

Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins



NEW QUESTION 1

- (Topic 1)

The system administrator has been asked to create a way to track Shipments of products to customers. Shipments should be closely tied to the Opportunity record and there may be more than one shipment record per Opportunity and the Opportunity should be required (i.e. Users cannot save a Shipment record without associating it to an Opportunity). The system administrator should create.

- A. A cross object formula displaying Opportunity ID on the Shipment record
- B. A Master - Detail relationship on the Shipment object to the Opportunity object
- C. A lookup relationship on the Opportunity object to the Shipment object
- D. A lookup relationship with a lookup filter from Opportunity to Shipment

Answer: B

NEW QUESTION 2

- (Topic 1)

The following are true about scheduling and emailing reports.

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

Answer: E

NEW QUESTION 3

- (Topic 1)

Which of the following are true about formula fields?

- A. They are read-only
- B. They will not display on record edit pages
- C. They will not display on record detail pages
- D. They are not searchable
- E. They will not display on reports

Answer: ABD

NEW QUESTION 4

- (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 5

- (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 6

- (Topic 1)

Standard profile permissions cannot be edited.

- A. True
- B. False

Answer: A

NEW QUESTION 7

- (Topic 1)

Which of the following are true about List Views?

- A. Save list views for future use.
- B. Specify which groups of users have access to the list view.
- C. Print list views.
- D. Follow records and view related Chatter posts.

- E. Export List View data to Excel
- F. All of the above

Answer: ABCD

NEW QUESTION 8

- (Topic 1)

Which of the following objects support business processes?

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

Answer: AB

NEW QUESTION 9

- (Topic 1)

System administrators can modify tab settings for custom profiles (Default On, Default Off and Hidden).

- A. True
- B. False

Answer: A

NEW QUESTION 10

- (Topic 1)

Custom Links can be used for the following:

- A. Launching an External URL
- B. Running an S Control
- C. Running a report
- D. All of the Above

Answer: D

NEW QUESTION 10

- (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 14

- (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 17

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 22

- (Topic 1)

In order to create a many-to-many relationship between two objects, a junction object must be created. This junction object will have a Master-Detail relationship to both objects.

- A. True
- B. False

Answer: A

NEW QUESTION 25

- (Topic 1)

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

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

Answer: ACDF

NEW QUESTION 29

- (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 30

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 34

- (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 39

- (Topic 1)

Page layouts are assigned to .

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

Answer: B

NEW QUESTION 43

- (Topic 1)

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

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

Answer: C

NEW QUESTION 48

- (Topic 1)

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

- A. True
- B. False

Answer: B

NEW QUESTION 51

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 54

- (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 59

- (Topic 1)

Which of the following are actions triggered by workflow rules?

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

Answer: :ABCF

NEW QUESTION 64

- (Topic 1)

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

- A. SF ideas
- B. SF content
- C. SF Automation
- D. SF Customer service and support

Answer: C

NEW QUESTION 68

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 70

- (Topic 1)

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

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

Answer: C

NEW QUESTION 75

- (Topic 1)

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

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

Answer: D

NEW QUESTION 76

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 79

- (Topic 2)

All of the following may be uploaded to the AppExchange Directory EXCEPT:

- A. Custom Tabs
- B. Custom Fields on Custom Objects
- C. Custom Fields on Standard Objects
- D. Custom Assignment Rules

Answer: C

NEW QUESTION 84

- (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 89

- (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 94

- (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 98

- (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 100

- (Topic 2)

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

- A. True
- B. False

Answer: B

NEW QUESTION 105

- (Topic 2)

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

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

Answer: D

NEW QUESTION 108

- (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 110

- (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 112

- (Topic 2)

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

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

Answer: D

NEW QUESTION 116

- (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 119

- (Topic 2)

Inline Editing is available in visual force pages?

- A. True
- B. False

Answer: A

NEW QUESTION 124

- (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 129

- (Topic 2)

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

- A. True
- B. False

Answer: B

NEW QUESTION 131

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 134

- (Topic 2)

You can share the Dashboard components snapshot with everyone in the Company with chatter?

- A. No, we cannot share with the company
- B. No, we cannot share with people who do not have access to the dashbaord
- C. Yes we can share, but only people having access to dashboard will be able to see the data
- D. Yes and everyone will be able to see it regardless of access to dashboard

Answer: D

NEW QUESTION 135

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 136

- (Topic 2)

are words or short phrases that users can associate with most Salesforce.com records to describe and organize their data in a personalized way?

- A. Views
- B. Tags
- C. Dashboards
- D. Home Pagelayout
- E. Apps

Answer: B

NEW QUESTION 138

- (Topic 2)

It is possible to share a custom object record manually

- A. True
- B. False

Answer: A

NEW QUESTION 143

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 147

- (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 149

- (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 150

- (Topic 2)

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

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

Answer: C

NEW QUESTION 151

- (Topic 2)

The difference between an opportunity record type and a sales process is:

- A. The sales process controls the stage field, the record type controls all other picklist fields
- B. The record type controls the stage field, the sales process controls all other picklist fields
- C. The record type controls the picklist fields
- D. The sales process controls all picklist fields

Answer: A

NEW QUESTION 154

- (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 157

- (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 162

- (Topic 2)

Default values are available for standard text fields

- A. True
- B. False

Answer: B

NEW QUESTION 165

- (Topic 2)

For which objects you have business processes?

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

E. Solutions

Answer: ABCE

NEW QUESTION 168

- (Topic 2)

If a profile does not have access to an application, that profile will also not have access to the tabs and objects of that application

A. True

B. False

Answer: B

NEW QUESTION 172

- (Topic 2)

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

A. True

B. False

Answer: A

NEW QUESTION 173

- (Topic 2)

Folders are used to manage:

A. Either Reports, Price Books, Document

B. or Email templates

C. Either Reports, Dashboards, Documents, or Products

D. Either Reports, Dashboards, Documents, or Email templates

E. Either Reports, Dashboards, Documents, or Other Folders

Answer: C

NEW QUESTION 174

- (Topic 2)

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

A. Tasks allow you to track the specific actions you plan to perform or have performed

B. Email Alerts cannot track specific actions.

C. Email Alerts allow you to track the specific actions you plan to perform or have performed

D. Tasks cannot track specific actions

Answer: AB

NEW QUESTION 177

- (Topic 2)

Where do you go to create a List View so that you can see it on the Console, under the Accounts object?

A. Create a list view on the Console

B. Create a list view on Accounts

C. Create a list view on Contacts

D. Create a field on the Console

Answer: :B

NEW QUESTION 181

- (Topic 2)

Forecasting can be used with Custom Fiscal Years.

A. True

B. False

Answer: B

NEW QUESTION 185

- (Topic 2)

How is the expected revenue calculated in the opportunity?

A. Amount multiplied by the total price of all opportunity line items

B. The sales price on any line item times the probability of the opportunity

C. Opportunity Amount multiplied by the probability

D. Amount multiplied by the discount percent

Answer: C

NEW QUESTION 190

- (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 192

- (Topic 3)

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

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

Answer: ACDEF

NEW QUESTION 196

- (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 199

- (Topic 3)

Data Validation rules is not supported in which Salesforce edition?

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

Answer: F

NEW QUESTION 204

- (Topic 3)

The Salesforce Console is an example of what?

- A. API
- B. Third Party Web integration/Application
- C. UI
- D. Java Script

Answer: C

NEW QUESTION 206

- (Topic 3)

Custom Picklist fields can be either controlling or dependent fields

- A. True
- B. False

Answer: A

NEW QUESTION 209

- (Topic 3)

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

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

Answer: B

NEW QUESTION 211

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 214

- (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 219

- (Topic 3)

What are two sources from which cases can be created?

- A. Web-to-Lead
- B. Web-to-Web
- C. Email-to-Case
- D. Connect for Outlook

Answer: CD

NEW QUESTION 222

- (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 224

- (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 226

- (Topic 3)

Can a Standard User Profile import members into a campaign?

- A. Yes.
- B. No.
- C. Only if they have "Import Campaign Members" permission checked.
- D. Only if they have "Modify All Data" permission checked.

Answer: B

NEW QUESTION 231

- (Topic 3)

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

- A. S-Control
- B. Formula Field

C. Default values on Standard Fields

Answer: C

NEW QUESTION 233

- (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 236

- (Topic 3)

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

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:

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

NEW QUESTION 238

- (Topic 3)

When are data Validation Rules enforced?

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

Answer: D

NEW QUESTION 243

- (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 244

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 247

- (Topic 4)

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

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

Answer: D

NEW QUESTION 249

- (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 250

- (Topic 4)

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

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

Answer: C

NEW QUESTION 253

- (Topic 4)

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

- A. True
- B. False

Answer: A

NEW QUESTION 254

- (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 256

- (Topic 4)

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

- A. True
- B. False

Answer: A

NEW QUESTION 258

- (Topic 4)

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

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

Answer: AC

NEW QUESTION 263

- (Topic 4)

What can be reviewed using the process visualizer?

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

Answer: B

NEW QUESTION 264

- (Topic 4)

Which statement is TRUE regarding Dynamic Dashboard:

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

Answer: A

NEW QUESTION 266

- (Topic 4)

The size limit for documents uploaded is:

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

Answer: C

NEW QUESTION 268

- (Topic 4)

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

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

Answer: D

NEW QUESTION 273

- (Topic 4)

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

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

Answer: C

NEW QUESTION 278

- (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 282

CORRECT TEXT - (Topic 4)

Where would you make a field required?

A.

Answer: PageLayout

NEW QUESTION 287

- (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 290

- (Topic 4)

Which statement is true regarding High Volume Portal users? Choose 2 answers

- A. Are not assigned to roles in the role hierarchy
- B. Are allotted extra data storage usage
- C. Can view documents from Content workspaces
- D. Cannot own an Account record

Answer: AD

NEW QUESTION 295

- (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 300

- (Topic 4)
Universal Containers would like their sales reps to be able to send branded email invitations to customers for business meetings and to collaborate with customers from a branded Website to find a suitable meeting time.
How can an Administrator accomplish this?

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

Answer: B

NEW QUESTION 305

- (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 307

- (Topic 4)
Will data be lost in a Custom Field if Data Type is changed to Number from any other Data Type?

- A. Yes
- B. No

Answer: A

NEW QUESTION 312

- (Topic 4)
Why would you use early triggers?

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

Answer: B

NEW QUESTION 316

- (Topic 4)
Field Level Security cannot be used to make a field required.

- A. True
- B. False

Answer: A

NEW QUESTION 321

- (Topic 4)
On Lead Conversion a Lead Object Custom field cannot be mapped to Which Object custom field?

- A. Account
- B. Contacts

- C. Case
- D. Opportunity

Answer: C

NEW QUESTION 322

- (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 326

- (Topic 4)

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

- A. True
- B. False

Answer: B

NEW QUESTION 327

- (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 330

- (Topic 4)

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

- A. True
- B. False

Answer: B

NEW QUESTION 332

- (Topic 4)

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

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

Answer: AC

NEW QUESTION 337

- (Topic 4)

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

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

Answer:

B

NEW QUESTION 340

- (Topic 5)

Which Salesforce editions support Sandbox?

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

Answer: AF

NEW QUESTION 342

- (Topic 5)

If you delete an email from a case and then delete the case, you will not be able to retrieve the deleted email from the Recycle Bin

- A. True
- B. False

Answer: A

NEW QUESTION 343

- (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 345

- (Topic 5)

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

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

Answer: C

NEW QUESTION 346

- (Topic 5)

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

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

Answer: A

NEW QUESTION 348

- (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 352

- (Topic 5)

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

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

Answer: C

NEW QUESTION 355

- (Topic 5)

Which of the following does not need business process?

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

Answer: C

NEW QUESTION 358

- (Topic 5)

The opportunities fields of the campaign statistics section on a campaign detail page will only be populated for the campaign designated as the primary campaign source?

- A. True
- B. False

Answer: A

NEW QUESTION 359

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 364

- (Topic 5)

Escalation rules only run during the business hours with which they are associated?

- A. True
- B. False

Answer: A

NEW QUESTION 367

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 369

- (Topic 5)

Salesforce.com record Id's are Identical in?

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

Answer: C

NEW QUESTION 372

- (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 377

- (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 380

- (Topic 5)

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

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

Answer: B

NEW QUESTION 383

- (Topic 5)

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

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

Answer: A

NEW QUESTION 385

- (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 389

- (Topic 5)

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

- A. True
- B. False

Answer: :B

NEW QUESTION 391

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 394

- (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 396

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 399

- (Topic 6)

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

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

Answer: C

NEW QUESTION 404

- (Topic 6)

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

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

Answer: D

NEW QUESTION 405

- (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 410

- (Topic 6)

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

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

Answer: C

NEW QUESTION 415

CORRECT TEXT - (Topic 6)

How does a Profile differ from a Role?

A.

Answer: Profilecontrolswhatausercando(readcreateeditdelete)withrecords

NEW QUESTION 418

- (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 419

CORRECT TEXT - (Topic 6)
Why are Sharing Rules used?

A.

Answer:

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

NEW QUESTION 424

- (Topic 6)
A security token is required for API access when connecting from an IP address within the list of trusted networks.

- A. True
- B. False

Answer: B

NEW QUESTION 428

- (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 430

- (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 434

- (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 439

CORRECT TEXT - (Topic 6)
If your Marketing team needed to add 10,000 existing leads to a campaign at one time, what would be the best way to do this?

A.

Answer: Create a report

NEW QUESTION 442

- (Topic 6)
Identify the maximum number of leads / contacts that you can add from a report at one time using Integrated Campaign Builder:

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

Answer: B

NEW QUESTION 444

- (Topic 6)
You can set a default value for a custom field.

A. True

B. False

Answer: A

NEW QUESTION 445

- (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 446

- (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 450

- (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 453

- (Topic 6)

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

Rep reporting to the US Sales Director. The users in the US sales rep role can edit ALL opportunities associated with the accounts they own. Tim an EMEA sales

rep owns an opportunity associated with the ABC account. Identify the correct role access.

A. Phil can view but cannot edit Tims ABC opportunity

B. TIM cannot VIEW / EDIT phils account

C. Phil can EDIT and VIEW Tims ABC opportunity

D. Tim can VIEW and EDIT Phils account

E. Tim can VIEW but cannot EDIT phils account.

Answer: CE

NEW QUESTION 456

- (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 461

- (Topic 6)

What is conditional highlighting for reports?

A. You can set conditions that when met will report the calculated fields

B. Set thresholds for report analysis

C. None of the above

Answer: B

NEW QUESTION 462

- (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 465

- (Topic 6)

Final reject actions can include actions such as email alerts

- A. True
- B. False

Answer: A

NEW QUESTION 466

- (Topic 6)

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

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

Answer: ACE

NEW QUESTION 470

- (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 475

- (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 479

- (Topic 6)

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

- A. True
- B. False

Answer: A

NEW QUESTION 483

CORRECT TEXT - (Topic 6)

What is a Running User?

- A.

Answer: Determinesthelevelofaccesstothedashboarddata

NEW QUESTION 484

- (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 487

- (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 491

- (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 495

- (Topic 6)

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

- A. True
- B. False

Answer: B

NEW QUESTION 498

- (Topic 6)

A Standard Fiscal Year can start on May 1st.

- A. True
- B. False

Answer: A

NEW QUESTION 502

- (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 507

- (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 508

- (Topic 6)

Users can be restricted to view a particular field in views, searches and reports by hiding the field at

- A. Page Layout
- B. Field Level Security
- C. User Profile
- D. None of the Above

Answer: B

NEW QUESTION 513

- (Topic 6)

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

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

Answer: AC

NEW QUESTION 515

- (Topic 7)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 519

CORRECT TEXT - (Topic 7)

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

A.

Answer: Master/Detail

NEW QUESTION 520

- (Topic 7)

How many app exchange apps can you install in UE?

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

Answer: D

NEW QUESTION 522

- (Topic 7)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 524

CORRECT TEXT - (Topic 7)

How are Folders used?

A.

Answer: Toorganizereportsdashboardscommunicationtemplatesanddocuments

NEW QUESTION 527

CORRECT TEXT - (Topic 7)

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

A.

Answer: Lookup

NEW QUESTION 530

- (Topic 7)

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

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

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

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

Answer: A

NEW QUESTION 534

CORRECT TEXT - (Topic 7)

What are Standard Reports?

A.

Answer: OutoftheboxreportsfromSF

NEW QUESTION 536

CORRECT TEXT - (Topic 7)

Who can import data for all users?

A.

Answer: SystemAdminandMarketingUserProfilecanimportLeads.

NEW QUESTION 541

- (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 545

CORRECT TEXT - (Topic 7)

How does the Import Wizard perform matching when updating records?

A.

Answer: BySalesforceID

NEW QUESTION 548

- (Topic 7)

Workflow rules never trigger on converted leads

- A. True
- B. False

Answer: A

Explanation:

Explanation/Reference:

Workflow rules only trigger on converted leads if validation and triggers for lead convert are enabled in your organization.

NEW QUESTION 553

- (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 555

- (Topic 7)

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

- A. True
- B. False

Answer: A

NEW QUESTION 559

- (Topic 7)

What is required to create a new user?

- A. Unique Username in email format.
- B. Locale Settings
- C. Profile - Standard or Custom
- D. Role

Answer: ABCD

NEW QUESTION 561

CORRECT TEXT - (Topic 7)

Dashboard components can consist of:

A.

Answer: Chart

Explanation:

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

Gauge

Custom S-Control Visual force Page Not graphs

NEW QUESTION 562

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 564

- (Topic 7)

The User Interface Settings can be adjusted for individual users.

- A. True
- B. False

Answer: B

NEW QUESTION 567

CORRECT TEXT - (Topic 7)

Define the Marketing User Profile.

A.

Answer: Standard user perm + can import leads for the Org

NEW QUESTION 569

CORRECT TEXT - (Topic 7)

Define the Solution Manager Profile.

A.

Answer: Standard user perm + can manage solutions & solution categories

NEW QUESTION 570

- (Topic 7)

Is the DataLoader Cloud based?

- A. No
- B. Yes

Answer: A

NEW QUESTION 571

- (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 574

CORRECT TEXT - (Topic 7)

What does the default locale impact?

A.

Answer: Theformatofdateandnumberfields.

NEW QUESTION 577

- (Topic 7)

When are data validation rules executed?

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

Answer: :ABC

NEW QUESTION 582

CORRECT TEXT - (Topic 7)

Define the system Admin profile.

A.

Answer: "SuperUser"-Cancustomize&administratetheOrg

NEW QUESTION 586

- (Topic 7)

How many app exchange apps can you install in PE?

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

Answer: A

NEW QUESTION 591

- (Topic 7)

There are many dashboard components from SF Labs including the Apex Dashboard Kit which can be installed:

- A. True
- B. False

Answer: A

NEW QUESTION 596

CORRECT TEXT - (Topic 7)

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

A.

Answer: Noonlycustomfields.

NEW QUESTION 598

- (Topic 7)

There are no exceptions to the role heirarchy based sharing?

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:

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

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

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

NEW QUESTION 599

CORRECT TEXT - (Topic 7)

What are the field property options for Custom Fields?

A.

Answer: RequiredRead-OnlyExternalIDUnique

NEW QUESTION 603

CORRECT TEXT - (Topic 7)

Determine if the description is Master/Detail or Lookup: Lookup field on child is always required.

A.

Answer: Master/Detail

NEW QUESTION 608

CORRECT TEXT - (Topic 7)

Standard Fields are?

A.

Answer: CreatedbySFandcomesinOrg.Fieldpropertiesnoteditable.

NEW QUESTION 613

- (Topic 7)

How many app exchange apps can you install in EE?

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

Answer: B

NEW QUESTION 618

- (Topic 7)

According to Sales Force, console is not for occasional users of Salesforce. The console is best set up for users who view Salesforce for 3 or more hours a day.

- A. True
- B. False

Answer: A

NEW QUESTION 619

- (Topic 7)

What are the Org Wide Default permission options?

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

Answer: ABCDE

NEW QUESTION 620

- (Topic 7)

Can the DataLoader access all objects?

- A. Yes
- B. No

Answer: A

NEW QUESTION 624

- (Topic 8)

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

A. True

B. False

Answer: A

NEW QUESTION 626

- (Topic 8)

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

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

Answer: BC

NEW QUESTION 627

- (Topic 8)

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

- A. True
- B. False

Answer: A

NEW QUESTION 628

- (Topic 8)

Export to Excel is available for Printable Lists:

- A. True
- B. False

Answer: B

NEW QUESTION 629

- (Topic 8)

What is the process to create a custom app?

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

Answer: A

NEW QUESTION 633

- (Topic 8)

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

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

Answer: BD

NEW QUESTION 636

- (Topic 8)

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

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

Answer: :A

NEW QUESTION 637

- (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 638

- (Topic 8)

What are true for the data loader?

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

Answer: CE

NEW QUESTION 640

- (Topic 8)

The size limit for documents uploaded is:

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

Answer: B

NEW QUESTION 645

- (Topic 8)

What can stop a scheduled report-dashboard run?

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

Answer: C

NEW QUESTION 648

- (Topic 8)

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

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

Answer: D

NEW QUESTION 650

- (Topic 8)

A Workflow Alert can be tracked in Activity History

- A. True
- B. False

Answer: A

NEW QUESTION 654

- (Topic 8)

When is a custom object created?

- A. When there is a need to create a custom field
- B. To enhance the look of the application
- C. To capture unique data of the business
- D. When there is a need to add custom tabs

Answer: C

NEW QUESTION 658

CORRECT TEXT - (Topic 8)

What is the Cloud Scheduler?

A.

Answer: CloudSchedulerallowsyoutorequestmeetingswithyourcustomersandhaveyourcustomersselectwhentheycanmeetbeforeyouconfirmthemeeting.

NEW QUESTION 659

- (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 661

- (Topic 8)

You cannot delete a product that is used on an opportunity

- A. True
- B. False

Answer: A

NEW QUESTION 665

- (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 668

- (Topic 8)

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

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

Answer: CD

NEW QUESTION 672

- (Topic 8)

An account team can be added by all Except:

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

Answer: B

NEW QUESTION 675

- (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 676

- (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 678

- (Topic 8)

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

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

Answer: D

NEW QUESTION 679

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 683

- (Topic 8)

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

- A. True
- B. False

Answer: B

NEW QUESTION 688

- (Topic 8)

Picklist dependency rules are not enforced during Import

- A. True
- B. False

Answer: A

NEW QUESTION 689

- (Topic 9)

When using advanced currency management, can a past exchange rate be changes?

- A. Yes
- B. No

Answer: A

NEW QUESTION 694

- (Topic 9)

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

- A. Campaign history list
- B. Opportunity campaign related list
- C. Contact campaign related list
- D. Campaign history report
- E. Campaign related list on account

Answer: :BC

NEW QUESTION 699

- (Topic 9)

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

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

Answer: B

NEW QUESTION 702

- (Topic 9)

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

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

Answer: CDE

NEW QUESTION 707

- (Topic 9)

Sales User is a standard profile.

- A. True
- B. False

Answer: B

NEW QUESTION 709

- (Topic 9)

Recent item and Lookup Hovers use the Record Mini Page.

- A. True
- B. False

Answer: A

NEW QUESTION 714

- (Topic 9)

What happens when you delete a custom field?

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

Answer: D

NEW QUESTION 719

- (Topic 9)

Which statements are true about business processes?

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

Answer: AD

NEW QUESTION 724

- (Topic 9)

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

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

Answer: D

NEW QUESTION 729

- (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 733

- (Topic 9)

What is the maximum length of the alias field?

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

Answer: C

NEW QUESTION 738

- (Topic 9)

Records in the recycle bin do NOT count against your organization's storage limits

- A. True
- B. False

Answer: A

NEW QUESTION 741

- (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 743

- (Topic 9)

What is true about Lead Assignment Rule?

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

Answer: AB

NEW QUESTION 747

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 752

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 753

- (Topic 9)

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

- A. True
- B. False

Answer: B

NEW QUESTION 756

- (Topic 9)

When you delete a case:

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

Answer: B

NEW QUESTION 758

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 761

- (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 763

- (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 767

- (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 769

- (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 774

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 778

- (Topic 9)

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

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

Answer: B

NEW QUESTION 781

- (Topic 9)

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

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

Answer: AE

NEW QUESTION 785

- (Topic 10)

What is the maximum length of any auto-number field?

- A. 20
- B. 30
- C. 40
- D. 50
- E. 60

Answer: B

NEW QUESTION 788

CORRECT TEXT - (Topic 10)

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

A.

Answer: Fortabsthat havemultiplerecordtypesdefinedyoucanlookattheRecordTypefieldonthe page.Howeverthisfieldmustbeaddedtothepagelayout.

NEW QUESTION 791

- (Topic 10)

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

- A. True
- B. False

Answer: B

NEW QUESTION 792

- (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 794

- (Topic 10)

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

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

Answer: D

NEW QUESTION 797

- (Topic 10)

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

- A. True
- B. False

Answer: B

NEW QUESTION 801

- (Topic 10)

You can map custom lead fields to standard fields on the Account, Contact, and Opportunity.

- A. True
- B. False

Answer: B

NEW QUESTION 804

- (Topic 10)

Accounts can be created by converting a lead to an opportunity, or by manual entry.

- A. True
- B. False

Answer: A

NEW QUESTION 809

- (Topic 10)

If a user's profile contains log in hour restrictions which of the following time zones is used to calculate the hours they have access to Salesforce.com CRM?

- A. Organization wide default time zone
- B. User's time zone
- C. Time zone set in the user's profile

Answer: A

NEW QUESTION 811

- (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 814

- (Topic 10)

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

- A. True
- B. False

Answer: B

NEW QUESTION 819

- (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 824

- (Topic 10)

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

- A. True
- B. False

Answer: B

NEW QUESTION 825

- (Topic 10)

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

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

Answer: ACD

NEW QUESTION 827

- (Topic 10)

When creating users, does the alias need to be unique?

- A. Yes
- B. No

Answer: B

NEW QUESTION 828

CORRECT TEXT - (Topic 10)

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

A.

Answer: ForecastsandTerritories

NEW QUESTION 829

CORRECT TEXT - (Topic 10)

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

A.

Answer: Youwillbepromptedtoselecttherecordtypethatshouldincludethenewvalue.

NEW QUESTION 831

CORRECT TEXT - (Topic 10)

Describe the components of the Console tab:

A.

Answer: Frameslistviewdetailviewminiviewsidebarrelatedobjectsminipagelayoutsconsolelayout

NEW QUESTION 833

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 838

- (Topic 10)

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

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

Answer: B

NEW QUESTION 839

- (Topic 10)

Select the option that is NOT true of the “stay in touch” feature in SFDC:

- A. I can send single emails, or mass emails, to all of my existing accounts or prospects.
- B. I can use this feature to update contact information in one click via email – this keeps my customer data up to-date.
- C. It rubs my feet before I go to bed each night.

Answer: C

NEW QUESTION 844

- (Topic 10)

Lookup relationship fields are available in Personal Edition

- A. True
- B. False

Answer: B

NEW QUESTION 847

CORRECT TEXT - (Topic 10)

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

A.

Answer: Leadsandcases

NEW QUESTION 851

- (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 853

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