



Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins

NEW QUESTION 1

- (Topic 1)

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

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

Answer: C

NEW QUESTION 2

- (Topic 1)

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 3

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 4

- (Topic 1)

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

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

Answer: C

NEW QUESTION 5

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 6

- (Topic 1)

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

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

Answer: B

NEW QUESTION 7

- (Topic 1)

Public groups can be any combination of other public groups, users, roles and .

- A. Profile
- B. Roles & subordinates
- C. Managers

D. None of the above

Answer: B

NEW QUESTION 8

- (Topic 1)

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

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

Answer: C

NEW QUESTION 9

- (Topic 1)

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

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

Answer: B

NEW QUESTION 10

- (Topic 1)

Standard profile permissions cannot be edited.

- A. True
- B. False

Answer: A

NEW QUESTION 10

- (Topic 1)

You can use standard reports when creating Dashboards

- A. True
- B. False

Answer: B

NEW QUESTION 14

- (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 19

- (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 20

- (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 21

- (Topic 1)

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

- A. True
- B. False

Answer: B

NEW QUESTION 25

- (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 28

- (Topic 1)

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

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

Answer: ABD

NEW QUESTION 32

- (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 37

- (Topic 1)

Page layouts are assigned to .

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

Answer: B

NEW QUESTION 38

- (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 39

- (Topic 1)

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

- A. True
- B. False

Answer: B

NEW QUESTION 41

- (Topic 1)

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

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

Answer: A

NEW QUESTION 43

- (Topic 1)

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 45

- (Topic 1)

A cross object formula references fields from parent objects.

- A. True
- B. False

Answer: A

NEW QUESTION 50

- (Topic 1)

Queues can be made up of the following

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

Answer: ABC

NEW QUESTION 51

- (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 53

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 56

- (Topic 1)

Which of the following is not a standard Profile?

- A. System Administrator
- B. Read only

- C. Marketing Director
- D. Partner Portal User
- E. Standard Administrator

Answer: CDE

NEW QUESTION 57

- (Topic 1)

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

- A. True
- B. False

Answer: B

NEW QUESTION 62

- (Topic 2)

Which combination of objects is available when creating a custom report type for Chatter reports?

- A. Opportunities, Followers, User Feed
- B. Accounts, User Feed, Comments
- C. Users, User Feed, Comments
- D. Chatter Groups, Members

Answer: CD

NEW QUESTION 66

- (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 67

- (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 72

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 75

- (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 77

- (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 79

- (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 83

- (Topic 2)

You can map a custom lead field to only one of the following objects at a single instance (check all that apply)?

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

Answer: ABD

NEW QUESTION 84

- (Topic 2)

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

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

Answer: C

NEW QUESTION 85

- (Topic 2)

Is it possible for a Page layout to be associated with a Record Type.

- A. True
- B. False

Answer: A

NEW QUESTION 86

- (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 87

- (Topic 2)

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

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

Answer: C

NEW QUESTION 91

- (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 93

- (Topic 2)

Which type of field cannot have universal requiredness?

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

Answer: A

NEW QUESTION 96

- (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 98

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 103

- (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 107

- (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 109

- (Topic 2)

Where are active currencies located?

- A. Security Control
- B. User record (Personal Setup)
- C. Company Profile
- D. None of the above

Answer: :BC

NEW QUESTION 110

- (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 115

- (Topic 2)

What information does the Company Profile Hold?

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

Answer: ABC

NEW QUESTION 117

- (Topic 2)

It is possible to share a custom object record manually

- A. True
- B. False

Answer: A

NEW QUESTION 120

- (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 124

- (Topic 2)

In order to Enable Territory Management you should have:

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

Answer: :B

NEW QUESTION 128

- (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 132

- (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 136

- (Topic 2)

Recent Items use the?

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

Answer: C

NEW QUESTION 140

- (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 143

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 148

- (Topic 2)

Custom formula fields are recalculated:

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

Answer: D

NEW QUESTION 150

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 152

- (Topic 2)

Users can be deleted from salesforce.com

- A. True
- B. False

Answer: B

NEW QUESTION 157

- (Topic 2)

Custom Web Tab may consist of all the following EXCEPT:

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

Answer: B

NEW QUESTION 158

- (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 163

- (Topic 2)

Case Assignment Rules are based on elapsed time

- A. True
- B. False

Answer: A

NEW QUESTION 166

- (Topic 2)

All of the following are types of AppExchange Applications EXCEPT:

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

Answer: C

NEW QUESTION 168

- (Topic 2)

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

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

Answer: B

NEW QUESTION 171

- (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 176

- (Topic 3)

What is not found on a Company Profile?

- A. Language, Locale, and Time Zone
- B. Profiles
- C. Licenses
- D. Storage and Used Space
- E. Manage Currencies
- F. Fiscal Years

Answer: B

NEW QUESTION 177

- (Topic 3)

What is parallel approval Routing?

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

Answer: D

NEW QUESTION 180

- (Topic 3)

What can an administrator customize for the Service Cloud console?

- A. Whether the record opens as a primary tab or subtab
- B. The fields displayed in the highlights panel
- C. The interaction log fields displayed for objects without an Activity History related list
- D. Whether the SoftPhone displays in the footer or sidebar
- E. The objects displayed in the navigation tab

Answer: ABE

NEW QUESTION 182

- (Topic 3)

Maximum number of values allowed in a controlling field is:

- A. 500
- B. 100
- C. 300
- D. 200

Answer: C

NEW QUESTION 184

- (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 185

- (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 188

- (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 190

- (Topic 3)

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

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

Answer: E

NEW QUESTION 195

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 196

- (Topic 3)

Standard reports are visible through the Reports search.

- A. True
- B. False

Answer: B

NEW QUESTION 200

- (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 201

- (Topic 3)

Which is a capability of the new Service Cloud console?

- A. It provides data visibility by combining a list view and related records on one screen.
- B. It allows agents to view key record information in the highlights panel.
- C. It preserves the context of calls using primary tabs and subtabs.
- D. It allows access to data by opening each record in a new window.
- E. It allows agents to take notes in an interaction log while in a call.

Answer: ABE

NEW QUESTION 205

- (Topic 3)

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

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

Answer: B

NEW QUESTION 208

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 209

- (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 210

- (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 212

- (Topic 3)

What is the click path to enable Enhance Profile Management?

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

Answer: A

NEW QUESTION 215

- (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 218

- (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 219

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 223

- (Topic 3)

A Record Owner has the following privileges:

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

Answer: ABC

NEW QUESTION 225

- (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 229

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 233

- (Topic 3)

Which of the following fields CAN NOT be a controlling field for Dependent Picklists?

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

Answer: C

NEW QUESTION 235

- (Topic 3)

Which can be accessed by a Chatter Free user?

- A. People
- B. Content
- C. Profiles
- D. Groups
- E. Files
- F. Leads

Answer: ACDE

NEW QUESTION 237

- (Topic 3)

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

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

Answer: C

NEW QUESTION 239

- (Topic 4)

Which of the following components is displayed only if the record in the detail view has associated records?

- A. List view
- B. Mini Page Layout
- C. Console layout
- D. Mini View

Answer: D

NEW QUESTION 241

- (Topic 4)

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

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

Answer: BDE

NEW QUESTION 243

- (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 245

- (Topic 4)

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

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

Answer: B

NEW QUESTION 250

- (Topic 4)

Which statement is TRUE regarding dependent lookups? Choose 2 answers:

- A. They can be configured to make fields on related records, depending on data in the source record
- B. They can be configured to limit the records returned by a lookup based on the value of a field on a related record

- C. They can be configured to compare data to external sources to verify that contact and prospect information is up to date.
- D. They can be configured when creating the master-detail or lookup relationships

Answer: AB

NEW QUESTION 253

- (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 258

- (Topic 4)

Dashboards can be created by using Standard Reports as Source Reports?

- A. True
- B. False

Answer: A

NEW QUESTION 261

- (Topic 4)

How many roles can you create for your org?

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

Answer: C

NEW QUESTION 264

- (Topic 4)

The Account owner, Opportunity Owners and case owners:

- A. Has to be the same user
- B. Has to be from the Same Profile
- C. Has to be from the same Role
- D. Can be different Users

Answer: D

NEW QUESTION 267

- (Topic 4)

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

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

Answer: :AB

NEW QUESTION 271

- (Topic 4)

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

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

Answer: D

NEW QUESTION 273

- (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 276

- (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 280

- (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 282

- (Topic 4)

Author and the owner have same access to the document

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

Answer: B

NEW QUESTION 283

- (Topic 4)

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

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

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

Answer: C

Explanation:

Explanation/Reference:

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

NEW QUESTION 288

- (Topic 4)

In order to implement more business process multiple record types must also be implemented:

- A. True
- B. False

Answer: A

NEW QUESTION 291

- (Topic 4)

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

- A. True
- B. False

Answer: B

NEW QUESTION 295

- (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 298

- (Topic 4)

Which is a capability of Chatter? Choose 3 answers:

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

Answer: ADE

NEW QUESTION 301

- (Topic 4)

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

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

Answer: ABCD

NEW QUESTION 305

- (Topic 4)

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

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

Answer: C

NEW QUESTION 309

- (Topic 5)

What does the dashboard snapshot on the Home Page display?

- A. Only the dashboard determined by the System Administrator
- B. You cannot display a dashboard on the Home Page
- C. The first two rows of any of your available dashboards
- D. The first row of any available dashboards
- E. The Complete Dashboard set by the User himself

Answer: D

NEW QUESTION 312

- (Topic 5)

Which Salesforce editions support Sandbox?

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

Answer: AF

NEW QUESTION 316

- (Topic 5)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 320

- (Topic 5)

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

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

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

Answer: A

NEW QUESTION 322

- (Topic 5)

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

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

Answer: D

NEW QUESTION 327

- (Topic 5)

If Custom Fiscal Years are enabled then you cannot use Standard Forecasting?

- A. True
- B. False

Answer: A

NEW QUESTION 330

- (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 333

- (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 338

- (Topic 5)

Record type picklist filtering applies to dependent picklists.

- A. True
- B. False

Answer:

A

NEW QUESTION 340

- (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 345

- (Topic 5)

Which of the following are not controlled by the Page layouts?

- A. Custom Fields
- B. Sections
- C. Related List
- D. Custom Button
- E. Validation Rule Error message

Answer: E

NEW QUESTION 346

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 350

- (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 355

- (Topic 5)

Is it possible to report on the converted Leads?

- A. Yes
- B. No

Answer: A

NEW QUESTION 359

- (Topic 5)

Custom Summary Formulas can run calculations on report calculations.

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:

Custom summary formulas support calculations on custom formula fields

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

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

Read only on record detail pages Not visible on edit pages

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

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

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

Not available for lead conversion

Not available in Offline edition / connect for outlook Are automatically calculated

Cross object formula up to 5 levels

NEW QUESTION 364

- (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 367

- (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 369

- (Topic 5)

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

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

Answer: B

NEW QUESTION 371

- (Topic 5)

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

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

Answer: B

NEW QUESTION 375

- (Topic 5)

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

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

Answer: A

NEW QUESTION 379

- (Topic 5)

The first approval step in a process specifies the action to take if a record does not advance to that step.

- A. True
- B. False

Answer: A

NEW QUESTION 384

- (Topic 5)

How many Custom Summary Formula Fields are allowed on a single Report?

- A. 5
- B. 10
- C. 15
- D. 20
- E. No limit

Answer: A

NEW QUESTION 388

- (Topic 5)

How many Solution records can be imported via Import Wizard?

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

Answer: C

NEW QUESTION 389

- (Topic 5)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 393

- (Topic 5)

Which types of files can be accessed from the Files tab?

- A. Files attached to a Chatter group post
- B. Files in Content Workspaces
- C. Files attached to a Chatter profile post
- D. Files uploaded to the Documents tab
- E. Files uploaded to the Solutions tab

Answer: ABC

NEW QUESTION 394

- (Topic 5)

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

- A. Yes
- B. No

Answer: B

NEW QUESTION 399

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 402

- (Topic 5)

To email a report to other users, the report must be in a public folder with access granted to the other users?

- A. True
- B. False

Answer: A

NEW QUESTION 403

- (Topic 5)

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

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

Answer: C

NEW QUESTION 408

- (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 411

- (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 414

- (Topic 5)

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

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

Answer: C

NEW QUESTION 418

- (Topic 6)

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

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

Answer: AC

NEW QUESTION 421

- (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 422

- (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 425

CORRECT TEXT - (Topic 6)

Limitation for an organization related to triggers?

A.

Answer: SF limits the number of times triggers an organization can execute per hour. The limits are as follows:

Explanation:

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

NEW QUESTION 429

- (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 432

- (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 433

- (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 438

- (Topic 6)
Standard picklists can be the controlling field but not the dependent in a field dependency:

- A. True
- B. False

Answer: A

NEW QUESTION 441

- (Topic 6)
What is the maximum number of records that return in a report without exporting the results?

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

Answer: D

NEW QUESTION 442

- (Topic 6)
Which of the following are enhancements included in the Spring 11 release?

- A. All profiles get access to the report builder by default.
- B. The old report wizard is totally phased out.
- C. Group and Professional Edition organizations can use report builder.
- D. You get scatter charts, a new chart type for reports.
- E. Chatter feed posts now has a "like" option.

Answer: ACD

NEW QUESTION 445

- (Topic 6)
Name the benefits of the cloud computing model?

- A. Multi-tenant
- B. Scales with your business
- C. Modest operating expense

- D. No capital expense
- E. Elastic
- F. Pay-as-you-go

Answer: ABCDEF

NEW QUESTION 448

- (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 449

- (Topic 6)

Can an end user import Members into a Campaign?

- A. True
- B. False

Answer: B

NEW QUESTION 451

- (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 452

- (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 457

- (Topic 6)

Custom Summary Formulas can run calculations on custom formula fields.

- A. True
- B. False

Answer: A

NEW QUESTION 460

- (Topic 6)

How many Custom Summary Formulas can you have per report?

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

Answer: E

NEW QUESTION 464

- (Topic 6)

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

- A. True
- B. False

Answer: A

NEW QUESTION 467

- (Topic 6)

Mass Mail Contacts option doesn't appear under the Tools section in the Contacts tab, what could have caused this?

- A. The user Role is insufficient to view this tool
- B. Email is unchecked for that profile in FLS
- C. This is a bug and must be escalated
- D. Mass mail is not enabled for the profile.
- E. Mass mail is not checked in FLS

Answer: BD

NEW QUESTION 470

- (Topic 6)

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

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

Answer: B

NEW QUESTION 472

- (Topic 6)

When are WF rules evaluated?

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

Answer: B

NEW QUESTION 473

- (Topic 6)

With Spring '11, a new version of Chatter Desktop is available with performance optimizations and enhancements that let you:

- A. Click files to preview them
- B. Subscribe to a user
- C. Select the To: Me tab to see posts directed to you
- D. Click groups and users to view their feeds
- E. Post to a group or user's feed
- F. Subscribe to a user feed post

Answer: ACDE

NEW QUESTION 478

- (Topic 6)

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

- A. True
- B. False

Answer: B

NEW QUESTION 479

- (Topic 6)

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

- A. True
- B. False

Answer: B

NEW QUESTION 481

- (Topic 6)

Which are true about Trialforce Email Branding?

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

Answer: BD

NEW QUESTION 483

- (Topic 6)

A Standard Fiscal Year can start on May 1st.

- A. True
- B. False

Answer: A

NEW QUESTION 485

- (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 486

- (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 490

- (Topic 6)

How many Solution records can be imported via Import Wizard?

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

Answer: A

NEW QUESTION 491

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 495

- (Topic 7)

How many app exchange apps can you install in UE?

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

Answer: D

NEW QUESTION 499

CORRECT TEXT - (Topic 7)

What elements are required for a workflow approval process?

A.

Answer: ApprovalActionApprovalProcessApprovalRequestApprovalSteps

Explanation:

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

NEW QUESTION 500

CORRECT TEXT - (Topic 7)

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

A.

Answer: NeedtopreventduplicatesandwhentheAdminneedstochoosewhethertotriggerWorkflowrules(ornot)

NEW QUESTION 502

- (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 503

CORRECT TEXT - (Topic 7)

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

A.

Answer: Lookup

NEW QUESTION 504

- (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 509

- (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 510

CORRECT TEXT - (Topic 7)

Define the Standard User profile.

A.

Answer: Canviewedit&deletetheirownrecords

NEW QUESTION 514

CORRECT TEXT - (Topic 7)

Define the Matrix Report.

A.

Answer:

Summarizesdatainagridagainststhorizontalandverticalcriteria.Matrixreportsprovidetotalsforbothrowsandcolumns.Matrixreportsmayalsobeusedtosupportdashboardcomponents.

NEW QUESTION 519

- (Topic 7)

What objects have standard business processes?

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

Answer: ACEF

NEW QUESTION 524

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

A.

Answer: Standarduserperm+canmanagersolutions&solutioncategories

NEW QUESTION 526

CORRECT TEXT - (Topic 7)
When can inactive assignment rules be run on leads?

A.

Answer: Duringleadimport

NEW QUESTION 528

- (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 530

- (Topic 7)
Which objects have built in import wizards?

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

Answer: ABCDE

NEW QUESTION 533

CORRECT TEXT - (Topic 7)
Which takes precedence: User's language setting or Company profile default language?

A.

Answer: User'slanguagesetting.

NEW QUESTION 538

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 543

CORRECT TEXT - (Topic 7)
Define the system Admin profile.

A.

Answer: "SuperUser"-Cancustomize&administratetheOrg

NEW QUESTION 544

- (Topic 7)

Workflow rules trigger automatically and are visible to the user.

- A. True
- B. False

Answer: B

Explanation:

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

NEW QUESTION 545

- (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 550

CORRECT TEXT - (Topic 7)

Why utilize Account Teams and Sales Teams?

A.

Answer: Teamsareusedforcollaborationsharingandforreportingpurposes.

NEW QUESTION 555

- (Topic 7)

Do opportunities or cases have import wizards?

- A. Yes
- B. No

Answer: B

NEW QUESTION 557

- (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 560

- (Topic 7)

What are the three editions of Salesforce?

A. PE Professional Edition EE Enterprise EditionUE Unlimited Edition

Answer: A

NEW QUESTION 563

- (Topic 7)

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

- A. True
- B. False

Answer: A

NEW QUESTION 566

- (Topic 8)

Account Teams are not available for Professional Edition

- A. True
- B. False

Answer: A

NEW QUESTION 569

- (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 571

- (Topic 8)

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

- A. True
- B. False

Answer: A

NEW QUESTION 574

- (Topic 8)

Difference between workflow rule and workflow approval process is:

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

Answer: D

NEW QUESTION 579

- (Topic 8)

Which salesforce.com feature allows the org to capture ROI on online advertising?

- A. Web-to-lead
- B. Web-to-case
- C. Google adwords
- D. S-controls
- E. Online campaign

Answer: C

NEW QUESTION 583

- (Topic 8)

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

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

Answer: A

NEW QUESTION 586

- (Topic 8)

Report charting is only available for:

- A. Summary and Matrix reports
- B. Tabular and Summary Reports
- C. Tabular and Matrix reports.
- D. Tabular, Summary and Matrix Reports

Answer: A

NEW QUESTION 589

- (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 593

- (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 597

- (Topic 8)

Salesforce.com instance has Multiple Currencies as Activated. What is the maximum granularity available for tracking changes in Currency Rates

- A. 1 Week
- B. 1 Day
- C. 1 Hour
- D. 1 Minute

Answer: B

NEW QUESTION 599

- (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 604

- (Topic 8)

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

- A. True
- B. False

Answer: A

NEW QUESTION 608

CORRECT TEXT - (Topic 8)

How does Cloud Scheduler Work?

A.

Answer:

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

NEW QUESTION 613

- (Topic 8)

A Workflow Alert can be tracked in Activity History

- A. True
- B. False

Answer: A

NEW QUESTION 617

- (Topic 8)

A custom lead field can be mapped to:

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

Answer: C

NEW QUESTION 618

- (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 621

- (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 625

- (Topic 8)

You cannot delete a product that is used on an opportunity

- A. True
- B. False

Answer: A

NEW QUESTION 628

- (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 629

- (Topic 8)

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

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

Answer: A

NEW QUESTION 631

- (Topic 8)

What is the use of campaign influence feature on opportunities?

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

Answer: B

NEW QUESTION 634

- (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 635

- (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 638

- (Topic 8)

All of the following are true about Validation Rules EXCEPT:

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

Answer: C

NEW QUESTION 641

- (Topic 8)

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

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

Answer: A

NEW QUESTION 644

- (Topic 8)

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

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

Answer: A

NEW QUESTION 647

- (Topic 8)

The administrator wants to create 3 custom fields: an auto-number, a text field and a picklist. Is it possible?

- A. Yes
- B. No, because auto-number is a standard field
- C. No, only multi select picklist can be custom created
- D. No, only 1 custom field can be created per object

Answer: A

NEW QUESTION 648

- (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 652

- (Topic 8)

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

- A. True
- B. False

Answer: A

NEW QUESTION 654

- (Topic 8)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 658

- (Topic 8)

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

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:

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

NEW QUESTION 659

- (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 661

- (Topic 8)

Personal Tags can not be shared

- A. True
- B. False

Answer: A

NEW QUESTION 665

- (Topic 8)

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

- A. Access to Applications
- B. Tab Visibility
- C. Page layouts
- D. Field-Level Security
- E. Record Types Access
- F. Permissions
- G. Manage Currencies
- H. Hours and IP addresses
- I. Tag Settings
- J. UI Settings

Answer: GIJ

NEW QUESTION 668

- (Topic 8)

If the data validation at web-to-lead form fails, who will get error report?

- A. The lead queue
- B. The lead will get created with error report in description
- C. The designated weblead owner gets an email
- D. Salesforce.com support group

Answer: C

NEW QUESTION 671

- (Topic 9)

How long does a backup data export remain on Salesforce CRM before it is automatically deleted?

- A. 12 hours
- B. 24 hours
- C. 48 hours

Answer: B

NEW QUESTION 674

- (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 678

- (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 680

- (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 681

- (Topic 9)

Sales User is a standard profile.

- A. True
- B. False

Answer: B

NEW QUESTION 683

- (Topic 9)

Recent item and Lookup Hovers use the Record Mini Page.

- A. True
- B. False

Answer: A

NEW QUESTION 688

- (Topic 9)

Select all which are true about Contacts Objects

- A. Can be associated with an Account
- B. Has to be associated with an Account
- C. One contact can belong to multiple Accounts
- D. One Account can have multiple Contacts

Answer: BD

NEW QUESTION 689

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 690

- (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 691

- (Topic 9)

A solution can only belong to one category.

- A. True
- B. False

Answer: B

NEW QUESTION 692

- (Topic 9)

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

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

Answer: B

NEW QUESTION 697

- (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 702

- (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 705

- (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 706

- (Topic 9)

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

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

Answer: A

NEW QUESTION 711

- (Topic 9)

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

- A. True
- B. False

Answer: B

NEW QUESTION 713

- (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 714

- (Topic 9)

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

- A. True
- B. False

Answer: :B

NEW QUESTION 716

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 719

- (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 724

- (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 727

- (Topic 9)

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

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

Answer: C

NEW QUESTION 732

- (Topic 9)

Queues can be setup for which objects? (check all that apply)

- A. Leads
- B. Accounts
- C. Opportunities
- D. Custom Objects

E. Cases

Answer: ADE

NEW QUESTION 733

- (Topic 9)

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

A. True

B. False

Answer: A

NEW QUESTION 738

- (Topic 9)

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

A. Opportunity Stage

B. Lead Status

C. Case Status

D. Solution Status

E. Case Origin

Answer: ABCD

NEW QUESTION 740

- (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 742

- (Topic 9)

While Scheduling an email reports user specifies all except

A. Specify a running user

B. Link to report

C. Specify a frequency

D. Set start and end dates

Answer: :B

NEW QUESTION 743

- (Topic 9)

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

A. True

B. False

Answer: A

NEW QUESTION 744

- (Topic 10)

Records & Record Detail Pages: What is NOT true of hover links in SFDC?

A. Hover links can be found on record detail pages (for leads, opportunities, etc)

B. Top of page hover links often provide a summary of information found on the bottom of a page so I don't have to scroll down to see important activity history, notes, etc

C. Just about every link in SFDC can be hovered over, and a summary window will pop-up.

D. When I hover over them, I begin to levitate in my chair

E. Hover links are cool and will save me some time when researching info about accounts, leads, opportunities, etc.

Answer: D

NEW QUESTION 746

- (Topic 10)

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

A. You will be able to edit one, with it automatically updating the other

B. The logic between them is not available

- C. You can only edit the controlling field
- D. You can only edit the dependent field

Answer: B

NEW QUESTION 750

- (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 754

- (Topic 10)

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

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

Answer: A

NEW QUESTION 757

- (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 762

- (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 765

CORRECT TEXT - (Topic 10)

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

A.

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

NEW QUESTION 768

- (Topic 10)

When importing Lead records you must use Currency

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

Answer: :B

NEW QUESTION 770

CORRECT TEXT - (Topic 10)

Methods to automate leads?

A.

Answer: Web-To-LeadEmailTemplates

Explanation:

Auto response rules

NEW QUESTION 773

- (Topic 10)

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

- A. True
- B. False

Answer: B

NEW QUESTION 776

- (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 781

- (Topic 10)

Here are the salesforce.com definitions of a Lead, Account, Contact, & Opportunity. Which one is the definition for an opportunity?

- A. Any person, organization or company that may be interested in your products and services, not yet customer
- B. The Icon is a green Star Man.
- C. An organization, individual or company involved with your business such as customers, competitors and partners that you wish to track in Salesforce
- D. The Icon is a file folder.
- E. Any individual or influencer associated with an account that you want to track in Salesforce
- F. The Icon is a business card.
- G. Any potential revenue-generating event ("sales deal") that you want to track in Salesforce
- H. The Icon is a Coin.

Answer: D

NEW QUESTION 785

- (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 787

- (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 790

- (Topic 10)

When creating a Many-to-Many relationship you will need to use a

- A. Junction Object
- B. Lookup Field
- C. Sharing Rules
- D. Workflow Field update

Answer: A

NEW QUESTION 794

- (Topic 10)

Which of the following statements is true about transferring leads?

- A. You can transfer to users, but not to queues

- B. You can transfer to queues, but not to users
- C. You can transfer to both queues and users

Answer: C

NEW QUESTION 796

- (Topic 10)

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

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

Answer: :C

NEW QUESTION 801

- (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 802

- (Topic 10)

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

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

Answer: B

NEW QUESTION 807

- (Topic 10)

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

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

Answer: AB

NEW QUESTION 809

- (Topic 10)

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

- A. True
- B. False

Answer: B

NEW QUESTION 813

- (Topic 10)

Editing Records: If I see a magnifying glass icon next to any field in SFDC, this means I can start typing into the field and matches will automatically appear to choose from. Or, I can click on the magnifying glass icon and look up data to fill the field with.

- A. True
- B. False

Answer: A

NEW QUESTION 816

- (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 821

- (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 826

- (Topic 10)

Personalizing SFDC: If I want to update my personal info, email settings, etc. I have to:

- A. Contact head office
- B. Click “set up” in salesforce.com and edit my info

Answer: B

NEW QUESTION 831

CORRECT TEXT - (Topic 10)

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

A.

Answer: ForecastsandTerritories

NEW QUESTION 833

CORRECT TEXT - (Topic 10)

Describe the components of the Console tab:

A.

Answer: Frameslistviewdetailviewminiviewsidebarrelatedobjectsminipagelayoutsconsolelayout

NEW QUESTION 837

- (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)

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

- A. True
- B. False

Answer: A

NEW QUESTION 840

- (Topic 10)

Which will appear on your pipeline report?

- A. Leads
- B. Opportunities
- C. Accounts

Answer: B

NEW QUESTION 842

- (Topic 10)

Lookup relationship fields are available in Personal Edition

- A. True
- B. False

Answer: B

NEW QUESTION 846

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 848

.....

Thank You for Trying Our Product

We offer two products:

1st - We have Practice Tests Software with Actual Exam Questions

2nd - Questions and Answers in PDF Format

ADM-201 Practice Exam Features:

- * ADM-201 Questions and Answers Updated Frequently
- * ADM-201 Practice Questions Verified by Expert Senior Certified Staff
- * ADM-201 Most Realistic Questions that Guarantee you a Pass on Your FirstTry
- * ADM-201 Practice Test Questions in Multiple Choice Formats and Updatesfor 1 Year

100% Actual & Verified — Instant Download, Please Click
[Order The ADM-201 Practice Test Here](#)