



# Salesforce

## Exam Questions ADM-201

Administration Essentials for New Admins

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#### NEW QUESTION 1

- (Topic 1)

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

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

**Answer:** C

#### NEW QUESTION 2

- (Topic 1)

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 3

- (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 4

- (Topic 1)

Record types specify the following elements.

- A. Picklist values
- B. Page layouts
- C. Business processes
- D. All of the above
- E. None of the above

**Answer:** D

#### NEW QUESTION 5

- (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 6

- (Topic 1)

If a company opts to use Custom Fiscal Years, they cannot use the standard forecasting option.

- A. True
- B. False

**Answer:** :A

#### NEW QUESTION 7

- (Topic 1)

Lead assignment rules assign leads to owners and queues based on the criteria the system admin specifies within the rule.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 8

- (Topic 1)

You can use standard reports when creating Dashboards

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 9

- (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 10

- (Topic 1)

Which of the following objects support business processes?

- A. Cases
- B. Opportunities
- C. Campaigns
- D. Knowledge

**Answer:** AB

#### NEW QUESTION 10

- (Topic 1)

What should a system administrator use to disable an application for a group of users?

- A. Sharing Rules
- B. Web tabs
- C. Page layouts
- D. Profiles
- E. Roles

**Answer:** D

#### NEW QUESTION 12

- (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 13

- (Topic 1)

If Field Level Security prevents a user from viewing the Credit Card field on the Opportunity record, the user will also be prevented from seeing this field (choose all that apply)

- A. In a related list
- B. In search results
- C. In reports
- D. In list views
- E. All of the above
- F. None of the above

**Answer:** E

#### NEW QUESTION 18

- (Topic 1)

All of the following objects may have a queue EXCEPT

- A. Accounts

- B. Cases
- C. Leads
- D. Custom Objects

**Answer:** A

#### NEW QUESTION 23

- (Topic 1)

Which objects support business processes?

- A. Opportunities
- B. Leads
- C. Campaigns
- D. Accounts
- E. Solutions
- F. Cases
- G. Contacts

**Answer:** ABEF

#### NEW QUESTION 24

- (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 25

- (Topic 1)

A Dashboard is a visual representation of data from multiple reports and (choose all that apply)

- A. Is comprised of up to 20 components
- B. Displays data from standard reports
- C. Has a running user to determine what data is visible
- D. Displays data as of the last time the dashboard was refreshed
- E. Always shows up to date data
- F. Can be scheduled to be refreshed and emailed automatically

**Answer:** ACDF

#### NEW QUESTION 26

- (Topic 1)

Who can manually share records?

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

**Answer:** E

#### NEW QUESTION 27

- (Topic 1)

Page layouts are assigned to .

- A. Users
- B. Profiles
- C. Roles
- D. Roles & subordinates

**Answer:** B

#### NEW QUESTION 30

- (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 35

- (Topic 1)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 39

- (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 41

- (Topic 1)

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

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

**Answer:** A

#### NEW QUESTION 43

- (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 48

- (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 51

- (Topic 1)

Folders are used to organize the following (choose all that apply)

- A. Dashboards
- B. Reports
- C. Documents
- D. Email templates
- E. All of the above
- F. None of the above

**Answer:** E

#### NEW QUESTION 54

- (Topic 1)

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

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

**Answer:** B

#### NEW QUESTION 59

- (Topic 1)

Where can a system administrator go if they are trying to determine why a user cannot log in to Salesforce? (Select all that apply)

- A. The Login History related list on the user's record
- B. The user's profile
- C. Manage Users | Login History
- D. Call salesforce.com Support

**Answer:** AC

#### NEW QUESTION 61

- (Topic 1)

If a lead is converted without a value in the company field, what happens?

- A. A Business Account is created
- B. A Person Account is created
- C. You will be prompted to decide whether to create a Person or a Business Account
- D. Nothing

**Answer:** B

#### NEW QUESTION 65

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 66

- (Topic 1)

Which of the following are actions triggered by workflow rules?

- A. Email
- B. Task
- C. Field update
- D. Record update
- E. Record creation
- F. Outbound message
- G. Time trigger

**Answer:** :ABCF

#### NEW QUESTION 70

- (Topic 1)

A system administrator can opt to lock users out of the Salesforce org if they exceed a certain number of failed login attempts.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 72

- (Topic 1)

Auto response rules can be used to send an automated yet tailored response to customers based on the information they provide via the Web-to-lead form.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 75

- (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 77

- (Topic 1)

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

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

**Answer:** B

#### NEW QUESTION 82

- (Topic 1)

Which statement about custom summary formulas is true?

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

**Answer:** BD

#### NEW QUESTION 85

- (Topic 1)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 86

- (Topic 1)

A defines a collection of settings and permissions that determines what users can see in the user interface, and what they can do.

- A. Role
- B. Chatter feed
- C. Profile
- D. Company Profile

**Answer:** C

#### NEW QUESTION 90

- (Topic 2)

Which of the following are true about Master/Detail relationship in custom objects?

- A. Sharing is inherited from parent
- B. Child needs to be manually deleted when parent is deleted
- C. Only child fields are available for reporting
- D. Lookup field child is required

**Answer:** AD

#### NEW QUESTION 93

- (Topic 2)

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

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

**Answer:** C

#### NEW QUESTION 95

- (Topic 2)



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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 97

- (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 99

- (Topic 2)

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

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

**Answer:** BC

#### NEW QUESTION 103

- (Topic 2)

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

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

**Answer:** B

#### NEW QUESTION 104

- (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 109

- (Topic 2)

Workflow Rules Consist of the following components:

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

**Answer:** ABCE

#### NEW QUESTION 112

- (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 114

- (Topic 2)

When configuring Customizable Forecasting, you can set which of the following Forecast Dates for determining which opportunities contribute to the forecast?

- A. Opportunity Close Date Only
- B. Product Date Only
- C. Schedule Date Only
- D. Commit Date
- E. Opportunity Close Date, Product Date, Schedule Date

**Answer:** A

#### NEW QUESTION 118

- (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 123

- (Topic 2)

What does a Profile Control?

- A. Access to Application
- B. Record Type Access
- C. Permissions
- D. Data Visibility
- E. Hours of IP Address

**Answer:** ABCE

#### NEW QUESTION 128

- (Topic 2)

Recent Item and Look up Hover Views use the:

- A. Sidebar
- B. Edit Page
- C. List Views
- D. Related Lists

**Answer:** A

#### NEW QUESTION 132

- (Topic 2)

How many fields (columns) can be displayed on a Customizable Related List?

- A. 50
- B. 10
- C. 25
- D. 100

**Answer:** B

#### NEW QUESTION 134

- (Topic 2)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 138

- (Topic 2)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 140

- (Topic 2)

It is possible for a User to own a record and not see it if they don't have the Read Permission to the Object.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 143

- (Topic 2)

Which objects can be customized for history tracking?

- A. Solutions, Cases, Leads and Opportunities
- B. Cases, Leads, Solutions, Contracts, and Custom Objects
- C. Campaigns, Contracts, Custom Objects, and Solutions
- D. Opportunities, Leads, and Contracts

**Answer:** B

#### NEW QUESTION 147

- (Topic 2)

A check box can be a controlling field in a field dependency:

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 152

- (Topic 2)

You can use standard reports when creating

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 155

- (Topic 2)

Custom Formula fields do Not support which of the following functional expression?

- A. Adding multiple records together
- B. If/then/else conditional statements
- C. Clickable image buttons
- D. Combine text strings together

**Answer:** C

#### NEW QUESTION 160

- (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 164

- (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 165

- (Topic 2)

Inline Editing is available in visual force pages?

- A. True
- B. False

**Answer:** A

**NEW QUESTION 166**

- (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 170**

- (Topic 2)

Which type of field cannot have universal requiredness?

- A. Lookup
- B. Text
- C. Email
- D. Number

**Answer:** A

**NEW QUESTION 174**

- (Topic 2)

What is a Managed Package?

- A. A managed package is a collection of application components that are posted as a unit on AppExchange
- B. They differ from unmanaged packages in that some components are locked, allowing the managed package to be upgraded later.
- C. Allows the system Administrator to modify the application
- D. Managed packages do not include locked components and cannot be upgraded

**Answer:** AB

**NEW QUESTION 176**

- (Topic 2)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 177**

- (Topic 2)

Assume the Organization Wide default sharing is set to private for all objects and no sharing rules have been created. You have two users in the Sales Rep Role, can they view each other's data?

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 181**

- (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 182**

- (Topic 2)

It is possible to share a custom object record manually

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 187

- (Topic 2)

What determines a unique User Record?

- A. User Name
- B. Standard Profile
- C. Custom Profile
- D. User Role

**Answer:** A

#### NEW QUESTION 192

- (Topic 2)

Validation rules may evaluate an opportunity line item against the opportunity it's associated with

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 195

- (Topic 2)

Select the best component to use if you want to list the top five sales performers on a dashboard.

- A. Chart
- B. Table
- C. Metric
- D. Gauge

**Answer:** B

#### NEW QUESTION 196

- (Topic 2)

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

- A. One custom field
- B. Two custom fields
- C. Three custom fields
- D. Custom lead fields cannot be mapped

**Answer:** C

#### NEW QUESTION 200

- (Topic 2)

Default values are available for standard text fields

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 203

- (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 206

- (Topic 2)

For which objects you have business processes?

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

**Answer:** ABCE

#### NEW QUESTION 208

- (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 212

- (Topic 2)

Users can be deleted from salesforce.com

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 216

- (Topic 2)

Custom Web Tab may consist of all the following EXCEPT:

- A. A URL
- B. A URL that passes salesforce.com data like an organization's name
- C. An S-Control
- D. An S-Control snippet

**Answer:** B

#### NEW QUESTION 219

- (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 221

- (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 223

- (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 227

- (Topic 3)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 229

- (Topic 3)

If the System Administrator set a user to create only a certain record type, this user's ability to view other record types is affected.

- A. True

B. False

**Answer:** B

#### NEW QUESTION 230

- (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 233

- (Topic 3)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 237

- (Topic 3)

What is parallel approval Routing?

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

**Answer:** D

#### NEW QUESTION 239

- (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 242

- (Topic 3)

Chatter Desktop is not available in which Salesforce Edition?

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

**Answer:** A

#### NEW QUESTION 243

- (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 244

- (Topic 3)

Is identity confirmation necessary if a user's IP address is known and browser cookie exists?

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 248

- (Topic 3)

What is the default report format for new reports created in report builder?

- A. Summary
- B. Tabular
- C. Matrix

**Answer:** B

#### NEW QUESTION 249

- (Topic 3)

Which of the following are standard Salesforce applications?

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

**Answer:** AD

#### NEW QUESTION 251

- (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 256

- (Topic 3)

IF(ISPICKVAL(picklist\_field)) has the same output as:

- A. VAL(picklist\_field)
- B. CASE(picklist\_field)
- C. CASE("picklist\_field")
- D. Picklist\_field(VALUE)

**Answer:** B

#### NEW QUESTION 259

- (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 262

- (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 265

- (Topic 3)



The record owner is a user or a queue that has control or rights to a particular data record.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 269

- (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 270

- (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 273

- (Topic 3)

You can use Sharing Rules to grant wider access to data. You cannot restrict access below your OWD levels.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 278

- (Topic 3)

Salesforce.com archives older activities according to which of the following conditions:

- A. Closed Events 180 days old
- B. Events with a due date greater than 365 days old
- C. Open tasks with a due date greater than 365 days old
- D. Closed tasks with a due date greater than 365 days old
- E. Closed tasks without a due date that were created more than 365 days ago

**Answer:** BDE

#### NEW QUESTION 281

- (Topic 3)

Custom Picklist fields can be either controlling or dependent fields

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 286

- (Topic 3)

Printable View does not Save all the report formatting.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 291

- (Topic 3)

Both accounts and users can exist in multiple territories.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 294**

- (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 295**

- (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 299**

- (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 304**

- (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 307**

- (Topic 3)

The automated case user will be listed on the case history for all actions that are system defined, including:

- A. When a case is automatically assigned using assignment rules
- B. When a case is escalated
- C. When a case is created online via Web-to-Case
- D. When a Workflow is Triggered

**Answer:** ABC

**NEW QUESTION 308**

- (Topic 3)

Which report format summarizes data in a grid against horizontal and vertical criteria and provides totals for both rows and columns?

- A. Summary
- B. Matrix
- C. Tabular

**Answer:** B

**NEW QUESTION 311**

- (Topic 3)

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

- A. Only when a Record is created
- B. Every time a Record is created or edited
- C. Every kind of workflow evaluation criteria
- D. When a Record is edited and it didnt previously meet the rule criteria

**Answer:** B

**NEW QUESTION 315**

- (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 318**

- (Topic 3)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 322**

- (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 326**

- (Topic 3)

A Record Owner has the following privileges:

- A. View and Edit Capabilities
- B. Transfer Capabilities
- C. Deletion Capabilities
- D. Import Leads Capabilities
- E. Import Opportunity Capabilities

**Answer:** ABC

**NEW QUESTION 329**

- (Topic 3)

Organization-Wide Default Sharing Rule for Calendar Access Default is as Follows:

- A. Hide Details
- B. Hide Details and Add Events
- C. Show Details
- D. Show Details and Add Events

**Answer:** B

**NEW QUESTION 330**

- (Topic 3)

A Profile can have many users, but a user can have only one profile.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 335**

- (Topic 3)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 340**

- (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 344**

- (Topic 3)

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

- A. True
- B. False

**Answer:** :A

**NEW QUESTION 348**

- (Topic 3)

Which file types can you use when exporting reports?

- A. You can not export a repor
- B. You can only email it.
- C. Comma Delimited (.csv)
- D. Excel (.xls)
- E. PDF

**Answer:** BC

**NEW QUESTION 352**

- (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 356**

- (Topic 3)

This helps you manage the complete lifecycle of customer service, from logging cases to suggesting and delivering solutions across multiple channels, including Web self-service and live agent support:

- A. Ideas
- B. Community
- C. Sales Cloud
- D. Service Cloud2
- E. Sales Cloud2
- F. None of the Above

**Answer:** D

**NEW QUESTION 360**

- (Topic 3)

When are data Validation Rules enforced?

- A. Upon opening the record
- B. Upon closing the record
- C. Upon editing a field
- D. Upon saving a record

**Answer:** D

**NEW QUESTION 365**

- (Topic 3)

Spring '11 includes a managed version of Chatter Desktop for enterprise deployments, and administration controls for controlling access to Chatter Desktop in your organization.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 369**

- (Topic 3)

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 370**

- (Topic 4)

Which of the following cannot be on the controlling side of the Dependent Picklist?

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

**Answer:** D

**NEW QUESTION 372**

- (Topic 4)

How can Chatter feed for content can be used? Choose 2 answers MMM

- A. To store Chatter posts in content
- B. To share files from a workspace to a feed
- C. To link a workspace to a Chatter from content
- D. To search for files posted to Chatter from content

**Answer:** BD

**NEW QUESTION 376**

- (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 377**

- (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 379**

- (Topic 4)

Which Feature is not available in Salesforce.com?

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

**Answer:** C

**NEW QUESTION 380**

- (Topic 4)

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

- A. ISBLANK() and BLANKVALUE()

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

**Answer:** C

#### NEW QUESTION 381

- (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 383

- (Topic 4)

Which action type is represented by an icon in the process visualizer? Choose 2 answers

- A. Request rejection details
- B. View recall details
- C. Start a new task
- D. Send an email alert

**Answer:** :CD

#### NEW QUESTION 384

- (Topic 4)

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

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

**Answer:** C

#### NEW QUESTION 388

- (Topic 4)

What happens when an email is sent to a customer from a case?

- A. Case hierarchy is reset
- B. Case escalation is reset
- C. Case escalation rules are deleted
- D. Case assignment rules are deleted

**Answer:** B

#### NEW QUESTION 392

- (Topic 4)

Which of the following is Not a Mandatory Field while creating a User Record?

- A. Profile
- B. Role
- C. Alias
- D. Community Nickname

**Answer:** B

#### NEW QUESTION 394

- (Topic 4)

How can an Administrator customize campaign members? Choose 2 answers: MMM

- A. Display Lead or Contact data directly on a campaign member record
- B. Create an approval process for new campaign members
- C. Customize the campaign history related list to include campaign member custom fields
- D. Display key campaign member data on an opportunity record

**Answer:** AC

#### NEW QUESTION 398

- (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 399

- (Topic 4)

How many roles can you create for your org?

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

**Answer:** C

#### NEW QUESTION 401

- (Topic 4)

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

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

**Answer:** B

#### NEW QUESTION 402

- (Topic 4)

Documents count toward Data Storage.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 405

- (Topic 4)

Which is a capability of the Cloud Scheduler? Choose 2 answers:

- A. Allow a user to propose multiple meeting times
- B. Automatic propose meeting times based on Salesforce user calendars
- C. Sync a Salesforce calendar with an Outlook Calendar
- D. Custom brand different invitations per customer

**Answer:** AB

#### NEW QUESTION 410

- (Topic 4)

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

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

**Answer:** D

#### NEW QUESTION 414

- (Topic 4)

Which is a feature of combination charts? Choose 2 answers

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

**Answer:** AD

#### NEW QUESTION 418

- (Topic 4)

Which statement is TRUE regarding Dynamic Dashboard:

- A. They show data from the perspective of the logged-in user.
- B. They are automatically created when you create a Custom Object
- C. They perform calculations that standard dashboards cannot
- D. They display the source report as you hover over a dashboard component

**Answer:** A

#### NEW QUESTION 421

- (Topic 4)

What is not true about sharing Rules?

- A. Sharing rules open up access whereas org wide defaults restrict access
- B. When u delete a sharing rule, the sharing access created by that rule is automatically removed
- C. U can edit the access levels for any sharing rul
- D. You can change the specified groups / roles for the rule
- E. Sharing rules apply to all new and existing records owned by the specified role / group members
- F. When u modify which users are in a group rule, the sharing rules are re-evaluated to add/remove access as necessary.

**Answer:** C

#### NEW QUESTION 423

- (Topic 4)

The size limit for documents uploaded is:

- A. 1 Megabyte
- B. 3 Megabyte
- C. 5 Megabyte
- D. 25 Megabyte

**Answer:** C

#### NEW QUESTION 427

- (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 431

- (Topic 4)

You can update licenses on the Company Profile.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 435

- (Topic 4)

Which of the following is not a Standard Salesforce.com Application?

- A. Service
- B. Sales
- C. Call Center
- D. Community
- E. Marketing

**Answer:** A

#### NEW QUESTION 440

- (Topic 4)

A role has many to many relationships with the user?

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 442

- (Topic 4)



The value in a Custom Field called Salary is 50,000. What would the formula, ISNUMBER (Salary\_c), return

- A. FALSE
- B. TRUE
- C. Depends on the Users Locale
- D. 50.000

**Answer: B**

#### NEW QUESTION 443

- (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 448

- (Topic 4)

What would prevent a user from including fields when running a report?

- A. Field-level security & page layouts
- B. Page layouts only
- C. Field-level security only
- D. None of the above

**Answer: C**

#### NEW QUESTION 451

- (Topic 4)

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

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

**Answer: :AB**

#### NEW QUESTION 456

- (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 460

- (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 465

- (Topic 4)

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

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

**Answer: B**

#### NEW QUESTION 470

- (Topic 4)

UI component for tag Access (Choose 2)

- A. Edit tag links
- B. View tags on header
- C. Sidebar widget

**Answer:** B

#### NEW QUESTION 471

- (Topic 4)

Universal Containers would like their sales reps to be able to send branded email invitations to customers for business meetings and to collaborate with customers from a branded Website to find a suitable meeting time.

How can an Administrator accomplish this?

- A. Create a custom email template for invitations that displays your compant logo
- B. Add a company logo to meeting requests in Salesforce
- C. Create an external integration with Google calendar using Sites
- D. Enable Chatter to allow reps to Communicate with customers

**Answer:** B

#### NEW QUESTION 473

- (Topic 4)

What determines the suggested criteria for lookup filter?

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

**Answer:** A

#### NEW QUESTION 474

- (Topic 4)

Which of the following is the best way to make the Field Mandatory for everyone?

- A. Page Layout
- B. Validation Rule
- C. Roles & Profiles
- D. Field Level Security

**Answer:** D

#### NEW QUESTION 477

- (Topic 4)

Time-Dependent Workflow – Maximum Triggers Allowed Per Rule:

- A. Maximum of 10 time triggers per rule
- B. Maximum of 20 time triggers per rule
- C. Maximum of 50 time triggers per rule

**Answer:** A

#### NEW QUESTION 479

- (Topic 4)

Why would you use early triggers?

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

**Answer:** B

#### NEW QUESTION 484

- (Topic 4)

How would an Administrator ensure that specific field values are always represented by the same color each time the value is displayed on any dashboard component?

- A. Customize dashboard components
- B. Customize dashboard settings
- C. Customize source reports
- D. Customize field settings

**Answer:**

D

#### NEW QUESTION 486

- (Topic 4)

A record is modified on 1/1/2008. It meets criteria for a time-based workflow rule; this rule schedules an action for 7 days after rule execution. On 1/4/2008 the record is modified and no longer meets workflow rule criteria.

On 1/5/2008 the record is modified and once again meets the initial time-based workflow rule criteria. How many workflow actions will execute and when?

- A. 1 on 1/8/2008
- B. 2 on 1/8/2008 and 1/12/2008
- C. 1 on 1/12/2008

**Answer:** C

#### Explanation:

Explanation/Reference:

When the record is modified and no longer meets criteria on 1/4 the initial workflow action is dropped from the queue. The workflow action created on 1/5 is scheduled for 7 days after rule execution (which is 1/5), therefore the only rule that would be executed is on 1/12.

#### NEW QUESTION 487

- (Topic 4)

Field Level Security cannot be used to make a field required.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 491

- (Topic 4)

Do Validation rules get enforced on the Lead Conversion?

- A. Yes
- B. No

**Answer:** B

#### NEW QUESTION 495

- (Topic 4)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 497

- (Topic 4)

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

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

**Answer:** :A

#### NEW QUESTION 502

- (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 507

- (Topic 4)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 512**

- (Topic 4)

Which is a capability of Chatter? Choose 3 answers:

- A. Receive updates related to records followed by a user
- B. Share updates, files, and links with Leads and Contacts
- C. Receive recommendations for users and records to follow
- D. Follow people within Salesforce organization
- E. Post updates, files, links to Chatter pages

**Answer:** ADE

**NEW QUESTION 514**

- (Topic 4)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 515**

- (Topic 4)

If using Customizable forecasting there is a separate forecast role hierarchy

- A. True
- B. False

**Answer:** A

**NEW QUESTION 518**

- (Topic 4)

Which is a capability of a campaign? Choose 2 answers MMM

- A. Add campaign members to other related campaigns using an Apex trigger
- B. Convert leads to contacts from the campaign record
- C. Update the campaign member status of a lead using the manage campaign members feature
- D. Track the number of business accounts related to a campaign

**Answer:** AC

**NEW QUESTION 519**

- (Topic 4)

What objects are cases related to?

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

**Answer:** AC

**NEW QUESTION 520**

- (Topic 5)

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

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

**Answer:** B

**NEW QUESTION 523**

- (Topic 5)

Which Salesforce editions support Sandbox?

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

**Answer:** AF

**NEW QUESTION 527**

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 529**

- (Topic 5)

Account team is a set of users that normally work together on ?

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

**Answer:** A

**NEW QUESTION 533**

- (Topic 5)

Account Teams might be utilized for what?

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

**Answer:** AB

**NEW QUESTION 536**

- (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 541**

- (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 544**

- (Topic 5)

Which of the following object does not support the Business process?

- A. Lead
- B. Account
- C. Opportunity
- D. Case
- E. Solution

**Answer:** B

**NEW QUESTION 545**

- (Topic 5)

Which of the following can NOT be used to customize your Home Page?

- A. Company logo (Image)

- B. Dashboard Snapshot
- C. Custom Links
- D. Custom Formula Field

**Answer:** D

#### NEW QUESTION 549

- (Topic 5)

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

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

**Answer:** A

#### NEW QUESTION 553

- (Topic 5)

How many fields can be enabled for tracking on a custom Object?

- A. 10
- B. 20
- C. 30
- D. 40

**Answer:** B

#### NEW QUESTION 555

- (Topic 5)

Which of the following feature allows you to send an email when an opportunity reaches a threshold value?

- A. Validation Rule
- B. Big Deal Alert
- C. Opportunity Alert
- D. Big Ticket Email

**Answer:** B

#### NEW QUESTION 557

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 560

- (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 561

- (Topic 5)

For custom object records to appear in search results associated tab only needs to exist; the tab does not have to be visible to users.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 563

- (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 564

- (Topic 5)

Which of the following is true about Page layouts?

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

**Answer:** E

#### NEW QUESTION 565

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 567

- (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 571

- (Topic 5)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 572

- (Topic 5)

Salesforce.com record Id's are Identical in?

- A. Production and Config Only Sandbox
- B. Production and Developer Sandbox
- C. Production and Full Copy Sandbox
- D. Record Id's are always different in different environment

**Answer:** C

#### NEW QUESTION 574

- (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 577

- (Topic 5)

Which Import functionality of salesforce.com should be used if one needs to import the 30000 Cases in Salesforce.com?

- A. Import Wizard
- B. Data Loader
- C. Any one of A or B
- D. None of A or B

**Answer:** A

**NEW QUESTION 578**

- (Topic 5)

Which are Activity Attachment Enhancements in Spring 11?

- A. For new organizations, the Attachments related list is now automatically added to task and event records.
- B. For existing organizations, the Attachments related list is now automatically added to task and event records.
- C. Attachments are now searchable for tasks and events.
- D. Unlike before, HTML attachments is always available and can no longer be disallowed.
- E. Existing organizations need to manually add the related list to the activity page layout.

**Answer:** :ACE

**NEW QUESTION 580**

- (Topic 5)

Which of the following Collaboration Cloud Enhancements Features are automatically visible to all users after Winter 11 and no setup is required?

- A. Free Chatter Users
- B. Chatter Search
- C. Chatter Invitations
- D. Files Tab
- E. Using Chatter Filters
- F. View Chatter Feeds

**Answer:** BDE

**NEW QUESTION 584**

- (Topic 5)

Which objects can be stored in a folder?

- A. Emails
- B. Documents
- C. Dashboards
- D. Reports

**Answer:** BCD

**NEW QUESTION 587**

- (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 588**

- (Topic 5)

Which is true about a Chatter Plus user?

- A. Contents, Ideas, Answers, Accounts, Contacts, Chatter, Groups, People, Profiles tab and up to ten Custom Objects only
- B. Contents, Ideas, Answers, Accounts, Contacts, Chatter, Groups, People, Profiles tab and up to 20 Custom Objects
- C. Accounts, Contacts and up to 10 Custom objects only.
- D. It can access all that a Chatter Free user can, accounts and contacts and it can also access up to 10 custom objects only.
- E. .It can access all that a Chatter Free user can and it can also access up to 10 custom objects but not standard object.

**Answer:** A

**NEW QUESTION 590**

- (Topic 5)

Which of the following statements is/are true for sharing rules? (Check all that apply)

- A. Sharing rules should be used when a user or group of users needs access to records not granted them by either role hierarchy or organization wide defaults
- B. Sharing rules apply only to new records owned by specified role or group member
- C. When you transfer records from user to another, the sharing rules are removed during the transfer.
- D. You cannot change the specified groups or roles for sharing rules.

**Answer:** AD

**NEW QUESTION 593**

- (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 595

- (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 597

- (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 601

- (Topic 5)

How many User records can be imported via Import Wizard?

- A. 500
- B. 5.000
- C. 50.000
- D. User Records cannot be imported via Import Wizard

**Answer:** D

#### NEW QUESTION 604

- (Topic 5)

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

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

**Answer:** A

#### NEW QUESTION 608

- (Topic 5)

Opportunity products can be linked in a Lookup Relationship:

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 610

- (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 611

- (Topic 5)

A sales team is a set of users that normally work together on ?

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

**Answer:** C

#### NEW QUESTION 615

- (Topic 5)

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

- A. True
- B. False

**Answer:** :A

#### NEW QUESTION 617

- (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 621

- (Topic 5)

Reports show only the information you can access where as Dashboards show information which you even cannot access.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 625

- (Topic 5)

Users with access to opportunities as sales team members cannot extend sharing for those records:

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 629

- (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 633

- (Topic 5)

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

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

**Answer:** E

#### NEW QUESTION 635

- (Topic 5)

If a Report is run which returns 20,000 records then:

- A. All 20K records are displayed in the UI
- B. First 2K records are displayed in the UI
- C. 10 Reports each having 2K records are created
- D. Report Fails and an error is reported

**Answer:** B

#### NEW QUESTION 638

- (Topic 5)

Which of the following is not a Roll Up summary field operation?

- A. SUM
- B. MAX
- C. MIN
- D. COUNT
- E. Average

**Answer:** E

#### NEW QUESTION 639

- (Topic 5)

Can the User Records be permanently deleted from the Salesforce.com?

- A. Yes
- B. No
- C. Depends on Profile Settings of the Administrator
- D. User Records can be archived so that they are available on request

**Answer:** B

#### NEW QUESTION 643

- (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 647

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 649

- (Topic 6)

Which are true about Email to Salesforce Enhancements after Spring 11 release?

- A. You can now choose whether you'd like all emails to be sent to My Unresolved Items so you can manually assign them to related records or whether you'd like us to first try to automatically assign them.
- B. Is now available in all editions except contact manager and group.
- C. You can now choose whether you'd like emails we couldn't automatically assign to be sent to My Unresolved Items.
- D. These enhancements will automatically apply without the need for setup.

**Answer:** AC

#### NEW QUESTION 654

- (Topic 6)

Which report format provides a tabular listing of data with sorting and subtotalling of said data.

- A. Matrix
- B. Tabular
- C. Summary

**Answer:** C

#### NEW QUESTION 656

CORRECT TEXT - (Topic 6)

Limitation for an organization related to triggers?

A.

**Answer:** SFlimitsthenumberoftimetriggersanorganizationcanexecuteperhour.Thelimitsareasfollows:

#### Explanation:

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

#### NEW QUESTION 657

CORRECT TEXT - (Topic 6)

How does a Profile differ from a Role?

A.

**Answer:** Profilecontrolswhatausercando(readcreateeditdelete)withrecords

#### NEW QUESTION 658

- (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 661

CORRECT TEXT - (Topic 6)

Why are Sharing Rules used?

A.

**Answer:**

Toopenupaccesstorecordsyoudn'tnaturallygetthroughOrganizationWideDefaultsandRoleHierarchy.TheyaretheexceptionstotheOrganizationWideDefaults.

#### NEW QUESTION 664

- (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 667

- (Topic 6)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 668

CORRECT TEXT - (Topic 6)

Match the workflow steps with the setup requirement

A.

**Answer:** Task-SelecttheSubjectstatusandpriorityEmailAlert-Selectatemplate

#### Explanation:

Field Update - Select a field

Rule - Select the subject status and priority

#### NEW QUESTION 672

- (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 675

- (Topic 6)

Name the benefits of the cloud computing model?

- A. Multi-tenant
- B. Scales with your business
- C. Modest operating expense
- D. No capital expense
- E. Elastic
- F. Pay-as-you-go

**Answer:** ABCDEF

#### NEW QUESTION 677

- (Topic 6)

After Spring &39; 11 upgrade the System Administrator noticed that he can no longer see the "Report Builder" permission on profiles. Which of the following explains the scenario?

- A. Report Builder is no longer in use in Spring 11.
- B. All profiles get access to the report builder by default.
- C. The old report wizard will be available only to users in Accessibility Mode.
- D. Only Group and Professional Edition organizations can use report builder.
- E. Only Enterprise and Unlimited Edition organizations can use report builder.
- F. None of the above.

**Answer:** B

#### NEW QUESTION 678

- (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 682

- (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 685

- (Topic 6)

Can an end user import Members into a Campaign?

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 689

- (Topic 6)

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

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

**Answer:** B

#### NEW QUESTION 693

- (Topic 6)

Can you perform field updates on an object related to a rule.

- A. Yes
- B. No

**Answer:** A

**Explanation:**

Explanation/Reference:

Except for case comment and Email message records you can create a field update action that updates a field on the related case record. For e.g. You can create a rule to change the status of a case from “ Awaiting Customer Response ” to “In Progress” when a customer adds a case comment.

**NEW QUESTION 695**

CORRECT TEXT - (Topic 6)

What does the Role Hierarchy control?

A.

**Answer:** Controls data visibility and record rollup

**NEW QUESTION 698**

- (Topic 6)

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

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

**Answer:** D

**NEW QUESTION 700**

- (Topic 6)

Adding a user to the sales team group will give access to opportunity records that was previously a restricted account.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 701**

- (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 702**

- (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 707**

- (Topic 6)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 708**

- (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 712**

- (Topic 6)

What is conditional highlighting for reports?

- A. You can set conditions that when met will report the calculated fields
- B. Set thresholds for report analysis
- C. None of the above

**Answer:** B

**NEW QUESTION 717**

- (Topic 6)

If your company's fiscal year begins on February 1st and contains the 12 gregorian months, do you need to enable custom fiscal years?

- A. Yes
- B. No

**Answer:** B

**Explanation:**

Explanation/Reference:

As long as the fiscal year begins on the 1st of any month and follows the standard months, then custom fiscal years are not required.

**NEW QUESTION 722**

- (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 725**

- (Topic 6)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 729**

- (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 733**

- (Topic 6)

Which of the following statements are true about trusted ranges?

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

**Answer:** :BC

**NEW QUESTION 738**

- (Topic 6)

A sales manager would like to view a dashboard from the perspective of different users and switch between users without editing the dashboard. How would an administrator enable this?

- A. Grant the sales manager the "Drag-and-Drop Dashboard Builder" permission.
- B. Create the dashboard as dynamic dashboard.
- C. Grant the sale manager the "Manage Dynamic Dashboards" permission.
- D. Grant the sales manager the "View My Teams Dashboards" permission.

**Answer:** BD

#### NEW QUESTION 742

- (Topic 6)

Even a user with "View all data" (VAD) permission cannot view hidden folders as well as folders shared to no one.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 746

- (Topic 6)

Can you make a standard field unique?

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 749

- (Topic 6)

You cannot delete a standard report.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 754

- (Topic 6)

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

- A. True
- B. False

**Answer:** :A

#### NEW QUESTION 758

- (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 759

- (Topic 6)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 763

CORRECT TEXT - (Topic 6)

What is a Running User?

- A.

**Answer:** Determinesthelevelofaccesstothedashboarddata

#### NEW QUESTION 764

- (Topic 6)

With Spring 11 release, you can now sort line items in the Quote Line Items related list on a quote. Syncing a quote with an opportunity also syncs product sort order.

- A. True
- B. False



**Answer:** A

**NEW QUESTION 766**

- (Topic 6)

Identify the correct statement from the given list.

- A. Lookup field link two objects
- B. Lookup fields affect security
- C. Lookup fields change the record ownership
- D. Lookup fields can be used to delete an object

**Answer:** A

**NEW QUESTION 767**

- (Topic 6)

When are WF rules evaluated?

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

**Answer:** B

**NEW QUESTION 768**

- (Topic 6)

The running user doesn't override the sharing role while allowing users to see high-level sales data for everyone, not just

- A. True
- B. False

**Answer:** B

**NEW QUESTION 769**

CORRECT TEXT - (Topic 6)

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

A.

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

**NEW QUESTION 770**

- (Topic 6)

Which are true about Trialforce Email Branding?

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

**Answer:** BD

**NEW QUESTION 773**

- (Topic 6)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 776**

- (Topic 6)

A Standard Fiscal Year can start on May 1st.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 777**

CORRECT TEXT - (Topic 6)

What happens if a WF task is assigned to a role containing more than one person?

A.

**Answer:** Theowneroftherecordthattriggeredtherulebecomesthetaskassignee.

#### NEW QUESTION 779

- (Topic 6)

Which step is required when configuring the new Salesforce for outlook?

- A. Select sync direction and conflict behaviour
- B. Select the appropriate config template
- C. Assign users and profiles to a configuration
- D. Enable the chatter feed sync with Outlook

**Answer:** AC

#### NEW QUESTION 784

- (Topic 6)

Which statements are true about standard fields?

- A. Std fields are created by Admin
- B. You can delete std fields
- C. You can change the std field labels
- D. You can remove required std fields from a page layout

**Answer:** C

#### NEW QUESTION 786

- (Topic 7)

To log into the Data Loader, the IP address must be a trusted IP or the User must know their security token.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 790

- (Topic 7)

You can create email alerts for workflow rules on activities.

- A. True
- B. False

**Answer:** A

#### Explanation:

Explanation/Reference:

You can't create email alerts for workflow rules on activities.

#### NEW QUESTION 794

- (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 795

CORRECT TEXT - (Topic 7)

Determine if the description is Master/Detail or Lookup: For reporting parent and child fields available

A.

**Answer:** Master/Detail

#### NEW QUESTION 798

CORRECT TEXT - (Topic 7)

Where are Cases created?

A.

**Answer:** OntheCasesObjectandAccountorContactRelatedLists.

#### NEW QUESTION 802

- (Topic 7)

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

- A. Yes
- B. No

**Answer:** A

#### NEW QUESTION 807

- (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 811

- (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 815

- (Topic 7)

Saving or creating records can trigger one rule.

- A. True
- B. False

**Answer:** B

#### Explanation:

Explanation/Reference:

Saving or creating records can trigger more than one rule.

#### NEW QUESTION 819

- (Topic 7)

A checkbox can be a controlling field in a field dependency?

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 821

- (Topic 7)

The Director of Sales wants a report that shows the trending performance of his sales reps. He would like to see the trend by month, with a review of the previous 6 months. Which report format would you use to create this custom report?

- A. The Tabular Report
- B. The Summary Report
- C. Matrix Report.

**Answer:** C

#### NEW QUESTION 826

- (Topic 7)

Each workflow rule applies to a single object, such as leads, accounts, or opportunities.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 827

- (Topic 7)

The Director of Sales wants a report that meets the following criteria:

All accounts in NY, MA, PA and NJ Account rating of "Hot" or Annual Rev over \$8M .The report must meet the state criteria but can optionally meet the account rating or the annual revenue.

Which report format would you use to create this custom report?

- A. The Tabular Report
- B. The Summary Report
- C. Matrix Report.

**Answer:** A

#### NEW QUESTION 828

CORRECT TEXT - (Topic 7)

What are Standard Reports?

A.

**Answer:** OutoftheboxreportsfromSF

#### NEW QUESTION 831

CORRECT TEXT - (Topic 7)

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

A.

**Answer:** InSFDocuments

#### NEW QUESTION 835

CORRECT TEXT - (Topic 7)

Define the Summary Report.

A.

**Answer:** Providesalistingofdataplussortingandsubtotalingofdata.Maybeusedtosupportdashboardcomponents.

#### NEW QUESTION 840

- (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 842

CORRECT TEXT - (Topic 7)

Salesforce.com processes any rules in what order?

A.

**Answer:** 1.Validationrules

#### Explanation:

- 2. Assignment rules
- 3. Auto-response rules
- 4. Workflow rules (with immediate actions)
- 5. Escalation rules

#### NEW QUESTION 845

- (Topic 7)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 847

- (Topic 7)

Inline Editing updates the field when

- A. The field is saved/updated
- B. When the record is saved/updated

C. When the return key is pressed  
D. None of the above

**Answer:** B

#### NEW QUESTION 851

- (Topic 7)

Custom Summary Formulas are based on hard record values but used to create a temporary formula for custom reporting needs.

A. True  
B. False

**Answer:** A

#### NEW QUESTION 855

CORRECT TEXT - (Topic 7)

Dashboard components can consist of:

A.

**Answer:** Chart

#### Explanation:

Tables - As of Spring '10, Tables can have 4 columns Metric

Gauge

Custom S-Control Visual force Page Not graphs

#### NEW QUESTION 857

CORRECT TEXT - (Topic 7)

Define the Standard User profile.

A.

**Answer:** Canviewedit&deletetheirownrecords

#### NEW QUESTION 862

CORRECT TEXT - (Topic 7)

Define the Matrix Report.

A.

#### Answer:

Summarizesdatainagridagainststhorizontalandverticalcriteria.Matrixreportsprovidetotalsforbothrowsandcolumns.Matrixreportsmayalsobeusedtosupportdashboardco  
mponents.

#### NEW QUESTION 866

CORRECT TEXT - (Topic 7)

Define the Marketing User Profile.

A.

**Answer:** Standarduserperm+canimportleadsfortheOrg

#### NEW QUESTION 870

- (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 873

CORRECT TEXT - (Topic 7)

When can inactive assignment rules be run on leads?

A.

**Answer:** Duringleadimport

#### NEW QUESTION 878

CORRECT TEXT - (Topic 7)

Define the Tabular Report.

A.

**Answer:** Provides a simple listing of your data without subtotals. The only format that has a floating report header.

#### NEW QUESTION 880

CORRECT TEXT - (Topic 7)

Define the Contract Manager profile.

A.

**Answer:** Standard user perm + edit approve activate delete contracts

#### NEW QUESTION 883

CORRECT TEXT - (Topic 7)

What do Business processes do?

Business Processes track sales, support, solution, cases

A.

**Answer:** A

#### NEW QUESTION 887

CORRECT TEXT - (Topic 7)

Where do Chatter Feeds Display?

A.

**Answer:** On the Home tab where you can see your updates status updates of people you follow and update store records you follow and groups you're a member of:

#### Explanation:

- On profiles, where you can see updates made by the person whose profile you're viewing
- On records, where you can see updates to the record you're viewing
- On Chatter groups, where you can see updates to the group you're viewing

#### NEW QUESTION 889

CORRECT TEXT - (Topic 7)

What can Delegated Admins do?

A.

**Answer:** View All & Modify All Access by Object

#### NEW QUESTION 891

- (Topic 7)

Which objects have built in import wizards?

- A. Accounts
- B. Contacts
- C. Leads
- D. Solutions
- E. Custom Objects

**Answer:** ABCDE

#### NEW QUESTION 896

CORRECT TEXT - (Topic 7)

Which takes precedence: User's language setting or Company profile default language?

A.

**Answer:** User's language setting.

#### NEW QUESTION 897

- (Topic 7)

You can't package workflow rules with time triggers.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 898

CORRECT TEXT - (Topic 7)

Determine if the description is Master/Detail or Lookup: Child is deleted when parent is deleted.

A.

**Answer:** Master/Detail

#### NEW QUESTION 903

- (Topic 7)

The Self Service Portal and Customer Portal are the same technology?

A. Yes

B. No

**Answer:** B

#### NEW QUESTION 905

- (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 907

CORRECT TEXT - (Topic 7)

Determine if the description is Master/Detail or Lookup: No inherited sharing:

A.

**Answer:** Lookup

#### NEW QUESTION 910

CORRECT TEXT - (Topic 7)

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

A.

**Answer:** Theerrormessage.

#### NEW QUESTION 911

CORRECT TEXT - (Topic 7)

How are Cases assigned?

A.

**Answer:** AssignmentRule

#### NEW QUESTION 915

- (Topic 7)

Workflow rules trigger automatically and are visible to the user.

A. True

B. False

**Answer:** B

#### Explanation:

Explanation/Reference: Workflow rules are invisible to the end user.

#### NEW QUESTION 917

CORRECT TEXT - (Topic 7)

What do Sales Teams do?

A.

**Answer:** FocusesonOpportunityRecordsbeingsharedtoaspecifiedgroupofusersbasedontheOpportunityOwner.

#### NEW QUESTION 922

- (Topic 7)

How many app exchange apps can you install in PE?

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

**Answer:** A

#### NEW QUESTION 926

CORRECT TEXT - (Topic 7)

Can you set Standard and Custom fields as unique or required using the Property feature?

A.

**Answer:** Noonlycustomfields.

#### NEW QUESTION 928

- (Topic 7)

There are no exceptions to the role heirarchy based sharing?

- A. True
- B. False

**Answer:** B

#### Explanation:

Explanation/Reference:

Contact sharing rules do not apply to private contacts. Notes and attachments marked as private via the

Private checkbox are accessible only to the owner and administrators. n option on your organization-wide default allows you to ignore the hierarchies when determining access to

data. Events marked as private via the Private checkbox are accessible only by the event owner. Managers in the role hierarchy cannot view or edit their subordinate's records if they do not have the “Read” or “Edit” user permissions for the type of record.

Object permissions are set on a user's profile.

#### NEW QUESTION 932

CORRECT TEXT - (Topic 7)

What does a workflow approval process do?

A.

**Answer:** ItelectronicallycapturesabusinessapprovalonaSFdatarecord.

#### NEW QUESTION 936

- (Topic 7)

How many app exchange apps can you install in EE?

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

**Answer:** B

#### NEW QUESTION 941

- (Topic 7)

What are the three editions of Salesforce?

A. PE Professional Edition EE Enterprise EditionUE Unlimited Edition

**Answer:** A

#### NEW QUESTION 944

- (Topic 7)

Standard Reports can be deleted?

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 945

- (Topic 7)

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

- A. True
- B. False



**Answer:** A

**NEW QUESTION 946**

- (Topic 7)

What are the Org Wide Default permission options?

- A. Public, Read, Write (Transfer on Leads/Cases)
- B. Public Read, Write
- C. Public Read Only
- D. Private
- E. Controlled by Parent (on Master-Detail Relationships).

**Answer:** ABCDE

**NEW QUESTION 950**

- (Topic 7)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 954**

- (Topic 7)

Can the DataLoader access all objects?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 959**

- (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 962**

- (Topic 8)

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

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

**Answer:** D

**NEW QUESTION 967**

- (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 972**

- (Topic 8)

If a Standard Object is Renamed, the Reports are Renamed based on the new label value

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 975

- (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 978

- (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 979

- (Topic 8)

You can map a custom lead field to a Case

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 983

- (Topic 8)

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

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

**Answer:** A

#### NEW QUESTION 986

- (Topic 8)

Your recycle bin record limit is times the Megabytes (MBs) in your general storage

- A. 20
- B. 50
- C. 250
- D. 500

**Answer:** C

#### NEW QUESTION 989

- (Topic 8)

The user default login hours are 8:00 AM - 5:00 PM. The user logs in at 4:30 PM and stays on till 5:01 PM. What happens?

- A. The user continues with the session without any interruption
- B. The user loses all unsaved data after terminating the session
- C. The user terminates the session without losing any data
- D. The user is able to work without issues but cannot start new sessions
- E. The user is able to work without issues and can start new sessions

**Answer:** B

#### NEW QUESTION 991

- (Topic 8)

Dated exchange rates can be set in the time range of

- A. As short as a day and as long as a forever
- B. As short as a minute and as long as a day
- C. As short as an hour and as long as a month
- D. As short as a month and as long as an year
- E. As short as a month and as long as a quarter

**Answer:** A

**NEW QUESTION 992**

- (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 994**

- (Topic 8)

Which information not captured on user record in Salesforce?

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

**Answer:** B

**NEW QUESTION 999**

- (Topic 8)

A person account is different from business account because: (any 2)

- A. There is only one record type in person account
- B. There is no contact related list in person account
- C. There are no opportunities to a person account
- D. There are no leads converted here

**Answer:** AB

**NEW QUESTION 1003**

- (Topic 8)

Which is not true about enhanced list views? (Choose 2)

- A. Multiple records can be edited in list views
- B. Dependent picklist can be edited with inline editing in list views
- C. Inline editing is possible with list views
- D. Record types can be changed in list views

**Answer:** BD

**NEW QUESTION 1008**

- (Topic 8)

What is true about Managed Packages?

- A. They are not upgradeable
- B. They cannot be uninstalled
- C. They are upgradeable
- D. They cannot be deleted

**Answer:** C

**NEW QUESTION 1010**

- (Topic 8)

Which of them is not a Standard Business Object?

- A. Accounts
- B. Contacts
- C. Ideas
- D. Leads

**Answer:** C

**NEW QUESTION 1014**

- (Topic 8)

How many people can you send an invite to at a time using Cloud Scheduler?

- A. You can invite up to 50 people to a meeting.
- B. You can invite up to 20 people to a meeting.
- C. You can invite up to 25 people to a meeting.
- D. You can invite up to 55 people to a meeting.

**Answer:** :A

#### NEW QUESTION 1016

- (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 1018

- (Topic 8)

Custom Fiscal Year works on a define once and use everywhere Rule Select

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 1023

- (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 1024

- (Topic 8)

The size limit for documents uploaded is:

- A. 2 MB
- B. 5 MB
- C. 10 MB
- D. 50 MB

**Answer:** B

#### NEW QUESTION 1028

- (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 1029

- (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 1032

CORRECT TEXT - (Topic 8)

How does Cloud Scheduler Work?

A.

**Answer:**

When you use Cloud Scheduler to request a meeting Salesforce.com creates a unique Web page for your meeting that displays the proposed meeting times. When invitees visit the page they select the time that works for them and send you a reply. Salesforce.com tracks all the responses so you can pick the best time to meet when you confirm the meeting.

**NEW QUESTION 1035**

- (Topic 8)

Customizable Forecasting cannot be enabled for use with Custom Fiscal Years

- A. True
- B. False

**Answer:** B

**NEW QUESTION 1038**

- (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 1043**

- (Topic 8)

Specifying a "running user" in dashboard means:

- A. Any user above running user can edit and delete the dashboard
- B. Any user below running user can view only their own records
- C. Any user can view all records that the running user role can view
- D. Only the running user can view the dashboard

**Answer:** C

**NEW QUESTION 1047**

- (Topic 8)

How many Editions are there in Salesforce.com

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

**Answer:** :D

**NEW QUESTION 1052**

- (Topic 8)

When a user refreshes a dashboard, who does the dashboard get refreshed for?

- A. The user and all those who have access to the dashboard
- B. Only the user who refreshed the dashboard.
- C. The running user only
- D. The administrator.

**Answer:** A

**NEW QUESTION 1054**

- (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 1057**

- (Topic 8)

What is the use of campaign influence feature on opportunities?

- A. Help calculate ROI
- B. Give a list of campaigns that influenced the user
- C. To check if web to lead is working properly
- D. To ensure duplicate records are not created

**Answer:** B

**NEW QUESTION 1062**

- (Topic 8)

A custom multi-select picklist can be the controlling field for a dependent field

- A. True
- B. False

**Answer:** B

**NEW QUESTION 1066**

- (Topic 8)

When you configure Search Settings for Your Organization, the new value must be between 5 and 50

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1069**

- (Topic 8)

An account team can be added by all Except:

- A. Owner
- B. Anyone in the team
- C. Anyone above owner in role hierarchy
- D. Administrator

**Answer:** B

**NEW QUESTION 1070**

- (Topic 8)

With the "manage campaign" button on campaign selected, what all can you do with the integrated campaign builder? Select 2

- A. Import new leads and add it to campaign
- B. Associate opportunities to the campaign
- C. Associate existing contacts to the campaign
- D. Associate upto 50000 existing leads to the campaign

**Answer:** AD

**NEW QUESTION 1075**

- (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 1078**

- (Topic 8)

The Create New Folder link will only be visible to users with which permission

- A. Manage Public Documents
- B. Manage Documents
- C. Edit Documents
- D. Create Public Documents

**Answer:** A

**NEW QUESTION 1082**

- (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 1085**

- (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 1088

- (Topic 8)

You can delete the Standard Price Book or a price book that is on an opportunity.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 1089

- (Topic 8)

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

- A. True
- B. False

**Answer:** :A

#### NEW QUESTION 1092

- (Topic 8)

You can enable Chatter in your organization without updating to the new look and feel?

- A. True
- B. False

**Answer:** B

#### Explanation:

Explanation/Reference:

Enabling Salesforce Chatter also enables the new user interface theme, which updates the look and feel of Salesforce.com.

#### NEW QUESTION 1096

- (Topic 8)

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

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

**Answer:** D

#### NEW QUESTION 1098

- (Topic 8)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 1102

- (Topic 8)

In List View Enhancements, users can export list results to CSV file

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 1104

- (Topic 8)

Picklist dependency rules are not enforced during Import

- A. True

B. False

**Answer:** A

**NEW QUESTION 1107**

- (Topic 8)

Personal Tags can not be shared

A. True

B. False

**Answer:** A

**NEW QUESTION 1110**

- (Topic 8)

Which of them is NOT a Profile Component? Select all which are applicable

A. Access to Applications

B. Tab Visibility

C. Page layouts

D. Field-Level Security

E. Record Types Access

F. Permissions

G. Manage Currencies

H. Hours and IP addresses

I. Tag Settings

J. UI Settings

**Answer:** GIJ

**NEW QUESTION 1114**

- (Topic 8)

Which permission allows a user to create a new solution?

A. Edit

B. Read

C. Create

D. Delete

**Answer:** C

**NEW QUESTION 1118**

- (Topic 9)

A lead has been converted. Where can we find the campaigns associated with it? Select 2.

A. Campaign history list

B. Opportunity campaign related list

C. Contact campaign related list

D. Campaign history report

E. Campaign related list on account

**Answer:** :BC

**NEW QUESTION 1122**

- (Topic 9)

Who can view a Campaign in Salesforce.com

A. Sales and Marketing User

B. Marketing User only

C. Campaign Manager only

D. All users of Salesforce.com who have access to Campaigns Object

**Answer:** D

**NEW QUESTION 1123**

- (Topic 9)

All existing custom objects that were previously deployed will still be deployed when you upgrade a managed application.

A. True

B. False

**Answer:** A

**NEW QUESTION 1125**

- (Topic 9)



Data storage include the following: (check all that apply)

- A. Salesforce Chatter
- B. Files in attachments
- C. Cases
- D. Email Messages
- E. Ideas

**Answer:** CDE

#### NEW QUESTION 1126

- (Topic 9)

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

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

**Answer:** B

#### NEW QUESTION 1127

- (Topic 9)

Can you include attachments in the Data Export.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 1128

- (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 1129

- (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 1130

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 1133

- (Topic 9)

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

- A. Multiple Languages for Salesforce Knowledge
- B. Salesforce Knowledge Article Number
- C. Additional Case Article Fields Available for Reports and the Articles Related List
- D. Salesforce Knowledge Sidebar for the Service Cloud Console (Contextual Knowledge)
- E. Global Search for the Service Cloud Console

**Answer:** ACD

#### NEW QUESTION 1138

- (Topic 9)

A solution can only belong to one category.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 1143

- (Topic 9)

If you delete a report and change your mind, you can retrieve it from the recycle bin.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 1147

- (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 1149

- (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 1153

- (Topic 9)

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

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

**Answer:** D

#### NEW QUESTION 1158

- (Topic 9)

The company wants all opportunities associated with an account to be added in and displayed on the account record detail page. Is it possible?

- A. Yes, workflow rule
- B. Yes, custom summary field
- C. Yes, roll up summary field
- D. No, accounts cannot be edited

**Answer:** C

#### NEW QUESTION 1163

- (Topic 9)

What is the maximum length of the alias field?

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

**Answer:** C

#### NEW QUESTION 1167

- (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 1168

- (Topic 9)

Which of these has many-to-many relationship?

- A. Each solution is associated with one case, one case associated with only one solution
- B. Each solution is associated with one case, but a case can be associated with multiple solutions
- C. Each solution can be associated with multiple cases, but a case can be associated with only one case
- D. Each solution can be associated with multiple cases and a case can be associated with multiple solutions

**Answer:** D

#### NEW QUESTION 1172

- (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 1173

- (Topic 9)

Formula cannot reference any field that is restricted by Field level security

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 1178

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 1181

- (Topic 9)

Roll-up summary and formula fields are always read-only on detail pages.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 1183

- (Topic 9)

The mini view does not display if the record in the detail view does not have records associated with it.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 1184

- (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 1189**

- (Topic 9)

Deleting a lead from a campaign does not delete the lead itself, but it is no longer a campaign member.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1194**

- (Topic 9)

When transferring leads to a queue open activities are also transferred?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 1196**

- (Topic 9)

Partner portal and customer portal users aren't required to activate computers to log in.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1198**

- (Topic 9)

Formula fields can be converted from or to other field types.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 1199**

- (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 1203**

- (Topic 9)

When you delete a case:

- A. All related events, tasks, case comments, attachments, and associated solutions are deleted
- B. All related events, tasks , case comments, and attachments are deleted.
- C. All related events, tasks, case comments, attachments, associated solutions, contacts, and accounts are deleted.
- D. Cases can never be deleted
- E. All related tasks and case comments are deleted.

**Answer:** B

**NEW QUESTION 1204**

- (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 1209**

- (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 1212**

- (Topic 9)

If the lead has a record type, the default record type of the new owner is assigned to records created during lead conversion.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1217**

- (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 1220**

- (Topic 9)

What is the limit of Master-Detail Relationships per object?

- A. 35
- B. 25
- C. 15
- D. 3
- E. 2
- F. 8

**Answer:** E

**NEW QUESTION 1221**

- (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 1226**

- (Topic 9)

Which is true about Salesforce Knowledge Sidebar for the Service Cloud Console?

- A. After spring 11 release, console users automatically see a sidebar that displays titles of SalesforceKnowledge articles that may solve the case they're working on.
- B. It automatically searches and returns articles from your knowledge base that match any of the words typed in the Subject of a case.
- C. There is no such thing as Knowledge Sidebar.

**Answer:** B

**NEW QUESTION 1227**

- (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 1231**

- (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 1235**

- (Topic 9)

Salesforce Console only displays views that were previously created.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1239**

- (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 1243**

- (Topic 9)

Why would you create different Record Types?

- A. To allow users to use different page layouts
- B. To allow users to see different values in picklists depending on their job function
- C. To allow users to use different Business Processes depending on their job function
- D. All of the above

**Answer:** D

**NEW QUESTION 1245**

- (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 1247**

- (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 1251**

- (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 1254**

- (Topic 9)

You have to enable the Report Builder Upgrade first to use Scatter Charts.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1258**

- (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 1262**

- (Topic 10)

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

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

**Answer:** B

**NEW QUESTION 1266**

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## Relate Links

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