

# Salesforce

## Exam Questions ADM-201

Administration Essentials for New Admins



#### 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)

Who can select the "sharing" button on Account and Opportunity records?

- A. The Record Owner, System Administrator, and a User shared to the record
- B. The Record Owner, a User shared to the record, and any User above the Record Owner in the RoleHierarchy
- C. The Record Owner, a User above the Record Owner, and the System Administrator
- D. The Record Owner and System Administrator

**Answer: C**

#### NEW QUESTION 3

- (Topic 1)

When Chatter is enabled in an org, the following happens (choose all that apply).

- A. The Chatter app is added to the Force.com app menu
- B. The Chatter tab is added to all standard apps
- C. Accounts, Contacts, Cases, Leads and Opportunities are enabled for Chatter
- D. All users are added to the All Chatter group
- E. All of the above

**Answer: :ABC**

#### NEW QUESTION 4

- (Topic 1)

Dynamic Dashboards allow data to be displayed by the user viewing it, rather than by a specified running user - eliminating the need to create the same dashboard for multiple users.

- A. True
- B. False

**Answer: A**

#### NEW QUESTION 5

- (Topic 1)

When creating a sales process, the System Administrator will be modifying/filtering the values of the field.

- A. Amount
- B. Stage
- C. Next Steps
- D. Status
- E. Close Date

**Answer: B**

#### NEW QUESTION 6

- (Topic 1)

The Data Loader can de-duplicate records during import.

- A. True
- B. False

**Answer: B**

#### NEW QUESTION 7

- (Topic 1)

The following are true about scheduling and emailing reports.

- A. The running user determines whose data is visible on the report.
- B. The running user must have access to the folder in which the report is saved.
- C. All email recipients must have access to the same folder.
- D. The report is emailed within 30 minutes of the Preferred Start Time
- E. All of the above

Answer: E

**NEW QUESTION 8**

- (Topic 1)

The System Administrator has been asked to ensure an email goes out to Sales Ops when an opportunity is closed notifying them of the closed deal. What evaluation criteria will the system admin use for the workflow rule?

- A. When a record is created
- B. When a record is created or updated
- C. When a record is created/updated and didn't previously meet the trigger criteria
- D. None of the above

Answer: C

**NEW QUESTION 9**

- (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 10**

- (Topic 1)

Use a picklist to filter the values of one picklist based on the value of another picklist.

- A. Controlling
- B. Multi-select
- C. Dependent
- D. Independent

Answer: A

**NEW QUESTION 10**

- (Topic 1)

When a user logs in the first time to Salesforce, the following takes place (check all that apply)

- A. A cookie is placed in the their browser
- B. Pop ups are automatically disabled
- C. Their IP address is added to a trusted list
- D. They are prompted to answer a security question

Answer: AC

**NEW QUESTION 14**

- (Topic 1)

In order to enable multi-currency feature in Salesforce, you must

- A. Contact Salesforce.com
- B. Check the Enable Multi-currency checkbox in your Chatter profile
- C. Operate your business in at least two different countries
- D. You cannot enable this feature once you've implemented Salesforce.

Answer: A

**NEW QUESTION 18**

- (Topic 1)

The system administrator needs to ensure that all Leads coming from the website are assigned a website lead queue, that all Leads for a recent trade show are assigned to Matt Wilson and all other leads are assigned to Phil Smith. The system administrator will

- A. Create 3 assignment rules
- B. Create 1 assignment rule with multiple criteria entries
- C. Create an assignment rule and 2 workflow rules
- D. Use workflow rules to accomplish this

Answer: B

**NEW QUESTION 20**

- (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 23**

- (Topic 1)

If a user tries to login outside the IP range specified in their profile, the result will be.

- A. They will be logged in as normal
- B. They will have to reset their password
- C. They will be prompted to activate their computer
- D. They will be denied access
- E. None of the above

**Answer:** D

**NEW QUESTION 25**

- (Topic 1)

Which of the following are true about List Views?

- A. Save list views for future use.
- B. Specify which groups of users have access to the list view.
- C. Print list views.
- D. Follow records and view related Chatter posts.
- E. Export List View data to Excel
- F. All of the above

**Answer:** ABCD

**NEW QUESTION 26**

- (Topic 1)

If your company's fiscal year follows the Gregorian calendar, you must use Custom Fiscal Years.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 27**

- (Topic 1)

Permission sets can replace the need for profiles.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 30**

- (Topic 1)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 33**

- (Topic 1)

Which of the following can be used to create a back up of data from Salesforce?

- A. Weekly Data Export
- B. Data Loader
- C. Import Wizard
- D. Reports
- E. Dashboards

**Answer:** ABD

**NEW QUESTION 38**

- (Topic 1)

Use to filter or segment picklist values based on the user's profile.

- A. Record Types
- B. User Profiles
- C. Role Hierarchy

- D. Business Processes
- E. Field Level Security

**Answer:** A

**NEW QUESTION 39**

- (Topic 1)

Locale settings control how users view date formats, time formats and number formats.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 43**

- (Topic 1)

The system administrator was testing workflow rules and needs to delete pending time- based workflow actions. How can he/she do this?

- A. Delete the workflow rule
- B. Deactivate the workflow rule
- C. Delete the actions in the Time-based Workflow queue
- D. Reset passwords for all users of the org
- E. None of the above

**Answer:** C

**NEW QUESTION 48**

- (Topic 1)

Which report type provides a simple list of data with no subtotals?

- A. Matrix
- B. Summary
- C. Tabular
- D. Custom
- E. Standard

**Answer:** C

**NEW QUESTION 53**

- (Topic 1)

Public groups can be used to simplify the creation of sharing rules for Administrators.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 57**

- (Topic 1)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 62**

- (Topic 1)

In a private sharing model, the following can be used when Role Hierarchy alone isn't sufficient when providing record access to users (choose all that apply)

- A. Forecasting
- B. Sharing rules
- C. Manual Sharing
- D. Teams (Account, Sales and Case)
- E. Apex Triggers

**Answer:** BCD

**NEW QUESTION 63**

- (Topic 1)

Will two different users get the same search results on searching for a common keyword?

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 67**

- (Topic 1)

Lookup fields allow users to select a record from another object during data entry, creating a parent-child relationship.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 72**

- (Topic 1)

Your organization is a US-based company with a default currency of US Dollars. As a sales rep, your personal currency set to British Pounds. You create an opportunity with a currency in British Pounds. The administrator updates the currency conversion rates. Which of the following best describes what happens to the amount of your British-Pound- based opportunity?

- A. The overall opportunity amount does not change but the converted amount in a report does.
- B. The overall opportunity amount and converted amount in a report changes
- C. Only newly created opportunities reflect the change
- D. Only historically created opportunities reflect the change

**Answer:** A

**NEW QUESTION 74**

- (Topic 1)

Users can post a static image of a component to the dashboard feed, a user feed or a group feed, this feature is called

- A. Dashboard Component Snapshot
- B. The Running User
- C. Chatter Groups
- D. Dashboard Component
- E. Dynamic Dashboards

**Answer:** A

**NEW QUESTION 77**

- (Topic 1)

In order to import Opportunity records into Salesforce, a system administrator may use the Import Wizard.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 78**

- (Topic 1)

Deleted records will be stored in the Recycle Bin for up to 15 days.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 82**

- (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 84**

- (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 89**

- (Topic 1)

The determines if a user can read, create and edit Contact records, the determines if he can see/edit contact records owned by his subordinates.

- A. Role, Profile
- B. OWD, Sharing rules
- C. Sharing rules, Role Hierarchy
- D. Profile, Role

**Answer:** :D

**NEW QUESTION 92**

- (Topic 2)

If a lead, with a single marketing campaign is converted, the campaign information will map to the newly created contact and opportunity record automatically

- A. True
- B. False

**Answer:** A

**NEW QUESTION 93**

- (Topic 2)

What do you need to specify when you schedule a report?

- A. You need user with Marketing Profile to "Schedule Reports"
- B. You need user permission to "Schedule Reports"
- C. You need user to have a Manager Role
- D. Click Run Report and choose Schedule Future Runs... from the drop-down button.

**Answer:** D

**NEW QUESTION 96**

- (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 97**

- (Topic 2)

An S-Control may be all of the following EXCEPT:

- A. HTML
- B. XML
- C. URL
- D. Snippet

**Answer:** B

**NEW QUESTION 99**

- (Topic 2)

You can use a Custom Lookup field to create a relationship between an opportunity and a contact.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 104**

- (Topic 2)

Custom Fiscal years are for companies that break down their fiscal years, quarters, and weeks in to custom fiscal periods based on their financial planning requirements.

- A. True
- B. False

Answer: A

**NEW QUESTION 107**

- (Topic 2)

A custom lookup field can be added to create a relationship between a standard object and which of the following objects?

- A. Users and Custom Objects
- B. Leads, Accounts, Contacts and Custom Objects
- C. Users, Custom Objects and Campaigns
- D. Custom Objects, Contract and Campaigns

Answer: A

**NEW QUESTION 110**

- (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 111**

- (Topic 2)

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

- A. True
- B. False

Answer: B

**NEW QUESTION 114**

- (Topic 2)

Once a field is hidden from a Profile using 'Field Level Security', a User associated to that Profile can still see the field using the following:

- A. List Views
- B. Reports
- C. Search
- D. None of the above, the user cannot see the field at all

Answer: D

**NEW QUESTION 116**

- (Topic 2)

are a collection of Force.com components and applications that are made available to other organizations through the AppExchange.

- A. Application
- B. Object
- C. Workflow Rules
- D. Packages
- E. Visual Force Page

Answer: D

**NEW QUESTION 120**

- (Topic 2)

An S-Control may be used in all of the following ways EXCEPT:

- A. Dashboard Component
- B. Custom Button
- C. Custom Link
- D. Import Wizard

Answer: :D

**NEW QUESTION 123**

- (Topic 2)

In Spring'11 salesforce.com release Dynamic Dashboards have been launched for which edition:

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

Answer: C

**NEW QUESTION 126**

- (Topic 2)

Inline Editing is available in visual force pages?

- A. True
- B. False

Answer: A

**NEW QUESTION 130**

- (Topic 2)

What information may be updated on the Company Profile?

- A. Language, Locale, and Time Zone
- B. Fiscal Year
- C. Primary Contact and Address Information
- D. Forecasting
- E. All of the above

Answer: ABC

**NEW QUESTION 132**

- (Topic 2)

[106] You can set the Tab as a Landing Tab while creating the Tab for the Object?

- A. True
- B. False

Answer: B

**NEW QUESTION 135**

- (Topic 2)

Standard Fiscal Years are periods that follow Gregorian calendar, but can start on the first day of any month of the year.

- A. True
- B. False

Answer: A

**NEW QUESTION 137**

- (Topic 2)

Field Sets works on both Standard as well as Custom Objects?

- A. True
- B. False

Answer: A

**NEW QUESTION 140**

- (Topic 2)

What information does the Company Profile Hold?

- A. Language, Locale, and Time Zone
- B. Licenses, Storage and Used Space
- C. Fiscal Year
- D. Forecasting
- E. None of the above

Answer: ABC

**NEW QUESTION 143**

- (Topic 2)

It is possible to share a custom object record manually

- A. True
- B. False

Answer: A

**NEW QUESTION 145**

- (Topic 2)

In order to Enable Territory Management you should have:

- A. Standard Profile
- B. Customizable Forecasting
- C. Enable Forecasting
- D. All of the above

**Answer:** :B

**NEW QUESTION 146**

- (Topic 2)  
Recent Items use the?

- A. Edit Pagelayout
- B. Detail Pagelayout
- C. Sidebar
- D. Related List

**Answer:** C

**NEW QUESTION 147**

- (Topic 2)  
Searches and Filters that take a long time may be cancelled?

- A. True
- B. False

**Answer:** A

**NEW QUESTION 149**

- (Topic 2)  
5 dynamic dashboards for Enterprise Edition  
10 for Unlimited Edition 3 Developer Edition.  
To create, edit, and delete dynamic dashboards: "Run Reports" AND "Manage Dynamic Dashboards"  
Which of the following events are allowed while writing a trigger on feeds item and feed Comment object?

- A. Insert, Update
- B. Insert, Delete
- C. Insert, Undelete
- D. Update, Undelete
- E. Insert, Update, Delete

**Answer:** B

**NEW QUESTION 154**

- (Topic 2)  
Which of the following object relationships is NOT allowed?

- A. Standard object as the "master" and a custom object as the detail
- B. Custom object as the master" and a standard object as the detail
- C. Custom object as a lookup to a standard object
- D. Custom object as a lookup to a custom object

**Answer:** B

**NEW QUESTION 158**

- (Topic 2)  
Custom formula fields are recalculated:

- A. Nightly
- B. Every twenty minutes
- C. Once per user session
- D. Each time a user views the record

**Answer:** D

**NEW QUESTION 161**

- (Topic 2)  
Related Lists display the many side of a one-to-many relationship

- A. True
- B. False

**Answer:** A

**NEW QUESTION 166**

- (Topic 2)

With Client Management enabled, when a lead is converted without a value in the company field, it becomes a person account.

- A. True
- B. False

**Answer: A**

**NEW QUESTION 170**

- (Topic 2)

What can a Task do that an Email Alert Cannot do? Choose 2 answers.

- A. Tasks allow you to track the specific actions you plan to perform or have performed
- B. Email Alerts cannot track specific actions.
- C. Email Alerts allow you to track the specific actions you plan to perform or have performed
- D. Tasks cannot track specific actions

**Answer: AB**

**NEW QUESTION 175**

- (Topic 2)

Custom lead fields can be mapped to which sets of objects in salesforce.com?

- A. Account, Contact, Opportunity, or Campaigns
- B. Account, Contact, or Opportunity
- C. Account or Contact Only
- D. Contact or Opportunity Only

**Answer: B**

**NEW QUESTION 178**

- (Topic 2)

Users can be deleted from salesforce.com

- A. True
- B. False

**Answer: B**

**NEW QUESTION 180**

- (Topic 2)

Fields hidden using Field Level Security are subject to Data Validation Rules.

- A. True
- B. False

**Answer: B**

**NEW QUESTION 182**

- (Topic 2)

Case Assignment Rules are based on elapsed time

- A. True
- B. False

**Answer: A**

**NEW QUESTION 184**

- (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 185**

- (Topic 2)

How is the expected revenue calculated in the opportunity?

- A. Amount multiplied by the total price of all opportunity line items
- B. The sales price on any line item times the probability of the opportunity
- C. Opportunity Amount multiplied by the probability
- D. Amount multiplied by the discount percent

**Answer: C**

**NEW QUESTION 186**

- (Topic 2)

Assets are related to which of the following sets of objects?

- A. Opportunities, Products, Cases, Accounts, and Contacts
- B. Products, Cases, Accounts, and Contacts
- C. Cases, Contracts, Accounts, and Contacts
- D. Opportunities, Cases, and Accounts
- E. Opportunity Line Items, Cases, Accounts, and Contacts

**Answer: :B**

**NEW QUESTION 190**

- (Topic 2)

With Spring'11 release now you can have Photos in Dashboard components?

- A. No
- B. Yes but only in Tables
- C. Yes in every type of Chart

**Answer: B**

**NEW QUESTION 191**

- (Topic 3)

System Administrators have this permission by default.

- A. None of these
- B. Report Wizard
- C. Report Builder
- D. Both Report Wizard and Report builder

**Answer: C**

**NEW QUESTION 193**

- (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 196**

- (Topic 3)

You can not use the browser's print function to print reports.

- A. True
- B. False

**Answer: B**

**NEW QUESTION 198**

- (Topic 3)

Who may be assigned a workflow task? There are 4 correct answers?

- A. A single user
- B. Multiple users
- C. The Record owner
- D. The Record creator
- E. An Account team role
- F. A Sales Team Role

**Answer: ACDEF**

**NEW QUESTION 203**

- (Topic 3)

User A modifies a record. This modification triggers a workflow rule for immediate execution that includes a field update on the current record. After the execution is complete, what user will be listed under the Last Modified field of this record?

- A. User A
- B. The designated workflow user
- C. The default workflow user

D. The last user to modify the record prior to User A

**Answer:** A

**NEW QUESTION 204**

- (Topic 3)

You can create the following Email Template Formats: Choose 4

- A. Text
- B. Visual Force
- C. HTML with Letterhead
- D. XML Templates
- E. Custom HTML

**Answer:** ABCE

**NEW QUESTION 205**

- (Topic 3)

A Standard profile that has Standard User Permissions and can manage published solutions and solution categories

- A. Marketing Profile
- B. Contract Manager
- C. System Administrator
- D. Marketing User
- E. Solution Manager

**Answer:** E

**NEW QUESTION 208**

- (Topic 3)

If you change the data type of any custom field used for lead conversion, that lead field mapping will be deleted:

- A. True
- B. False

**Answer:** A

**NEW QUESTION 210**

- (Topic 3)

How does Locale settings affect your exported CSV file?

- A. It doesn't affect anything.
- B. It determines the delimiter.
- C. It determines the encoding.
- D. It determines the encryption.

**Answer:** B

**NEW QUESTION 212**

- (Topic 3)

Standard reports are visible through the Reports search.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 216**

- (Topic 3)

What is a Dashboard made of?

- A. Tables
- B. Summary Reports
- C. Charts
- D. Gauges

**Answer:** ABD

**NEW QUESTION 219**

- (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 224**

- (Topic 3)

Which statements are true about Cloud Scheduler?

- A. It is available in Group, Professional, Enterprise, Unlimited, and Developer Editions only.
- B. Cloud Scheduler is now enabled by default for all organizations.
- C. You can automatically see the New Meeting Request button on all eligible contact, lead, and person account detail pages.
- D. Meeting organizers can not use Cloud Scheduler to request meetings with customers, and have customers select preferred times before confirming the meeting.
- E. Administrators can add or remove the New Meeting Request button on multiple page layouts using the new Cloud Scheduler quick setup method.

**Answer:** BCE

**NEW QUESTION 227**

- (Topic 3)

A System Administrator can edit a profile to:

- A. Prevent a user from viewing custom tabs
- B. Prevent the use of Mass email
- C. Deny a user access to other users leads

**Answer:** B

**NEW QUESTION 228**

- (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 230**

- (Topic 3)

You CANNOT delete standard fields but you can remove non-required standard fields from a page layout

- A. True
- B. False

**Answer:** A

**NEW QUESTION 232**

- (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 234**

- (Topic 3)

Mail Merge is available in which Salesforce Editions?

- A. All except Professional
- B. Professional and Enterprise
- C. Professional, Developer and Enterprise
- D. Enterprise and Developer only
- E. Developer, Enterprise and Unlimited only
- F. All editions

**Answer:** F

**NEW QUESTION 239**

- (Topic 3)

Which of the following features is not available in Professional Edition?

- A. Big Deal Alert
- B. Workflow
- C. Account Sharing Rules
- D. Multi-Currency

**Answer:** B

**NEW QUESTION 241**

- (Topic 3)

Printable View does not Save all the report formatting.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 246**

- (Topic 3)

What happens when you convert a Lead and an existing account and contact have the same name as the one specified on the lead?

- A. A new account and contact will be created with different Salesforce ID.
- B. You can choose to update the existing account and contact.
- C. The records will automatically update.
- D. The conversion will fail.
- E. The account and contact will automatically be overwritten

**Answer:** B

**NEW QUESTION 249**

- (Topic 3)

Which of the following is a standard Profile?

- A. Sales User
- B. Marketing User
- C. Invoice Manager
- D. Contract Manager

**Answer:** :BD

**NEW QUESTION 250**

- (Topic 3)

If you are added to a Sales Team with read/write access you then have the ability to extend sharing on the opportunity to other users.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 254**

- (Topic 3)

What is the click path to enable Enhance Profile Management?

- A. Setup | Customize | User Interface
- B. Setup | Manage Users | Profiles
- C. Setup | Profiles | Customize

**Answer:** A

**NEW QUESTION 256**

- (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 261**

- (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 264**

- (Topic 3)

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

- A. True
- B. False

**Answer: B**

**NEW QUESTION 266**

- (Topic 3)

What type of information can NOT be shown with an S-Control Dashboard component?

- A. Combination of two other Dashboard components
- B. External feed of data
- C. Data Warehouse information
- D. Flash representations of data

**Answer: B**

**NEW QUESTION 271**

- (Topic 3)

A Profile is a collection of settings and permissions that determine what the user can do with records they have access to and how they view those records.

- A. True
- B. False

**Answer: A**

**NEW QUESTION 273**

- (Topic 3)

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

- A. S-Control
- B. Formula Field
- C. Default values on Standard Fields

**Answer: C**

**NEW QUESTION 277**

- (Topic 3)

The Report Builder is different from the Report Wizard.

- A. True
- B. False

**Answer: A**

**NEW QUESTION 279**

- (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 281**

- (Topic 3)

Universally required fields always display on edit pages regardless of field-level security.

- A. True
- B. False

**Answer: :A**

**NEW QUESTION 282**

- (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 283**

- (Topic 3)

Record locking prevents users from editing a record only if they have certain field-level security or sharing settings.

- A. True
- B. False

**Answer:** B

**Explanation:**

Explanation/Reference:

Record Locking is a process of preventing users from editing a record regardless of field level security / sharing settings

**NEW QUESTION 287**

- (Topic 3)

How many profiles can load in a single list view with Enhanced Profile Management enabled?

- A. 300
- B. 500
- C. 200
- D. 1.000

**Answer:** C

**NEW QUESTION 292**

- (Topic 3)

All of the following are default Account record types- with Client Management EXCEPT:

- A. Account Tab Default
- B. Business Account Default
- C. Person Account Default
- D. Partner Account Default

**Answer:** D

**NEW QUESTION 293**

- (Topic 3)

Up to 25 custom lookup fields can be defined per object.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 297**

- (Topic 3)

Which type(s) of file(s) is accessible through Content?

- A. Audio Files.
- B. PPT and Video files only.
- C. Salesforce CRM Content can include all file types.
- D. Files attached to a Chatter profile post.
- E. Video Files.
- F. Microsoft® PowerPoint presentations.

**Answer:** C

**NEW QUESTION 300**

- (Topic 4)

Which of the following statements are true concerning email activation? (Select one)

- A. The email activation feature requires that the user click an activation link before logging onto a new computer.
- B. The email activation feature cannot be disabled.
- C. The email activation feature can be disabled by request to Salesforce.com support.
- D. The email activation feature can be disabled through the UI.

**Answer:**

:C

**NEW QUESTION 301**

- (Topic 4)

When looking at a vertical column chart, what can a user click on to drill down to a filtered source report? Choose 3 answers

- A. Component header
- B. Individual groups
- C. The Y - axis
- D. Legend entries
- E. The X- axis

**Answer:** BDE

**NEW QUESTION 303**

- (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 308**

- (Topic 4)

A company that uses custom fiscal year: A standard forecast option is unavailable. Administrator will have to build a custom forecast for the same.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 311**

- (Topic 4)

What can be reviewed using the process visualizer?

- A. Sales Processes
- B. Approval Processes
- C. Support Processes
- D. Workflow Rules

**Answer:** B

**NEW QUESTION 316**

- (Topic 4)

How many roles can you create for your org?

- A. 200
- B. 300
- C. 500
- D. No Limit

**Answer:** C

**NEW QUESTION 317**

- (Topic 4)

File attachments, document tabs, and sales force content count towards Data Storage:

- A. True
- B. False

**Answer:** B

**NEW QUESTION 320**

- (Topic 4)

Which tool should be used to Import more then 65000 records in Salesforce.com?

- A. SFDC Import Wizard
- B. Data Loader

**Answer:** B

**NEW QUESTION 324**

- (Topic 4)

Can an administrator change the profile settings of the Standard Solution Manager profile?

- A. Yes
- B. No
- C. Depends on the Setting of the Administrator profile

**Answer: B**

**NEW QUESTION 325**

- (Topic 4)

Which of the following is not a valid business process in Salesforce.com?

- A. Sales Processes
- B. Marketing Process
- C. Lead Processes
- D. Support Processes
- E. Solution Processes

**Answer: B**

**NEW QUESTION 326**

- (Topic 4)

On Lead Conversion, the Close Date of the newly created opportunity is automatically set to?

- A. Blank
- B. Today
- C. Last Day of Current Quarter
- D. Last Day of Current Month
- E. Last Day of Current Year

**Answer: C**

**NEW QUESTION 328**

- (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 331**

- (Topic 4)

A role has many to many relationships with the user?

- A. True
- B. False

**Answer: B**

**NEW QUESTION 334**

- (Topic 4)

The SideBar search does not Search the following: Choose 3 answers

- A. Custom Objects
- B. Documents
- C. Products
- D. Reports
- E. Solutions

**Answer: BCE**

**NEW QUESTION 337**

- (Topic 4)

A user successfully login's at 3:00 PM, What happens at 3:31 PM, if the Login hours for the user's Profile are set from 7:30 AM to 3:30 PM?

- A. User is automatically Logged Out
- B. User keeps working continuously without any issues
- C. User is asked in a Popup window if he would like to extend his session
- D. User is logged out once he tries to do any DML (Data Manipulation) Operation i.
- E. Save, Edit etc.

**Answer:** D

**NEW QUESTION 338**

- (Topic 4)

What is the Impact on a User of the Organization level Locale Changes?

- A. The default Locale of the user is also set to the new Organization Level locale
- B. The User is asked for a Choice; if he would like to choose New Organization Locale or his own Locale
- C. No Impact on the User as he keeps using his own default Locale
- D. From a new session, user will see everything in the New Organization Locale

**Answer:** C

**NEW QUESTION 342**

- (Topic 4)

Which cannot be done on a Salesforce to Salesforce connection finder?

- A. Identify the Salesforce systems administrator at another company
- B. Custom brand an email sent to identify connections
- C. Survey partners for their use of Salesforce
- D. Survey customers for their use of Salesforce

**Answer:** D

**NEW QUESTION 346**

- (Topic 4)

Which Step is not a part of creating custom application?

- A. Selecting tabs
- B. Adding a logo
- C. Selecting profiles
- D. Creating a custom object

**Answer:** D

**NEW QUESTION 347**

CORRECT TEXT - (Topic 4)

Where would you make a field required?

A.

**Answer:** PageLayout

**NEW QUESTION 348**

- (Topic 4)

Which of the following components inherits the record type and profile associations, related lists, fields, and field access settings from its associated page layout?

- A. Console layout
- B. Mini Page Layout
- C. Detail View
- D. Related Objects

**Answer:** B

**NEW QUESTION 353**

- (Topic 4)

What determines the suggested criteria for lookup filter?

- A. Previously used filter criteria
- B. Organization Wide Default settings
- C. The current application schema
- D. A survey taken when enabling this feature

**Answer:** A

**NEW QUESTION 354**

- (Topic 4)

What type of field can a lookup filter be applied to? Choose 3 answers mmm

- A. Hierarchical relationship fields
- B. Master-Detail relationship fields
- C. Relationship fields for records owned by queues
- D. Lookup fields to the Account, Contact, User, and Custom Objects
- E. Lookup fields to the Activity object

**Answer:** ABD

**NEW QUESTION 357**

- (Topic 4)

You can customize to restrict users ability to log in to salesforce.

- A. Profile
- B. Role
- C. Page Layout
- D. Record Type
- E. Security Settings

**Answer:** A

**NEW QUESTION 358**

- (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 359**

- (Topic 4)

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

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

**Answer:** C

**NEW QUESTION 362**

- (Topic 4)

What is True about the Role Hierarchy

- A. Controls data visibility
- B. Controls record roll-up forecasting and reporting
- C. Not necessarily the company or
- D. chart
- E. Controls Read / Write and Transfer Rules for each user

**Answer:** ABC

**NEW QUESTION 367**

- (Topic 4)

Do Validation rules get enforced on the Lead Conversion?

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 368**

- (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 370**

- (Topic 4)

A public group is a grouping of all Except?

- A. Users
- B. Public Groups
- C. Queue

- D. Roles
- E. Roles and Subordinates

**Answer: C**

**NEW QUESTION 373**

- (Topic 4)

The system administrator has created a new custom object and application. This individual now needs to populate the new object with 1000 records, which are formatted in a CSV file. The Import Wizard (Data Management --> Import Custom Objects) is appropriate for this task.

- A. True
- B. False

**Answer: A**

**NEW QUESTION 375**

- (Topic 4)

Is it true that campaigns and opportunities have many to many relationship?

- A. True
- B. False

**Answer: B**

**NEW QUESTION 379**

- (Topic 4)

Which of the following is true that can cause data loss when an existing custom field is changed? (Check all that apply)

- A. Changing to or from type Date or Date/Time
- B. Changing to Number from any other type
- C. Changing to number from Percent
- D. Changing to one Currency from any other currency type

**Answer: ABCD**

**NEW QUESTION 380**

- (Topic 4)

Field-level security can be used to make a field required

- A. True
- B. False

**Answer: B**

**NEW QUESTION 381**

- (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 384**

- (Topic 4)

If using Customizable forecasting there is a separate forecast role hierarchy

- A. True
- B. False

**Answer: A**

**NEW QUESTION 386**

- (Topic 4)

Which of the following profile permissions will enable the User to edit any record, regardless of the Sharing Model?

- A. Customize Application
- B. View Setup and Configuration
- C. View All Data
- D. Modify All Data
- E. None of the Above

**Answer: D**

**NEW QUESTION 389**

- (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 390**

- (Topic 4)

Workflow Tasks are NOT tracked in the Activity History and can be reported on MMM?

- A. True
- B. False

**Answer: B**

**NEW QUESTION 393**

- (Topic 4)

What objects are cases related to?

- A. Accounts
- B. Forecast
- C. Contacts
- D. Campaign

**Answer: AC**

**NEW QUESTION 394**

- (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 399**

- (Topic 5)

Which Salesforce editions support Sandbox?

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

**Answer: AF**

**NEW QUESTION 403**

- (Topic 5)

Customizable Forecasting is a prerequisite in order to enable territory management?

- A. True
- B. False

**Answer: A**

**NEW QUESTION 408**

- (Topic 5)

Account Teams might be utilized for what?

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

**Answer:** AB

**NEW QUESTION 412**

- (Topic 5)

What should be the Advanced filter Conditions to meet the requirement "Find contacts owned by Poo that have a title of CFO, functional role of CFO, or reports to the CFO?"

- 1) Title equals CFO
- 2) Functional Role equals CFO
- 3) Reports To equals CFO
- 4) Contact Owner contains Poo
- 1) A. (1 OR 2 OR 3) AND 4

- A. (4 AND (2 OR 3)) OR 1
- B. (1 OR 2 OR (3 AND 4))
- C. (1 AND (2 OR 3)) OR 4

**Answer:** A

**NEW QUESTION 413**

- (Topic 5)

On which OWD sharing defaults the Sharing Rules can't be defined?

- A. OWD is Private
- B. OWD is Public Read Only
- C. OWD is Public Read Write
- D. Sharing rules can be created on any of the above

**Answer:** C

**NEW QUESTION 417**

- (Topic 5)

Which of the following Email Template cannot be used to send a mass email?

- A. Text
- B. HTML with Letterhead
- C. Custom HTML
- D. Visual force

**Answer:** D

**NEW QUESTION 421**

- (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 424**

- (Topic 5)

Which of the following does not need business process?

- A. Leads
- B. Opportunities
- C. Contacts
- D. Cases

**Answer:** C

**NEW QUESTION 425**

- (Topic 5)

Record type picklist filtering applies to dependent picklists.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 427**

- (Topic 5)

The opportunities fields of the campaign statistics section on a campaign detail page will

only be populated for the campaign designated as the primary campaign source?

- A. True
- B. False

**Answer:** A

**NEW QUESTION 431**

- (Topic 5)

When are the formula fields Re - Calculated?

- A. Every 15 minutes
- B. Every time they are seen
- C. After every DML Operation
- D. Admin can set the time of Refresh

**Answer:** B

**NEW QUESTION 436**

- (Topic 5)

Unmanaged packages do not include locked components but can be upgraded?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 439**

- (Topic 5)

Which of the following types of packages can be upgraded?

- A. Managed Packages
- B. Unmanaged Packages
- C. Both A & B
- D. None of the Above

**Answer:** A

**NEW QUESTION 442**

- (Topic 5)

A user who has access to formula field can reference fields to which he or she doesn't have access to allowing him or her to view restricted data.

- A. True
- B. False

**Answer:** :A

**NEW QUESTION 447**

- (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 451**

- (Topic 5)

Custom Summary Formulas can run calculations on report calculations.

- A. True
- B. False

**Answer:** B

**Explanation:**

Explanation/Reference:

Custom summary formulas support calculations on custom formula fields

Apply calculations only to summary rows can be used to calculate the summaries on numerical fields of summary and matrix reports

3900 chars per formula 5 per report Applies calc to only summary rows Custom formula fields are

Read only on record detail pages Not visible on edit pages

Are supported on std and custom objects Do not update last modified field

Can reference custom/std / other formula fields Cannot reference themselves

Cannot be deleted if they are referred in formulas Not searchable via sidebar / advanced search Not included in data export

Not available for lead conversion  
Not available in Offline edition / connect for outlook Are automatically calculated  
Cross object formula up to 5 levels

**NEW QUESTION 452**

- (Topic 5)

How do you find out that the Approval Process is edited?

- A. Last Modified By Field
- B. Audit trail
- C. History Record on Approval page layout
- D. All of the Above

**Answer: D**

**NEW QUESTION 454**

- (Topic 5)

A custom field is made Read only from the Field level security and Required from Page layout. The Field will be:

- A. Read Only for the User
- B. Required for the User
- C. Throws an error and don't allow to make Read only field Mandatory from page layout
- D. User is given a choice in a pop up window

**Answer: A**

**NEW QUESTION 457**

- (Topic 5)

Which of the following are setting options for the User Interface?

- A. Enable Collapsible Sections
- B. Show Quick Create
- C. Show customer Sidebar Components on All Pages
- D. Transfer all Open Opportunities
- E. Enable Drag-and-drop scheduling on List Views

**Answer: ABCE**

**NEW QUESTION 461**

- (Topic 5)

How many custom fields can be created on an object in an unlimited Edition?

- A. 100
- B. 200
- C. 500
- D. Unlimited Fields

**Answer: C**

**NEW QUESTION 462**

- (Topic 5)

What does a profile control?

- A. Tasks that users can perform on records they access
- B. Relationship between two objects
- C. View of records that users access
- D. Fields available for view in related lists

**Answer: AC**

**NEW QUESTION 465**

- (Topic 5)

Case escalation rules triggered on the last modification will be reset each time a user adds a related comment to the case?

- A. True
- B. False

**Answer: B**

**NEW QUESTION 466**

- (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 468**

- (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 472**

- (Topic 5)

What happens when a user owns an opportunity record but does not have the Read permission on Opportunity Object?

- A. He still sees the Opportunity record
- B. He is not able to see the Opportunity Record
- C. This case can never arise

**Answer:** B

**NEW QUESTION 474**

- (Topic 5)

Which of the following is not an available function in the Formula Fields?

- A. HyperLink
- B. Substitute
- C. RPad
- D. Vlookup

**Answer:** D

**NEW QUESTION 476**

- (Topic 5)

Which function is available in the report builder interface, prior to running the report?

- A. Save
- B. Printable view
- C. Schedule future runs
- D. Show/hide details
- E. Export details

**Answer:** AD

**NEW QUESTION 478**

- (Topic 5)

Scheduled reports run in the time zone of the user who schedules the report.

- A. True
- B. False

**Answer:** :A

**NEW QUESTION 483**

- (Topic 5)

When a field is deleted from the pagelayout, does it is also deleted from the Object?

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 485**

- (Topic 5)

Case escalation rules triggered on the last modification will be reset each time a user adds an activity or sends an email from the case record?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 487**

- (Topic 5)

A controlling picklist can have up to how many values?

- A. 399
- B. 500
- C. 400
- D. 350
- E. 450
- F. 300

**Answer:** F

**NEW QUESTION 488**

- (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 493**

- (Topic 5)

Running User concept in Dashboard allows users to view Data which normally they can not view?

- A. True
- B. False

**Answer:** A

**NEW QUESTION 498**

- (Topic 5)

Though multiple campaigns can be influential, you can only designate one campaign as the primary campaign source on the opportunity?

- A. True
- B. False

**Answer:** A

**NEW QUESTION 499**

- (Topic 5)

Conditional Highlighting only applies to the first summary field column in the table?

- A. True
- B. False

**Answer:** A

**NEW QUESTION 501**

- (Topic 5)

How many ranges can be defined in the case of a Conditional Highlighting?

- A. 2
- B. 3
- C. 4
- D. 5

**Answer:** B

**NEW QUESTION 504**

- (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 507**

CORRECT TEXT - (Topic 6)

What happens when a user is already logged in when restricted hours start?

A.

**Answer:** The system immediately ends the user's session.

**NEW QUESTION 510**

- (Topic 6)

From the below ... identify the WF action?

- A. Create inbound messages
- B. Create tasks
- C. Create mobile alerts
- D. Create section updates

**Answer:** B

**Explanation:**

Explanation/Reference:

Match the WF steps to setup the requirement Task: set up

Email Alert: Templates Field Update: Field Rule: criteria

**NEW QUESTION 514**

- (Topic 6)

A security token is required for API access when connecting from an IP address within the list of trusted networks.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 518**

- (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 521**

CORRECT TEXT - (Topic 6)

How can users obtain a security token?

A.

**Answer:** 1. By changing their password

**Explanation:**

2. By resetting their security token via the Salesforce UI

**NEW QUESTION 523**

- (Topic 6)

How can you ensure that a value is entered in a field?

- A. By Field level security
- B. By Setting property in page layout
- C. By creating a lookup field
- D. By defining pickup list values

**Answer:** B

**NEW QUESTION 525**

- (Topic 6)

Record Types are not available in Select the right choice

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

**Answer:** D

**NEW QUESTION 530**

- (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 533**

- (Topic 6)

All personalization made to the Reports tab (expanding and collapsing of folders) is saved automatically. When a user returns to the Reports Tab in future sessions, the settings will remain intact until they are changed:

- A. True
- B. False

**Answer:** :A

**NEW QUESTION 535**

- (Topic 6)

What is the maximum number of records that return in a report without exporting the results?

- A. 6500
- B. 5000
- C. 3000
- D. 2000
- E. 4000
- F. 3900

**Answer:** D

**NEW QUESTION 537**

- (Topic 6)

A record owner has the privileges to: View and edit records, transfer or change ownership of records, and delete owned records.

- A. Tru
- B. All the time.
- C. Fals
- D. All the time.
- E. Tru
- F. If Object permission is enabled.
- G. Fals
- H. If Object permission is disabled.
- I. Tru
- J. If Object permission is disabled.
- K. Fals
- L. If Object permission is enabled.

**Answer:** CD

**NEW QUESTION 539**

CORRECT TEXT - (Topic 6)

What type of relationship must exist if you would like the child record to remain if the parent is deleted?

A.

**Answer:** 1-1

**NEW QUESTION 543**

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 546**

- (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 550**

- (Topic 6)

Identify the maximum number of leads / contacts that you can add from a report at one time using Integrated Campaign Builder:

- A. 25000
- B. 50000
- C. 75000
- D. 100000

**Answer: B**

**NEW QUESTION 553**

- (Topic 6)

You can set a default value for a custom field.

- A. True
- B. False

**Answer: A**

**NEW QUESTION 557**

CORRECT TEXT - (Topic 6)

What does the Role Hierarchy control?

- A.

**Answer: Controlsdatavisibilityandrecordrollup**

**NEW QUESTION 560**

- (Topic 6)

When you define a Data Validation Rule, what else must you also define?

- A. Whether or not the field is required
- B. An Error Message
- C. What email gets sent if the Rule triggers
- D. Whether or not the record gets deleted

**Answer: B**

**NEW QUESTION 563**

- (Topic 6)

The org wide default is set to private. Phil smith the owner of ABC account is a US Sales

Rep reporting to the US Sales Director. The users in the US sales rep role can edit ALL opportunities associated with the accounts they own. Tim an EMEA sales rep owns an opportunity associated with the ABC account. Identify the correct role access.

- A. Phil can view but cannot edit Tims ABC opportunity
- B. TIM cannot VIEW / EDIT phils account
- C. Phil can EDIT and VIEW Tims ABC opportunity
- D. Tim can VIEW and EDIT Phils account
- E. Tim can VIEW but cannot EDIT phils account.

**Answer: CE**

**NEW QUESTION 565**

- (Topic 6)

What can users do when Chatter feed tracking is enable for dashboards? Choose 2 answers.

- A. Follow files and links for a dashboard.
- B. Follow posts and comments for a dashboard.
- C. Follow posts and comments for the dashboard source reports.
- D. Auto-follow dashboards created by the user.

**Answer: BC**

**NEW QUESTION 570**

- (Topic 6)

Org wide default is set to private. Kathy is assigned US Sales Director role with access rights to view opportunities owned by other users associated to her accounts. Jennifer is assigned EMEA Rep Role and Phil to US rep role. Which business opportunities can Kathy VIEW and EDIT?

- A. Kathy can edit and view her own opportunities
- B. Kathy can EDIT and VIEW her jennifers opportunities
- C. Kathy can edit and view Phils opportunities
- D. Kathy can view but cannot EDIT phils opportunities
- E. Kathy can View but cannot edit Jennifers opportunities

**Answer:**

ACE

**NEW QUESTION 574**

- (Topic 6)

Multiple Approvers have received your request for approving a discount that was invoked by the approval process? Approver A rejects your request. Approver B accepts your request after Approver A rejects it. Is your request approved or denied. (Assume you need only one person to approve out of all the approvers)

- A. Approved
- B. Denied
- C. Approval process is revoked
- D. Approval changes to pending stage due to conflict within approvers

**Answer: B**

**NEW QUESTION 577**

- (Topic 6)

Will WF evaluate rules retroactively?

- A. Yes
- B. No

**Answer: B**

**Explanation:**

Explanation/Reference:

When a WF is created, SF will only evaluate the rule for records created / edited from that moment forward, it will not evaluate workflow rules retroactively. That's tasks/emails will not be created for existing records in the DB that already meet the criteria necessary for the rule to trigger.

**NEW QUESTION 580**

- (Topic 6)

The maximum number of values in controlling picklists is the same as in dependent picklists.

- A. True
- B. False

**Answer: B**

**NEW QUESTION 581**

- (Topic 6)

How many Custom Summary Formulas can you have per report?

- A. 1
- B. 2
- C. 3
- D. 4
- E. 5
- F. 6

**Answer: E**

**NEW QUESTION 586**

- (Topic 6)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 587**

- (Topic 6)

Can you make a standard field unique?

- A. True
- B. False

**Answer: B**

**NEW QUESTION 590**

- (Topic 6)

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

- A. True
- B. False

**Answer:** :A

**NEW QUESTION 594**

- (Topic 6)

Select the order in which the Workflow actions fire in Salesforce.

- A. Field Updates, Outbound Messages, Email Alerts, Tasks
- B. Field Updates, Tasks, Email Alerts, Outbound Messages
- C. Apex before Triggers, Apex after Triggers, Workflow Rules
- D. Email Alerts, Outbound Messages, Field updates

**Answer:** B

**NEW QUESTION 598**

- (Topic 6)

Data Validation Rules are executed for a field (vs. as record).

- A. True
- B. False

**Answer:** B

**NEW QUESTION 603**

- (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 605**

- (Topic 6)

Can logins on specific days be restricted?

- A. Yes
- B. No

**Answer:** A

**Explanation:**

Explanation/Reference:

By setting the start and end times on the profile login hours to the same value.

**NEW QUESTION 607**

- (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 610**

CORRECT TEXT - (Topic 6)

What profile permission is required for editing and deleting public tags?

A.

**Answer:** TagManager.Note:TagManagerisenabledbydefaultfortheSystemAdministratorprofile.

**NEW QUESTION 614**

- (Topic 6)

What are the two main parts of WF?

- A. Actions and Time triggers
- B. Rules and Actions
- C. Email Alerts and Field updates
- D. Rules and Tasks

**Answer:** B

**NEW QUESTION 615**

- (Topic 6)

Only users with "Create and Customize" permission can access the Report?

- A. True
- B. False

**Answer:** A

**NEW QUESTION 618**

- (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 621**

- (Topic 6)

How many Solution records can be imported via Import Wizard?

- A. 50.000
- B. 5.000
- C. 500
- D. 50

**Answer:** A

**NEW QUESTION 623**

- (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 624**

- (Topic 7)

A company has a custom field "Hours Worked" and the sys admin is tasked to create a validation rule so that field will not accept a negative value

- A. Hours\_Worked != 0
- B. NOT(Hours\_Worked < 0)
- C. Hours\_Worked C <> 0
- D. Hours\_Worked < 0
- E. NOT(Hours\_Worked C > 0)
- F. Hours\_Worked C < 0

**Answer:** D

**NEW QUESTION 625**

CORRECT TEXT - (Topic 7)

What elements are required for a workflow approval process?

A.

**Answer:** ApprovalActionApprovalProcessApprovalRequestApprovalSteps

**Explanation:**

Assigned Approver(s) Email Approval Request Initial Submission Action Final Approval Action Final Rejection Action Outbound Messages Record Locking

**NEW QUESTION 626**

- (Topic 7)

Who can submit an idea to Salesforce.com IdeaExchange?

- A. Salesforce.com partners
- B. Sales force employees
- C. Salesforce.com users
- D. Anyone who has a login to Idea Exchange

**Answer:** D

**NEW QUESTION 630**

CORRECT TEXT - (Topic 7)

When is it appropriate to use the Import Wizard versus the Data Loader?

A.

**Answer:** NeedtopreventduplicatesandwhentheAdminneedstochoosewhethertotriggerWorkflowrules(ornot)

**NEW QUESTION 635**

CORRECT TEXT - (Topic 7)

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

A.

**Answer:** InSFDocuments

**NEW QUESTION 636**

CORRECT TEXT - (Topic 7)

Who can import data for all users?

A.

**Answer:** SystemAdminandMarketingUserProfilecanimportLeads.

**NEW QUESTION 639**

- (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 641**

CORRECT TEXT - (Topic 7)

Define the Matrix Report.

A.

**Answer:**

Summarizesdatainagridagainststhehorizontalandverticalcriteria.Matrixreportsprovidetotalsforbothrowsandcolumns.Matrixreportsmayalsobeusedtosupportdashboardcomponents.

**NEW QUESTION 642**

CORRECT TEXT - (Topic 7)

Define the Marketing User Profile.

A.

**Answer:** Standarduserperm+canimportleadsfortheOrg

**NEW QUESTION 645**

- (Topic 7)

As a system administrator you can create page layout in the console and assign it to profiles.

A. True

B. False

**Answer:** A

**NEW QUESTION 646**

- (Topic 7)

How many instances of personal tags can be applied to records?

A. 50

B. 5000

C. 50000

D. 500000

**Answer:** B

**NEW QUESTION 651**

- (Topic 7)

What objects have standard business processes?

- A. Leads
- B. Opportunity
- C. Cases
- D. Contacts
- E. Sales (Opportunities)
- F. Solutions

**Answer:** ACEF

**NEW QUESTION 652**

CORRECT TEXT - (Topic 7)  
Define the Solution Manager Profile.

A.

**Answer:** Standarduserperm+canmanagersolutions&solutioncategories

**NEW QUESTION 657**

- (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 662**

CORRECT TEXT - (Topic 7)  
Define the Contract Manager profile.

A.

**Answer:** Standarduserperm+editapproveactivatedeletecontracts

**NEW QUESTION 667**

- (Topic 7)  
The number of business hours that can be set for the organization to operate:

- A. 10
- B. 20
- C. 30
- D. Unlimited

**Answer:** D

**NEW QUESTION 672**

CORRECT TEXT - (Topic 7)  
What does the default locale impact?

A.

**Answer:** Theformatofdateandnumberfields.

**NEW QUESTION 673**

- (Topic 7)  
Based on existing Master-Detail and Lookup relationships between objects, Sys Admins can create Custom Report Types to:

- A. Choose which standard and custom objects to display
- B. Select which fields can be used as columns
- C. Define both inner and outer joins

**Answer:** ABC

**NEW QUESTION 677**

- (Topic 7)  
Workflow rules on custom objects are automatically deleted if the custom object is deleted.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 678**

CORRECT TEXT - (Topic 7)

When would you choose to build a Public Group?

A.

**Answer:** Tosimplifythenumberofsharingrulesbuiltorwhendefiningfolderorlistviewaccess.

**NEW QUESTION 682**

- (Topic 7)

What is a roll-up summary field?

- A. A roll-up summary fields lets you rollback the data that was changed last week.
- B. The roll-up summary field is a custom field that aggregates child record information in to parent record
- C. The roll up summary field is only accessible via API.
- D. The roll up summary field gives you a summary of the data type and object relationship

**Answer:** B

**NEW QUESTION 684**

- (Topic 7)

When are data validation rules executed?

- A. A User Saves a Record
- B. Before records are imported
- C. Using the Data Loader and/or other API tools

**Answer:** :ABC

**NEW QUESTION 688**

CORRECT TEXT - (Topic 7)

Define the Read Only Profile.

A.

**Answer:** Canonlyviewrecords

**NEW QUESTION 691**

CORRECT TEXT - (Topic 7)

When you define a Data Validation Rule, what must you also define?

A.

**Answer:** Theerrormessage.

**NEW QUESTION 696**

CORRECT TEXT - (Topic 7)

Who can delete records?

A.

**Answer:**

Theabilitytodeleteindividualrecordsiscontrolledbyadministratorsstherecordownerusersinarolehierarchyabovetherecordownerandanyuserthathasbeengranted"FullAccess."

**NEW QUESTION 700**

CORRECT TEXT - (Topic 7)

How are Cases assigned?

A.

**Answer:** AssignmentRule

**NEW QUESTION 705**

CORRECT TEXT - (Topic 7)

Why utilize Account Teams and Sales Teams?

A.

**Answer:** Teamsareusedforcollaborationsharingandforreportingpurposes.

**NEW QUESTION 709**

- (Topic 7)

Do opportunities or cases have import wizards?

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 711**

CORRECT TEXT - (Topic 7)  
How does a Profile differ from a Role?

A.

**Answer:** Profile controls what a user can do with records (read, create, edit, delete). The Role controls the level of visibility that users have to organization's data.

**NEW QUESTION 714**

CORRECT TEXT - (Topic 7)  
Standard Fields are?

A.

**Answer:** Created by SF and comes in Org. Field properties not editable.

**NEW QUESTION 717**

- (Topic 7)  
How many app exchange apps can you install in EE?

- A. 5
- B. 10
- C. 15
- D. 20

**Answer:** B

**NEW QUESTION 721**

- (Topic 7)  
Can the DataLoader access all objects?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 723**

CORRECT TEXT - (Topic 7)  
What do Account Teams do?

A.

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

**NEW QUESTION 727**

- (Topic 8)  
If a field on page layout is required and is read-only on FLS, what would the user experience on UI?

- A. The user is able to enter value because it is required
- B. The user is not able to edit it because it is read only
- C. The user is not able to see it
- D. The user is able to edit it but not able to save it

**Answer:** B

**NEW QUESTION 732**

- (Topic 8)  
Standard users can import a maximum of how many account records in a session

- A. 500
- B. 5000
- C. 50000
- D. 500000

**Answer:** A

**NEW QUESTION 734**

- (Topic 8)  
Account Teams are not available for Professional Edition

- A. True
- B. False

**Answer:** A

**NEW QUESTION 739**

- (Topic 8)

A particular role needs edit on contacts, view, edit and delete on contracts and only view on accounts. Where can the administrator make the change?

- A. User record
- B. Profile
- C. Organization wide default
- D. Sharing role
- E. Public group

**Answer:** B

**NEW QUESTION 743**

- (Topic 8)

You can create parent/child relationships directly from the CSV import file

- A. True
- B. False

**Answer:** A

**NEW QUESTION 748**

- (Topic 8)

Which of these are inherited from objects on homepage in a console layout?

- A. Related lists
- B. Custom objects
- C. Field level security
- D. Page layout

**Answer:** BC

**NEW QUESTION 749**

- (Topic 8)

Difference between workflow rule and workflow approval process is:

- A. A workflow rule is based on assignment rule and workflow approval is not
- B. A workflow rule is based on manual submission and workflow approval is not
- C. A workflow rule has workflow actions where as workflow approval does not
- D. A workflow approval triggers on manual submission whereas a workflow rule triggers on saving a record

**Answer:** D

**NEW QUESTION 753**

- (Topic 8)

You can map a custom lead field to a Case

- A. True
- B. False

**Answer:** A

**NEW QUESTION 757**

- (Topic 8)

On the page layout, some standard fields have properties which cannot be changed (e.g. the Created By and Modified By fields)

- A. True
- B. False

**Answer:** A

**NEW QUESTION 759**

- (Topic 8)

You can map a single column from the CSV file to multiple fields in Salesforce SFA.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 761**

- (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 764**

- (Topic 8)

A Lookup Field Relationship Select the correct choice

- A. Links two objects together
- B. Links two formulas together
- C. Links two page layouts together
- D. Links two Salesforce.com instances together

**Answer:** A

**NEW QUESTION 769**

- (Topic 8)

A particular team needs to track individuals working on cases and the individual roles of the people working on cases. Which is the best way to do it?

- A. Profiles
- B. Roles
- C. Public groups
- D. Sharing rules
- E. Permissions

**Answer:** D

**NEW QUESTION 772**

- (Topic 8)

What can stop a scheduled report-dashboard run?

- A. The report is scheduled for every week
- B. There is another report to be run 15 mins before that
- C. The running user does not have access to the dashboard folder
- D. The report is saved in a folder you do not have access to

**Answer:** C

**NEW QUESTION 776**

- (Topic 8)

Which is true about Storage Limits?

- A. Salesforce will allow a user to enter data up to 5% over capacity,
- B. Salesforce will not allow user to upload data
- C. Document tabs count against overall storage

**Answer:** B

**NEW QUESTION 780**

- (Topic 8)

A Workflow Alert can be tracked in Activity History

- A. True
- B. False

**Answer:** A

**NEW QUESTION 781**

- (Topic 8)

Which object cannot use sharing rules to manage access?

- A. Custom object
- B. Standard object
- C. Child to a parent object
- D. Managed Package

**Answer:** D

**NEW QUESTION 784**

- (Topic 8)

A custom lead field can be mapped to:

- A. One case comment
- B. Two contact fields
- C. One account field
- D. One solution field

**Answer: C**

**NEW QUESTION 785**

- (Topic 8)

What is true about look up relationships?

- A. Object in look up relationship can link to self
- B. Child in lookup gets deleted if parent gets deleted
- C. The child object in lookup is a related list for the parent
- D. The lookup is required always

**Answer: AC**

**NEW QUESTION 786**

- (Topic 8)

You are limited to new picklist or multi-select picklist values for any field during a single import

- A. 10
- B. 100
- C. 1000
- D. No limit

**Answer: C**

**NEW QUESTION 788**

- (Topic 8)

You cannot delete a product that is used on an opportunity

- A. True
- B. False

**Answer: A**

**NEW QUESTION 793**

- (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 797**

- (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 800**

- (Topic 8)

How many Editions are there in Salesforce.com

- A. 2
- B. 3
- C. 4
- D. 5

**Answer: :D**

**NEW QUESTION 801**

- (Topic 8)

Workflow Field Updates specify the field you want updated and the new value for it. Depending on the type of field, you can do the following Except:

- A. Choose to apply a specific value
- B. Make the value blank
- C. Delete the Field
- D. Calculate a value based on a formula you create

**Answer: C**

**NEW QUESTION 803**

- (Topic 8)

If territory management is enabled for your organization and a lead is converted, how does it get assigned?

- A. Gets assigned to lead owner's territory
- B. Based on assignment rule
- C. Get assigned to the user's territory
- D. Based on territory field

**Answer: A**

**NEW QUESTION 806**

- (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 807**

- (Topic 8)

Sharing rules can be formed on the following except:

- A. Custom objects
- B. Standard objects
- C. Junction Objects
- D. Objects on managed packages

**Answer: D**

**NEW QUESTION 808**

- (Topic 8)

What is a Record Type? Select the right choice

- A. Allows you to define different sets of picklist values for both standard and custom picklist
- B. Allows you to define different sets of picklist values only for standard picklist
- C. Allows you to define different sets of picklist values only for custom picklist
- D. Allows you to define different sets of picklist values only for new picklist

**Answer: A**

**NEW QUESTION 809**

- (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 812**

- (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 813**

- (Topic 8)

Page layouts are assigned to users based on Select the correct choice

- A. Layout Properties
- B. Salesforce Golden Rules
- C. Default settings
- D. Assignment Settings
- E. Profile Settings

**Answer:** E

**NEW QUESTION 817**

- (Topic 8)

The Account Access, Contact Access and Opportunity Access options depend on your sharing model

- A. True
- B. False

**Answer:** A

**NEW QUESTION 820**

CORRECT TEXT - (Topic 8)

Which fields cannot be followed in Chatter?

- A.

**Answer:** Auto-numberformulaandroll-upsummaryfieldsEncryptedandread-onlysystemfields

**Explanation:**

The Expected Revenue field on opportunities

**NEW QUESTION 824**

- (Topic 8)

It is only necessary for Identity Confirmation if IP address is unknown and browser cookie does not exist:

- A. True
- B. False

**Answer:** A

**NEW QUESTION 827**

- (Topic 8)

Picklist dependency rules are not enforced during Import

- A. True
- B. False

**Answer:** A

**NEW QUESTION 832**

- (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 833**

- (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 836**

- (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 840**

- (Topic 9)

Recent item and Lookup Hovers use the Record Mini Page.

- A. True
- B. False

**Answer: A**

**NEW QUESTION 841**

- (Topic 9)

You delete the Custom Field Region. All data related to Region will also be deleted.

- A. True
- B. False

**Answer: A**

**NEW QUESTION 846**

- (Topic 9)

Which of the following are reasons for creating a Validation Rule?

- A. To prevent users from entering bad data
- B. To ensure users enter data only when it is required
- C. To prevent bad data being imported
- D. To hide fields from certain users
- E. A, B, C & D
- F. A, B, & D
- G. A, B, & C
- H. A, C & D

**Answer: C**

**NEW QUESTION 847**

- (Topic 9)

Which of the statements are true for Cases:

- A. Manually entering the case received from an email
- B. Automatically generated by an email or website form
- C. Can be assigned only automatically by rule assignment however it can be reassigned manually at later time
- D. Associated to Contacts and Accounts

**Answer: ABD**

**NEW QUESTION 850**

- (Topic 9)

Joe imports records for Sara, a non-active user. Sara's records will be assigned to Joe.

- A. True
- B. False

**Answer: A**

**NEW QUESTION 855**

- (Topic 9)

What happens when you delete a custom field?

- A. Custom fields cannot be deleted
- B. The field and its data are permanently deleted
- C. The data in the field is saved and the field is permanently deleted
- D. The field appears in deleted list from where it can be undeleted

**Answer: D**

**NEW QUESTION 860**

- (Topic 9)

When setting up an user, the first name of the user is not required.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 865**

- (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 867**

- (Topic 9)

Record types are used to implement custom business processes by associating them to specific

- A. Objects
- B. Page Layouts
- C. Records
- D. Campaigns

**Answer:** B

**NEW QUESTION 869**

- (Topic 9)

Which statements are true about business processes?

- A. Each business process is associated with one or more record types
- B. Each record type is associated with one or more business processes
- C. For opportunity objects records are created before business processes
- D. Record types implement business processes through page layouts
- E. Record types help track sales lifecycle s across divisions, groups and markets.

**Answer:** AD

**NEW QUESTION 870**

- (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 871**

- (Topic 9)

What is the maximum length of the alias field?

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

**Answer:** C

**NEW QUESTION 872**

- (Topic 9)

A sales user wants to have edit access to opportunity but should not be able to import leads and should also be able delete accounts. Is it possible?

- A. Yes (customize a standard profile)
- B. Yes(customize a custom profile)
- C. No (as importing leads cannot be disabled)
- D. No (accounts can never be deleted)

**Answer:** A

**NEW QUESTION 873**

- (Topic 9)

Custom Objects are reportable.

- A. True
- B. False

Answer: A

**NEW QUESTION 876**

- (Topic 9)

Which of the following can NOT be edited on the Page Layout Editor?

- A. Field positions
- B. Buttons
- C. Page sections
- D. Related lists
- E. Picklist values

Answer: E

**NEW QUESTION 877**

- (Topic 9)

Select all that are custom field types. (check all that apply)

- A. Phone
- B. List Box
- C. Number
- D. Percent
- E. Email

Answer: ACDE

**NEW QUESTION 879**

- (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 884**

- (Topic 9)

If your organization uses territory management, the new account is evaluated by account assignment rules and may be assigned to one or more territories.

- A. True
- B. False

Answer: A

**NEW QUESTION 889**

CORRECT TEXT - (Topic 9)

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 891**

- (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 895**

- (Topic 9)

You have created a custom field of the type "Number" on the Account object called "Number of Golfers at Client". You enter the following data in the field: 073. What is stored in Salesforce CRM?

- A. 0073
- B. 73
- C. 7.3%

Answer: B

**NEW QUESTION 899**

- (Topic 9)

Roll-up Summary fields and formula fields are always read only on detail pages and are available on edit pages.

- A. True
- B. False

**Answer: B**

#### **NEW QUESTION 902**

- (Topic 9)

What are the Start of Day and End of Day fields used for on the User Object?

- A. Used to define the times that display in the user's calendar
- B. Restricts log in access to those times
- C. Sets an Out-Of-Office Message

**Answer: A**

#### **NEW QUESTION 905**

- (Topic 9)

To minimize the number of sharing rules, use "Roles and Subordinates" over "Roles" where possible.

- A. True
- B. False

**Answer: A**

#### **NEW QUESTION 906**

- (Topic 9)

You need which permission to specify a running user other than yourself.

- A. View All Data
- B. Modify All Data
- C. See All Data
- D. Change All Data

**Answer: A**

#### **NEW QUESTION 911**

- (Topic 9)

Which of the following statements are true about Import wizard?

- A. You can import Accounts, contacts, leads, solutions and custom objects using the Import wizard
- B. You can work with both records of data and metadata
- C. When importing data file size cannot exceed 100 MB and each record in the file cannot be bigger than 400KB
- D. Standard users can import up to 50000 account or contact records per session

**Answer: :AC**

#### **NEW QUESTION 914**

- (Topic 9)

Which of the following is true if you remove the "Read" permission from a users profile for a standard object?

- A. Tabs of that object type will be visible, Fields of that type will not be visible on other tabs, related lists of that type will be visible on other tabs, search results will not return records of that type, report data for records of that type will not be available, merge fields of that type will not be available, and custom links of that type will not be visible
- B. Tabs of that object type will not be visible, Fields of that type will not be visible on other tabs, related lists of that type will not be visible on other tabs, search results will not return records of that type, report data for records of that type will not be available, merge fields of that type will not be available, and custom links of that type will not be visible
- C. Tabs of that object type will not be visible, Fields of that type will be visible on other tabs, related lists of that type will not be visible on other tabs, search results will not return records of that type, report data for records of that type will not be available, merge fields of that type will not be available, and custom links of that type will not be visible

**Answer: B**

#### **NEW QUESTION 915**

- (Topic 9)

Which field on the user record controls the currency for quotas, forecasts, and reports?

- A. Default Currency ISO code
- B. Locale
- C. Currency
- D. Information Currency

**Answer: C**

**NEW QUESTION 918**

- (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 922**

- (Topic 9)

How many lead assignment rules can be active at one time?

- A. One
- B. Two
- C. Eleven
- D. Twenty-three

**Answer:** A

**NEW QUESTION 925**

- (Topic 9)

The Console's center frame is the detail page view of any record selected from any of the console's other frame.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 929**

- (Topic 9)

You have a custom object called "Widgits" which has a Master-Detail Relationship with Accounts. What happens when you delete an account with associated Widgits?

- A. You cannot delete the account without first deleting the associated "Widgits"
- B. The Widgits are deleted
- C. The account is deleted, but the Widgits remain in Salesforce CRM

**Answer:** B

**NEW QUESTION 932**

- (Topic 9)

Salesforce Console only displays views that were previously created.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 936**

- (Topic 9)

Which Sales Cloud Enhancements in Spring 11 are Automatically visible to all Administrators without any setup required?

- A. Cloud Scheduler Enhancements.
- B. Email Attachment Enhancements
- C. Activity Attachment Enhancements
- D. Email Association Enhancements.
- E. Salesforce Mobile Usage Data in Custom Report Types.
- F. Email to Salesforce Enhancements.

**Answer:** AE

**NEW QUESTION 941**

- (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 944**

- (Topic 9)

If you change the data type from a Checkbox to a Picklist, it can cause data loss.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 948**

- (Topic 9)

Which of the following special picklist fields are not available for record types because they're used exclusively for sales processes, lead processes, support processes, and solution processes

- A. Opportunity Stage
- B. Lead Status
- C. Case Status
- D. Solution Status
- E. Case Origin

**Answer:** ABCD

**NEW QUESTION 953**

- (Topic 9)

If you relabel a Standard Object the standard list views on every Salesforce tab will automatically be renamed.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 957**

- (Topic 9)

While Scheduling an email reports user specifies all except

- A. Specify a running user
- B. Link to report
- C. Specify a frequency
- D. Set start and end dates

**Answer:** :B

**NEW QUESTION 960**

- (Topic 10)

You can create which of the following types of email templates (Multiple correct answers):

- A. Text
- B. HTML with letterhead
- C. JavaScript
- D. Custom HTML
- E. Text with letterhead
- F. Visualforce

**Answer:** ABDF

**NEW QUESTION 965**

- (Topic 10)

A manager wants to pend all task assigned to his team so that the due date will be pushed a few days forward.

- A. He needs to have Edit Tasks permission
- B. He can go to Your Name > Setup > Customize > Activities > Tasks > Manage Task
- C. Go to Tasks tab and find the Mass Reschedule link in the Tools section
- D. There is no such standard functionality yet in Salesforce.

**Answer:** D

**NEW QUESTION 970**

- (Topic 10)

Which of the following utilize the "Automated Case User" (Select all that apply):

- A. When a case is automatically assigned using assignment rules this user is listed in the case history
- B. When a email notification is triggered via workflow this user is listed in the case history
- C. When a case is escalated this user is listed in the case history
- D. When a case is created via Web-To-Case this user is listed in the case history
- E. When a case is created via Email-To-Case this user is assigned as the case owner.

**Answer:**

ACD

**NEW QUESTION 975**

- (Topic 10)

Email templates used in all of the following features must be public and active EXCEPT

- A. Web-to-Lead & Web-to-Case
- B. Send Email to a Contact
- C. Email-to-Case or On-Demand Email-to-Case
- D. Assignment rules
- E. Escalation rules

**Answer: B**

**NEW QUESTION 978**

- (Topic 10)

Do users have to display the jump page every time they create a new record?

- A. Yes
- B. No

**Answer: B**

**NEW QUESTION 980**

- (Topic 10)

How many objects may be imported or updated using the Data Loader?

- A. 1
- B. 2
- C. 3
- D. 4
- E. 5
- F. 6

**Answer: A**

**NEW QUESTION 981**

- (Topic 10)

Identify the statements that define Apex data loader?

- A. Can be used to insert or extract SF records
- B. Can be used to insert,update,delete or extract SF records
- C. Can be used only to update and delete SF records
- D. Can be used to read,extract and load data from CSV
- E. Can be used to read,extract and load data from any MS office file

**Answer: BD**

**NEW QUESTION 983**

- (Topic 10)

Which of these is NOT true: it is possible to import my existing contacts from Outlook by:

- A. Clicking "set-up" and using the import wizard
- B. Sending emails to myself
- C. Connecting SFDC with Outlook and submitting contacts and leads to SFDC directly from my email

**Answer: B**

**NEW QUESTION 987**

- (Topic 10)

When importing Lead records you must use Currency

- A. An active or inactive
- B. An active
- C. An inactive

**Answer: :B**

**NEW QUESTION 991**

- (Topic 10)

Formula and roll-up summary fields are included in backup exports

- A. True
- B. False

**Answer:**

B

**NEW QUESTION 995**

- (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 997**

- (Topic 10)

Roles are available in Personal and Group edition

- A. True
- B. False

**Answer: B**

**NEW QUESTION 1000**

- (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 1004**

- (Topic 10)

What other permissions does the "Manage Analytic Snapshots" permission require (Select all that apply).

- A. Schedule Dashboards
- B. Run Reports
- C. Manage All Data
- D. View Setup and Configuration

**Answer: ABD**

**NEW QUESTION 1009**

- (Topic 10)

Editing Records: Which of these is NOT true? I can edit fields by:

- A. Clicking the "edit" button within a record detail page
- B. Double clicking within a field to add or edit data
- C. Selecting multiple records within a list view and editing them all at once
- D. Calling Bill and making him edit my fields for me

**Answer: D**

**NEW QUESTION 1010**

- (Topic 10)

Your System Administrator must reset your password for you if you lose it.

- A. True
- B. False

**Answer: B**

**NEW QUESTION 1012**

- (Topic 10)

When I qualify a lead, the lead then automatically becomes (select all that apply):

- A. An opportunity
- B. An account
- C. A contact
- D. A campaign

**Answer: ABC**

**NEW QUESTION 1013**

- (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 1014**

- (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 1016**

- (Topic 10)

If your org is configured for data export, you can schedule automatic backup files at what intervals?

- A. Daily, Weekly, and Monthly
- B. Daily and Weekly
- C. Weekly and Monthly

**Answer:** C

**NEW QUESTION 1018**

- (Topic 10)

The Marketing User checkbox on a user record allows users to do which of the follow actions (Multiple correct answers):

- A. Create campaigns
- B. Edit campaigns
- C. Delete campaigns
- D. Configure advanced campaign setup
- E. Use the campaign import wizard

**Answer:** ABCD

**NEW QUESTION 1022**

- (Topic 10)

Which of the following are true about the field type "Text Area(Long)" ?

- A. 1) Maximum length of 32,000 char
- B. 2) Any length from 0 to 32,000 char
- C. is allowed 3) Line breaks do not count towards the max length of the field 4) This data type is not available for activities or products on opportunities
- D. 1) Maximum length of 3200 char
- E. 2) Any length from 256 to 32,000 char
- F. is allowed 3) Line breaks do not count towards the max length of the field 4) This data type is not available for activities or products on opportunities
- G. 1) Maximum length of 32,000 char
- H. 2) Any length from 256 to 32,000 char
- I. is allowed 3) Line breaks count towards the max length of the field 4) This data type is available for activities or products on opportunities
- J. 1) Maximum length of 32,000 char
- K. 2) Any length from 256 to 32,000 char
- L. is allowed 3) Line breaks count towards the max length of the field 4) This data type is not available for activities or products on opportunities

**Answer:** D

**NEW QUESTION 1025**

- (Topic 10)

Roll-up summary fields are not visible to users if they reference fields the user can't see.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 1028**

- (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 1029**

- (Topic 10)

If your org is configured for data export, you can generate backup files manually how often?

- A. Everyday
- B. Once every 6 days
- C. Once every 15 days
- D. Once every 5 days

Answer: B

**NEW QUESTION 1034**

- (Topic 10)

Which of these is NOT true of "list views" in SFDC:

- A. I can choose different list formats from the drop-down menu at the top of any list.
- B. List views can only be created or customized by my administrator
- C. List views are customizable, and I can create and customize my own views
- D. I can change my list view format for any record type by choosing a view type from the drop-down-menu
- E. I can drag and drop columns within my list view to change the appearance or order of data

Answer: B

**NEW QUESTION 1039**

- (Topic 10)

Which of the following is inline editing not supported?

- A. System Fields
- B. Case Stage
- C. Related Lists
- D. Contact Phone Number
- E. List View
- F. Read-Only Fields

Answer: ACF

**NEW QUESTION 1041**

- (Topic 10)

If your organization has territory management, account and opportunity list views can be restricted by (Select all that apply)

- A. My Territories
- B. My Territory Teams.
- C. My Accounts Territories

Answer: AB

**NEW QUESTION 1042**

- (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 1047**

- (Topic 10)

For each profile, you can set the hours when users can log in and the IP addresses from which they can log in.

- A. True
- B. False

Answer: A

**NEW QUESTION 1051**

CORRECT TEXT - (Topic 10)

Which tabs are restricted from multiple record types?

A.

Answer: HomeForecastsDocumentsReportsConsolesandWebtabs

**NEW QUESTION 1054**

- (Topic 10)

Through the Web-to-Case function, how is that case associated with a contact?

- A. Contact name
- B. Contact email
- C. Account name
- D. None of the above

**Answer:** B

**NEW QUESTION 1057**

- (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 1062**

- (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 1063**

- (Topic 10)

Regardless of what language is selected on the user record, all online help is displayed in the organization default language.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 1065**

- (Topic 10)

When creating a custom list view you can display fields that are not on your page layout for that object?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 1066**

CORRECT TEXT - (Topic 10)

Data validation rules impact all supported objects except for...

A.

**Answer:** ForecastsandTerritories

**NEW QUESTION 1070**

- (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 1072**

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 1075**

- (Topic 10)

When are custom fields removed from the recycle bin?

- A. 45 days
- B. 30 days
- C. 60 days
- D. 90 days

**Answer:** A

**NEW QUESTION 1079**

- (Topic 10)

Task Records are "to-do" lists, are date sensitive, and must be completed before they move to my Activity History.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1082**

CORRECT TEXT - (Topic 10)

List the differences between the Jumpstart Wizard and the Standard Approval Process Wizard:

A.

**Answer:** JumpStart Wizard only allows for a single approver.

**NEW QUESTION 1086**

- (Topic 10)

What is the maximum length of the field type "Text Encrypted"?

- A. 255
- B. 191
- C. 128
- D. 256

**Answer:** B

**NEW QUESTION 1088**

- (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 1092**

- (Topic 10)

Which of the following are options when transferring accounts (Multiple correct answers)

- A. Transfer open opportunities
- B. Transfer closed opportunities
- C. Transfer closed cases
- D. Transfer open cases
- E. Keep Account Teams
- F. Transfer custom objects

**Answer:** ABCDE

**NEW QUESTION 1095**

- (Topic 10)

When users log in to Salesforce, either via the user interface, the API, or a desktop client Salesforce CRM confirms the log in is authorized using all of the following EXCEPT:

- A. Salesforce CRM then checks whether the user's profile has IP address restriction
- B. If IP address restrictions are defined for the user's profile, any login from an undesignated IP address is denied and any login from a specified IP address is allowed

- C. If profile-based IP address restrictions aren't set, then Salesforce CRM checks whether the user is logging in from an IP address she or he hasn't used to access Salesforce CRM before
- D. Salesforce CRM checks whether the organization has login hour restriction
- E. If login hour restrictions are specified, any login outside the specified hours is denied.
- F. Salesforce CRM checks whether the user's profile has login hour restriction
- G. If login hour restrictions are specified for the user's profile, any login outside the specified hours is denied.

**Answer:** C

**NEW QUESTION 1098**

- (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 1101**

CORRECT TEXT - (Topic 10)

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

- A.

**Answer:** Leadsandcases

**NEW QUESTION 1103**

- (Topic 10)

Which of following is granted by the Manage Cases Permission (Select all that apply)?

- A. Set support business hours
- B. Edit the Support settings
- C. Set up Email-to-Case
- D. Mass Transfer Cases
- E. Create,Edit, and Delete custom fields on the Case Object

**Answer:** ABCD

**NEW QUESTION 1107**

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