Name | Setup | Customize | Activities | Activity Settings?

- A. Enable Group Tasks.
- B. Mass transfer activities.
- C. Enable Email Tracking.
- D. Show Event Details on Multi-User Calendar View.
- E. Enable Email Attachments.
- F. Change the Activities page layout.

Answer: ACD

NEW QUESTION 702

- (Topic 10)

What steps are part of the process to enable Multi-Currency in an organization?

- A. Create a Sandbox
- B. Contact salesforce.com to enable multiple currencies
- C. Enable Advanced Currency Management
- D. Choose a default currency

Answer: BD

NEW QUESTION 704

- (Topic 10)

Which of the following statements is true about Dashboard Refreshes?

- A. Your organization is limited to no more than 400 scheduled dashboard refreshes
- B. Unlimited Edition users can schedule up to two dashboard refreshes per hour per day; Enterprise Edition users can schedule up to one dashboard refresh per hour per day.
- C. Your organization is limited to no more than 200 scheduled dashboard refreshes
- D. Unlimited Edition users can schedule up to two dashboard refreshes per hour per day; Enterprise Edition users can schedule up to one dashboard refresh per hour per day.
- E. Your organization is limited to no more than 200 scheduled dashboard refreshes.
- F. Unlimited Edition users can schedule up to four dashboard refreshes per hour per day; Enterprise Edition users can schedule up to two dashboard refresh per hour per day.

Answer: B

NEW QUESTION 709

- (Topic 10)

Does access to folders respect the role hierarchy?

- A. Yes
- B. No

Answer:

B

NEW QUESTION 711

- (Topic 10)

When using Territory Management, can an opportunity be associated with multiple territories?

- A. Yes
- B. No

Answer: B

Explanation:

Accounts and Users can be associated with multiple opportunities but Opportunities can only be in one territory.

NEW QUESTION 715

CORRECT TEXT - (Topic 10)

What happens if you add a picklist value to a field when there are multiple record types?

A.

Answer: You will be prompted to select the record type that should include the new value.

NEW QUESTION 720

- (Topic 10)

What type of relationship should be built for a one-to-one?

- A. Master-Detail Relationship
- B. Look-up Relationship
- C. Master-Detail Field
- D. Look-up Field

Answer: :BD

NEW QUESTION 722

- (Topic 10)

Which option is NOT true of events?

- A. Events are scheduled events or meetings
- B. Events are to-do lists
- C. I can invite participants to an Event (like scheduling a demo, for example)
- D. Events automatically move to Activity History when the time of the Event is past.

Answer: B

NEW QUESTION 724

- (Topic 10)

Which will appear on your pipeline report?

- A. Leads
- B. Opportunities
- C. Accounts

Answer: B

NEW QUESTION 728

- (Topic 10)

I can email opportunities, accounts, leads, or contacts directly from SFDC, and all of these communications will be automatically saved in my activity history.

- A. True
- B. False

Answer: A

NEW QUESTION 733

CORRECT TEXT - (Topic 10)

What objects in the Org Wide Defaults allow you to do a public read/write/transfer?

A.

Answer: Leads and cases

NEW QUESTION 734

- (Topic 10)

A default person account record type named "Person Account" is automatically created when person accounts are enabled for your organization.

- A. True
- B. False

Answer: A

NEW QUESTION 736

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