

## ADM-201 Dumps

### Administration Essentials for New Admins

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



**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)

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 3**

- (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 4**

- (Topic 1)

The Data Loader can de-duplicate records during import.

- A. True
- B. False

**Answer: B**

**NEW QUESTION 5**

- (Topic 1)

Which of the following are true about formula fields?

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

**Answer: ABD**

**NEW QUESTION 6**

- (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 7**

- (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 8**

- (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 9**

- (Topic 1)

In order to enable multi-currency feature in Salesforce, you must

- A. Contact Salesforce.com
- B. Check the Enable Multi-currency checkbox in your Chatter profile
- C. Operate your business in at least two different countries
- D. You cannot enable this feature once you've implemented Salesforce.

**Answer:** A

**NEW QUESTION 10**

- (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 10**

- (Topic 1)

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

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

**Answer:** B

**NEW QUESTION 15**

- (Topic 1)

If the company locale is set to US English, all users will have a default locale of US English and this cannot be changed.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 19**

- (Topic 1)

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

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

**Answer:** ADE

**NEW QUESTION 21**

- (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 23**

- (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 24**

- (Topic 1)

Which of the following objects support business processes?

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

**Answer:** AB

**NEW QUESTION 25**

- (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 29**

- (Topic 1)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 33**

- (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 35**

- (Topic 1)

Use Custom Summary Formulas to create calculated summaries on numerical fields in and reports.

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

**Answer:** C

**NEW QUESTION 37**

- (Topic 1)

Which objects support business processes?

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

**Answer:** ABEF

**NEW QUESTION 38**

- (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 40**

- (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 41**

- (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 43**

- (Topic 1)

Who can manually share records?

- A. The record owner
- B. The record owner's manager
- C. The record owner's manager's manager
- D. The system administrator
- E. All of the above
- F. None of the above

**Answer:** E

**NEW QUESTION 47**

- (Topic 1)

The system administrator was testing workflow rules and needs to delete pending time- based workflow actions. How can he/she do this?

- A. Delete the workflow rule
- B. Deactivate the workflow rule
- C. Delete the actions in the Time-based Workflow queue
- D. Reset passwords for all users of the org
- E. None of the above

**Answer:** C

**NEW QUESTION 50**

- (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 51**

- (Topic 1)

Only 1 permission set can be assigned to a user.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 56**

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 59**

- (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 63**

- (Topic 1)

Your organization is a US-based company with a default currency of US Dollars. As a sales rep, your personal currency set to British Pounds. You create an opportunity with a currency in British Pounds. The administrator updates the currency conversion rates. Which of the following best describes what happens to the amount of your British-Pound- based opportunity?

- A. The overall opportunity amount does not change but the converted amount in a report does.
- B. The overall opportunity amount and converted amount in a report changes
- C. Only newly created opportunities reflect the change
- D. Only historically created opportunities reflect the change

**Answer:** A

**NEW QUESTION 65**

- (Topic 1)

In order to import Opportunity records into Salesforce, a system administrator may use the Import Wizard.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 70**

- (Topic 1)

Folders are used to organize the following (choose all that apply)

- A. Dashboards
- B. Reports
- C. Documents
- D. Email templates
- E. All of the above
- F. None of the above

**Answer:** E

**NEW QUESTION 75**

- (Topic 1)

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

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

**Answer:** AC

**NEW QUESTION 80**

- (Topic 1)

Used to set the default levels of access for users to records they do not own.

- A. Organization Wide Defaults
- B. Roles Hierarchy
- C. Profiles
- D. Sharing Rules
- E. Manual Sharing

**Answer:** A

**NEW QUESTION 84**

- (Topic 1)

The following can be done by a System Admin to a standard field.

- A. Change the field label
- B. Add help text
- C. Add/edit values of a picklist
- D. Delete the field
- E. All of the above
- F. None of the above

**Answer:** ABC

**NEW QUESTION 86**

- (Topic 1)

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

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

**Answer:** C

**NEW QUESTION 89**

- (Topic 1)

In order to update records using the Data Loader, what field must be present in the csv file?

- A. Owner
- B. Salesforce ID
- C. Record Owner
- D. Object Name

**Answer:** B

**NEW QUESTION 92**

- (Topic 1)

Sales reps at AW Computing need assistance from product managers when selling certain products. Product managers do not have access to Opportunities but need to gain access when assisting on a specific deal. How can the system administrator accomplish this?

- A. Notify the product manager using opportunity update reminders
- B. Use similar opportunities to show opportunities related to the product manager
- C. Enable account teams and allow users to add the product manager
- D. Enable sales teams and allow users to add the product manager

**Answer:** D

**NEW QUESTION 95**

- (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 97**

- (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 98**

- (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 100**

- (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 101**

- (Topic 2)

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

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

**Answer:** B

**NEW QUESTION 103**

- (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 104**

- (Topic 2)

Custom Fiscal years are for companies that break down their fiscal years, quarters, and weeks in to custom fiscal periods based on their financial planning requirements.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 108**

- (Topic 2)

When configuring Customizable Forecasting, you can set which of the following Forecast Dates for determining which opportunities contribute to the forecast?

- A. Opportunity Close Date Only
- B. Product Date Only
- C. Schedule Date Only



- D. Commit Date
- E. Opportunity Close Date, Product Date, Schedule Date

**Answer:** A

**NEW QUESTION 112**

- (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 117**

- (Topic 2)

How many fields (columns) can be displayed on a Customizable Related List?

- A. 50
- B. 10
- C. 25
- D. 100

**Answer:** B

**NEW QUESTION 121**

- (Topic 2)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 123**

- (Topic 2)

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

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

**Answer:** D

**NEW QUESTION 128**

- (Topic 2)

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

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

**Answer:** D

**NEW QUESTION 131**

- (Topic 2)

A check box can be a controlling field in a field dependency:

- A. True
- B. False

**Answer:** A

**NEW QUESTION 136**

- (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 140**

- (Topic 2)

All the following are Main Setup areas in Salesforce.com EXCEPT?

- A. Personal Setup
- B. App Setup
- C. Data Setup
- D. Administration Setup

**Answer:** C

**NEW QUESTION 141**

- (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 145**

- (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 149**

- (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 152**

- (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 156**

- (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 159**

- (Topic 2)

Are Tags searchable from standard Search component?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 163**

- (Topic 2)

Which of the following settings directly affects Date fields to display as MM/DD/YYYY?

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

**Answer:** A

**NEW QUESTION 164**

- (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 169**

- (Topic 2)

Recent Items use the?

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

**Answer:** C

**NEW QUESTION 172**

- (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 173**

- (Topic 2)

Default values are available for standard text fields

- A. True
- B. False

**Answer:** B

**NEW QUESTION 178**

- (Topic 2)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 180**

- (Topic 2)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 182**

- (Topic 2)

Custom lead fields can be mapped to which sets of objects in salesforce.com?

- A. Account, Contact, Opportunity, or Campaigns
- B. Account, Contact, or Opportunity
- C. Account or Contact Only
- D. Contact or Opportunity Only

**Answer:** B

#### NEW QUESTION 186

- (Topic 2)

Fields hidden using Field Level Security are subject to Data Validation Rules.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 187

- (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 192

- (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 195

- (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 199

- (Topic 3)

At this click path Setup > App Setup > Customize > Tab Names and Labels > Rename Tabs and Labels you can rename the Tab Names of standard objects.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 200

- (Topic 3)

What is the maximum number of records to be printed in the Printable View of a list view?

- A. 2.000
- B. 100
- C. 1.000
- D. 200

**Answer:** C

#### NEW QUESTION 201

- (Topic 3)

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

- A. True

B. False

**Answer:** B

**NEW QUESTION 204**

- (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 205**

- (Topic 3)

Maximum number of values allowed in a controlling field is:

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

**Answer:** C

**NEW QUESTION 207**

- (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 210**

- (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 214**

- (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 218**

- (Topic 3)

A Workflow Approval process may be used for all of the following objects EXCEPT:

- A. Opportunity
- B. Users
- C. Assets
- D. Contracts

**Answer:** B

**NEW QUESTION 219**

- (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 224**

- (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 229**

- (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 232**

- (Topic 3)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 237**

- (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 239**

- (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 243**

- (Topic 3)

The Salesforce Console is an example of what?

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

**Answer:** C

**NEW QUESTION 248**

- (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 251

- (Topic 3)

Custom Picklist fields can be either controlling or dependent fields

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 252

- (Topic 3)

Which of the following features is not available in Professional Edition?

- A. Big Deal Alert
- B. Workflow
- C. Account Sharing Rules
- D. Multi-Currency

**Answer:** B

#### NEW QUESTION 257

- (Topic 3)

What is Force.com Platform? Choose 3 answers:

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

**Answer:** :ACE

#### NEW QUESTION 261

- (Topic 3)

Identify the true statements about the workflow approval process?

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

**Answer:** AD

#### NEW QUESTION 264

- (Topic 3)

Both accounts and users can exist in multiple territories.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 267

- (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 271

- (Topic 3)

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



- A. True
- B. False

**Answer:** A

**NEW QUESTION 274**

- (Topic 3)

Which of the following is a standard Profile?

- A. Sales User
- B. Marketing User
- C. Invoice Manager
- D. Contract Manager

**Answer:** :BD

**NEW QUESTION 279**

- (Topic 3)

Custom Report Types (CRT) allows you to build a framework from which users can create and customize reports in the report wizard but not in report builder.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 280**

- (Topic 3)

Which of the following statements are true about Data Validation?

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

**Answer:** AC

**NEW QUESTION 282**

- (Topic 3)

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

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

**Answer:** :D

**NEW QUESTION 283**

- (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 285**

- (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 287**

- (Topic 3)

Can a Standard User Profile import members into a campaign?

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

**Answer:** B

**NEW QUESTION 288**

- (Topic 3)

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

- A. S-Control
- B. Formula Field
- C. Default values on Standard Fields

**Answer:** C

**NEW QUESTION 291**

- (Topic 3)

What is the maximum of time triggers per Workflow Rule?

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

**Answer:** B

**NEW QUESTION 296**

- (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 299**

- (Topic 3)

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

- A. True
- B. False

**Answer:** :A

**NEW QUESTION 301**

- (Topic 3)

Every profile, including profiles associated with Customer Portal users must have at least one visible app.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 304**

- (Topic 3)

Which file types can you use when exporting reports?

- A. You can not export a repor
- B. You can only email it.
- C. Comma Delimited (.csv)
- D. Excel (.xls)
- E. PDF

**Answer:** BC

**NEW QUESTION 305**

- (Topic 3)

How many profiles can load in a single list view with Enhanced Profile Management enabled?

- A. 300
- B. 500
- C. 200
- D. 1.000

**Answer:** C

**NEW QUESTION 310**

- (Topic 3)

Up to 25 custom lookup fields can be defined per object.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 312**

- (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 314**

- (Topic 3)

Which of the following are setting options for the User Interface?

- A. Enable Collapsible Sections
- B. Show Quick Create
- C. Show customer Sidebar Components on All Pages
- D. Transfer all Open Opportunities
- E. Enable Drag-and-drop scheduling on List Views

**Answer:** ABCE

**NEW QUESTION 319**

- (Topic 3)

A new list view can be created from within the console

- A. True
- B. False

**Answer:** B

**NEW QUESTION 324**

- (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 327**

- (Topic 4)

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

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

**Answer:** D

**NEW QUESTION 332**

- (Topic 4)

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

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

**Answer:** C

**NEW QUESTION 336**

- (Topic 4)

Identify the statement that correctly defines data validation

- A. Data validation ensures the integrity of data before its saved in SF
- B. Data validation ensures the integrity of data after its saved in SF
- C. Data validation ensures the integrity of data when data is imported in SF
- D. Data validation ensures the integrity of data when data is exported in SF

**Answer:** A

**NEW QUESTION 337**

- (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 340**

- (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 341**

- (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 343**

- (Topic 4)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 347**

- (Topic 4)

API's are not available for use in which Salesforce.com edition?

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

**Answer:** B

**NEW QUESTION 348**

- (Topic 4)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 353**

- (Topic 4)

Which of the following will not bypass Identity Confirmation? (Select one)

- A. The user's profile has IP login restrictions enabled.
- B. The user has logged into Salesforce previously from their current IP address.
- C. The user has activated this computer before and has a stored activation cookie.
- D. The user's record has the "Bypass User Identity Confirmation" checkbox enabled.
- E. The user is logging in from an IP address within the list of trusted networks.

**Answer:** D

**NEW QUESTION 354**

- (Topic 4)

Which action can be performed on the Campaign Member object? Choose 3 answers MMM

- A. Relate a business account to a campaign record
- B. Create validation rules related to the campaign member record
- C. Create custom lookup field to another object
- D. Change a lead to a contact from the campaign member record

**Answer:** ABD

**NEW QUESTION 359**

- (Topic 4)

Which statement is TRUE regarding Dynamic Dashboard:

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

**Answer:** A

**NEW QUESTION 363**

- (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 365**

- (Topic 4)

You can update licenses on the Company Profile.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 369**

- (Topic 4)

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

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

**Answer:** A

**NEW QUESTION 371**

- (Topic 4)

A role has many to many relationships with the user?

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 375

- (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 379

- (Topic 4)

The SideBar search does not Search the following: Choose 3 answers

- A. Custom Objects
- B. Documents
- C. Products
- D. Reports
- E. Solutions

**Answer:** BCE

#### NEW QUESTION 384

- (Topic 4)

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

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

**Answer:** C

#### NEW QUESTION 389

- (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 391

- (Topic 4)

Marketing and Sales users at Universal Containers would like more visibility into Lead and Contact participation in this years Trade Show. How would an Administrator build this into the application? Choose 2 answers

- A. Create Cross-object formula fields to display campaign member record details on a lead or a contact record
- B. Alert lead and contact owners with workflow when a prospective customer registers for the event
- C. Customize the campaign member related list on the lead or contact object
- D. Create Cross-object formula fields to display lead or contact record details on a campaign member record

**Answer:** BC

#### NEW QUESTION 394

- (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 company 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 397**

- (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 399**

- (Topic 4)

Why would you use early triggers?

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

**Answer:** B

**NEW QUESTION 404**

- (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 409**

- (Topic 4)

Field Level Security cannot be used to make a field required.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 414**

- (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 416**

- (Topic 4)

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

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

**Answer:** D

**NEW QUESTION 417**

- (Topic 4)

A public group is a grouping of all Except?

- A. Users



- B. Public Groups
- C. Queue
- D. Roles
- E. Roles and Subordinates

**Answer:** C

**NEW QUESTION 421**

- (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 422**

- (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 425**

- (Topic 4)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 428**

- (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 429**

- (Topic 4)

If using Customizable forecasting there is a seperate forecast role hierarchy

- A. True
- B. False

**Answer:** A

**NEW QUESTION 431**

- (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 435**

- (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 439**

- (Topic 4)

Which of the statements is/are true for data validation?

- A. Data Validation can enforce data integrity as well as make a field required in the page layout
- B. Data Validation can prevent duplication of records
- C. Data Validation run on the client machine after the user clicks the Save button
- D. Data Validation rules are not enforced when using API & import operations
- E. Validation rules can be activated / deactivated by the user

**Answer:** AB

**NEW QUESTION 440**

- (Topic 4)

What objects are cases related to?

- A. Accounts
- B. Forecast
- C. Contacts
- D. Campaign

**Answer:** AC

**NEW QUESTION 444**

- (Topic 5)

Which of the following is not part of the Profile?

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

**Answer:** E

**NEW QUESTION 446**

- (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 447**

- (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 fields in the junction object is deleted
- C. The master records are deleted
- D. The intersection object is deleted

**Answer:** B

**NEW QUESTION 452**

- (Topic 5)

Formatting of report is maintained when it is exported via Printable View?

- A. True
- B. False

**Answer:** A

**NEW QUESTION 455**

- (Topic 5)

Which Salesforce editions support Sandbox?

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

**Answer:** AF

**NEW QUESTION 456**

- (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 459**

- (Topic 5)

Account Teams might be utilized for what?

- A. Sharing
- B. Reporting
- C. Private Sharing Model
- D. Activities

**Answer:** AB

**NEW QUESTION 464**

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 466**

- (Topic 5)

Which of the following can NOT be used to customize your Home Page?

- A. Company logo (Image)
- B. Dashboard Snapshot
- C. Custom Links
- D. Custom Formula Field

**Answer:** D

**NEW QUESTION 468**

- (Topic 5)

Can a user restrict access with the help of the sharing rules?

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 473**

- (Topic 5)

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

- A. Validation Rule
- B. Big Deal Alert
- C. Opportunity Alert
- D. Big Ticket Email

**Answer:** B

**NEW QUESTION 475**

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 478**

- (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 479**

- (Topic 5)

Record type picklist filtering applies to dependent picklists.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 481**

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 482**

- (Topic 5)

Which of the following is true about Page layouts?

- A. Control the layout and organization of detail and edit pages
- B. Control which fields, related lists, and custom links users see, on detail and edit pages only
- C. Control which standard and custom buttons display on detail pages and related lists
- D. Determine whether fields are visible, read only, or required, on detail and edit pages only
- E. All of the Above

**Answer:** E

**NEW QUESTION 483**

- (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 484**

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 488**

- (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 491**

- (Topic 5)

Salesforce.com record Id's are Identical in?

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

**Answer:** C

**NEW QUESTION 492**

- (Topic 5)

Which of the following Collaboration Cloud Enhancements Features are automatically visible to all users after Winter 11 and no setup is required?

- A. Free Chatter Users
- B. Chatter Search
- C. Chatter Invitations
- D. Files Tab
- E. Using Chatter Filters
- F. View Chatter Feeds

**Answer:** BDE

**NEW QUESTION 495**

- (Topic 5)

Which objects can be stored in a folder?

- A. Emails
- B. Documents
- C. Dashboards
- D. Reports

**Answer:** BCD

**NEW QUESTION 496**

- (Topic 5)

How do you find out that the Approval Process is edited?

- A. Last Modified By Field
- B. Audit trail
- C. History Record on Approval page layout
- D. All of the Above

**Answer:** D

**NEW QUESTION 500**

- (Topic 5)

Which of the following are setting options for the User Interface?

- A. Enable Collapsible Sections
- B. Show Quick Create
- C. Show customer Sidebar Components on All Pages
- D. Transfer all Open Opportunities
- E. Enable Drag-and-drop scheduling on List Views

**Answer:** ABCE

**NEW QUESTION 501**

- (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 504**

- (Topic 5)

With sharing rules one can make automatic exceptions to the organization-wide default for defined sets of users.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 509**

- (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 511**

- (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 515**

- (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 518**

- (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 519**

- (Topic 5)

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

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

**Answer:** C

**NEW QUESTION 523**

- (Topic 5)

What are the three core building blocks of Security and Access in Salesforce?

- A. Profile Restriction
- B. Organization-wide Defaults
- C. Profiles
- D. Role Hierarchy
- E. Sharing
- F. Chatter Groups

**Answer:** BDE

**NEW QUESTION 528**

- (Topic 5)

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

- A. True
- B. False

**Answer:** :A

**NEW QUESTION 529**

- (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 531**

- (Topic 5)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 535**

- (Topic 5)

A controlling picklist can have up to how many values?

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

**Answer:** F

**NEW QUESTION 539**

- (Topic 5)

Which of the following is NOT controlled by the Page Layout?

- A. How detail and edit pages are organized
- B. Field properties like visible, read-only and required
- C. Controlling which fields, related lists, and Custom Links users sees
- D. Page section customizations
- E. Rollup summary

**Answer:** E

**NEW QUESTION 542**

- (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 545**

- (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 546**



- (Topic 5)

Is it possible to have Sidebar search enabled with Global Search?

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 549**

- (Topic 5)

Which of the following is not a Roll Up summary field operation?

- A. SUM
- B. MAX
- C. MIN
- D. COUNT
- E. Average

**Answer:** E

**NEW QUESTION 552**

- (Topic 5)

On deleting a Tab from an Application .

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

**Answer:** B

**NEW QUESTION 553**

- (Topic 5)

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

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

**Answer:** A

**NEW QUESTION 558**

- (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 559**

CORRECT TEXT - (Topic 6)

What happens when a user is already logged in when restricted hours start?

- A.

**Answer:** Thesystemimmediatelyendstheuser'ssession.

**NEW QUESTION 560**

- (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 563**

- (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 565**

- (Topic 6)

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

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

**Answer:** B

**NEW QUESTION 568**

- (Topic 6)

Tab settings allow System Admin to customize which tabs are visible to users:

- A. True
- B. False

**Answer:** A

**NEW QUESTION 571**

- (Topic 6)

Record Types are not available in Select the right choice

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

**Answer:** D

**NEW QUESTION 572**

- (Topic 6)

All personalization made to the Reports tab (expanding and collapsing of folders) is saved automatically. When a user returns to the Reports Tab in future sessions, the settings will remain intact until they are changed:

- A. True
- B. False

**Answer:** :A

**NEW QUESTION 575**

- (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 580**

- (Topic 6)

After Spring &39; 11 upgrade the System Administrator noticed that he can no longer see the "Report Builder" permission on profiles. Which of the following explains the scenario?

- A. Report Builder is no longer in use in Spring 11.
- B. All profiles get access to the report builder by default.
- C. The old report wizard will be available only to users in Accessibility Mode.
- D. Only Group and Professional Edition organizations can use report builder.
- E. Only Enterprise and Unlimited Edition organizations can use report builder.
- F. None of the above.

**Answer:**

B

**NEW QUESTION 584**

- (Topic 6)

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

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

**Answer:** B

**NEW QUESTION 585**

- (Topic 6)

You can set a default value for a custom field.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 590**

- (Topic 6)

How would you allow collaborative access to accounts , contacts, contracts, opportunities, and cases of a US Sales rep, and Asia sales rep, and an EMEA sales rep?

- A. By Creating three sharing rules between them
- B. By creating a public group with all three Sales Reps
- C. By changing the Org wide defaults

**Answer:** B

**NEW QUESTION 592**

CORRECT TEXT - (Topic 6)

Which report type must be used to create dashboard components?

A.

**Answer:** Summary/matrix

**NEW QUESTION 595**

CORRECT TEXT - (Topic 6)

What does the Role Hierarchy control?

A.

**Answer:** Controls data visibility and record rollup

**NEW QUESTION 600**

- (Topic 6)

Which of the following needs to be specified in order to schedule a report?

- A. The Running User
- B. Start Date
- C. Email Report
- D. Preferred Start Time

**Answer:** ABCD

**NEW QUESTION 602**

- (Topic 6)

You can create a Lookup Relationship to link an object with itself.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 606**

- (Topic 6)

Adding a user to the sales team group will give access to opportunity records that was previously a restricted account.

A. True

B. False

**Answer:** B

**NEW QUESTION 608**

- (Topic 6)

When you define a Data Validation Rule, what else must you also define?

- A. Whether or not the field is required
- B. An Error Message
- C. What email gets sent if the Rule triggers
- D. Whether or not the record gets deleted

**Answer:** B

**NEW QUESTION 612**

- (Topic 6)

Can WF update formula fields?

- A. Yes
- B. No

**Answer:** B

**Explanation:**

Explanation/Reference:

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

**NEW QUESTION 615**

- (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 618**

- (Topic 6)

What is conditional highlighting for reports?

- A. You can set conditions that when met will report the calculated fields
- B. Set thresholds for report analysis
- C. None of the above

**Answer:** B

**NEW QUESTION 619**

- (Topic 6)

Enterprise, Developer and Unlimited System Administrators can create an unlimited number of Custom Profiles from scratch.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 621**

- (Topic 6)

Which of the following statements are true about trusted ranges?

- A. They enable end users to activate additional IP addresesses for accessing salesforce.
- B. They are used to identify regular SF users.
- C. They include IP addresses that are used in conjunction with a browser cookie.
- D. They approve login requests from unknown browsers and IP addresses.

**Answer:** :BC

**NEW QUESTION 623**

- (Topic 6)

You cannot delete a standard report.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 627**

- (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 631**

CORRECT TEXT - (Topic 6)

What is a Running User?

A.

**Answer:** Determinesthelevelofaccesstothedashboarddata

**NEW QUESTION 634**

- (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 638**

- (Topic 6)

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

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

**Answer:** B

**NEW QUESTION 643**

- (Topic 6)

When a lead is converted it becomes an Account,Contact and Opportunity (unless you opt out of creating an Opportunity)

- A. True
- B. False

**Answer:** A

**NEW QUESTION 648**

- (Topic 6)

Only users with "Create and Customize" permission can access the Report?

- A. True
- B. False

**Answer:** A

**NEW QUESTION 652**

- (Topic 6)

List view can (Choose all that apply)

- A. Show up to 2000 records in the record count display
- B. Print up to 1000 records in print view
- C. Be enabled and disabled by individual users
- D. Print list can be exported to excel

**Answer:** AB

**NEW QUESTION 657**

- (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 661**

- (Topic 6)

Which statements are true about standard fields?

- A. Std fields are created by Admin
- B. You can delete std fields
- C. You can change the std field labels
- D. You can remove required std fields from a page layout

**Answer:** C

**NEW QUESTION 666**

- (Topic 7)

You can create email alerts for workflow rules on activities.

- A. True
- B. False

**Answer:** A

**Explanation:**

Explanation/Reference:

You can't create email alerts for workflow rules on activities.

**NEW QUESTION 667**

- (Topic 7)

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

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 671**

- (Topic 7)

A company has a custom field "Hours Worked" and the sys admin is tasked to create a validation rule so that field will not accept a negative value

- A. Hours\_Worked != 0
- B. NOT(Hours\_Worked < 0)
- C. Hours\_Worked C <> 0
- D. Hours\_Worked < 0
- E. NOT(Hours\_Worked C > 0)
- F. Hours\_Worked C < 0

**Answer:** D

**NEW QUESTION 676**

CORRECT TEXT - (Topic 7)

How are Folders used?

A.

**Answer:** Toorganizereportsdashboardscommunicationtemplatesanddocuments

**NEW QUESTION 680**

- (Topic 7)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 684**

- (Topic 7)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 685**

CORRECT TEXT - (Topic 7)

What are Public Groups?

A.

**Answer:** SharingbetweenUsersotherPublicGroupsRolesandRoles/Subordinates

**NEW QUESTION 689**

CORRECT TEXT - (Topic 7)

Define the Summary Report.

A.

**Answer:** Providesalistingofdataplussortingandsubtotalingofdata.Maybeusedtosupportdashboardcomponents.

**NEW QUESTION 693**

CORRECT TEXT - (Topic 7)

How does the Import Wizard perform matching when updating records?

A.

**Answer:** BySalesforceID

**NEW QUESTION 694**

- (Topic 7)

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

A. True

B. False

**Answer:** A

**NEW QUESTION 697**

- (Topic 7)

Inline Editing updates the field when

A. The field is saved/updated

B. When the record is saved/updated

C. When the return key is pressed

D. None of the above

**Answer:** B

**NEW QUESTION 701**

- (Topic 7)

Workflow rules never trigger on converted leads

A. True

B. False

**Answer:** A

**Explanation:**

Explanation/Reference:

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

**NEW QUESTION 702**

- (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 706**

CORRECT TEXT - (Topic 7)

Define the Standard User profile.

A.



**Answer:** Canviewedit&deletetheirownrecords

**NEW QUESTION 709**

- (Topic 7)

The User Interface Settings can be adjusted for individual users.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 713**

- (Topic 7)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 716**

- (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 717**

CORRECT TEXT - (Topic 7)

When can inactive assignment rules be run on leads?

- A.

**Answer:** Duringleadimport

**NEW QUESTION 721**

- (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 722**

CORRECT TEXT - (Topic 7)

Define the Tabular Report.

- A.

**Answer:** Providesasimplelistingofyourdatawithoutsubtotals.Theonlyformatthathasafloatingreporthead.

**NEW QUESTION 727**

- (Topic 7)

Is the DataLoader Cloud based?

- A. No
- B. Yes

**Answer:** A

**NEW QUESTION 730**

- (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 734**

- (Topic 7)

The Self Service Portal and Customer Portal are the same technology?

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 738**

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 742**

CORRECT TEXT - (Topic 7)

When would you choose to build a Public Group?

- A.

**Answer:** Tosimplifythenumberofsharingrulesbuiltorwhendefiningfolderorlistviewaccess.

**NEW QUESTION 747**

CORRECT TEXT - (Topic 7)

Determine if the description is Master/Detail or Lookup: No inherited sharing:

- A.

**Answer:** Lookup

**NEW QUESTION 752**

CORRECT TEXT - (Topic 7)

When you define a Data Validation Rule, what must you also define?

- A.

**Answer:** Theerrormessage.

**NEW QUESTION 753**

- (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 757**

CORRECT TEXT - (Topic 7)

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

- A.

**Answer:** Noonlycustomfields.

**NEW QUESTION 762**

- (Topic 7)

Do opportunities or cases have import wizards?

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 766**

CORRECT TEXT - (Topic 7)

How does a Profile differ from a Role?

A.

**Answer:** Profile controls what a user can do with records (read, create, edit, delete). The Role controls the level of visibility that users have to organization's data.

**NEW QUESTION 771**

- (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 772**

- (Topic 7)

How many app exchange apps can you install in EE?

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

**Answer:** B

**NEW QUESTION 773**

- (Topic 7)

What are the three editions of Salesforce?

- A. PE Professional Edition EE Enterprise Edition UE Unlimited Edition

**Answer:** A

**NEW QUESTION 774**

- (Topic 7)

Data Validation Rules are formulas that evaluate, "True".

- A. True
- B. False

**Answer:** A

**NEW QUESTION 775**

- (Topic 7)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 777**

- (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 782**

- (Topic 7)

Can the DataLoader access all objects?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 786**

CORRECT TEXT - (Topic 7)  
What do Account Teams do?

A.

**Answer:** FocusesonAccountRecordsbeingsharedtoaspecifiedgroupofusersbasedontheAccountOwner

**NEW QUESTION 788**

- (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 789**

- (Topic 8)  
If a field on page layout is required and is read-only on FLS, what would the user experience on UI?

- A. The user is able to enter value because it is required
- B. The user is not able to edit it because it is read only
- C. The user is not able to see it
- D. The user is able to edit it but not able to save it

**Answer:** B

**NEW QUESTION 793**

- (Topic 8)  
What is the limit on the compiled size of the Formula Field Select the correct choice?

- A. 1k
- B. 2k
- C. 3k
- D. 4k

**Answer:** D

**NEW QUESTION 794**

- (Topic 8)  
Account Teams are not available for Professional Edition

- A. True
- B. False

**Answer:** A

**NEW QUESTION 799**

- (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 800**

- (Topic 8)  
Which of these are inherited from objects on homepage in a console layout?

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

**Answer:** BC

**NEW QUESTION 802**

- (Topic 8)  
You can map a custom lead field to a Case

- A. True
- B. False

**Answer:** A

**NEW QUESTION 805**

- (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 810**

- (Topic 8)

Your recycle bin record limit is times the Megabytes (MBs) in your general storage

- A. 20
- B. 50
- C. 250
- D. 500

**Answer:** C

**NEW QUESTION 811**

- (Topic 8)

You can map a single column from the CSV file to multiple fields in Salesforce SFA.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 815**

- (Topic 8)

Export to Excel is available for Printable Lists:

- A. True
- B. False

**Answer:** B

**NEW QUESTION 820**

- (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 822**

- (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 823**

- (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 827**

- (Topic 8)

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

A. True

B. False

**Answer:** A

**NEW QUESTION 831**

- (Topic 8)

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

A. True

B. False

**Answer:** A

**NEW QUESTION 834**

- (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 836**

- (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 838**

- (Topic 8)

Which is true about Storage Limits?

A. Salesforce will allow a user to enter data up to 5% over capacity,

B. Salesforce will not allow user to upload data

C. Document tabs count against overall storage

**Answer:** B

**NEW QUESTION 840**

- (Topic 8)

What is Not True About Formulas Select the correct choice?

A. Formulas cannot reference themselves

B. Fields that are used in formulas cannot be deleted

C. Can reference standard, custom, or other formula fields

D. You cannot use Case statement in a Formula Field

**Answer:** D

**NEW QUESTION 844**

- (Topic 8)

Which object cannot use sharing rules to manage access?

A. Custom object

B. Standard object

C. Child to a parent object

D. Managed Package

**Answer:** D

**NEW QUESTION 846**

- (Topic 8)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 851**

- (Topic 8)

When a case is deleted, following are deleted except:

- A. Case comments
- B. Case activities
- C. Solution
- D. Case tasks

**Answer:** C

**NEW QUESTION 854**

- (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 858**

- (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 862**

- (Topic 8)

Conditional formatting is available for:

- A. Table & matrix
- B. Summary and matrix
- C. Summary and table
- D. Matrix and tabular

**Answer:** B

**NEW QUESTION 866**

- (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 870**

- (Topic 8)

An account team can be added by all Except:

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

**Answer:** B

**NEW QUESTION 873**

- (Topic 8)

What is a Record Type? Select the right choice

- A. Allows you to define different sets of picklist values for both standard and custom picklist
- B. Allows you to define different sets of picklist values only for standard picklist
- C. Allows you to define different sets of picklist values only for custom picklist
- D. Allows you to define different sets of picklist values only for new picklist

**Answer:** A

**NEW QUESTION 876**

- (Topic 8)

All of the following are true about Validation Rules EXCEPT:

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

**Answer:** C

**NEW QUESTION 879**

- (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 881**

- (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 883**

- (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 886**

- (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 890**

- (Topic 8)

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

- A. True
- B. False



**Answer:** :A

**NEW QUESTION 894**

- (Topic 8)

Personal Tags can not be shared

- A. True
- B. False

**Answer:** A

**NEW QUESTION 895**

- (Topic 8)

Which permission allows a user to create a new solution?

- A. Edit
- B. Read
- C. Create
- D. Delete

**Answer:** C

**NEW QUESTION 900**

- (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 904**

- (Topic 9)

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

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 908**

- (Topic 9)

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

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

**Answer:** B

**NEW QUESTION 912**

- (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 913**

- (Topic 9)

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

- A. Campaign history list
- B. Opportunity campaign related list
- C. Contact campaign related list

- D. Campaign history report
- E. Campaign related list on account

**Answer:** :BC

**NEW QUESTION 915**

- (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 920**

- (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 922**

- (Topic 9)

Sales User is a standard profile.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 923**

- (Topic 9)

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

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

**Answer:** B

**NEW QUESTION 926**

- (Topic 9)

Can you include attachments in the Data Export.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 929**

- (Topic 9)

Joe imports records for Sara, a non-active user. Sara's records will be assigned to Joe.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 934**

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 938**

- (Topic 9)

A solution can only belong to one category.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 943**

- (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 945**

- (Topic 9)

Select the user permissions which override field-level security (Select all that apply):

- A. Modify All Data
- B. View All Data
- C. Configure UI
- D. View Encrypted Data

**Answer:** ABD

**NEW QUESTION 946**

- (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 947**

- (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 952**

- (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 955**

- (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 959**

- (Topic 9)

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

- A. True
- B. False

**Answer:** :B

**NEW QUESTION 961**

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 964**

- (Topic 9)

What is the new Chart type available after Spring 11?

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

**Answer:** D

**NEW QUESTION 965**

- (Topic 9)

If your organization uses territory management, the new account is evaluated by account assignment rules and may be assigned to one or more territories.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 966**

- (Topic 9)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 967**

CORRECT TEXT - (Topic 9)

When would you choose to build a Public Group?

A.

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

**NEW QUESTION 968**

- (Topic 9)

The standard object permissions are: (check all that apply)

- A. Read
- B. Update
- C. Create
- D. Edit
- E. Delete

**Answer:** ACDE

**NEW QUESTION 971**

- (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 976**

- (Topic 9)

You can use the import wizard to erase existing field values. Once a custom field is deleted, can it be restored?

- A. Yes
- B. No

**Answer:** A

**Explanation:**

The "recycle bin for custom fields" feature gives the administrator 45 days to restore the field and its data.

**NEW QUESTION 977**

- (Topic 9)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 979**

- (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 982**

- (Topic 9)

Which of the following statements are true about Import wizard?

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

**Answer:** :AC

**NEW QUESTION 983**

- (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 988**

- (Topic 9)

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

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

**Answer:** A

**NEW QUESTION 993**

- (Topic 9)

You can enable field encryption by:

- A. Selecting "Enable Field Encryption" under Organization Wide Defaults
- B. Contacting Salesforce.com Customer Support
- C. It is enabled by default

**Answer:** B

**NEW QUESTION 997**

- (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 999

- (Topic 9)

Salesforce Console only displays views that were previously created.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 1002

- (Topic 9)

When creating a custom report type Making the status “In Development” hides the custom report type and any reports created from it from all users except those with the “Manage Custom Report Types” permission. Making the status “In Development” also prevents all users except those with the “Manage Custom Report Types” permission from creating and running reports from the report type.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 1005

- (Topic 9)

Why would you create different Record Types?

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

**Answer:** D

#### NEW QUESTION 1008

- (Topic 9)

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

- A. Create and edit territories
- B. Add and remove users from territories
- C. Create and Edit Forecasts
- D. Create and edit account assignment rules
- E. Manually assign accounts to territories
- F. Configure organization-wide territory management settings

**Answer:** ABDEF

#### NEW QUESTION 1010

- (Topic 9)

Advanced filter conditions can be applied to a roll-up summary field:

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 1012

- (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 1013

- (Topic 10)

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

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

**Answer:** ACD

#### NEW QUESTION 1018

- (Topic 10)

Do users have to display the jump page every time they create a new record?

- A. Yes
- B. No

**Answer:** B

#### NEW QUESTION 1020

- (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 1024

- (Topic 10)

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

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

**Answer:** ACEF

#### NEW QUESTION 1025

CORRECT TEXT - (Topic 10)

Methods to automate leads?

A.

**Answer:** Web-To-LeadEmailTemplates

**Explanation:**

Auto response rules

#### NEW QUESTION 1029

- (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 1033

- (Topic 10)

A Look-up field can look up to what?

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

**Answer:** C

**NEW QUESTION 1036**

- (Topic 10)

What other permissions does the "Manage Analytic Snapshots" permission require (Select all that apply).

- A. Schedule Dashboards
- B. Run Reports
- C. Manage All Data
- D. View Setup and Configuration

**Answer:** ABD

**NEW QUESTION 1039**

- (Topic 10)

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

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

**Answer:** D

**NEW QUESTION 1044**

- (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 1049**

- (Topic 10)

When creating a custom report type all objects display in the Primary Object drop-down list, including those you do not have permission to view. For example, even if you don't have permission to view leads, leads are available in the Primary Object drop-down list so that you can build lead report types for other users.

- A. True
- B. False

**Answer:** :A

**NEW QUESTION 1051**

- (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 1056**

- (Topic 10)

What is the purpose API Token field on the User object?

- A. Displays the users API token
- B. Indicates whether an API token has ever been reset.
- C. Enables users to receive an API token

**Answer:** B

**NEW QUESTION 1060**

- (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 1065**

- (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 1069**

- (Topic 10)

Which one of these is NOT a recorded “activity” in SFDC?

- A. Emails
- B. Dials
- C. Events
- D. Tasks
- E. Log a Call (after call completion)

**Answer:** B

**NEW QUESTION 1071**

- (Topic 10)

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

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

**Answer:** :C

**NEW QUESTION 1073**

- (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 1076**

- (Topic 10)

Adding Records: I must always search for a company or contact record BEFORE adding a new lead, opportunity, contact, or account into Salesforce.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1079**

- (Topic 10)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 1081**

- (Topic 10)

If your org is configured for data export, you can generate backup files manually how often?

- A. Everyday
- B. Once every 6 days
- C. Once every 15 days
- D. Once every 5 days

**Answer:** B

**NEW QUESTION 1086**

- (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 1090**

- (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 1092**

- (Topic 10)

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

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 1096**

- (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 1098**

- (Topic 10)

Which of the following records can not be mass transferred?

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

**Answer:** D

**NEW QUESTION 1100**

- (Topic 10)

When are custom fields removed from the recycle bin?

- A. 45 days
- B. 30 days
- C. 60 days
- D. 90 days

**Answer:** A

**NEW QUESTION 1101**

- (Topic 10)

You can rename standard Tabs and Objects. 9962077244

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1106**

- (Topic 10)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1107**

- (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 1110**

- (Topic 10)

Which will appear on your pipeline report?

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

**Answer:** B

**NEW QUESTION 1115**

- (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 1120**

- (Topic 10)

I can email opportunities, accounts, leads, or contacts directly from SFDC, and all of these communications will be automatically saved in my activity history.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1121**

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