



# **Salesforce**

## **Exam Questions ADM-201**

Administration Essentials for New Admins

#### NEW QUESTION 1

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 2

- (Topic 1)

The Data Loader can de-duplicate records during import.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 3

- (Topic 1)

Criteria-based sharing rules allow administrators to share records based on field values rather than record ownership.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 4

- (Topic 1)

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

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

**Answer:** B

#### NEW QUESTION 5

- (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 6

- (Topic 1)

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

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

**Answer:** A

#### NEW QUESTION 7

- (Topic 1)

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

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

**Answer:** AC

#### NEW QUESTION 8

- (Topic 1)

AW Computing needs to track the manufacturer and model for specific computers and laptops. How can the system administrator ensure that manufacturer selected influences the values available for model.

- A. Create a multi-select picklist field that includes both manufacturers and models.
- B. Create a lookup field from the manufacturer object to the model object
- C. Create a manufacturer field as a controlling picklist and the model as a dependent picklist
- D. Create a manufacturer field as the dependent picklist and the model as the controlling picklist.

**Answer:** C

#### NEW QUESTION 9

- (Topic 1)

An Approval Process begins when a record is:

- A. Created
- B. Saved
- C. Edited
- D. Submitted for Approval

**Answer:** D

#### NEW QUESTION 10

- (Topic 1)

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

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

**Answer:** B

#### NEW QUESTION 10

- (Topic 1)

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

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

**Answer:** ADE

#### NEW QUESTION 15

- (Topic 1)

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

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

**Answer:** D

#### NEW QUESTION 18

- (Topic 1)

What should a system administrator consider before importing a set of records into Salesforce.

- A. The import file should include a record owner for each record
- B. Validation rules are not triggered when importing data using the import wizard
- C. Data should be de-duplicated in the import file prior to import
- D. Currency field values will default to the personal currency of the record owner

**Answer:** :AC

#### NEW QUESTION 20

- (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 25**

- (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 28**

- (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 31**

- (Topic 1)

User interface settings are global settings and apply to all users of an org.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 32**

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 36**

- (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 39**

- (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 42**

- (Topic 1)

Queues can be made up of the following

- A. Users
- B. Public Groups
- C. Roles
- D. Profiles
- E. External Chatter Users

**Answer:** ABC

#### NEW QUESTION 46

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 48

- (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 51

- (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 56

- (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 57

- (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 62

- (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 64

- (Topic 2)

Which one does NOT apply to Custom Formula Fields?

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

**Answer:** A

#### NEW QUESTION 67

- (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 71

- (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 75

- (Topic 2)

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

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

**Answer:** D

#### NEW QUESTION 78

- (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 83

- (Topic 2)

What happens when a user clicks on the Create New Apps option present in the List of Apps section?

- A. User is taken to a Create new App Page in salesforce.com
- B. User is taken to App Exchange
- C. User is taken to developer.force.com page
- D. None of the above

**Answer:** :C

#### NEW QUESTION 86

- (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 89

- (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 94**

- (Topic 2)

Are Tags searchable from standard Search component?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 96**

- (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 97**

- (Topic 2)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 102**

- (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 107**

- (Topic 2)

Recent Items use the?

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

**Answer:** C

**NEW QUESTION 109**

- (Topic 2)

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

- A. Territory
- B. Product Family
- C. Date Range
- D. Sales Team

**Answer:** D

**NEW QUESTION 114**

- (Topic 2)

Which of the following object relationships is NOT allowed?

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

**Answer:** B

**NEW QUESTION 118**

- (Topic 2)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 123

- (Topic 2)

Related Lists display the many side of a one-to-many relationship

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 128

- (Topic 2)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 132

- (Topic 2)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 133

- (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 134

- (Topic 2)

All of the following are types of AppExchange Applications EXCEPT:

- A. Composite
- B. Client
- C. Provisional
- D. Native

**Answer:** C

#### NEW QUESTION 139

- (Topic 3)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 143

- (Topic 3)

Which Salesforce editions provide option for customizing profiles?

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

**Answer:** BD



#### NEW QUESTION 146

- (Topic 3)

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

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

**Answer:** B

#### NEW QUESTION 148

- (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 153

- (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 158

- (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 160

- (Topic 3)

Identify the true statements about the workflow approval process?

- A. When a record is submitted for approval the Admin can edit the record
- B. You can forward an email approval request to another email address
- C. The approvers delegate can also approve a request
- D. Approvers can view an approval request from their home page
- E. Approvers can only access an approval page from the application

**Answer:** AD

#### NEW QUESTION 164

- (Topic 3)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 166

- (Topic 3)

Which of the following statements are true about Data Validation?

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

**Answer:** AC

#### NEW QUESTION 167

- (Topic 3)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 168

- (Topic 3)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 170

- (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 175

- (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 180

- (Topic 3)

The Report Builder is different from the Report Wizard.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 185

- (Topic 3)

Multiple record types may be created for every tab, with the exception of

- A. Home
- B. Accounts
- C. Forecasting
- D. Opportunity
- E. Reports

**Answer:** ACE

#### NEW QUESTION 186

- (Topic 3)

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

- A. True
- B. False

**Answer:** :A

#### NEW QUESTION 188

- (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 191

- (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 194

- (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 198

- (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 201

- (Topic 4)

Which statement is / are false for folders?

- A. Access is defined either as Read or Read/Write
- B. Access to folders does roll-up through role hierarchy
- C. The document tab contains a control version capability
- D. Access to folders does not roll-up through role hierarchy

**Answer:** BC

#### NEW QUESTION 202

- (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 204

- (Topic 4)

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

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

**Answer:** B

#### NEW QUESTION 206

- (Topic 4)

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

- A. Promote an Answer for consideration

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

**Answer:** ADE

#### NEW QUESTION 211

- (Topic 4)

You can update licenses on the Company Profile.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 214

- (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 216

- (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 221

- (Topic 4)

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

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

**Answer:** B

#### NEW QUESTION 225

- (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 226

- (Topic 4)

What determines the suggested criteria for lookup filter?

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

**Answer:** A

#### NEW QUESTION 231

- (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 233

- (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 236

- (Topic 4)

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

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

**Answer:** :CD

#### NEW QUESTION 238

- (Topic 4)

Author and the owner have same access to the document

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

**Answer:** B

#### NEW QUESTION 239

- (Topic 4)

What is Sharing Rule?

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

**Answer:** ABD

#### NEW QUESTION 243

- (Topic 4)

Using the following hierarchy, if a sharing rule exists granting Operations Person Read/Write access to Sales Management on the Account Object, what access does Operations Management have to Sales Management's accounts?

Default access for the

Account object is Public Read Only. Executive Management

Sales Management

Sales Person Operations Management Operations Person

- A. None
- B. Read Only
- C. Read/Write
- D. Read/Write/Transfer

**Answer:** C

#### Explanation:

Explanation/Reference:

Read/Write is granted through role hierarchy permissions from the sharing rule. If the sharing rule referenced a sharing group then the Grant Access Using Hierarchies would not apply. This could also be true for a custom object; all standard objects require Grant Access Using Hierarchies.

#### NEW QUESTION 244

- (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 249

- (Topic 4)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 252

- (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 256

- (Topic 4)

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

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

**Answer:** C

#### NEW QUESTION 257

- (Topic 4)

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

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

**Answer:** D

#### NEW QUESTION 262

- (Topic 5)

Which of the following is not part of the Profile?

- A. User License
- B. Page Layout
- C. Record Types
- D. Field Level Security
- E. Roles

**Answer:** E

#### NEW QUESTION 263

- (Topic 5)

It is possible for an Account to be part of multiple Territories?

- A. Yes
- B. No

**Answer:** A

#### NEW QUESTION 264

- (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 266

- (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 267

- (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 269

- (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 273

- (Topic 5)

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

- A. True
- B. False

**Answer:** :A

#### NEW QUESTION 278

- (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 281

- (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 285

- (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 286**

- (Topic 5)

When you insert a record using the API, Do Validation rules are expected?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 287**

- (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 289**

- (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 291**

- (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 296**

- (Topic 5)

In which of the following edition you can create a Managed Package?

- A. Professional Edition
- B. Full Test Sandbox
- C. Developer Edition
- D. Unlimited Edition
- E. Enterprise Edition

**Answer:** C

**NEW QUESTION 301**

- (Topic 6)

What is the maximum number of actions you can have per Workflow Rule?

- A. 10
- B. 20
- C. 30
- D. 40
- E. 70
- F. 80

**Answer:** F

**NEW QUESTION 302**

- (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 305**

- (Topic 6)  
Where does Chatter Feed display?

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

**Answer:** ABCE

**NEW QUESTION 306**

- (Topic 6)  
On Lead Conversion a Lead Object Custom field can not be mapped to Which Object custom field?

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

**Answer:** C

**NEW QUESTION 311**

- (Topic 6)  
How can you ensure that a value is entered in a field?

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

**Answer:** B

**NEW QUESTION 315**

- (Topic 6)  
Record Types are not available in Select the right choice

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

**Answer:** D

**NEW QUESTION 319**

- (Topic 6)  
What statement is true regarding a custom field formula?

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

**Answer:** C

**NEW QUESTION 323**

- (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 325

- (Topic 6)

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

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

**Answer:** D

#### NEW QUESTION 326

- (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 328

CORRECT TEXT - (Topic 6)

Which report type must be used to create dashboard components?

- A.

**Answer:** Summary/matrix

#### NEW QUESTION 331

CORRECT TEXT - (Topic 6)

What does the Role Hierarchy control?

- A.

**Answer:** Controlsdatavisibilityandrecordrollup

#### NEW QUESTION 333

- (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 334

- (Topic 6)

Which of the following statements is true about computer activation?

- A. It is required to activate additional IP addresses for accessing SF.
- B. It is required for all IP addresses and browsers.
- C. It is required to access SF online.
- D. It is required to identify regular SF users.

**Answer:** A

#### NEW QUESTION 337

- (Topic 6)

AW computing has a discount workflow that requires approval from the Sales director when the discount is over 15% and from the VP of Global sales if the discount is over 30%. The sales rep has created a discount for 10% on a new opportunity. What happens when the sales Rep submits the request for approval?

- A. Discount will be automatically approved
- B. Request will be sent to the Sales director for approval
- C. Request will be sent to Sales director and VP of Global Sales for Approval
- D. Request will be sent to VP of Global Sales for approval

**Answer:** A

#### NEW QUESTION 338

- (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 339

- (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 343

- (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 345

- (Topic 6)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 348

- (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 350

- (Topic 6)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 353

- (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 357

CORRECT TEXT - (Topic 6)

What is a Running User?

A.

**Answer:** Determinesthelevelofaccesstothedashboarddata

#### NEW QUESTION 359

- (Topic 6)

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

A. True

B. False

**Answer:** A

#### NEW QUESTION 360

- (Topic 6)

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

A. 5000

B. 3900

C. 4000

D. 3000

**Answer:** B

#### NEW QUESTION 363

- (Topic 6)

Where does the click path Your Name --> Set up -> Security controls -> Sharing settings lead to?

A. Custom Profile

B. Organization wide Defaults

C. Trusted IP Ranges

**Answer:** B

#### NEW QUESTION 367

- (Topic 6)

When is a workflow rule triggered?

A. When a record that was closed now becomes open again

B. When you delete a record

C. When you are assign a record

D. When it is edited to meet the rule trigger criteria

**Answer:** D

#### NEW QUESTION 372

- (Topic 6)

Which statements are true for the integrated campaign builder?

A. Cannot filter views by more than one campaign at a time

B. The maximum number of Leads/Contacts that can be added from a report at one time is 50,000

C. The maximum number of Leads/Contacts that can be added from the wizard at one time is 250

D. Can add converted leads to a campaign

E. Integrated Campaign Builder views are not exposed through the Force.com API

**Answer:** ABCE

#### NEW QUESTION 375

- (Topic 6)

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 379

- (Topic 6)

A Standard Fiscal Year can start on May 1st.

A. True

B. False

**Answer:** A

#### NEW QUESTION 381

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 385

- (Topic 6)

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

A. True

B. False

**Answer:** B

#### NEW QUESTION 386

CORRECT TEXT - (Topic 7)

What are the three report types available when creating custom reports?

A.

**Answer:** TabularSummaryandMatrix

#### NEW QUESTION 389

- (Topic 7)

How many app exchange apps can you install in UE?

A. 10

B. 20

C. 30

D. Unlimited

**Answer:** D

#### NEW QUESTION 391

- (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 392

- (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 397

- (Topic 7)

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

A. True

B. False

**Answer:** A

#### NEW QUESTION 399

CORRECT TEXT - (Topic 7)

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

A.

**Answer:** Need to prevent duplicates and when the Admin needs to choose whether to trigger Workflow rules (or not)

#### NEW QUESTION 403

CORRECT TEXT - (Topic 7)

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

A.

**Answer:** Lookup

#### NEW QUESTION 408

- (Topic 7)

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

A. True

B. False

**Answer:** A

#### NEW QUESTION 412

CORRECT TEXT - (Topic 7)

Who can import data for all users?

A.

**Answer:** System Admin and Marketing User Profile can import Leads.

#### NEW QUESTION 415

- (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 416

CORRECT TEXT - (Topic 7)

How does the Import Wizard perform matching when updating records?

A.

**Answer:** By Salesforce ID

#### NEW QUESTION 419

- (Topic 7)

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

A. True

B. False

**Answer:** A

#### NEW QUESTION 424

- (Topic 7)

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

A. True

B. False

**Answer:** A

#### NEW QUESTION 425

CORRECT TEXT - (Topic 7)

Define the Matrix Report.

A.

**Answer:**

Summarizes data in a grid against horizontal and vertical criteria. Matrix reports provide totals for both rows and columns. Matrix reports may also be used to support dashboard components.

#### NEW QUESTION 428

- (Topic 7)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 430

- (Topic 7)

What objects have standard business processes?

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

**Answer:** ACEF

#### NEW QUESTION 435

- (Topic 7)

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

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

**Answer:** A

#### NEW QUESTION 439

- (Topic 7)

Is the DataLoader Cloud based?

- A. No
- B. Yes

**Answer:** A

#### NEW QUESTION 443

- (Topic 7)

The number of business hours that can be set for the organization to operate:

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

**Answer:** D

#### NEW QUESTION 447

- (Topic 7)

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

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

**Answer:** ABC

#### NEW QUESTION 448

- (Topic 7)

Which objects have built in import wizards?

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

**Answer:** ABCDE

**NEW QUESTION 453**

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 454**

CORRECT TEXT - (Topic 7)

How are Cases assigned?

A.

**Answer:** AssignmentRule

**NEW QUESTION 457**

CORRECT TEXT - (Topic 7)

Why utilize Account Teams and Sales Teams?

A.

**Answer:** Teamsareusedforcollaborationsharingandforreportingpurposes.

**NEW QUESTION 461**

- (Topic 7)

Do opportunities or cases have import wizards?

A. Yes

B. No

**Answer:** B

**NEW QUESTION 465**

- (Topic 7)

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

A. True

B. False

**Answer:** B

**NEW QUESTION 470**

- (Topic 7)

The number of calculated values per report:

A. 5

B. 10

C. 20

D. 2

E. 15

F. 6

**Answer:** A

**NEW QUESTION 474**

CORRECT TEXT - (Topic 7)

What database actions can the DataLoader perform?

A.

**Answer:** InsertExtractUpdateupsertandDelete

**NEW QUESTION 478**

- (Topic 8)

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

A. True

B. False

**Answer:** A



#### NEW QUESTION 480

- (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 482

- (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 486

- (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 488

- (Topic 8)

As an Admin you can schedule regular data imports using the Data Loader

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 491

- (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 496

- (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 497

- (Topic 8)

A Workflow Alert can be tracked in Activity History

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 501

- (Topic 8)

A custom lead field can be mapped to:

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

**Answer:** C

#### NEW QUESTION 505

- (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 507

- (Topic 8)

Which statement is true about custom summary formula?

- A. It cannot reference other formula fields in an object
- B. It cannot be used in graphs
- C. It can only be used in Standard Reports
- D. It can only be used in Custom Reports

**Answer:** A

#### NEW QUESTION 509

- (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 512

- (Topic 8)

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

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

**Answer:** CD

#### NEW QUESTION 513

- (Topic 8)

Sharing rules can be formed on the following except:

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

**Answer:** D

#### NEW QUESTION 515

- (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 516

- (Topic 8)

Create ads that display on search engines is possible in Salesforce using:

- A. MSN
- B. Yahoo
- C. AOL
- D. Google

**Answer:** D

#### NEW QUESTION 517

- (Topic 8)

All of the following are true about Validation Rules EXCEPT:

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

**Answer:** C

#### NEW QUESTION 522

- (Topic 8)

Which one of these may be a controlling field and a dependant field?

- A. Custom picklist
- B. Standard picklist
- C. Standard checkbox
- D. Custom checkbox

**Answer:** A

#### NEW QUESTION 525

- (Topic 8)

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

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

**Answer:** B

#### NEW QUESTION 530

- (Topic 8)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 535

- (Topic 8)

Picklist dependency rules are not enforced during Import

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 540

- (Topic 9)

Existing records that meet the Workflow Rule criteria trigger the Rule.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 541

- (Topic 9)

Which of the following are formats that you can use for creating a custom report?

- A. Hierarchical
- B. Matrix
- C. Summary
- D. Tabular
- E. A, B, C
- F. B, C, D
- G. A, C, D
- H. A, B, D

**Answer:** B

#### NEW QUESTION 545

- (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 547

- (Topic 9)

Recent item and Lookup Hovers use the Record Mini Page.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 548

- (Topic 9)

Can you include attachments in the Data Export.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 553

- (Topic 9)

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

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

**Answer:** A

#### NEW QUESTION 558

- (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 563

- (Topic 9)

A solution can only belong to one category.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 568

- (Topic 9)

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

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

**Answer:** B

#### NEW QUESTION 570

- (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 575

- (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 576

- (Topic 9)

Custom Objects are reportable.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 578

- (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 582

- (Topic 9)

You cannot mass remove records from an approval process; removal of records must be done one by one.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 584

- (Topic 9)

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

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

**Answer:** E

#### NEW QUESTION 587

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 592

- (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 595

CORRECT TEXT - (Topic 9)

When would you choose to build a Public Group?

A.

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

#### NEW QUESTION 597

- (Topic 9)

Who can view campaigns?

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

**Answer:** D

#### NEW QUESTION 598

- (Topic 9)

The system automatically maps standard lead fields to standard account, contact, and opportunity fields

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 603

- (Topic 9)

What is the limit of Look-up Relationships per object?

- A. 25
- B. 3
- C. 4
- D. 5
- E. 6
- F. 10

**Answer:** A

#### NEW QUESTION 605

- (Topic 9)

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

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

**Answer:** A

#### NEW QUESTION 606

- (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 610**

- (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 613**

- (Topic 9)

Which of the following statements are true about Import wizard?

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

**Answer:** :AC

**NEW QUESTION 617**

- (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 620**

- (Topic 9)

Joe is attempting to import an invalid value into a picklist field. The import wizard will respond with an error message.

- A. True
- B. False

**Answer:** :B

**NEW QUESTION 622**

- (Topic 9)

If the primary object on a custom report is a custom object, and the custom object is deleted, then the custom report type and any reports created from it will automatically be deleted.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 625**

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 627**

- (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 629**

- (Topic 10)

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

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

**Answer:** A

#### NEW QUESTION 632

CORRECT TEXT - (Topic 10)

If I'm looking at a detail page, how do I know what record type it is?

A.

**Answer:** For tabs that have multiple record types defined, you can look at the Record Type field on the page. However, this field must be added to the page layout.

#### NEW QUESTION 634

CORRECT TEXT - (Topic 10)

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

A.

**Answer:** Documents and Forecasts

#### NEW QUESTION 635

- (Topic 10)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 637

- (Topic 10)

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

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

**Answer:** ABC

#### NEW QUESTION 641

- (Topic 10)

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

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

**Answer:** BD

#### NEW QUESTION 643

CORRECT TEXT - (Topic 10)

Before creating record types for Leads, Opportunities, Cases or Solutions, you need to create what?

A.

**Answer:** Business processes

#### NEW QUESTION 647

- (Topic 10)

What is the max length of the field type "Text"?

- A. 3200
- B. 320
- C. 255

**Answer:** :C



#### NEW QUESTION 649

- (Topic 10)

Report are available on the following tabs

- A. Home tab
- B. Report Tab
- C. Opp Tab
- D. Account tab
- E. Contacts Tab

**Answer:** B

#### NEW QUESTION 653

- (Topic 10)

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

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

**Answer:** ABCD

#### NEW QUESTION 654

- (Topic 10)

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

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

**Answer:** D

#### NEW QUESTION 658

- (Topic 10)

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

- A. Search to determine if the company record already exists in Salesforce because you NEVER want to add duplicate data.
- B. Start entering the new lead
- C. Import the lead into SFDC using your Outlook email account

**Answer:** A

#### NEW QUESTION 659

- (Topic 10)

You cannot delete all the record types for an object if the object is referenced in which of the following:

- A. Apex Code script
- B. Page layouts
- C. Profiles

**Answer:** A

#### NEW QUESTION 662

- (Topic 10)

Which of the following is inline editing not supported?

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

**Answer:** ACF

#### NEW QUESTION 665

- (Topic 10)

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

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

**Answer:** AB

#### NEW QUESTION 670

- (Topic 10)

When a field is deleted it sits in the recycling bin for 30 days

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 673

CORRECT TEXT - (Topic 10)

Which tabs are restricted from multiple record types?

A.

**Answer:** HomeForecastsDocumentsReportsConsolesandWebtabs

#### NEW QUESTION 677

- (Topic 10)

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

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

**Answer:** ACD

#### NEW QUESTION 678

- (Topic 10)

Which of the following are true about the Default Division field on the User object?

- A. Division that is applied, by default, to all new accounts and leads created by the user, unless he or she explicitly sets a different divisio
- B. When users create records related to an account or other record that already has a division, the new record is assigned to the existing record's division; the default division is not use
- C. This setting restricts the user from viewing or creating records in other division
- D. Users cannot change their divisio
- E. Available only in organizations that use divisions to segment their data.
- F. Division that is applied, by default, to all new accounts and leads created by the user, unless he or she explicitly sets a different divisio
- G. When users create records related to an account or other record that already has a division, the new record is assigned to the existing record's division; the default division is not use
- H. This setting does not restrict the user from viewing or creating records in other division
- I. Users cannot change their divisio
- J. Available only in organizations that use divisions to segment their data.
- K. Division that is applied, by default, to all new accounts and leads created by the user, unless he or she explicitly sets a different divisio
- L. When users create records related to an account or other record that already has a division, the new record is assigned to the existing record's division; the default division is not use
- M. This setting does not restrict the user from viewing or creating records in other division
- N. Users can change their division at any tim
- O. Available only in organizations that use divisions to segment their data.

**Answer:** B

#### NEW QUESTION 679

CORRECT TEXT - (Topic 10)

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

A.

**Answer:** JumpStartWizardonlyallowsforasingleapprover.

#### NEW QUESTION 682

- (Topic 10)

Which will appear on your pipeline report?

A. Leads

- B. Opportunities
- C. Accounts

**Answer:** B

**NEW QUESTION 683**

- (Topic 10)

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

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

**Answer:** ABCDE

**NEW QUESTION 688**

- (Topic 10)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 693**

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## About Exambible

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#### NEW QUESTION 1

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 2

- (Topic 1)

The Data Loader can de-duplicate records during import.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 3

- (Topic 1)

Criteria-based sharing rules allow administrators to share records based on field values rather than record ownership.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 4

- (Topic 1)

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

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

**Answer:** B

#### NEW QUESTION 5

- (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 6

- (Topic 1)

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

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

**Answer:** A

#### NEW QUESTION 7

- (Topic 1)

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

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

**Answer:** AC

#### NEW QUESTION 8

- (Topic 1)

AW Computing needs to track the manufacturer and model for specific computers and laptops. How can the system administrator ensure that manufacturer selected influences the values available for model.

- A. Create a multi-select picklist field that includes both manufacturers and models.
- B. Create a lookup field from the manufacturer object to the model object
- C. Create a manufacturer field as a controlling picklist and the model as a dependent picklist
- D. Create a manufacturer field as the dependent picklist and the model as the controlling picklist.

**Answer:** C

#### NEW QUESTION 9

- (Topic 1)

An Approval Process begins when a record is:

- A. Created
- B. Saved
- C. Edited
- D. Submitted for Approval

**Answer:** D

#### NEW QUESTION 10

- (Topic 1)

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

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

**Answer:** B

#### NEW QUESTION 10

- (Topic 1)

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

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

**Answer:** ADE

#### NEW QUESTION 15

- (Topic 1)

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

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

**Answer:** D

#### NEW QUESTION 18

- (Topic 1)

What should a system administrator consider before importing a set of records into Salesforce.

- A. The import file should include a record owner for each record
- B. Validation rules are not triggered when importing data using the import wizard
- C. Data should be de-duplicated in the import file prior to import
- D. Currency field values will default to the personal currency of the record owner

**Answer:** :AC

#### NEW QUESTION 20

- (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 25**

- (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 28**

- (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 31**

- (Topic 1)

User interface settings are global settings and apply to all users of an org.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 32**

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 36**

- (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 39**

- (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 42**

- (Topic 1)

Queues can be made up of the following

- A. Users
- B. Public Groups
- C. Roles
- D. Profiles
- E. External Chatter Users

**Answer:** ABC

#### NEW QUESTION 46

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 48

- (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 51

- (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 56

- (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 57

- (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 62

- (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 64

- (Topic 2)

Which one does NOT apply to Custom Formula Fields?

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

**Answer:** A



#### NEW QUESTION 67

- (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 71

- (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 75

- (Topic 2)

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

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

**Answer:** D

#### NEW QUESTION 78

- (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 83

- (Topic 2)

What happens when a user clicks on the Create New Apps option present in the List of Apps section?

- A. User is taken to a Create new App Page in salesforce.com
- B. User is taken to App Exchange
- C. User is taken to developer.force.com page
- D. None of the above

**Answer:** :C

#### NEW QUESTION 86

- (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 89

- (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 94

- (Topic 2)

Are Tags searchable from standard Search component?

- A. Yes
- B. No

**Answer:** A

#### NEW QUESTION 96

- (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 97

- (Topic 2)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 102

- (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 107

- (Topic 2)

Recent Items use the?

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

**Answer:** C

#### NEW QUESTION 109

- (Topic 2)

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

- A. Territory
- B. Product Family
- C. Date Range
- D. Sales Team

**Answer:** D

#### NEW QUESTION 114

- (Topic 2)

Which of the following object relationships is NOT allowed?

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

**Answer:** B

#### NEW QUESTION 118

- (Topic 2)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 123

- (Topic 2)

Related Lists display the many side of a one-to-many relationship

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 128

- (Topic 2)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 132

- (Topic 2)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 133

- (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 134

- (Topic 2)

All of the following are types of AppExchange Applications EXCEPT:

- A. Composite
- B. Client
- C. Provisional
- D. Native

**Answer:** C

#### NEW QUESTION 139

- (Topic 3)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 143

- (Topic 3)

Which Salesforce editions provide option for customizing profiles?

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

**Answer:** BD

#### NEW QUESTION 146

- (Topic 3)

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

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

**Answer:** B

#### NEW QUESTION 148

- (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 153

- (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 158

- (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 160

- (Topic 3)

Identify the true statements about the workflow approval process?

- A. When a record is submitted for approval the Admin can edit the record
- B. You can forward an email approval request to another email address
- C. The approvers delegate can also approve a request
- D. Approvers can view an approval request from their home page
- E. Approvers can only access an approval page from the application

**Answer:** AD

#### NEW QUESTION 164

- (Topic 3)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 166

- (Topic 3)

Which of the following statements are true about Data Validation?

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

**Answer:** AC

**NEW QUESTION 167**

- (Topic 3)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 168**

- (Topic 3)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 170**

- (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 175**

- (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 180**

- (Topic 3)

The Report Builder is different from the Report Wizard.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 185**

- (Topic 3)

Multiple record types may be created for every tab, with the exception of

- A. Home
- B. Accounts
- C. Forecasting
- D. Opportunity
- E. Reports

**Answer:** ACE

**NEW QUESTION 186**

- (Topic 3)

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

- A. True
- B. False

**Answer:** :A

**NEW QUESTION 188**

- (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 191

- (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 194

- (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 198

- (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 201

- (Topic 4)

Which statement is / are false for folders?

- A. Access is defined either as Read or Read/Write
- B. Access to folders does roll-up through role hierarchy
- C. The document tab contains a control version capability
- D. Access to folders does not roll-up through role hierarchy

**Answer:** BC

#### NEW QUESTION 202

- (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 204

- (Topic 4)

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

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

**Answer:** B

#### NEW QUESTION 206

- (Topic 4)

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

- A. Promote an Answer for consideration

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

**Answer:** ADE

#### NEW QUESTION 211

- (Topic 4)

You can update licenses on the Company Profile.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 214

- (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 216

- (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 221

- (Topic 4)

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

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

**Answer:** B

#### NEW QUESTION 225

- (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 226

- (Topic 4)

What determines the suggested criteria for lookup filter?

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

**Answer:** A

#### NEW QUESTION 231

- (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 233

- (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 236

- (Topic 4)

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

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

**Answer:** :CD

#### NEW QUESTION 238

- (Topic 4)

Author and the owner have same access to the document

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

**Answer:** B

#### NEW QUESTION 239

- (Topic 4)

What is Sharing Rule?

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

**Answer:** ABD

#### NEW QUESTION 243

- (Topic 4)

Using the following hierarchy, if a sharing rule exists granting Operations Person Read/Write access to Sales Management on the Account Object, what access does Operations Management have to Sales Management's accounts?

Default access for the

Account object is Public Read Only. Executive Management

Sales Management

Sales Person Operations Management Operations Person

- A. None
- B. Read Only
- C. Read/Write
- D. Read/Write/Transfer

**Answer:** C

#### Explanation:

Explanation/Reference:

Read/Write is granted through role hierarchy permissions from the sharing rule. If the sharing rule referenced a sharing group then the Grant Access Using Hierarchies would not apply. This could also be true for a custom object; all standard objects require Grant Access Using Hierarchies.

#### NEW QUESTION 244

- (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 249

- (Topic 4)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 252

- (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 256

- (Topic 4)

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

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

**Answer:** C

#### NEW QUESTION 257

- (Topic 4)

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

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

**Answer:** D

#### NEW QUESTION 262

- (Topic 5)

Which of the following is not part of the Profile?

- A. User License
- B. Page Layout
- C. Record Types
- D. Field Level Security
- E. Roles

**Answer:** E

#### NEW QUESTION 263

- (Topic 5)

It is possible for an Account to be part of multiple Territories?

- A. Yes
- B. No

**Answer:** A

#### NEW QUESTION 264

- (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 266

- (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 267

- (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 269

- (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 273

- (Topic 5)

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

- A. True
- B. False

**Answer:** :A

#### NEW QUESTION 278

- (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 281

- (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 285

- (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 286**

- (Topic 5)

When you insert a record using the API, Do Validation rules are expected?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 287**

- (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 289**

- (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 291**

- (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 296**

- (Topic 5)

In which of the following edition you can create a Managed Package?

- A. Professional Edition
- B. Full Test Sandbox
- C. Developer Edition
- D. Unlimited Edition
- E. Enterprise Edition

**Answer:** C

**NEW QUESTION 301**

- (Topic 6)

What is the maximum number of actions you can have per Workflow Rule?

- A. 10
- B. 20
- C. 30
- D. 40
- E. 70
- F. 80

**Answer:** F

**NEW QUESTION 302**

- (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 305**

- (Topic 6)

Where does Chatter Feed display?

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

**Answer:** ABCE

**NEW QUESTION 306**

- (Topic 6)

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

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

**Answer:** C

**NEW QUESTION 311**

- (Topic 6)

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

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

**Answer:** B

**NEW QUESTION 315**

- (Topic 6)

Record Types are not available in Select the right choice

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

**Answer:** D

**NEW QUESTION 319**

- (Topic 6)

What statement is true regarding a custom field formula?

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

**Answer:** C

**NEW QUESTION 323**

- (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 325

- (Topic 6)

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

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

**Answer:** D

#### NEW QUESTION 326

- (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 328

CORRECT TEXT - (Topic 6)

Which report type must be used to create dashboard components?

- A.

**Answer:** Summary/matrix

#### NEW QUESTION 331

CORRECT TEXT - (Topic 6)

What does the Role Hierarchy control?

- A.

**Answer:** Controlsdatavisibilityandrecordrollup

#### NEW QUESTION 333

- (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 334

- (Topic 6)

Which of the following statements is true about computer activation?

- A. It is required to activate additional IP addresses for accessing SF.
- B. It is required for all IP addresses and browsers.
- C. It is required to access SF online.
- D. It is required to identify regular SF users.

**Answer:** A

#### NEW QUESTION 337

- (Topic 6)

AW computing has a discount workflow that requires approval from the Sales director when the discount is over 15% and from the VP of Global sales if the discount is over 30%. The sales rep has created a discount for 10% on a new opportunity. What happens when the sales Rep submits the request for approval?

- A. Discount will be automatically approved
- B. Request will be sent to the Sales director for approval
- C. Request will be sent to Sales director and VP of Global Sales for Approval
- D. Request will be sent to VP of Global Sales for approval

**Answer:** A

#### NEW QUESTION 338

- (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 339

- (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 343

- (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 345

- (Topic 6)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 348

- (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 350

- (Topic 6)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 353

- (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 357

CORRECT TEXT - (Topic 6)  
What is a Running User?

A.

**Answer:** Determinesthelevelofaccesstothedashboarddata

#### NEW QUESTION 359

- (Topic 6)  
When you click Printable view , the report will display in a print ready format in Excel?

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 360

- (Topic 6)  
The number of formulas in a Custom summary formula is limited to:

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

**Answer:** B

#### NEW QUESTION 363

- (Topic 6)  
Where does the click path Your Name --> Set up -> Security controls -> Sharing settings lead to?

- A. Custom Profile
- B. Organization wide Defaults
- C. Trusted IP Ranges

**Answer:** B

#### NEW QUESTION 367

- (Topic 6)  
When is a workflow rule triggered?

- A. When a record that was closed now becomes open again
- B. When you delete a record
- C. When you are assign a record
- D. When it is edited to meet the rule trigger criteria

**Answer:** D

#### NEW QUESTION 372

- (Topic 6)  
Which statements are true for the integrated campaign builder?

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

**Answer:** ABCE

#### NEW QUESTION 375

- (Topic 6)  
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 379

- (Topic 6)  
A Standard Fiscal Year can start on May 1st.

- A. True

B. False

**Answer:** A

#### NEW QUESTION 381

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 385

- (Topic 6)

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

A. True

B. False

**Answer:** B

#### NEW QUESTION 386

CORRECT TEXT - (Topic 7)

What are the three report types available when creating custom reports?

A.

**Answer:** TabularSummaryandMatrix

#### NEW QUESTION 389

- (Topic 7)

How many app exchange apps can you install in UE?

A. 10

B. 20

C. 30

D. Unlimited

**Answer:** D

#### NEW QUESTION 391

- (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 392

- (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 397

- (Topic 7)

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

A. True

B. False

**Answer:** A

#### NEW QUESTION 399



CORRECT TEXT - (Topic 7)

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

A.

**Answer:** Need to prevent duplicates and when the Admin needs to choose whether to trigger Workflow rules (or not)

#### NEW QUESTION 403

CORRECT TEXT - (Topic 7)

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

A.

**Answer:** Lookup

#### NEW QUESTION 408

- (Topic 7)

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

A. True

B. False

**Answer:** A

#### NEW QUESTION 412

CORRECT TEXT - (Topic 7)

Who can import data for all users?

A.

**Answer:** System Admin and Marketing User Profile can import Leads.

#### NEW QUESTION 415

- (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 416

CORRECT TEXT - (Topic 7)

How does the Import Wizard perform matching when updating records?

A.

**Answer:** By Salesforce ID

#### NEW QUESTION 419

- (Topic 7)

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

A. True

B. False

**Answer:** A

#### NEW QUESTION 424

- (Topic 7)

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

A. True

B. False

**Answer:** A

#### NEW QUESTION 425

CORRECT TEXT - (Topic 7)

Define the Matrix Report.

A.

**Answer:**

Summarizes data in a grid against horizontal and vertical criteria. Matrix reports provide totals for both rows and columns. Matrix reports may also be used to support dashboard components.

#### NEW QUESTION 428

- (Topic 7)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 430

- (Topic 7)

What objects have standard business processes?

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

**Answer:** ACEF

#### NEW QUESTION 435

- (Topic 7)

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

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

**Answer:** A

#### NEW QUESTION 439

- (Topic 7)

Is the DataLoader Cloud based?

- A. No
- B. Yes

**Answer:** A

#### NEW QUESTION 443

- (Topic 7)

The number of business hours that can be set for the organization to operate:

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

**Answer:** D

#### NEW QUESTION 447

- (Topic 7)

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

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

**Answer:** ABC

#### NEW QUESTION 448

- (Topic 7)

Which objects have built in import wizards?

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

**Answer:** ABCDE

**NEW QUESTION 453**

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 454**

CORRECT TEXT - (Topic 7)

How are Cases assigned?

A.

**Answer:** AssignmentRule

**NEW QUESTION 457**

CORRECT TEXT - (Topic 7)

Why utilize Account Teams and Sales Teams?

A.

**Answer:** Teamsareusedforcollaborationsharingandforreportingpurposes.

**NEW QUESTION 461**

- (Topic 7)

Do opportunities or cases have import wizards?

A. Yes

B. No

**Answer:** B

**NEW QUESTION 465**

- (Topic 7)

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

A. True

B. False

**Answer:** B

**NEW QUESTION 470**

- (Topic 7)

The number of calculated values per report:

A. 5

B. 10

C. 20

D. 2

E. 15

F. 6

**Answer:** A

**NEW QUESTION 474**

CORRECT TEXT - (Topic 7)

What database actions can the DataLoader perform?

A.

**Answer:** InsertExtractUpdateupsertandDelete

**NEW QUESTION 478**

- (Topic 8)

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

A. True

B. False

**Answer:** A

#### NEW QUESTION 480

- (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 482

- (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 486

- (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 488

- (Topic 8)

As an Admin you can schedule regular data imports using the Data Loader

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 491

- (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 496

- (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 497

- (Topic 8)

A Workflow Alert can be tracked in Activity History

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 501

- (Topic 8)

A custom lead field can be mapped to:

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

**Answer:** C

#### NEW QUESTION 505

- (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 507

- (Topic 8)

Which statement is true about custom summary formula?

- A. It cannot reference other formula fields in an object
- B. It cannot be used in graphs
- C. It can only be used in Standard Reports
- D. It can only be used in Custom Reports

**Answer:** A

#### NEW QUESTION 509

- (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 512

- (Topic 8)

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

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

**Answer:** CD

#### NEW QUESTION 513

- (Topic 8)

Sharing rules can be formed on the following except:

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

**Answer:** D

#### NEW QUESTION 515

- (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 516

- (Topic 8)

Create ads that display on search engines is possible in Salesforce using:

- A. MSN
- B. Yahoo
- C. AOL
- D. Google

**Answer:** D

#### NEW QUESTION 517

- (Topic 8)

All of the following are true about Validation Rules EXCEPT:

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

**Answer:** C

#### NEW QUESTION 522

- (Topic 8)

Which one of these may be a controlling field and a dependant field?

- A. Custom picklist
- B. Standard picklist
- C. Standard checkbox
- D. Custom checkbox

**Answer:** A

#### NEW QUESTION 525

- (Topic 8)

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

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

**Answer:** B

#### NEW QUESTION 530

- (Topic 8)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 535

- (Topic 8)

Picklist dependency rules are not enforced during Import

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 540

- (Topic 9)

Existing records that meet the Workflow Rule criteria trigger the Rule.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 541

- (Topic 9)

Which of the following are formats that you can use for creating a custom report?

- A. Hierarchical
- B. Matrix
- C. Summary
- D. Tabular
- E. A, B, C
- F. B, C, D
- G. A, C, D
- H. A, B, D

**Answer:** B

#### NEW QUESTION 545

- (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 547

- (Topic 9)

Recent item and Lookup Hovers use the Record Mini Page.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 548

- (Topic 9)

Can you include attachments in the Data Export.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 553

- (Topic 9)

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

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

**Answer:** A

#### NEW QUESTION 558

- (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 563

- (Topic 9)

A solution can only belong to one category.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 568

- (Topic 9)

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

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

**Answer: B**

#### NEW QUESTION 570

- (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 575

- (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 576

- (Topic 9)

Custom Objects are reportable.

- A. True
- B. False

**Answer: A**

#### NEW QUESTION 578

- (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 582

- (Topic 9)

You cannot mass remove records from an approval process; removal of records must be done one by one.

- A. True
- B. False

**Answer: B**

#### NEW QUESTION 584

- (Topic 9)

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

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

**Answer: E**

#### NEW QUESTION 587

- (Topic 9)



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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 592

- (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 595

CORRECT TEXT - (Topic 9)

When would you choose to build a Public Group?

- A.

**Answer:** Tosimplifythenumberofsharingrulesbuiltorwhendefiningfolderorlistviewaccess

#### NEW QUESTION 597

- (Topic 9)

Who can view campaigns?

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

**Answer:** D

#### NEW QUESTION 598

- (Topic 9)

The system automatically maps standard lead fields to standard account, contact, and opportunity fields

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 603

- (Topic 9)

What is the limit of Look-up Relationships per object?

- A. 25
- B. 3
- C. 4
- D. 5
- E. 6
- F. 10

**Answer:** A

#### NEW QUESTION 605

- (Topic 9)

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

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

**Answer:** A

#### NEW QUESTION 606

- (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 610

- (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 613

- (Topic 9)

Which of the following statements are true about Import wizard?

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

**Answer:** :AC

#### NEW QUESTION 617

- (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 620

- (Topic 9)

Joe is attempting to import an invalid value into a picklist field. The import wizard will respond with an error message.

- A. True
- B. False

**Answer:** :B

#### NEW QUESTION 622

- (Topic 9)

If the primary object on a custom report is a custom object, and the custom object is deleted, then the custom report type and any reports created from it will automatically be deleted.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 625

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 627

- (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 629

- (Topic 10)

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

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

**Answer:** A

#### NEW QUESTION 632

CORRECT TEXT - (Topic 10)

If I'm looking at a detail page, how do I know what record type it is?

A.

**Answer:** For tabs that have multiple record types defined, you can look at the Record Type field on the page. However, this field must be added to the page layout.

#### NEW QUESTION 634

CORRECT TEXT - (Topic 10)

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

A.

**Answer:** Documents and Forecasts

#### NEW QUESTION 635

- (Topic 10)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 637

- (Topic 10)

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

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

**Answer:** ABC

#### NEW QUESTION 641

- (Topic 10)

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

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

**Answer:** BD

#### NEW QUESTION 643

CORRECT TEXT - (Topic 10)

Before creating record types for Leads, Opportunities, Cases or Solutions, you need to create what?

A.

**Answer:** Business processes

#### NEW QUESTION 647

- (Topic 10)

What is the max length of the field type "Text"?

- A. 3200
- B. 320
- C. 255

**Answer:** :C

#### NEW QUESTION 649

- (Topic 10)

Report are available on the following tabs

- A. Home tab
- B. Report Tab
- C. Opp Tab
- D. Account tab
- E. Contacts Tab

**Answer:** B

#### NEW QUESTION 653

- (Topic 10)

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

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

**Answer:** ABCD

#### NEW QUESTION 654

- (Topic 10)

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

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

**Answer:** D

#### NEW QUESTION 658

- (Topic 10)

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

- A. Search to determine if the company record already exists in Salesforce because you NEVER want to add duplicate data.
- B. Start entering the new lead
- C. Import the lead into SFDC using your Outlook email account

**Answer:** A

#### NEW QUESTION 659

- (Topic 10)

You cannot delete all the record types for an object if the object is referenced in which of the following:

- A. Apex Code script
- B. Page layouts
- C. Profiles

**Answer:** A

#### NEW QUESTION 662

- (Topic 10)

Which of the following is inline editing not supported?

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

**Answer:** ACF

#### NEW QUESTION 665

- (Topic 10)

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

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

**Answer:** AB

#### NEW QUESTION 670

- (Topic 10)

When a field is deleted it sits in the recycling bin for 30 days

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 673

CORRECT TEXT - (Topic 10)

Which tabs are restricted from multiple record types?

A.

**Answer:** HomeForecastsDocumentsReportsConsolesandWebtabs

#### NEW QUESTION 677

- (Topic 10)

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

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

**Answer:** ACD

#### NEW QUESTION 678

- (Topic 10)

Which of the following are true about the Default Division field on the User object?

- A. Division that is applied, by default, to all new accounts and leads created by the user, unless he or she explicitly sets a different divisio
- B. When users create records related to an account or other record that already has a division, the new record is assigned to the existing record's division; the default division is not use
- C. This setting restricts the user from viewing or creating records in other division
- D. Users cannot change their divisio
- E. Available only in organizations that use divisions to segment their data.
- F. Division that is applied, by default, to all new accounts and leads created by the user, unless he or she explicitly sets a different divisio
- G. When users create records related to an account or other record that already has a division, the new record is assigned to the existing record's division; the default division is not use
- H. This setting does not restrict the user from viewing or creating records in other division
- I. Users cannot change their divisio
- J. Available only in organizations that use divisions to segment their data.
- K. Division that is applied, by default, to all new accounts and leads created by the user, unless he or she explicitly sets a different divisio
- L. When users create records related to an account or other record that already has a division, the new record is assigned to the existing record's division; the default division is not use
- M. This setting does not restrict the user from viewing or creating records in other division
- N. Users can change their division at any tim
- O. Available only in organizations that use divisions to segment their data.

**Answer:** B

#### NEW QUESTION 679

CORRECT TEXT - (Topic 10)

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

A.

**Answer:** JumpStartWizardonlyallowsforasingleapprover.

#### NEW QUESTION 682

- (Topic 10)

Which will appear on your pipeline report?

A. Leads

- B. Opportunities
- C. Accounts

**Answer:** B

**NEW QUESTION 683**

- (Topic 10)

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

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

**Answer:** ABCDE

**NEW QUESTION 688**

- (Topic 10)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 693**

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