

Exam Questions ADM-201

Administration Essentials for New Admins

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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)

When Chatter is enabled in an org, the following happens (choose all that apply).

- A. The Chatter app is added to the Force.com app menu
- B. The Chatter tab is added to all standard apps
- C. Accounts, Contacts, Cases, Leads and Opportunities are enabled for Chatter
- D. All users are added to the All Chatter group
- E. All of the above

Answer: :ABC

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)

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

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

Answer: B

NEW QUESTION 5

- (Topic 1)

The following are true about scheduling and emailing reports.

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

Answer: E

NEW QUESTION 6

- (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 7

- (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 8

- (Topic 1)

An Approval Process begins when a record is:

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

Answer: D

NEW QUESTION 9

- (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 10

- (Topic 1)

The page layout allows users to see the Next Steps field on an Opportunity record, Field Level Security dictates that the field is hidden, how will the field appear to the user?

- A. The field will be hidden from the user
- B. The field will be read only
- C. The field will be visible and editable to the user
- D. None of the above

Answer: A

NEW QUESTION 10

- (Topic 1)

What should a system administrator consider before importing a set of records into Salesforce.

- A. The import file should include a record owner for each record
- B. Validation rules are not triggered when importing data using the import wizard
- C. Data should be de-duplicated in the import file prior to import
- D. Currency field values will default to the personal currency of the record owner

Answer: :AC

NEW QUESTION 13

- (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 18

- (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 23

- (Topic 1)

When a Lead is converted, an Account, Contact and record are created.

- A. Lead
- B. Case
- C. Campaign
- D. Opportunity

Answer: D

NEW QUESTION 24

- (Topic 1)

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

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

Answer: ACDF

NEW QUESTION 28

- (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 32

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 35

- (Topic 1)

Page layouts are assigned to .

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

Answer: B

NEW QUESTION 38

- (Topic 1)

Only 1 permission set can be assigned to a user.

- A. True
- B. False

Answer: B

NEW QUESTION 40

- (Topic 1)

You will need a security token to access Salesforce via (choose all that apply)

- A. Import Wizard
- B. Data Loader
- C. Salesforce for Outlook
- D. All of the above

Answer: BC

NEW QUESTION 45

- (Topic 1)

In a private sharing model, the following can be used when Role Hierarchy alone isn't sufficient when providing record access to users (choose all that apply)

- A. Forecasting
- B. Sharing rules
- C. Manual Sharing
- D. Teams (Account, Sales and Case)
- E. Apex Triggers

Answer: BCD

NEW QUESTION 47

- (Topic 1)

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

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

Answer: A

NEW QUESTION 50

- (Topic 1)

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

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

Answer: A

NEW QUESTION 52

- (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 57

- (Topic 1)

Which of the following are not standard objects?

- A. Opportunities
- B. Solutions
- C. Job Applicants
- D. Accounts
- E. Campaigns

Answer: C

NEW QUESTION 59

- (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 64

- (Topic 1)

A cross object formula references fields from parent objects.

- A. True
- B. False

Answer: A

NEW QUESTION 66

- (Topic 1)

A Sales VP wishes to view Dashboard data by region within his territory - what feature will allow this?

- A. Dynamic Dashboards
- B. Dashboard Filters
- C. Dashboard Snapshots
- D. This is not possible

Answer: B

NEW QUESTION 68

- (Topic 1)

Which of the following are actions triggered by workflow rules?

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

Answer: :ABCF

NEW QUESTION 71

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 74

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 79

- (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 81

- (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 86

- (Topic 1)

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

- A. True
- B. False

Answer: B

NEW QUESTION 87

- (Topic 1)

The determines if a user can read, create and edit Contact records, the determines if he can see/edit contact records owned by his subordinates.

- A. Role, Profile
- B. OWD, Sharing rules
- C. Sharing rules, Role Hierarchy
- D. Profile, Role

Answer: :D

NEW QUESTION 92

- (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 95

- (Topic 2)

When are Formula Fields recalculated?

- A. Calculated automatically
- B. Every 15 Minutes
- C. Nightly
- D. After Edits / Save

Answer: A

NEW QUESTION 96

- (Topic 2)

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

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

Answer: B

NEW QUESTION 100

- (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 105

- (Topic 2)

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

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

Answer: A

NEW QUESTION 109

- (Topic 2)

You can use a Custom Lookup field to create a relationship between an opportunity and a contact.

- A. True
- B. False

Answer: A

NEW QUESTION 110

- (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 111

- (Topic 2)

What does a Profile Control?

- A. Access to Application
- B. Record Type Access
- C. Permissions
- D. Data Visibility
- E. Hours of IP Address

Answer: ABCE

NEW QUESTION 116

- (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 120

- (Topic 2)

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

- A. True
- B. False

Answer: B

NEW QUESTION 121

- (Topic 2)

You can use standard reports when creating

- A. True
- B. False

Answer: B

NEW QUESTION 124

- (Topic 2)

Inline Editing is available in visual force pages?

- A. True
- B. False

Answer: A

NEW QUESTION 128

- (Topic 2)

Are Tags searchable from standard Search component?

- A. Yes
- B. No

Answer: A

NEW QUESTION 130

- (Topic 2)

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

- A. True
- B. False

Answer: B

NEW QUESTION 133

- (Topic 2)

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

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

Answer: D

NEW QUESTION 134

- (Topic 2)

What information does the Company Profile Hold?

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

Answer: ABC

NEW QUESTION 135

- (Topic 2)

It is possible to share a custom object record manually

- A. True
- B. False

Answer: A

NEW QUESTION 139

- (Topic 2)

What determines a unique User Record?

- A. User Name
- B. Standard Profile
- C. Custom Profile
- D. User Role

Answer: A

NEW QUESTION 144

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 146

- (Topic 2)

In order to Enable Territory Management you should have:

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

Answer: :B

NEW QUESTION 148

- (Topic 2)

Recent Items use the?

- A. Edit Pagelayout
- B. Detail Pagelayout
- C. Sidebar

D. Related List

Answer: C

NEW QUESTION 149

- (Topic 2)

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

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

Answer: A

NEW QUESTION 153

- (Topic 2)

Default values are available for standard text fields

- A. True
- B. False

Answer: B

NEW QUESTION 155

- (Topic 2)

For which objects you have business processes?

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

Answer: ABCE

NEW QUESTION 159

- (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 160

- (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 164

- (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 165

- (Topic 2)

Forecasting can be used with Custom Fiscal Years.

- A. True
- B. False

Answer: B

NEW QUESTION 166

- (Topic 2)

Case Assignment Rules are based on elapsed time

- A. True
- B. False

Answer: A

NEW QUESTION 167

- (Topic 2)

How is the expected revenue calculated in the opportunity?

- A. Amount multiplied by the total price of all opportunity line items
- B. The sales price on any line item times the probability of the opportunity
- C. Opportunity Amount multiplied by the probability
- D. Amount multiplied by the discount percent

Answer: C

NEW QUESTION 169

- (Topic 2)

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

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

Answer: B

NEW QUESTION 174

- (Topic 3)

To make a field required, which of the following is used) (Pick the best possible answer)

- A. Page Layout
- B. Field Level Security
- C. Profile
- D. Both Page Layout and Field Level Security

Answer: A

NEW QUESTION 177

- (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 179

- (Topic 3)

What is the maximum number of values you can have in a picklist?

- A. 500
- B. 250
- C. 600
- D. 1.000
- E. 2.000

Answer: A

NEW QUESTION 183

- (Topic 3)

You can create the following Email Template Formats: Choose 4

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

Answer:

ABCE

NEW QUESTION 184

- (Topic 3)

How many workflow rules can you create per entity?

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

Answer: D

NEW QUESTION 189

- (Topic 3)

What is the default report format for new reports created in report builder?

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

Answer: B

NEW QUESTION 192

- (Topic 3)

Standard reports are visible through the Reports search.

- A. True
- B. False

Answer: B

NEW QUESTION 197

- (Topic 3)

Which is a capability of the new Service Cloud console?

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

Answer: ABE

NEW QUESTION 201

- (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 202

- (Topic 3)

What is a Dashboard made of?

- A. Tables
- B. Summary Reports
- C. Charts
- D. Gauges

Answer: ABD

NEW QUESTION 205

- (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 207

- (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 212

- (Topic 3)

IF(ISPICKVAL(picklist_field)) has the same output as:

- A. VAL(picklist_field)
- B. CASE(picklist_field)
- C. CASE("picklist_field")
- D. Picklist_field(VALUE)

Answer: B

NEW QUESTION 215

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 218

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 219

- (Topic 3)

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

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

Answer: BD

NEW QUESTION 222

- (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 223

- (Topic 3)

This type of relationship links two objects together, but it has no effect on deletion, record ownership, or security, and the lookup relationship field is not required in the page layout.

- A. Lookup Relationship
- B. Master-Detail Relationship
- C. Master-Detail-Sub detail Relationship

Answer: A

NEW QUESTION 227

- (Topic 3)

Printable View does not Save all the report formatting.

- A. True
- B. False

Answer: B

NEW QUESTION 232

- (Topic 3)

Both accounts and users can exist in multiple territories.

- A. True
- B. False

Answer: A

NEW QUESTION 236

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 238

- (Topic 3)

The automated case user will be listed on the case history for all actions that are system defined, including:

- A. When a case is automatically assigned using assignment rules
- B. When a case is escalated
- C. When a case is created online via Web-to-Case
- D. When a Workflow is Triggered

Answer: ABC

NEW QUESTION 243

- (Topic 3)

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

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

Answer: B

NEW QUESTION 244

- (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 245

- (Topic 3)

What type of information can NOT be shown with an S-Control Dashboard component?

- A. Combination of two other Dashboard components
- B. External feed of data
- C. Data Warehouse information
- D. Flash representations of data

Answer: B

NEW QUESTION 247

- (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 252

- (Topic 3)

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

- A. Hide Details
- B. Hide Details and Add Events
- C. Show Details
- D. Show Details and Add Events

Answer: B

NEW QUESTION 253

- (Topic 3)

What is Force.com Builder? Choose 3 answers:

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

Answer: ACE

NEW QUESTION 258

- (Topic 3)

A Profile can have many users, but a user can have only one profile.

- A. True
- B. False

Answer: A

NEW QUESTION 263

- (Topic 3)

What is the maximum of time triggers per Workflow Rule?

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

Answer: B

NEW QUESTION 267

- (Topic 3)

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

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

Answer: ACEF

NEW QUESTION 272

- (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 274

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 276

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 279

- (Topic 3)

A new list view can be created from within the console

- A. True
- B. False

Answer: B

NEW QUESTION 283

- (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 284

- (Topic 4)

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

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

Answer: D

NEW QUESTION 287

- (Topic 4)

Activities are both Tasks and Calendars

- A. True
- B. False

Answer: A

NEW QUESTION 290

- (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 294

- (Topic 4)

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

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

Answer: :CD

NEW QUESTION 298

- (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 303

- (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 306

- (Topic 4)

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

- A. True
- B. False

Answer: A

NEW QUESTION 310

- (Topic 4)

Which statement is / are false for folders?

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

Answer: BC

NEW QUESTION 314

- (Topic 4)

Can an administrator change the profile settings of the Standard Solution Manager profile?

- A. Yes
- B. No
- C. Depends on the Setting of the Administrator profile

Answer: B

NEW QUESTION 319

- (Topic 4)

Which is a feature of combination charts? Choose 2 answers

- A. Display more than one summary value in chart
- B. Add a third axis range to the chart
- C. Display data from multiple reports in a chart
- D. Add a second axis range to a chart

Answer: AD

NEW QUESTION 320

- (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 325

- (Topic 4)

The size limit for documents uploaded is:

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

Answer: C

NEW QUESTION 329

- (Topic 4)

You can update licenses on the Company Profile.

- A. True
- B. False

Answer: B

NEW QUESTION 330

- (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 334

- (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 335

- (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 340

- (Topic 4)

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

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

Answer: D

NEW QUESTION 345

- (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 347

- (Topic 4)

UI component for tag Access (Choose 2)

- A. Edit tag links
- B. View tags on header
- C. Sidebar widget

Answer: B

NEW QUESTION 352

- (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 355

- (Topic 4)

What type of field can a lookup filter be applied to? Choose 3 answers mmm

- A. Hierarchical relationship fields
- B. Master-Detail relationship fields
- C. Relationship fields for records owned by queues
- D. Lookup fields to the Account, Contact, User, and Custom Objects
- E. Lookup fields to the Activity object

Answer: ABD

NEW QUESTION 357

- (Topic 4)

You can customize to restrict users ability to log in to saleforce.

- A. Profile
- B. Role
- C. Page Layout
- D. Record Type
- E. Security Settings

Answer: A

NEW QUESTION 360

- (Topic 4)

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

- A. True
- B. False

Answer: B

NEW QUESTION 361

- (Topic 4)

Multiple record types may be created for every tab with the exception of:

- A. Home Tab
- B. Forecast Tab
- C. Documents Tab
- D. Leads Tab
- E. Report Tab

Answer: ABCE

NEW QUESTION 364

- (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 367

- (Topic 4)

Using the following hierarchy, if a sharing rule exists granting Operations Person Read/Write access to Sales Management on the Account Object, what access does Operations Management have to Sales Management's accounts?

Default access for the

Account object is Public Read Only. Executive Management

Sales Management

Sales Person Operations Management Operations Person

- A. None
- B. Read Only
- C. Read/Write
- D. Read/Write/Transfer

Answer: C

Explanation:

Explanation/Reference:

Read/Write is granted through role hierarchy permissions from the sharing rule. If the sharing rule referenced a sharing group then the Grant Access Using Hierarchies would not apply. This could also be true for a custom object; all standard objects require Grant Access Using Hierarchies.

NEW QUESTION 368

- (Topic 4)

Is it true that campaigns and opportunities have many to many relationship?

- A. True
- B. False

Answer: B

NEW QUESTION 370

- (Topic 4)

Which is a capability of Chatter? Choose 3 answers:

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

Answer: ADE

NEW QUESTION 373

- (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 376

- (Topic 4)

If using Customizable forecasting there is a separate forecast role hierarchy

- A. True
- B. False

Answer: A

NEW QUESTION 378

- (Topic 4)

Which of the following profile permissions will enable 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 381

- (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 382

- (Topic 5)

Which of the following chart types does not support Combination Chart?

- A. Line
- B. Horizontal Bar
- C. Vertical Bar
- D. Funnel Chart
- E. Donut
- F. Line Cumulative

Answer: DE

NEW QUESTION 387

- (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 390

- (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 395

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 396

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 401

- (Topic 5)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 405

- (Topic 5)

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

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

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

Answer: A

NEW QUESTION 409

- (Topic 5)

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

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

Answer: D

NEW QUESTION 411

- (Topic 5)

How many fields can be enabled for tracking on a custom Object?

- A. 10
- B. 20
- C. 30
- D. 40

Answer: B

NEW QUESTION 413

- (Topic 5)

For custom object records to appear in search results associated tab only needs to exist; the tab does not have to be visible to users.

- A. True
- B. False

Answer: A

NEW QUESTION 417

- (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 418

- (Topic 5)

Which of the following does not need business process?

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

Answer: C

NEW QUESTION 421

- (Topic 5)

Record type picklist filtering applies to dependent picklists.

- A. True
- B. False

Answer: A

NEW QUESTION 423

- (Topic 5)

Which are Activity Attachment Enhancements in Spring 11?

- A. For new organizations, the Attachments related list is now automatically added to task and event records.
- B. For existing organizations, the Attachments related list is now automatically added to task and event records.
- C. Attachments are now searchable for tasks and events.
- D. Unlike before, HTML attachments is always available and can no longer be disallowed.
- E. Existing organizations need to manually add the related list to the activity page layout.

Answer: :ACE

NEW QUESTION 427

- (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 429

- (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 433

- (Topic 5)

Which of the following statements is/are true for sharing rules? (Check all that apply)

- A. Sharing rules should be used when a user or group of users needs access to records not granted them by either role hierarchy or organization wide defaults
- B. Sharing rules apply only to new records owned by specified role or group member
- C. When you transfer records from user to another, the sharing rules are removed during the transfer.
- D. You cannot change the specified groups or roles for sharing rules.

Answer: AD

NEW QUESTION 438

- (Topic 5)

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

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

Answer: A

NEW QUESTION 441

- (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 446

- (Topic 5)
What does a profile control?

- A. Tasks that users can perform on records they access
- B. Relationship between two objects
- C. View of records that users access
- D. Fields available for view in related lists

Answer: AC

NEW QUESTION 451

- (Topic 5)
Which of the following cannot be used as a source report for the Analytical Snap Shot?

- A. Tabular Reports
- B. Summary Reports
- C. Matrix Reports
- D. All can be used

Answer: C

NEW QUESTION 455

- (Topic 5)
Which function is available in the report builder interface, prior to running the report?

- A. Save
- B. Printable view
- C. Schedule future runs
- D. Show/hide details
- E. Export details

Answer: AD

NEW QUESTION 459

- (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 462

- (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 464

- (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 465

- (Topic 5)
Reports show only the information you can access where as Dashboards show information which you even cannot access.

- A. True
- B. False

Answer: A

NEW QUESTION 467

- (Topic 5)
Is it possible to have Sidebar search enabled with Global Search?

- A. Yes
- B. No

Answer: B

NEW QUESTION 468

- (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 472

- (Topic 5)
Can the User Records be permanently deleted from the Salesforce.com?

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

Answer: B

NEW QUESTION 476

- (Topic 5)
How many ranges can be defined in the case of a Conditional Highlighting?

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

Answer: B

NEW QUESTION 477

- (Topic 6)
Which of the following components lets customers find solutions to their cases on their own?

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

Answer: D

NEW QUESTION 479

- (Topic 6)
What is the maximum number of actions you can have per Workflow Rule?

- A. 10
- B. 20
- C. 30
- D. 40
- E. 70
- F. 80

Answer: F

NEW QUESTION 482

CORRECT TEXT - (Topic 6)
Limitation for an organization related to triggers?

A.

Answer: SFlimitsthenumberoftimetriggersanorganizationcanexecuteperhour.Theimitsareasfollows:

Explanation:

Developer Edition: 50

Enterprise Edition: 500
Unlimited Edition: 1000

NEW QUESTION 487

CORRECT TEXT - (Topic 6)

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

A.

Answer: The system immediately ends the user's session.

NEW QUESTION 488

- (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 490

CORRECT TEXT - (Topic 6)

Why are Sharing Rules used?

A.

Answer:

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

NEW QUESTION 494

CORRECT TEXT - (Topic 6)

How can users obtain a security token?

A.

Answer: 1. By changing their password

Explanation:

2. By resetting their security token via the Salesforce UI

NEW QUESTION 499

- (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 503

- (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 506

- (Topic 6)

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

- A. True
- B. False

Answer: A

NEW QUESTION 511

- (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 516

- (Topic 6)

What statement is true regarding a custom field formula?

- A. Not reference standard, custom, or other objects
- B. Can contain formulas upto 4000 character
- C. 4000 character is the limit on the compiled size of the formula
- D. Formula can reference themselves

Answer: C

NEW QUESTION 520

- (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 522

- (Topic 6)

What is the maximum number of records that return in a report without exporting the results?

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

Answer: D

NEW QUESTION 527

- (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 529

- (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 531

- (Topic 6)

Can a delegated approver revoke a previously approved process?

- A. Yes
- B. No, once the request is approved only administrator can revoke the approval process

Answer: A

NEW QUESTION 532

- (Topic 6)

Can an end user import Members into a Campaign?

- A. True
- B. False

Answer: B

NEW QUESTION 533

- (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 538

- (Topic 6)

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

- A. Yes
- B. No

Answer: A

Explanation:

Explanation/Reference:

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

NEW QUESTION 539

- (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 543

- (Topic 6)

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

- A. True
- B. False

Answer: A

NEW QUESTION 548

- (Topic 6)

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

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

Answer: A

NEW QUESTION 550

- (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 551

- (Topic 6)

The org wide default is set to private. Phil smith the owner of ABC account is a US Sales Rep reporting to the US Sales Director. The users in the US sales rep role can edit ALL opportunities associated with the accounts they own. Tim an EMEA sales rep owns an opportunity associated with the ABC account. Identify the correct role access.

- A. Phil can view but cannot edit Tims ABC opportunity
- B. TIM cannot VIEW / EDIT phils account
- C. Phil can EDIT and VIEW Tims ABC opportunity
- D. Tim can VIEW and EDIT Phils account
- E. Tim can VIEW but cannot EDIT phils account.

Answer: CE

NEW QUESTION 552

- (Topic 6)

If your company's fiscal year begins on February 1st and contains the 12 gregorian months, do you need to enable custom fiscal years?

- A. Yes
- B. No

Answer: B

Explanation:

Explanation/Reference:

As long as the fiscal year begins on the 1st of any month and follows the standard months, then custom fiscal years are not required.

NEW QUESTION 556

- (Topic 6)

It is advisable not to overwrite user records with new user data because it would prevent you from tracking a history of past users and the records associated to them?

- A. True
- B. False

Answer: A

NEW QUESTION 558

- (Topic 6)

Will WF evaluate rules retroactively?

- A. Yes
- B. No

Answer: B

Explanation:

Explanation/Reference:

When a WF is created, SF will only evaluate the rule for records created / edited from that moment forward, it will not evaluate workflow rules retroactively. That's tasks/emails will not be created for existing records in the DB that already meet the criteria necessary for the rule to trigger.

NEW QUESTION 559

- (Topic 6)

How many Custom Summary Formulas can you have per report?

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

Answer: E

NEW QUESTION 560

- (Topic 6)

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

- A. True
- B. False

Answer: A

NEW QUESTION 562

- (Topic 6)

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

- A. True
- B. False

Answer: B

NEW QUESTION 565

- (Topic 6)

Active Currencies live in Company Profile, user record (Personal Setup) and in Opportunity (Record).

- A. True
- B. False

Answer: :A

NEW QUESTION 566

- (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 568

- (Topic 6)

Data Validation Rules are executed for a field (vs. as record).

- A. True
- B. False

Answer: B

NEW QUESTION 573

CORRECT TEXT - (Topic 6)

What is a Running User?

- A.

Answer: Determinesthelevelofaccesstothedashboarddata

NEW QUESTION 578

- (Topic 6)

When you click Printable view , the report will display in a print ready format in Excel?

- A. True
- B. False

Answer: A

NEW QUESTION 582

- (Topic 6)

Identify the correct statement from the given list.

- A. Lookup field link two objects
- B. Lookup fields affect security
- C. Lookup fields change the record ownership
- D. Lookup fields can be used to delete an object

Answer: A

NEW QUESTION 586

- (Topic 6)

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

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

Answer: ACDE

NEW QUESTION 591

- (Topic 6)

When is a workflow rule triggered?

- A. When a record that was closed now becomes open again
- B. When you delete a record
- C. When you are assign a record
- D. When it is edited to meet the rule trigger criteria

Answer: D

NEW QUESTION 593

- (Topic 6)

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

- A. True
- B. False

Answer: B

NEW QUESTION 594

- (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 595

CORRECT TEXT - (Topic 6)

What profile permission is required for editing and deleting public tags?

A.

Answer: TagManager.Note:TagManagerisEnabledbydefaultfortheSystemAdministratorprofile.

NEW QUESTION 597

- (Topic 6)

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

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

Answer: B

NEW QUESTION 598

- (Topic 6)

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

- A. True
- B. False

Answer: B

NEW QUESTION 600

- (Topic 6)

Data Validation rules are also enforced using the API and Import Wizards.

- A. True
- B. False

Answer: A

NEW QUESTION 602

- (Topic 6)

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

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

Answer: AC

NEW QUESTION 603

- (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 608

CORRECT TEXT - (Topic 7)

Who can manually share records?

A.

Answer: RecordOwnerAnyoneabovetheRecordOwnerinHierarchy&theSystemAdmin

NEW QUESTION 611

- (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 615

- (Topic 7)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 617

- (Topic 7)

How many app exchange apps can you install in UE?

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

Answer: D

NEW QUESTION 620

CORRECT TEXT - (Topic 7)

What elements are required for a workflow approval process?

A.

Answer: ApprovalActionApprovalProcessApprovalRequestApprovalSteps

Explanation:

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

NEW QUESTION 622

CORRECT TEXT - (Topic 7)

How are Folders used?

A.

Answer: Toorganizereportsdashboardscommunicationtemplatesanddocuments

NEW QUESTION 627

- (Topic 7)

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

A. True

B. False

Answer: A

NEW QUESTION 631

- (Topic 7)

Can standard fields be removed from the Page Layout?

A. True

B. False

Answer: A

NEW QUESTION 634

CORRECT TEXT - (Topic 7)

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

A.

Answer: NeedtopreventduplicatesandwhentheAdminneedstochoosewhethertotriggerWorkflowrules(ornot)

NEW QUESTION 635

CORRECT TEXT - (Topic 7)

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

A.

Answer: Lookup

NEW QUESTION 639

CORRECT TEXT - (Topic 7)

What are Public Groups?

A.

Answer: SharingbetweenUsersotherPublicGroupsRolesandRoles/Subordinates

NEW QUESTION 642

CORRECT TEXT - (Topic 7)

Define the Summary Report.

A.

Answer: Providesalistingofdataplussortingandsubtotalingofdata.Maybeusedtosupportdashboardcomponents.

NEW QUESTION 645

- (Topic 7)

True or False, Final reject actions in a workflow approval process can include actions such as email alerts.

A. True

B. False

Answer: A

NEW QUESTION 646

CORRECT TEXT - (Topic 7)

How does the Import Wizard perform matching when updating records?

A.

Answer: BySalesforceID

NEW QUESTION 647

- (Topic 7)

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

- A. True
- B. False

Answer: A

NEW QUESTION 650

- (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 653

- (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 656

- (Topic 7)

What is required to create a new user?

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

Answer: ABCD

NEW QUESTION 659

CORRECT TEXT - (Topic 7)

Dashboard components can consist of:

A.

Answer: Chart

Explanation:

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

Gauge

Custom S-Control Visual force Page Not graphs

NEW QUESTION 662

CORRECT TEXT - (Topic 7)

Define the Standard User profile.

A.

Answer: Canviewedit&deletetheirownrecords

NEW QUESTION 667

- (Topic 7)

The User Interface Settings can be adjusted for individual users.

- A. True
- B. False

Answer: B

NEW QUESTION 670

CORRECT TEXT - (Topic 7)

Define the Marketing User Profile.

A.

Answer: Standarduserperm+canimportleadsfortheOrg

NEW QUESTION 675

CORRECT TEXT - (Topic 7)

Define the Solution Manager Profile.

A.

Answer: Standarduserperm+canmanagersolutions&solutioncategories

NEW QUESTION 679

- (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 683

CORRECT TEXT - (Topic 7)

What do Business processes do?

Business Processes track sales, support, solution, cases

A.

Answer: A

NEW QUESTION 684

- (Topic 7)

Based on existing Master-Detail and Lookup relationships between objects, Sys Admins can create Custom Report Types to:

- A. Choose which standard and custom objects to display
- B. Select which fields can be used as columns
- C. Define both inner and outer joins

Answer: ABC

NEW QUESTION 687

CORRECT TEXT - (Topic 7)

What can Delegated Admins do?

A.

Answer: ViewAll&ModifyALLAccessbyObject

NEW QUESTION 689

CORRECT TEXT - (Topic 7)

Which takes precedence: User's language setting or Company profile default language?

A.

Answer: User'slanguagesetting.

NEW QUESTION 691

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 696

CORRECT TEXT - (Topic 7)

Define the system Admin profile.

A.

Answer: "SuperUser"-Cancustomize&administratetheOrg

NEW QUESTION 698

CORRECT TEXT - (Topic 7)

Who can delete records?

A.

Answer:

Theabilitytodeleteindividualrecordsiscontrolledbyadministratorstherecordownerusersinarolehierarchyabovethecordownerandanyuserthathasbeengranted"FullAccess."

NEW QUESTION 700

- (Topic 7)

How many app exchange apps can you install in PE?

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

Answer: A

NEW QUESTION 702

- (Topic 7)

Do opportunities or cases have import wizards?

- A. Yes
- B. No

Answer: B

NEW QUESTION 704

CORRECT TEXT - (Topic 7)

How does a Profile differ from a Role?

A.

Answer: Profilecontrolswhatausercandowithrecords(readcreateeditdelete.TheRolecontrolsthelevelofvisibilitythatusershavetoorganizationsdata.

NEW QUESTION 708

- (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 709

- (Topic 7)

How many app exchange apps can you install in EE?

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

Answer: B

NEW QUESTION 712

- (Topic 7)

What are the three editions of Salesforce?

- A. PE Professional Edition EE Enterprise EditionUE Unlimited Edition

Answer: A

NEW QUESTION 715

- (Topic 7)

When you delete a product, the opportunity associated with that product will be suspended until further action is taken.

- A. True
- B. False

Answer: B

NEW QUESTION 718

- (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 721

- (Topic 7)

Standard Reports can be deleted?

- A. True
- B. False

Answer: B

NEW QUESTION 724

CORRECT TEXT - (Topic 7)

What database actions can the DataLoader perform?

A.

Answer: InsertExtractUpdateupsertandDelete

NEW QUESTION 728

- (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 732

- (Topic 8)

Select which is Not Applicable. What does a Page Layout control Select the choice which in NOT applicable

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

Answer: D

NEW QUESTION 733

- (Topic 8)

Account Teams are not available for Professional Edition

- A. True
- B. False

Answer: A

NEW QUESTION 737

- (Topic 8)

What is the role of "Primary Object" when creating custom report types?

- A. It lets us know if it can be the source of the dashboard

- B. For reporting
- C. To let the user select values in the view picklist
- D. To ensure all are using the same set of business rules

Answer: C

NEW QUESTION 738

- (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 740

- (Topic 8)

The user default login hours are 8:00 AM - 5:00 PM. The user logs in at 4:30 PM and stays on till 5:01 PM. What happens?

- A. The user continues with the session without any interruption
- B. The user loses all unsaved data after terminating the session
- C. The user terminates the session without losing any data
- D. The user is able to work without issues but cannot start new sessions
- E. The user is able to work without issues and can start new sessions

Answer: B

NEW QUESTION 745

- (Topic 8)

Dated exchange rates can be set in the time range of

- A. As short as a day and as long as a forever
- B. As short as a minute and as long as a day
- C. As short as an hour and as long as a month
- D. As short as a month and as long as an year
- E. As short as a month and as long as a quarter

Answer: A

NEW QUESTION 749

- (Topic 8)

Export to Excel is available for Printable Lists:

- A. True
- B. False

Answer: B

NEW QUESTION 751

- (Topic 8)

Which of the following is true about salesforce?

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

Answer: ABC

NEW QUESTION 752

- (Topic 8)

Which information not captured on user record in Salesforce?

- A. Locale
- B. Hire date
- C. Employee number
- D. Delegated approval

Answer: B

NEW QUESTION 754

- (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 756

- (Topic 8)

What is true about Managed Packages?

- A. They are not upgradeable
- B. They cannot be uninstalled
- C. They are upgradeable
- D. They cannot be deleted

Answer: C

NEW QUESTION 759

- (Topic 8)

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

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

Answer: :A

NEW QUESTION 762

- (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 765

- (Topic 8)

The size limit for documents uploaded is:

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

Answer: B

NEW QUESTION 766

- (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 771

- (Topic 8)

A Workflow Alert can be tracked in Activity History

- A. True
- B. False

Answer: A

NEW QUESTION 773

- (Topic 8)

Customizable Forecasting cannot be enabled for use with Custom Fiscal Years

- A. True

B. False

Answer: B

NEW QUESTION 776

- (Topic 8)

A custom lead field can be mapped to:

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

Answer: C

NEW QUESTION 778

- (Topic 8)

When is a custom object created?

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

Answer: C

NEW QUESTION 781

- (Topic 8)

What is true about look up relationships?

- A. Object in look up relationship can link to self
- B. Child in lookup gets deleted if parent gets deleted
- C. The child object in lookup is a related list for the parent
- D. The lookup is required always

Answer: AC

NEW QUESTION 783

- (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 786

- (Topic 8)

You are limited to new picklist or multi-select picklist values for any field during a single import

- A. 10
- B. 100
- C. 1000
- D. No limit

Answer: C

NEW QUESTION 787

- (Topic 8)

You cannot delete a product that is used on an opportunity

- A. True
- B. False

Answer: A

NEW QUESTION 788

- (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 790

- (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 793

- (Topic 8)

A custom multi-select picklist can be the controlling field for a dependent field

- A. True
- B. False

Answer: B

NEW QUESTION 798

- (Topic 8)

When you configure Search Settings for Your Organization, the new value must be between 5 and 50

- A. True
- B. False

Answer: A

NEW QUESTION 800

- (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 802

- (Topic 8)

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

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

Answer: A

NEW QUESTION 806

- (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 811

- (Topic 8)

Page layouts are assigned to users based on Select the correct choice

- A. Layout Properties
- B. Salesforce Golden Rules
- C. Default settings
- D. Assignment Settings
- E. Profile Settings

Answer: E

NEW QUESTION 814

CORRECT TEXT - (Topic 8)

What are Chatter Groups?

A.

Answer:

Chatter groups let you share information with specific people. For example, if you're working on a project and want to share information only with your team members, you can create a Chatter group for your team.

Explanation:

Chatter groups include a list of members, a Chatter feed, and a photo. You can create the following types of Chatter groups:

- Public: Anyone can see the group's updates, but only members can post updates. Anyone can join a public group.
- Private: Only members can see and post updates. The group's owner or managers must add members.

NEW QUESTION 817

- (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 818

- (Topic 8)

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

A. True

B. False

Answer: B

Explanation:

Explanation/Reference:

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

NEW QUESTION 819

CORRECT TEXT - (Topic 8)

Which fields cannot be followed in Chatter?

A.

Answer: Auto-number formula and roll-up summary fields Encrypted and read-only system fields

Explanation:

The Expected Revenue field on opportunities

NEW QUESTION 821

- (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 825

- (Topic 9)

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

A. Daily: 100 Weekly: 52 Monthly: 60 Yearly: 10

B. Daily: 100 Weekly: 53 Monthly: 60 Yearly: 10

C. Daily: 100 Weekly: 52 Monthly: 60 Yearly: 5

D. Daily: 365 Weekly: 52 Monthly: 12 Yearly: 1

Answer: B

NEW QUESTION 828

- (Topic 9)

Which graphs rely on grand total for dashboards?

- A. Metric and table
- B. Metric and gauge
- C. Table and gauge
- D. Table and line

Answer: B

NEW QUESTION 829

- (Topic 9)

Sales User is a standard profile.

- A. True
- B. False

Answer: B

NEW QUESTION 833

- (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 837

- (Topic 9)

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

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

Answer: :ACE

NEW QUESTION 840

- (Topic 9)

Select all which are true about Contacts Objects

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

Answer: BD

NEW QUESTION 843

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 844

- (Topic 9)

How many External ID fields can you have per object?

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

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

Answer: C

NEW QUESTION 847

- (Topic 9)

A virtual storage that can be used to group on criteria such as skill requirements, product categories, customer types or service levels is called a:

- A. Case Queue
- B. Case Assignment Rule
- C. Solutions Queue
- D. None of the above

Answer: A

NEW QUESTION 849

- (Topic 9)

If you delete a report and change your mind, you can retrieve it from the recycle bin.

- A. True
- B. False

Answer: B

NEW QUESTION 854

- (Topic 9)

What is the maximum length of the alias field?

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

Answer: C

NEW QUESTION 858

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 859

- (Topic 9)

Custom Objects are reportable.

- A. True
- B. False

Answer: A

NEW QUESTION 863

- (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 865

- (Topic 9)

Select all that are custom field types. (check all that apply)

- A. Phone
- B. List Box
- C. Number
- D. Percent
- E. Email

Answer: ACDE

NEW QUESTION 869

- (Topic 9)

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

- A. True
- B. False

Answer: B

NEW QUESTION 872

- (Topic 9)

What is true about Lead Assignment Rule?

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

Answer: AB

NEW QUESTION 874

- (Topic 9)

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

- A. True
- B. False

Answer: :B

NEW QUESTION 877

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 880

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 883

- (Topic 9)

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

- A. True
- B. False

Answer: B

NEW QUESTION 885

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 889

- (Topic 9)

Custom Summary Formulas are:

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

Answer: D

NEW QUESTION 891

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 892

- (Topic 9)

"#Error!" displays on report cells if your custom summary formula output is over 18 digits.

A. True

B. False

Answer: A

NEW QUESTION 893

- (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 898

- (Topic 9)

When you delete a case:

A. All related events, tasks, case comments, attachments, and associated solutions are deleted

B. All related events, tasks, case comments, and attachments are deleted.

C. All related events, tasks, case comments, attachments, associated solutions, contacts, and accounts are deleted.

D. Cases can never be deleted

E. All related tasks and case comments are deleted.

Answer: B

NEW QUESTION 901

- (Topic 9)

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

A. True

B. False

Answer: A

NEW QUESTION 903

- (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 904

- (Topic 9)

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

A. Leads

B. Accounts

C. Opportunities

D. Custom Objects

E. Cases

Answer: ADE

NEW QUESTION 907

- (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 912

- (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 917

- (Topic 9)

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

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

Answer: B

NEW QUESTION 922

- (Topic 9)

What is true regarding a Running User

- A. The Running User overrides the sharing model and will allow the users who see the dashboard to see high level sales data for everyone, not just their own
- B. The Running User overrides the sharing model and will allow the users who see the dashboard to see high level sales data for everyone, except their own
- C. The Running User follows the sharing model and will allow the users who see the dashboard to see high level sales data for just what they own
- D. The Running User follows the sharing model and will allow the users who see the dashboard to see high level sales data for just what they own plus role hierarchy.

Answer: A

NEW QUESTION 923

- (Topic 9)

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

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

Answer: B

NEW QUESTION 925

- (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 930

- (Topic 9)

If you give a user the "Weekly Data Export" permission, which is needed to export data, he or she has view access to all data that is exported and can see all custom objects and fields in the Weekly Export Service regardless of their other profile settings.

- A. True
- B. False

Answer: A

NEW QUESTION 934

- (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 939

- (Topic 9)

Can I change the location of Chatter feeds? How?

- A. Yes
- B. Using page layouts
- C. Yes
- D. But only for Admin users
- E. No
- F. But it can be hidden or shown depending on user preference
- G. None of the Above

Answer: C

NEW QUESTION 940

- (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 943

- (Topic 9)

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

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

Answer: A

NEW QUESTION 944

- (Topic 9)

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

- A. Opportunity Stage
- B. Lead Status
- C. Case Status
- D. Solution Status
- E. Case Origin

Answer: ABCD

NEW QUESTION 949

- (Topic 9)

While Scheduling an email reports user specifies all except

- A. Specify a running user
- B. Link to report
- C. Specify a frequency
- D. Set start and end dates

Answer: :B

NEW QUESTION 954

- (Topic 9)

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

- A. True
- B. False

Answer: B

NEW QUESTION 956

- (Topic 10)

Which administrative permissions are necessary in order to edit profiles?

- A. Manage Users and Customize Application
- B. View Setup and Configuration, Manage Users and Customize Application
- C. View Setup and Configuration, Manage Users and Manage Profiles
- D. Manage Profiles and Manage Users
- E. View User Configuration, and Manage Users
- F. View setup and Configuration, View User Configuration, Manage Users and Manage Profiles

Answer: B

NEW QUESTION 958

- (Topic 10)

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

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

Answer: B

NEW QUESTION 960

- (Topic 10)

Which of the following statements is true about person accounts in backup exports?

- A. If your organization uses person accounts and you're exporting contacts, person account records are included in the contact data
- B. However, the contact data only includes the fields shared by contacts and person accounts.
- C. If your organization uses person accounts and you're exporting contacts, person account records are not included in the contact data.
- D. If your organization uses person accounts and you're exporting contacts, person account records are included in the contact data
- E. The export includes all fields from person accounts.

Answer: A

NEW QUESTION 963

- (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 968

- (Topic 10)

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

- A. Yes
- B. No

Answer: B

NEW QUESTION 972

- (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 976

- (Topic 10)

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

- A. True
- B. False

Answer:

B

NEW QUESTION 977

- (Topic 10)

Roles are available in Personal and Group edition

- A. True
- B. False

Answer: B

NEW QUESTION 981

- (Topic 10)

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

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

Answer: A

NEW QUESTION 984

- (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 988

- (Topic 10)

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

- A. True
- B. False

Answer: B

NEW QUESTION 992

- (Topic 10)

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

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

Answer: D

NEW QUESTION 996

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1001

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1006

- (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 1011

- (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 1016

- (Topic 10)

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

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

Answer: :D

NEW QUESTION 1020

- (Topic 10)

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

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

Answer: A

NEW QUESTION 1021

- (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 1022

- (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 1025

- (Topic 10)

Select the option that is NOT true of opportunities:

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

Answer: D

NEW QUESTION 1028

- (Topic 10)

Which of the following are possible with a Master-Detail-Relationship (Multiple Correct Answers):

- A. You can create a Master-Detail Relationship field on a Custom object that references as a Standard Object
- B. You can create a Master-Detail Relationship between two standard objects?
- C. You can create a Master-Detail Relationship between two Custom Objects?

Answer: AC

NEW QUESTION 1029

- (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 1034

- (Topic 10)

Through the Web-to-Case function, how is that case associated with a contact?

- A. Contact name
- B. Contact email
- C. Account name
- D. None of the above

Answer: B

NEW QUESTION 1035

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1038

- (Topic 10)

I can merge 3 records at a time in SFDC to clean up dupe.

- A. True
- B. False

Answer: A

NEW QUESTION 1040

- (Topic 10)

Regardless of what language is selected on the user record, all online help is displayed in the organization default language.

- A. True
- B. False

Answer: B

NEW QUESTION 1044

- (Topic 10)

The relationship group wizard lets you create and edit relationship groups regardless of field-level security.

- A. True
- B. False

Answer: A

NEW QUESTION 1045

- (Topic 10)

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

- A. Yes
- B. No

Answer: B

NEW QUESTION 1049

- (Topic 10)

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

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

Answer: B

NEW QUESTION 1052

CORRECT TEXT - (Topic 10)

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

A.

Answer: ForecastsandTerritories

NEW QUESTION 1055

- (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 1057

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1060

- (Topic 10)

You can rename standard Tabs and Objects. 9962077244

- A. True
- B. False

Answer: A

NEW QUESTION 1062

- (Topic 10)

Editing Records: Required fields are marked by which color?

- A. Blue
- B. Green
- C. Red
- D. Black

Answer: C

NEW QUESTION 1067

- (Topic 10)

Lookup relationship fields are available in Personal Edition

- A. True
- B. False

Answer: B

NEW QUESTION 1071

- (Topic 10)

Which of the following are options when transferring accounts (Multiple correct answers)

- A. Transfer open opportunities
- B. Transfer closed opportunities

- C. Transfer closed cases
- D. Transfer open cases
- E. Keep Account Teams
- F. Transfer custom objects

Answer: ABCDE

NEW QUESTION 1072

- (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 1074

CORRECT TEXT - (Topic 10)

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

- A.

Answer: Leads and cases

NEW QUESTION 1075

- (Topic 10)

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

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

Answer: ABCD

NEW QUESTION 1080

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1083

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