

## ADM-201 Dumps

### Administration Essentials for New Admins

<https://www.certleader.com/ADM-201-dumps.html>



**NEW QUESTION 1**

- (Topic 1)

Who can invite Chatter customers into a Chatter group?

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

**Answer:** AB

**NEW QUESTION 2**

- (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 3**

- (Topic 1)

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

- A. True
- B. False

**Answer:** :A

**NEW QUESTION 4**

- (Topic 1)

An Approval Process begins when a record is:

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

**Answer:** D

**NEW QUESTION 5**

- (Topic 1)

Which of the following objects support business processes?

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

**Answer:** AB

**NEW QUESTION 6**

- (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 7**

- (Topic 1)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 8**

- (Topic 1)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 9**

- (Topic 1)

Which objects support business processes?

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

**Answer:** ABEF

**NEW QUESTION 10**

- (Topic 1)

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

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

**Answer:** ACDF

**NEW QUESTION 10**

- (Topic 1)

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

- A. Record Types
- B. User Profiles
- C. Role Hierarchy
- D. Business Processes
- E. Field Level Security

**Answer:** A

**NEW QUESTION 11**

- (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 14**

- (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 17**

- (Topic 1)

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

- A. Dashboard Component Snapshot
- B. The Running User
- C. Chatter Groups

- D. Dashboard Component
- E. Dynamic Dashboards

**Answer:** A

**NEW QUESTION 22**

- (Topic 1)

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

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

**Answer:** AC

**NEW QUESTION 25**

- (Topic 1)

A cross object formula references fields from parent objects.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 26**

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 27**

- (Topic 1)

An active user record consumes a license.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 29**

- (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 30**

- (Topic 1)

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

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

**Answer:** BC

**NEW QUESTION 33**

- (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 34**

- (Topic 1)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 37**

- (Topic 2)

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

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

**Answer:** D

**NEW QUESTION 42**

- (Topic 2)

Based solely on the role hierarchy a manager can do all of the following EXCEPT:

- A. View, edit, delete, and transfer his/her and his/her subordinates records
- B. Extend sharing on both his/her and his/her subordinate's records
- C. View all folders his/her Subordinate has access to, i.e., Reports, Documents, and Email Templates
- D. View records his subordinate does not own but can view

**Answer:** C

**NEW QUESTION 43**

- (Topic 2)

All of the following are true about Default Sales Teams EXCEPT:

- A. Default Sales Teams are configured on a user record
- B. Default Sales Teams may be added manually to an opportunity record
- C. Default Sales Teams may be added automatically to an opportunity
- D. Default Sales Teams may be added manually to an account record

**Answer:** A

**NEW QUESTION 46**

- (Topic 2)

Record Type may determine the default value of a picklist field.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 47**

- (Topic 2)

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

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

**Answer:** A

**NEW QUESTION 51**

- (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 56**

- (Topic 2)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 60**

- (Topic 2)

Which objects can be customized for history tracking?

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

**Answer:** B

**NEW QUESTION 64**

- (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 65**

- (Topic 2)

What are the opportunity defaults when converting a lead to an opportunity?

- A. Stage Defaults to first option in the picklist, close date defaults to the last day in the quarter, and the amount defaults to blank
- B. Stage defaults to first option in the picklist, close date defaults to 3 months from conversion date, and amount defaults to blank
- C. User defines amount, close date, and stage upon conversion
- D. None of the above

**Answer:** A

**NEW QUESTION 66**

- (Topic 2)

You can use standard reports when creating

- A. True
- B. False

**Answer:** B

**NEW QUESTION 70**

- (Topic 2)

Which of the following does a Profile control?

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

**Answer:** C

**NEW QUESTION 75**

- (Topic 2)

What is a Managed Package?

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

**Answer:** AB

**NEW QUESTION 79**

- (Topic 2)

What needs to be specified to schedule a Report?

- A. Objects
- B. Date Range
- C. Location
- D. Frequency

**Answer:** :CD

#### NEW QUESTION 80

- (Topic 2)

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

- A. Yes
- B. No

**Answer:** B

#### NEW QUESTION 85

- (Topic 2)

Which of the following is the new workflow feature of Spring'11 Release?

- A. Workflow Rules
- B. Flows
- C. Field Update
- D. Outbound messages

**Answer:** B

#### NEW QUESTION 88

- (Topic 2)

Which action must be taken to view contacts associated with a case in the console?

- A. The related lists of the case page layout must be modified
- B. The custom links of the case page layout must be modified
- C. The related object of the case page layout must be modified
- D. The mini page layout of the case page layout must be modified

**Answer:** D

#### NEW QUESTION 93

- (Topic 2)

Recent Items use the?

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

**Answer:** C

#### NEW QUESTION 94

- (Topic 2)

Searches and Filters that take a long time may be cancelled?

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 98

- (Topic 2)

5 dynamic dashboards for Enterprise Edition

10 for Unlimited Edition 3 Developer Edition.

To create, edit, and delete dynamic dashboards: "Run Reports" AND "Manage Dynamic Dashboards"

Which of the following events are allowed while writing a trigger on feeds item and feed Comment object?

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

**Answer:** B

**NEW QUESTION 99**

- (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 103**

- (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 106**

- (Topic 2)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 110**

- (Topic 2)

Case Assignment Rules are based on elapsed time

- A. True
- B. False

**Answer:** A

**NEW QUESTION 112**

- (Topic 3)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 114**

- (Topic 3)

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

- A. User A
- B. The designated workflow user
- C. The default workflow user
- D. The last user to modify the record prior to User A

**Answer:** A

**NEW QUESTION 117**

- (Topic 3)

Which of the following relationships are correct?

- A. Lead, Contacts, and Opportunities can be associated to only one Campaign
- B. Leads and Contacts can be associated to several Campaigns, but an Opportunity can have only one Campaign
- C. Leads and Opportunities can be associated to several campaigns, but Contacts can only have one Campaign

**Answer:** :B

**NEW QUESTION 122**

- (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 123**

- (Topic 3)

You can create the following Email Template Formats: Choose 4

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

**Answer:** ABCE

**NEW QUESTION 124**

- (Topic 3)

Chatter Desktop is not available in which Salesforce Edition?

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

**Answer:** A

**NEW QUESTION 129**

- (Topic 3)

How many workflow rules can you create per entity?

- A. 10
- B. 15
- C. 20
- D. 25

**Answer:** D

**NEW QUESTION 133**

- (Topic 3)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 134**

- (Topic 3)

Mail Merge is available in which Salesforce Editions?

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

**Answer:** F

**NEW QUESTION 139**

- (Topic 3)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 142**

- (Topic 3)

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

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

**Answer:** BDE

#### **NEW QUESTION 144**

- (Topic 3)

Which data can be synched using the new Salesforce for Outlook?

- A. Custom objects
- B. Events
- C. Leads
- D. Contacts

**Answer:** BD

#### **NEW QUESTION 146**

- (Topic 3)

What is Force.com Platform? Choose 3 answers:

- A. Customize, integrate and create enterprise applications as a service and without software.
- B. Point-and-click customization tool
- C. Customize standard applications provided by Salesforce.com or build their own on- demand applications
- D. Modify the applications to meet your needs – (No- Coding)
- E. Group standard and custom tabs into new custom applications

**Answer:** :ACE

#### **NEW QUESTION 151**

- (Topic 3)

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

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

**Answer:** AC

#### **NEW QUESTION 156**

- (Topic 3)

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

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

**Answer:** B

#### **NEW QUESTION 159**

- (Topic 3)

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

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

**Answer:** B

#### **NEW QUESTION 164**

- (Topic 3)

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

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

**Answer:** :D

**NEW QUESTION 168**

- (Topic 3)

What is one advantage of Salesforce CRM?

- A. Companies can seamlessly integrate their servers to Salesforce database for faster performance.
- B. Companies only need to maintain a compatible browser and a reliable internet connection.
- C. In house Servers can be acquired cheaper than normal
- D. None of the above
- E. All of the above

**Answer:** B

**NEW QUESTION 170**

- (Topic 3)

What is Force.com Builder? Choose 3 answers:

- A. Point-and-click customization tool
- B. Group standard and custom tabs into new custom applications
- C. Modify the applications to meet your needs – (No- Coding)
- D. Customize standard applications provided by Salesforce.com or build their own on- demand applications
- E. Build custom Applications

**Answer:** ACE

**NEW QUESTION 171**

- (Topic 3)

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

- A. True
- B. False

**Answer:** :A

**NEW QUESTION 176**

- (Topic 3)

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

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

**Answer:** ACEF

**NEW QUESTION 181**

- (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 185**

- (Topic 3)

Salesforce is which of the following:

- A. Salesforce Automation
- B. Marketing Management
- C. Customer Support Management
- D. Campaign Management

**Answer:** ABC

**NEW QUESTION 186**

- (Topic 3)

A new list view can be created from within the console

- A. True
- B. False

**Answer:**

B

**NEW QUESTION 191**

- (Topic 4)

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

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

**Answer: D**

**NEW QUESTION 196**

- (Topic 4)

Activities are both Tasks and Calendars

- A. True
- B. False

**Answer: A**

**NEW QUESTION 198**

- (Topic 4)

What statements is False for a workflow task:

- A. To assign tasks to multiple users, create multiple tasks as outcomes of the rule
- B. A single task can be assigned to multiple users
- C. The due dates for workflow task is based on number of calendar days, The rule fails to recognize only working business days by default
- D. Historical tracking is allowed for workflow task

**Answer: B**

**NEW QUESTION 200**

- (Topic 4)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 205**

- (Topic 4)

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

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

**Answer: :CD**

**NEW QUESTION 206**

- (Topic 4)

What is not true about sharing Rules?

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

**Answer: C**

**NEW QUESTION 208**

- (Topic 4)

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

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

**Answer:** C

**NEW QUESTION 209**

- (Topic 4)

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

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

**Answer:** A

**NEW QUESTION 214**

- (Topic 4)

A role has many to many relationships with the user?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 215**

- (Topic 4)

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

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

**Answer:** C

**NEW QUESTION 218**

- (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 219**

- (Topic 4)

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

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

**Answer:** B

**NEW QUESTION 220**

- (Topic 4)

What determines the suggested criteria for lookup filter?

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

**Answer:** A

**NEW QUESTION 223**

- (Topic 4)

If Phil is promoted from a Sales Associate to Senior Sales Exec, and the new sales associate is appointed to take Phil's responsibilities. What are the appropriate steps to transfer Phil's account to the new associate?

- A. Overwrite Phil's User Profile with the new associates information and create a new profile for Phil.
- B. Create a new profile for Phil as well as new associat

- C. Deactivate Phil's profile with Sales Associate role and transfer all the accounts, opportunities and leads to the new associate.
- D. Associate the new role to Phil's existing profile and Transfer all the accounts, opportunities and leads to the new associate.
- E. None of the above

**Answer:** B

**NEW QUESTION 225**

- (Topic 4)

What is true about a Role?

- A. Controls the level of visibility that users have to an or
- B. data
- C. Role is required while creating Record types
- D. A user must be associated to one role
- E. A user may be associated to one role

**Answer:** AD

**NEW QUESTION 226**

- (Topic 4)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 228**

- (Topic 4)

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

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

**Answer:** D

**NEW QUESTION 231**

- (Topic 5)

Which Salesforce editions support Sandbox?

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

**Answer:** AF

**NEW QUESTION 233**

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 238**

- (Topic 5)

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

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 240**

- (Topic 5)

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

- A. Validation Rule
- B. Big Deal Alert

- C. Opportunity Alert
- D. Big Ticket Email

**Answer:** B

**NEW QUESTION 241**

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 244**

- (Topic 5)

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

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

**Answer:** C

**NEW QUESTION 245**

- (Topic 5)

You can use conditional highlighting for summary and matrix report only.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 250**

- (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 255**

- (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 260**

- (Topic 5)

Which feature in SFDC combines a list view and related records into one screen with different frames so that users have all the information they need when interacting with Salesforce.com?

- A. Accounts
- B. Asset
- C. Console
- D. Call Center
- E. Campaign

**Answer:** C

**NEW QUESTION 262**

- (Topic 5)

How many User records can be imported via Import Wizard?

- A. 500

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

**Answer:** D

**NEW QUESTION 263**

- (Topic 5)

An opportunity that reaches the threshold with 80% probability will trigger additional alerts if the probability subsequently goes higher to 85%.

- A. Yes
- B. No
- C. Depends on the Settings

**Answer:** B

**NEW QUESTION 268**

- (Topic 5)

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

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 273**

- (Topic 5)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 274**

- (Topic 5)

A controlling picklist can have up to how many values?

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

**Answer:** F

**NEW QUESTION 275**

- (Topic 5)

Can a user create his or her own Default Sales Team?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 278**

- (Topic 5)

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

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

**Answer:** B

**NEW QUESTION 282**

- (Topic 5)

On deleting a Tab from an Application .

- A. Deletes the Tab from Salesforce.com
- B. Deletes the tab from that Application
- C. Deletes that particular Object of whose Tab is deleted
- D. All of the Above



**Answer:** B

**NEW QUESTION 287**

- (Topic 5)

How many Roll Up summary fields can be created in the enterprise Edition on a Custom Object?

- A. 10
- B. 20
- C. 30
- D. No restriction on n
- E. of Fields

**Answer:** A

**NEW QUESTION 290**

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 295**

- (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 297**

- (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 300**

CORRECT TEXT - (Topic 6)

How can users obtain a security token?

A.

**Answer:** 1.Bychangingtheirpassword

**Explanation:**

2. By resetting their security token via the Salesforce UI

**NEW QUESTION 305**

- (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 308**

CORRECT TEXT - (Topic 6)

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

A.

**Answer:** 1-1

**NEW QUESTION 313**

- (Topic 6)

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

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

**Answer:** B

**NEW QUESTION 316**

- (Topic 6)

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

- A. Yes
- B. No

**Answer:** A

**Explanation:**

Explanation/Reference:

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

**NEW QUESTION 318**

- (Topic 6)

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

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

**Answer:** D

**NEW QUESTION 321**

- (Topic 6)

Can WF update formula fields?

- A. Yes
- B. No

**Answer:** B

**Explanation:**

Explanation/Reference:

Readonly fields like formula or auto number fields are not available for field updates.

**NEW QUESTION 322**

- (Topic 6)

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

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

**Answer:** B

**NEW QUESTION 324**

- (Topic 6)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 328**

- (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 331**

- (Topic 6)

Can logins on specific days be restricted?

- A. Yes
- B. No

**Answer:** A

**Explanation:**

Explanation/Reference:

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

**NEW QUESTION 334**

- (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 335**

- (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 340**

- (Topic 6)

How can you export accounts and contacts in a Contact Manager edition of Salesforce?

- A. Since there is no Weekly Export in contact manager, you can instead install Salesforce for outlook.
- B. You can create a report on those records and use the "Export Details" button.
- C. Use Connect for Outlook because Salesforce for Outlook does not run without API.
- D. Export those records using weekly data export from "Setup > Administration Setup > Data Management > Export".
- E. There is no export option in Contact Manager

**Answer:** B

**NEW QUESTION 342**

- (Topic 6)

What are different Types of Sharing Rules? (Check all that apply)

- A. Case Sharing Rules
- B. Lead Sharing Rules
- C. Solution Sharing Rules
- D. Campaign Sharing Rules
- E. Custom Object Sharing Rules

**Answer:** ABDE

**NEW QUESTION 345**

- (Topic 6)

Which statements are true about standard fields?

- A. Std fields are created by Admin

- B. You can delete std fields
- C. You can change the std field labels
- D. You can remove required std fields from a page layout

**Answer:** C

**NEW QUESTION 349**

CORRECT TEXT - (Topic 7)

Who can manually share records?

A.

**Answer:** RecordOwnerAnyoneabovetheRecordOwnerinHierarchy&theSystemAdmin

**NEW QUESTION 353**

- (Topic 7)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 358**

- (Topic 7)

How many app exchange apps can you install in UE?

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

**Answer:** D

**NEW QUESTION 361**

CORRECT TEXT - (Topic 7)

How are Folders used?

A.

**Answer:** Toorganizereportsdashboardscommunicationtemplatesanddocuments

**NEW QUESTION 365**

- (Topic 7)

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

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

**Answer:** C

**NEW QUESTION 366**

CORRECT TEXT - (Topic 7)

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

A.

**Answer:** Lookup

**NEW QUESTION 368**

CORRECT TEXT - (Topic 7)

Salesforce.com processes any rules in what order?

A.

**Answer:** 1.Validationrules

**Explanation:**

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

**NEW QUESTION 371**

CORRECT TEXT - (Topic 7)

Define the Standard User profile.

A.

**Answer:** Canviewedit&deletetheirownrecords

**NEW QUESTION 372**

CORRECT TEXT - (Topic 7)

Define the Matrix Report.

A.

**Answer:**

Summarizesdatainagridagainststhehorizontalandverticalcriteria.Matrixreportsprovidetotalsforbothrowsandcolumns.Matrixreportsmayalsobeusedtosupportdashboardcomponents.

**NEW QUESTION 377**

- (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 379**

- (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 383**

CORRECT TEXT - (Topic 7)

Define the Tabular Report.

A.

**Answer:** Providesasimplelistingofyourdatawithoutsubtotals.Theonlyformatthathasafloatingreportheader.

**NEW QUESTION 387**

- (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 391**

CORRECT TEXT - (Topic 7)

What does the default locale impact?

A.

**Answer:** Theformatofdateandnumberfields.

**NEW QUESTION 396**

- (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 401**

CORRECT TEXT - (Topic 7)

The new charting engine allows for greater customization and creation of charts including:

A.

**Answer:** BarLine

**Explanation:**

Funnel Donut Pie

Combo Charting

**NEW QUESTION 402**

CORRECT TEXT - (Topic 7)

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

A.

**Answer:** Noonlycustomfields.

**NEW QUESTION 403**

CORRECT TEXT - (Topic 7)

What does a workflow approval process do?

A.

**Answer:** ItelectronicallycapturesabusinessapprovalonaSFdatarecord.

**NEW QUESTION 405**

- (Topic 7)

Describe the methods to allow access to the application?

A. Web Browsers(UI)

B. Mobile application(blackberry)

C. API (Connect for outlook, Connect for Lotus notes, Office edition, online edition ,Data Loader)

**Answer:** ABC

**NEW QUESTION 406**

- (Topic 7)

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

A. True

B. False

**Answer:** A

**NEW QUESTION 409**

CORRECT TEXT - (Topic 7)

What database actions can the DataLoader perform?

A.

**Answer:** InsertExtractUpdateupsertandDelete

**NEW QUESTION 410**

- (Topic 7)

Can the DataLoader access all objects?

A. Yes

B. No

**Answer:** A

**NEW QUESTION 412**

- (Topic 8)

Account Teams are not available for Professional Edition

A. True

B. False

**Answer:** A

**NEW QUESTION 415**

- (Topic 8)

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

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

**Answer:** B

#### **NEW QUESTION 419**

- (Topic 8)

Which of the following is true about salesforce?

- A. Dozens of std reports are provided by SF
- B. Std reports address to top needs of most users from sales to marketing
- C. Std reports can be customized and saved under a new name
- D. Std reports give you access to data you cant normally see

**Answer:** ABC

#### **NEW QUESTION 423**

- (Topic 8)

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

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

**Answer:** AB

#### **NEW QUESTION 426**

- (Topic 8)

You can set up Salesforce to automatically send email alerts, assign tasks, or update field values based on your organization's workflow

- A. True
- B. False

**Answer:** A

#### **NEW QUESTION 427**

- (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 432**

- (Topic 8)

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

- A. True
- B. False

**Answer:** A

#### **NEW QUESTION 433**

- (Topic 8)

What is Not True About Formulas Select the correct choice?

- A. Formulas cannot reference themselves
- B. Fields that are used in formulas cannot be deleted
- C. Can reference standard, custom, or other formula fields
- D. You cannot use Case statement in a Formula Field

**Answer:** D

#### **NEW QUESTION 438**

- (Topic 8)

Customizable Forecasting cannot be enabled for use with Custom Fiscal Years

- A. True
- B. False

**Answer:** B

**NEW QUESTION 442**

- (Topic 8)

During a lead import, you can choose to enable active assignment rules as part of the import

- A. True
- B. False

**Answer:** A

**NEW QUESTION 446**

- (Topic 8)

What can a user do an account record that has been manually shared read/write with him/her? (Select 2)

- A. View the account
- B. Edit the account
- C. Transfer the account
- D. Delete the account
- E. Share it to other users

**Answer:** AB

**NEW QUESTION 447**

- (Topic 8)

Identify the dashboard components from the list

- A. Dates
- B. Tables
- C. Gauge
- D. Filters
- E. Summary
- F. Matrix

**Answer:** BC

**NEW QUESTION 450**

- (Topic 8)

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

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

**Answer:** C

**NEW QUESTION 453**

- (Topic 8)

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

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

**Answer:** CD

**NEW QUESTION 456**

- (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 458**



- (Topic 8)  
Chatter is not available for Mobile Users?

- A. True
- B. False

**Answer:** B

**Explanation:**

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

**NEW QUESTION 463**

- (Topic 8)  
The Documents tab does NOT contain version control capabilities

- A. True
- B. False

**Answer:** A

**NEW QUESTION 465**

- (Topic 8)  
The Account Access, Contact Access and Opportunity Access options depend on your sharing model

- A. True
- B. False

**Answer:** A

**NEW QUESTION 469**

CORRECT TEXT - (Topic 8)  
Which fields cannot be followed in Chatter?

A.

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

**Explanation:**

The Expected Revenue field on opportunities

**NEW QUESTION 473**

- (Topic 8)  
In List View Enhancements, users can export list results to CSV file

- A. True
- B. False

**Answer:** B

**NEW QUESTION 476**

- (Topic 8)  
It is only necessary for Identity Confirmation if IP address is unknown and browser cookie does not exist:

- A. True
- B. False

**Answer:** A

**NEW QUESTION 478**

CORRECT TEXT - (Topic 8)  
What happens if chatter is enabled in an org with 15 or fewer users?

A.

**Answer:** Allusersautomaticallyfolloweachother.

**NEW QUESTION 483**

- (Topic 9)  
Which type of field could you use to create a relationship between a custom object and another object?

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

**Answer:** A

**NEW QUESTION 488**

- (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 493**

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 497**

- (Topic 9)

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

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

**Answer:** B

**NEW QUESTION 498**

- (Topic 9)

What objects may be imported or updated using the Import Wizard? (check all that apply)

- A. Accounts
- B. Opportunities
- C. Leads
- D. Contract
- E. Contact

**Answer:** :ACE

**NEW QUESTION 499**

- (Topic 9)

How many External ID fields can you have per object?

External ID: When importing custom objects, solutions, or person accounts, you can use external IDs to prevent duplicate records from being created as a result of the import operation.

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

**Answer:** C

**NEW QUESTION 501**

- (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 505**

- (Topic 9)

A solution can only belong to one category.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 506**

- (Topic 9)

What is the new Chart type available after Spring 11?

- A. Master Charts
- B. Report Charts
- C. Chatter Charts
- D. Scatter charts

**Answer:** D

**NEW QUESTION 510**

- (Topic 9)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 514**

- (Topic 9)

Custom Summary Formulas are:

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

**Answer:** D

**NEW QUESTION 515**

- (Topic 9)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 518**

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 522**

- (Topic 9)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 523**

- (Topic 9)

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

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

type will not be visible

**Answer:** B

**NEW QUESTION 527**

- (Topic 9)

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

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

**Answer:** A

**NEW QUESTION 532**

- (Topic 9)

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

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

**Answer:** A

**NEW QUESTION 535**

- (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 538**

- (Topic 9)

Why would you create different Record Types?

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

**Answer:** D

**NEW QUESTION 543**

- (Topic 9)

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

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

**Answer:** A

**NEW QUESTION 544**

- (Topic 9)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 549**

- (Topic 10)

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

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

**Answer:** ACD

**NEW QUESTION 551**

- (Topic 10)

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

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

**Answer:** B

**NEW QUESTION 556**

- (Topic 10)

Identify the statements that define Apex data loader?

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

**Answer:** BD

**NEW QUESTION 561**

- (Topic 10)

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

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

**Answer:** B

**NEW QUESTION 565**

- (Topic 10)

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

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

**Answer:** ACEF

**NEW QUESTION 567**

- (Topic 10)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 568**

CORRECT TEXT - (Topic 10)

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

A.

**Answer:** DocumentsandForecasts

**NEW QUESTION 571**

- (Topic 10)

What would you change if all of your online help was displayed in English and you wanted it to be German?

- A. Default Language
- B. Default Locale
- C. Time Zone
- D. Default Currency

**Answer:** A

**NEW QUESTION 573**

- (Topic 10)

A Look-up field can look up to what?

- A. An Object
- B. A field
- C. A record
- D. A report

**Answer:** C

**NEW QUESTION 574**

- (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 575**

- (Topic 10)

SFDC allows me to add a reporting hierarchy (or organization chart) to my contacts. This way I can better understand the structural dynamics within the businesses I am selling to, and remember who to contact for certain aspects of a sale.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 579**

- (Topic 10)

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

- A. Multi-Currency
- B. Sandbox
- C. Territory Management
- D. Advanced Currency Management

**Answer:** :D

**NEW QUESTION 584**

- (Topic 10)

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

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

**Answer:** :C

**NEW QUESTION 586**

- (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 587**

- (Topic 10)

If you schedule a dashboard refresh on the 31st day of every month, will the dashboard refresh in months without a 31st day?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 588**

- (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 589**

- (Topic 10)

Select the option that is NOT true of opportunities:

- A. I should use consistent naming conventions when identifying my opportunities (ex: Account Name –Package offered)
- B. Expected Revenue is automatically generated by multiplying the Amount field by the Probability Field (I do not need to add this figure)
- C. Close Date should be the “best” guess as to when I will close a deal
- D. The amount field is not for the estimated amount of the sale, but dollar amount I will pay Bill Nuttall for processing my order.
- E. Probability is the confidence factor that I will win the Opportunity, and is typically based on the Stage Value

**Answer:** D

**NEW QUESTION 593**

- (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 598**

- (Topic 10)

When I convert a lead to an Opportunity, I must give the opportunity a unique name so I know what it is (ex: Pacific Bank – Red Package).

- A. True
- B. False

**Answer:** A

**NEW QUESTION 602**

- (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 607**

- (Topic 10)

Which of the following are true about Web-to-Lead:

- A. Salesforce CRM runs field validation rules before creating records
- B. All required fields must have a value before a record can be created
- C. The format for date and currency fields captured online is taken from the users browser settings

**Answer:** AB



**NEW QUESTION 609**

- (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 612**

- (Topic 10)

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

- A. Yes
- B. No

**Answer:** B

**Explanation:**

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

**NEW QUESTION 617**

- (Topic 10)

Which of the following records can not be mass transferred?

- A. Open Cases
- B. Closed Cases
- C. Open Activities
- D. Closed Activities

**Answer:** D

**NEW QUESTION 622**

- (Topic 10)

You can rename standard Tabs and Objects. 9962077244

- A. True
- B. False

**Answer:** A

**NEW QUESTION 627**

- (Topic 10)

The “Open Calendar” link below any list view can be clicked to display a view of my calendar. But, can I drag records from the list to time slots on the calendar to create events (sales calls, etc) for these records?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 631**

- (Topic 10)

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

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

**Answer:** ABCD

**NEW QUESTION 635**

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