

# Exam Questions ADM-201

Administration Essentials for New Admins

<https://www.2passeasy.com/dumps/ADM-201/>



#### NEW QUESTION 1

- (Topic 1)

Who can select the "sharing" button on Account and Opportunity records?

- A. The Record Owner, System Administrator, and a User shared to the record
- B. The Record Owner, a User shared to the record, and any User above the Record Owner in the RoleHierarchy
- C. The Record Owner, a User above the Record Owner, and the System Administrator
- D. The Record Owner and System Administrator

**Answer:** C

#### NEW QUESTION 2

- (Topic 1)

The Chatter Free license gives users the ability to access People, Profiles, Groups and Files as well as (choose all that apply)

- A. Make posts
- B. View comments
- C. Upload files
- D. Join groups
- E. View records

**Answer:** ABCD

#### NEW QUESTION 3

- (Topic 1)

When creating a sales process, the System Administrator will be modifying/filtering the values of the field.

- A. Amount
- B. Stage
- C. Next Steps
- D. Status
- E. Close Date

**Answer:** B

#### NEW QUESTION 4

- (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 5

- (Topic 1)

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

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

**Answer:** D

#### NEW QUESTION 6

- (Topic 1)

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

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

**Answer:** E

#### NEW QUESTION 7

- (Topic 1)

All of the following objects may have a queue EXCEPT

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

**Answer:** A

#### NEW QUESTION 8

- (Topic 1)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 9

- (Topic 1)

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 10

- (Topic 1)

When you add a custom object tab, all of the following will be accessible with the object EXCEPT

- A. Recent Items
- B. Sidebar Search
- C. Added to New Link/Create New Object Drop Down
- D. Custom Object Reports

**Answer:** D

#### NEW QUESTION 10

- (Topic 1)

The support team has asked the System Administrator to automate the notification of a customer's support plan ending - they would like for the Customer Support Rep to receive an email 30 days before the Support Plan Expires (Support Plan Expiration Date is on the Account record). What will the system administrator do?

- A. Create a workflow rule with a time-based trigger to fire 30 days before the Support Plan Expiration Date and use an email action to notify the assigned Support Rep
- B. Create a workflow rule with an immediate action to email the Support rep but with a due date of 30 days before the Support Expiration Date
- C. Create an Apex trigger to fire 30 days before Support Plan Expiration Date and use an email action to notify the assigned Support Rep
- D. This cannot be done

**Answer:** A

#### NEW QUESTION 11

- (Topic 1)

Only 1 permission set can be assigned to a user.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 15

- (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 19

- (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 21

- (Topic 1)

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

- A. Dashboard Component Snapshot
- B. The Running User
- C. Chatter Groups
- D. Dashboard Component
- E. Dynamic Dashboards

**Answer:** A

#### NEW QUESTION 25

- (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 28

- (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 31

- (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 34

- (Topic 1)

An active user record consumes a license.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 39

- (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 42

- (Topic 2)

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

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

**Answer:** C

#### NEW QUESTION 44

- (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 45

- (Topic 2)

The Campaign ROI Analysis Report uses which of the following calculations to determine the ROI percentage for a campaign?

- A. Total Amount of Opportunities / Expected Revenue
- B. Amount of Won Opportunities / Budgeted Cost
- C. Expected Revenue / Budgeted Cost
- D. (Amount of Won Opportunities minus Actual Cost) / Actual Cost

**Answer:** D

#### NEW QUESTION 50

- (Topic 2)

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

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

**Answer:** BC

#### NEW QUESTION 54

- (Topic 2)

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

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

**Answer:** B

#### NEW QUESTION 55

- (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 59

- (Topic 2)

Which of the following are new features on Chatter tab?

- A. Like
- B. @Mention
- C. Live Updates
- D. All of the Above

**Answer:** D

#### NEW QUESTION 63

- (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 66

- (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 71

- (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 75

- (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 77

- (Topic 2)

Which of the following does Salesforce CRM provide for restricting login access to the application? Choose 3 answers

- A. Profile-based IP restrictions
- B. Organization-wide IP restrictions
- C. Profile-based login hour restrictions
- D. Organization-wide login hour restrictions

**Answer:** ABC

#### NEW QUESTION 78

- (Topic 2)

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

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

**Answer:** A

#### NEW QUESTION 81

- (Topic 2)

You can use standard reports when creating

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 82

- (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 84

- (Topic 2)

Where will a Campaign associated with a Lead be visible? Choose 2 answers

- A. Campaign Related List
- B. Campaign History Report
- C. Lead History Report
- D. Opportunity Related List

**Answer:** BC

#### NEW QUESTION 89

- (Topic 2)

Which of the following does a Profile control?

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

**Answer:** C

#### NEW QUESTION 92

- (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 93

- (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 98

- (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 102

- (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 103

- (Topic 2)

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



- A. True
- B. False

**Answer:** A

#### NEW QUESTION 106

- (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 109

- (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 112

- (Topic 2)

It is possible to share a custom object record manually

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 116

- (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 118

- (Topic 2)

All of the following are true about Opportunity Pipeline and Forecast reporting EXCEPT:

- A. Pipeline reports may include omitted opportunities from the forecast
- B. Forecasts may be overridden
- C. Pipeline reports may be overridden
- D. Opportunity stages may be used to determine the forecast category of an opportunity

**Answer:** A

#### NEW QUESTION 120

- (Topic 2)

Users can be deleted from salesforce.com

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 124

- (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 127

- (Topic 2)

When you delete a parent record, you will also delete the child record if that child record has a lookup relationship to the deleted record:

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 129

- (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 134

- (Topic 3)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 137

- (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 141

- (Topic 3)

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

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

**Answer:** A

#### NEW QUESTION 144

- (Topic 3)

Following are the Custom Business Objects EXCEPT:

- A. Use Force.com builder to build your own objects
- B. Standard Salesforce.com Objects
- C. Capture key, related information that applies to your business
- D. Correlate to tables in the database
- E. All of the above

**Answer:** B

#### NEW QUESTION 146

- (Topic 3)

Which of the following relationships are correct?

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

**Answer:** :B

#### NEW QUESTION 148

- (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 151

- (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 154

- (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 159

- (Topic 3)

You must run the report before you can print or export it because the Printable View and Export details buttons are not available in the report builder.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 164

- (Topic 3)

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

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

**Answer:** B

#### NEW QUESTION 165

- (Topic 3)

You must be a user of salesforce.com in order to Receive an email notification in the case escalation process:

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 168

- (Topic 3)

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

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

D. Contacts

**Answer:** BD

**NEW QUESTION 169**

- (Topic 3)

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

A. True

B. False

**Answer:** A

**NEW QUESTION 170**

- (Topic 3)

If you are added to a Sales Team with read/write access you then have the ability to extend sharing on the opportunity to other users.

A. True

B. False

**Answer:** B

**NEW QUESTION 174**

- (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 176**

- (Topic 3)

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

A. True

B. False

**Answer:** B

**NEW QUESTION 181**

- (Topic 3)

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

A. Hide Details

B. Hide Details and Add Events

C. Show Details

D. Show Details and Add Events

**Answer:** B

**NEW QUESTION 186**

- (Topic 3)

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

A. True

B. False

**Answer:** A

**NEW QUESTION 190**

- (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 191

- (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 194

- (Topic 4)

Which of the following statements are true concerning email activation? (Select one)

- A. The email activation feature requires that the user click an activation link before logging onto a new computer.
- B. The email activation feature cannot be disabled.
- C. The email activation feature can be disabled by request to Salesforce.com support.
- D. The email activation feature can be disabled through the UI.

**Answer: :C**

#### NEW QUESTION 196

- (Topic 4)

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

- A. True
- B. False

**Answer: A**

#### NEW QUESTION 200

- (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 205

- (Topic 4)

Documents count toward Data Storage.

- A. True
- B. False

**Answer: B**

#### NEW QUESTION 210

- (Topic 4)

Which statement is / are false for folders?

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

**Answer: BC**

#### NEW QUESTION 215

- (Topic 4)

File attachments, document tabs, and sales force content count towards Data Storage:

- A. True
- B. False

**Answer: B**

#### NEW QUESTION 217

- (Topic 4)

What is not true about sharing Rules?

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

**Answer:** C

#### NEW QUESTION 220

- (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 224

- (Topic 4)

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

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

**Answer:** B

#### NEW QUESTION 229

- (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 230

- (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 234

- (Topic 4)

What determines the suggested criteria for lookup filter?

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

**Answer:** A

#### NEW QUESTION 236

- (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 238

- (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 240

- (Topic 4)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 241

- (Topic 4)

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

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

**Answer:** :A

#### NEW QUESTION 244

- (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 246

- (Topic 4)

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

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

**Answer:** D

#### NEW QUESTION 250

- (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 255

- (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 257**

- (Topic 5)

Which Salesforce editions support Sandbox?

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

**Answer:** AF

**NEW QUESTION 262**

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 266**

- (Topic 5)

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

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

**Answer:** A

**NEW QUESTION 270**

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 274**

- (Topic 5)

Which of the following make a User record Unique?

- A. Profile
- B. Email Id
- C. Username
- D. Role

**Answer:** C

**NEW QUESTION 278**

- (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 281**

- (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 286

- (Topic 5)

When are the formula fields Re - Calculated?

- A. Every 15 minutes
- B. Every time they are seen
- C. After every DML Operation
- D. Admin can set the time of Refresh

**Answer:** B

#### NEW QUESTION 291

- (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 293

- (Topic 5)

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

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

**Answer:** A

#### NEW QUESTION 296

- (Topic 5)

Which of the following statements about a user record are true?

- A. Each has its own unique username.
- B. Each has its own username which is not necessarily unique.
- C. Both active and inactive users use license.
- D. Each user must be associated with a profile.
- E. Some users are not associated with any Role.

**Answer:** ADE

#### NEW QUESTION 297

- (Topic 5)

Is it possible to report on the converted Leads?

- A. Yes
- B. No

**Answer:** A

#### NEW QUESTION 299

- (Topic 5)

Case escalation rules triggered on the last modification will be reset each time a user adds a related comment to the case?

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 301

- (Topic 5)

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

- A. Yes
- B. No

**Answer:** A

#### NEW QUESTION 303

- (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 304

- (Topic 5)

Opportunity products can be linked in a Lookup Relationship:

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 309

- (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 314

- (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 319

- (Topic 5)

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

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

**Answer:** B

#### NEW QUESTION 320

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 323

CORRECT TEXT - (Topic 6)

How does a Profile differ from a Role?

A.

**Answer:** Profilecontrolswhatausercando(readcreateeditdelete)withrecords

#### NEW QUESTION 327

- (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 328**

- (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 333**

- (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 335**

- (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 337**

- (Topic 6)

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

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

**Answer:** A

**NEW QUESTION 338**

- (Topic 6)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 342**

- (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 347**

- (Topic 6)

Final reject actions can include actions such as email alerts

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 352

- (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 356

- (Topic 6)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 359

- (Topic 6)

Which of the following cannot be done by a user to records owned by others when the organization wide default is set to Read / Write to an object?

- A. Add related records
- B. Search Records
- C. Delete records
- D. Change ownership
- E. Report on records
- F. Edit details on records

**Answer:** CD

#### NEW QUESTION 360

- (Topic 6)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 364

- (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 366

- (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 370

- (Topic 6)  
Only users with "Create and Customize" permission can access the Report?

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 373

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 377

- (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 380

CORRECT TEXT - (Topic 7)  
Who can manually share records?

- A.

**Answer:** RecordOwnerAnyoneabovetheRecordOwnerinHierarchy&theSystemAdmin

#### NEW QUESTION 383

- (Topic 7)  
To log into the Data Loader, the IP address must be a trusted IP or the User must know their security token.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 386

- (Topic 7)  
How many app exchange apps can you install in UE?

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

**Answer:** D

#### NEW QUESTION 389

CORRECT TEXT - (Topic 7)  
Where are Cases created?

- A.

**Answer:** OntheCasesObjectandAccountorContactRelatedLists.

#### NEW QUESTION 392

- (Topic 7)  
Can you uninstall an AppExchange application once it has been deployed?

- A. Yes
- B. No

**Answer:** A

#### NEW QUESTION 393

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 398

- (Topic 7)

Saving or creating records can trigger one rule.

A. True

B. False

**Answer:** B

**Explanation:**

Explanation/Reference:

Saving or creating records can trigger more than one rule.

#### NEW QUESTION 403

- (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 404

CORRECT TEXT - (Topic 7)

Salesforce.com processes any rules in what order?

A.

**Answer:** 1.Validationrules

**Explanation:**

2. Assignment rules

3. Auto-response rules

4. Workflow rules (with immediate actions)

5. Escalation rules

#### NEW QUESTION 409

- (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 410

- (Topic 7)

The User Interface Settings can be adjusted for individual users.

A. True

B. False

**Answer:** B

#### NEW QUESTION 411

- (Topic 7)

How many instances of personal tags can be applied to records?

A. 50

B. 5000

C. 50000

D. 500000

**Answer:** B

#### NEW QUESTION 414

CORRECT TEXT - (Topic 7)

Define the Solution Manager Profile.

A.

**Answer:** Standarduserperm+canmanagersolutions&solutioncategories

#### NEW QUESTION 415

CORRECT TEXT - (Topic 7)

When can inactive assignment rules be run on leads?

A.

**Answer:** Duringleadimport

#### NEW QUESTION 420

- (Topic 7)

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

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

**Answer:** A

#### NEW QUESTION 425

- (Topic 7)

Is the DataLoader Cloud based?

- A. No
- B. Yes

**Answer:** A

#### NEW QUESTION 427

- (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 430

- (Topic 7)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 431

CORRECT TEXT - (Topic 7)

What can Delegated Admins do?

A.

**Answer:** ViewAll&ModifyALLAccessbyObject

#### NEW QUESTION 432

- (Topic 7)

What is a roll-up summary field?

- A. A roll-up summary fields lets you rollback the data that was changed last week.
- B. The roll-up summary field is a custom field that aggregates child record information in to parent record
- C. The roll up summary field is only accessible via API.
- D. The roll up summary field gives you a summary of the data type and object relationship

**Answer:** B



**NEW QUESTION 436**

- (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 440**

CORRECT TEXT - (Topic 7)

Why utilize Account Teams and Sales Teams?

A.

**Answer:** Teamsareusedforcollaborationsharingandforreportingpurposes.

**NEW QUESTION 442**

CORRECT TEXT - (Topic 7)

Standard Fields are?

A.

**Answer:** CreatedbySFandcomesinOrg.Fieldpropertiesnoteditable.

**NEW QUESTION 446**

- (Topic 7)

Changes you make to records while using Connect Offline are lost.

- A. True
- B. False

**Answer:** B

**Explanation:**

Explanation/Reference:

Changes you make to records while using Connect Offline are evaluated by workflow rules when you synchronize.

**NEW QUESTION 451**

- (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 453**

- (Topic 7)

Can the DataLoader access all objects?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 458**

CORRECT TEXT - (Topic 7)

What do Account Teams do?

A.

**Answer:** FocusesonAccountRecordsbeingsharedtoaspecifiedgroupofusersbasedontheAccountOwner

**NEW QUESTION 462**

- (Topic 8)

How many records of a custom object can a System Admin import using the Salesforce Import Wizard?

- A. 500
- B. 5000
- C. 50000
- D. 500000

**Answer:** C

**NEW QUESTION 466**

- (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 469**

- (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 471**

- (Topic 8)

A particular team needs to track individuals working on cases and the individual roles of the people working on cases. Which is the best way to do it?

- A. Profiles
- B. Roles
- C. Public groups
- D. Sharing rules
- E. Permissions

**Answer:** D

**NEW QUESTION 475**

- (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 476**

CORRECT TEXT - (Topic 8)

What is the Cloud Scheduler?

A.

**Answer:** CloudSchedulerallowsyoutorequestmeetingswithyourcustomersandhaveyourcustomersselectwhentheycanmeetbeforeyouconfirmthemeeting.

**NEW QUESTION 478**

- (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 481**

- (Topic 8)

An administrator has given access to all users to view the public folders in solution with categories. Which permission will enable the user to create more categories?

- A. Edit on solution
- B. Create on solution
- C. Delete on solution
- D. View on solution

**Answer:** A

**NEW QUESTION 483**

- (Topic 8)

How many Editions are there in Salesforce.com

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

**Answer:** :D

**NEW QUESTION 484**

- (Topic 8)

Which statement is true about custom summary formula?

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

**Answer:** A

**NEW QUESTION 488**

- (Topic 8)

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

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

**Answer:** C

**NEW QUESTION 490**

- (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 491**

- (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 492**

- (Topic 8)

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

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

**Answer:** D

**NEW QUESTION 495**

- (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 496**

- (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 498**

- (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 499**

- (Topic 9)

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

- A. Yes
- B. No

**Answer: A**

**NEW QUESTION 503**

- (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 505**

- (Topic 9)

What is true about a Web-to-Lead?

- A. An online form to capture lead information
- B. Determines which Email Template to send to leads generated via Web-to-Lead
- C. Contains Rule Entries that determine criteria for determining
- D. Email Template response content published on your web site

**Answer: AD**

**NEW QUESTION 506**

- (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 510**

- (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 511**

- (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 516**

- (Topic 9)

When do scheduled dashboard refreshes occur?

- A. Dashboards refresh in the time zone of the user who schedules the refresh.
- B. Dashboards refresh in the Organization Default Time Zone.

**Answer:** A

**NEW QUESTION 520**

- (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 523**

- (Topic 9)

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

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

**Answer:** E

**NEW QUESTION 525**

- (Topic 9)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 530**

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 532**

- (Topic 9)

You have created a custom field of the type "Number" on the Account object called "Number of Golfers at Client". You enter the following data in the field: 073. What is stored in Salesforce CRM?

- A. 0073
- B. 73
- C. 7.3%

**Answer:** B

#### NEW QUESTION 537

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 541

- (Topic 9)

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

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

**Answer:** A

#### NEW QUESTION 545

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 550

- (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 553

- (Topic 9)

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

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

**Answer:** B

#### NEW QUESTION 557

- (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 561

- (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 562

- (Topic 10)

Which definition best describes “accounts” and their relationships with other record types in SFDC?

- A. Accounts represent sales deals that your company is pursuin
- B. An account may have only one opportunity associated with it.
- C. Accounts are the backbone of information and represent prospective, existing, and former customer
- D. An account may have multiple opportunities
- E. Accounts are created after you have closed an opportunity or dea
- F. An account must have a closed opportunity associated with it.

**Answer:** B

#### NEW QUESTION 564

- (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 567

- (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 570

- (Topic 10)

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

- A. Yes
- B. No

**Answer:** B

#### NEW QUESTION 575

CORRECT TEXT - (Topic 10)

Methods to automate leads?

A.

**Answer:** Web-To-LeadEmailTemplates

**Explanation:**

Auto response rules

#### NEW QUESTION 579

- (Topic 10)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 584

- (Topic 10)

You convert a lead that is linked to multiple campaigns what is inserted into the opportunity Campaign Source field?

- A. The campaign source field is left empty
- B. The campaign with the most recently updated member status is mapped to the new opportunity
- C. The first campaign linked to the lead, based on time stamp, is mapped to the new opportunity

**Answer:** B

#### NEW QUESTION 586

- (Topic 10)

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



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

**Answer:** A

#### NEW QUESTION 590

- (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 593

- (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 598

- (Topic 10)

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

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

**Answer:** ABC

#### NEW QUESTION 603

- (Topic 10)

Adding & Searching for Records: Which search option allows me to search across multiple fields including notes, descriptions, and comments?

- A. Advanced Search
- B. Sidebar Search
- C. Both

**Answer:** A

#### NEW QUESTION 607

- (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 609

CORRECT TEXT - (Topic 10)

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

- A.

**Answer:** Businessprocesses

#### NEW QUESTION 613

- (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 617

- (Topic 10)

If your org is configured for data export, you can schedule automatic backup files at what intervals?

- A. Daily, Weekly, and Monthly
- B. Daily and Weekly
- C. Weekly and Monthly

**Answer:** C

#### NEW QUESTION 619

- (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 623

- (Topic 10)

Select the option that is NOT true of opportunities:

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

**Answer:** D

#### NEW QUESTION 627

CORRECT TEXT - (Topic 10)

Which tabs are restricted from multiple record types?

A.

**Answer:** HomeForecastsDocumentsReportsConsolesandWebtabs

#### NEW QUESTION 629

- (Topic 10)

If you defined a custom fiscal year structure, your company can not revert to the Gregorian calendar for fiscal purposes.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 632

- (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 633

- (Topic 10)

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

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

**Answer:** AB

**NEW QUESTION 637**

- (Topic 10)

When creating a custom list view you can display fields that are not on your page layout for that object?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 639**

- (Topic 10)

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

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

**Answer:** BD

**NEW QUESTION 643**

- (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 647**

CORRECT TEXT - (Topic 10)

Describe the components of the Console tab:

A.

**Answer:** Frameslistviewdetailviewminiviewsidebarrelatedobjectsminipagelayoutsconsolelayout

**NEW QUESTION 648**

- (Topic 10)

Records & Record Detail Pages: I can edit data for multiple records at once by selecting each of them within a list view, Clicking on one of the records, and choosing the field to edit for all.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 652**

- (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 657**

- (Topic 10)

Which option is NOT true of events?

- A. Events are scheduled events or meetings
- B. Events are to-do lists
- C. I can invite participants to an Event (like scheduling a demo, for example)
- D. Events automatically move to Activity History when the time of the Event is past.

**Answer:** B

**NEW QUESTION 661**

- (Topic 10)

When users log in to Salesforce, either via the user interface, the API, or a desktop client Salesforce CRM confirms the log in is authorized using all of the following

EXCEPT:

- A. Salesforce CRM then checks whether the user's profile has IP address restriction
- B. If IP address restrictions are defined for the user's profile, any login from an undesignated IP address is denied and any login from a specified IP address is allowed
- C. If profile-based IP address restrictions aren't set, then Salesforce CRM checks whether the user is logging in from an IP address she or he hasn't used to access Salesforce CRM before
- D. Salesforce CRM checks whether the organization has login hour restriction
- E. If login hour restrictions are specified, any login outside the specified hours is denied.
- F. Salesforce CRM checks whether the user's profile has login hour restriction
- G. If login hour restrictions are specified for the user's profile, any login outside the specified hours is denied.

**Answer: C**

#### NEW QUESTION 664

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