

# Exam Questions ADM-201

Administration Essentials for New Admins

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



#### NEW QUESTION 1

- (Topic 1)

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

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

**Answer: C**

#### NEW QUESTION 2

- (Topic 1)

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

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

**Answer: C**

#### NEW QUESTION 3

- (Topic 1)

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 4

- (Topic 1)

A user with a Chatter Free User profile has access to records in Salesforce such as Accounts and Contacts.

- A. True
- B. False

**Answer: B**

#### NEW QUESTION 5

- (Topic 1)

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

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

**Answer: ABCD**

#### NEW QUESTION 6

- (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 7

- (Topic 1)

The Data Loader can de-duplicate records during import.

- A. True
- B. False

Answer: B

**NEW QUESTION 8**

- (Topic 1)

Which of the following are true about formula fields?

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

Answer: ABD

**NEW QUESTION 9**

- (Topic 1)

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

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

Answer: C

**NEW QUESTION 10**

- (Topic 1)

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

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

Answer: B

**NEW QUESTION 10**

- (Topic 1)

Use a picklist to filter the values of one picklist based on the value of another picklist.

- A. Controlling
- B. Multi-select
- C. Dependent
- D. Independent

Answer: A

**NEW QUESTION 15**

- (Topic 1)

Lead assignment rules assign leads to owners and queues based on the criteria the system admin specifies within the rule.

- A. True
- B. False

Answer: A

**NEW QUESTION 19**

- (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 20**

- (Topic 1)

An Approval Process begins when a record is:

- A. Created

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

**Answer:** D

**NEW QUESTION 25**

- (Topic 1)

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

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

**Answer:** B

**NEW QUESTION 26**

- (Topic 1)

Standard profile permissions cannot be edited.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 28**

- (Topic 1)

You can use standard reports when creating Dashboards

- A. True
- B. False

**Answer:** B

**NEW QUESTION 33**

- (Topic 1)

Custom Links can be used for the following:

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

**Answer:** D

**NEW QUESTION 37**

- (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 39**

- (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 43**

- (Topic 1)

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 47**

- (Topic 1)

All of the following objects may have a queue EXCEPT

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

**Answer:** A

**NEW QUESTION 52**

- (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 55**

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 56**

- (Topic 1)

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

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

**Answer:** ABD

**NEW QUESTION 57**

- (Topic 1)

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

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

**Answer:** D

**NEW QUESTION 60**

- (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 65**

- (Topic 1)  
Locale settings control how users view date formats, time formats and number formats.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 66

- (Topic 1)  
The system administrator was testing workflow rules and needs to delete pending time- based workflow actions. How can he/she do this?

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

**Answer:** C

#### NEW QUESTION 71

- (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 76

- (Topic 1)  
Public groups can be used to simplify the creation of sharing rules for Administrators.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 78

- (Topic 1)  
Time based workflow can be triggered every time a record is created or edited

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 83

- (Topic 1)  
Will two different users get the same search results on searching for a common keyword?

- A. Yes
- B. No

**Answer:** B

#### NEW QUESTION 84

- (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 87

- (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 92**

- (Topic 1)

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

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

**Answer:** E

**NEW QUESTION 95**

- (Topic 1)

A cross object formula references fields from parent objects.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 98**

- (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 103**

- (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 108**

- (Topic 1)

An active user record consumes a license.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 113**

- (Topic 1)

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

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

**Answer:** C

**NEW QUESTION 114**

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 116

- (Topic 1)

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

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

**Answer:** ABC

#### NEW QUESTION 119

- (Topic 1)

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

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

**Answer:** D

#### NEW QUESTION 122

- (Topic 1)

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

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

**Answer:** D

#### NEW QUESTION 127

- (Topic 1)

Which statement about custom summary formulas is true?

- A. Reports can be grouped by a custom summary formula result
- B. Custom summary formulas can reference a formula field within a report
- C. Custom summary formulas can reference another custom summary formula
- D. Custom summary formulas can be used in a report built from a custom report type

**Answer:** BD

#### NEW QUESTION 131

- (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 132

- (Topic 1)

A defines a collection of settings and permissions that determines what users can see in the user interface, and what they can do.

- A. Role
- B. Chatter feed
- C. Profile
- D. Company Profile

**Answer:** C

**NEW QUESTION 133**

- (Topic 2)

Which of the following are true about Master/Detail relationship in custom objects?

- A. Sharing is inherited from parent
- B. Child needs to be manually deleted when parent is deleted
- C. Only child fields are available for reporting
- D. Lookup field child is required

**Answer:** AD

**NEW QUESTION 138**

- (Topic 2)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 141**

- (Topic 2)

Customizable Forecasting must be enabled for use with Custom Fiscal years.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 144**

- (Topic 2)

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

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

**Answer:** CD

**NEW QUESTION 149**

- (Topic 2)

When are Formula Fields recalculated?

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

**Answer:** A

**NEW QUESTION 154**

- (Topic 2)

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

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

**Answer:** B

**NEW QUESTION 157**

- (Topic 2)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 159**

- (Topic 2)

All of the following may be used when updating a record using the AppExchange Data Loader EXCEPT:

- A. External Id
- B. Parent External Id
- C. Record Id
- D. Record Number

**Answer:** D

**NEW QUESTION 163**

- (Topic 2)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 164**

- (Topic 2)

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

- A. Opportunity Close Date Only
- B. Product Date Only
- C. Schedule Date Only
- D. Commit Date
- E. Opportunity Close Date, Product Date, Schedule Date

**Answer:** A

**NEW QUESTION 167**

- (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 170**

- (Topic 2)

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

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

**Answer:** B

**NEW QUESTION 172**

- (Topic 2)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 174**

- (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 175**

- (Topic 2)

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

- A. Outbound API message

- B. Update Field
- C. Create a Task
- D. Create an Event

**Answer:** D

**NEW QUESTION 180**

- (Topic 2)

Which objects can be customized for history tracking?

- A. Solutions, Cases, Leads and Opportunities
- B. Cases, Leads, Solutions, Contracts, and Custom Objects
- C. Campaigns, Contracts, Custom Objects, and Solutions
- D. Opportunities, Leads, and Contracts

**Answer:** B

**NEW QUESTION 185**

- (Topic 2)

What happens when a user clicks on the Create New Apps option present in the List of Apps section?

- A. User is taken to a Create new App Page in salesforce.com
- B. User is taken to App Exchange
- C. User is taken to developer.force.com page
- D. None of the above

**Answer:** :C

**NEW QUESTION 189**

- (Topic 2)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 193**

- (Topic 2)

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

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

**Answer:** ABD

**NEW QUESTION 195**

- (Topic 2)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 196**

- (Topic 2)

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

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

**Answer:** BC

**NEW QUESTION 198**

- (Topic 2)

Which of the following does a Profile control?

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

D. Sharing rules

**Answer: C**

**NEW QUESTION 202**

- (Topic 2)

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

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

**Answer: C**

**NEW QUESTION 207**

- (Topic 2)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 208**

- (Topic 2)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 211**

- (Topic 2)

Which of the following is the new workflow feature of Spring'11 Release?

- A. Workflow Rules
- B. Flows
- C. Field Update
- D. Outbound messages

**Answer: B**

**NEW QUESTION 215**

- (Topic 2)

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

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

**Answer: B**

**NEW QUESTION 217**

- (Topic 2)

Which is the new type of Dashboard Chart to make entry in Spring'11 Release?

- A. Waterfall Chart
- B. Scatter
- C. Gauge
- D. Metric
- E. Organization Chart

**Answer: B**

**NEW QUESTION 219**

- (Topic 2)

It is possible to share a custom object record manually

- A. True
- B. False

Answer: A

**NEW QUESTION 220**

- (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 225**

- (Topic 2)

Which action must be taken to view contacts associated with a case in the console?

- A. The related lists of the case page layout must be modified
- B. The custom links of the case page layout must be modified
- C. The related object of the case page layout must be modified
- D. The mini page layout of the case page layout must be modified

Answer: D

**NEW QUESTION 226**

- (Topic 2)

Select the best component to use if you want to list the top five sales performers on a dashboard.

- A. Chart
- B. Table
- C. Metric
- D. Gauge

Answer: B

**NEW QUESTION 230**

- (Topic 2)

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

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

Answer: C

**NEW QUESTION 232**

- (Topic 2)

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

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

Answer: A

**NEW QUESTION 237**

- (Topic 2)

Recent Items use the?

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

Answer: C

**NEW QUESTION 239**

- (Topic 2)

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

- A. True
- B. False

Answer: A

**NEW QUESTION 242**

- (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 244**

- (Topic 2)

5 dynamic dashboards for Enterprise Edition

10 for Unlimited Edition 3 Developer Edition.

To create, edit, and delete dynamic dashboards: "Run Reports" AND "Manage Dynamic Dashboards"

Which of the following events are allowed while writing a trigger on feeds item and feed Comment object?

- A. Insert, Update
- B. Insert, Delete
- C. Insert, Undelete
- D. Update, Undelete
- E. Insert, Update, Delete

**Answer: B**

**NEW QUESTION 247**

- (Topic 2)

When test driving an application on the AppExchange Directory, it is not possible to view the S-Control configurations of that application

- A. True
- B. False

**Answer: B**

**NEW QUESTION 248**

- (Topic 2)

Custom formula fields are recalculated:

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

**Answer: D**

**NEW QUESTION 251**

- (Topic 2)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 253**

- (Topic 2)

Folders are used to manage:

- A. Either Reports, Price Books, Document
- B. or Email templates
- C. Either Reports, Dashboards, Documents, or Products
- D. Either Reports, Dashboards, Documents, or Email templates
- E. Either Reports, Dashboards, Documents, or Other Folders

**Answer: C**

**NEW QUESTION 256**

- (Topic 2)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 259**

- (Topic 2)

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

- A. True
- B. False

**Answer: B**

**NEW QUESTION 261**

- (Topic 2)

You have Read Only access to an account, can you add a task or event to the account?

- A. True
- B. False

**Answer: B**

**NEW QUESTION 264**

- (Topic 2)

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

- A. True
- B. False

**Answer: B**

**NEW QUESTION 268**

- (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 270**

- (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 273**

- (Topic 3)

System Administrators have this permission by default.

- A. None of these
- B. Report Wizard
- C. Report Builder
- D. Both Report Wizard and Report builder

**Answer: C**

**NEW QUESTION 278**

- (Topic 3)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 281**

- (Topic 3)

If the System Administrator set a user to create only a certain record type, this user's ability to view other record types is affected.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 283**

- (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 284**

- (Topic 3)

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

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

**Answer:** ACDEF

**NEW QUESTION 286**

- (Topic 3)

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

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

**Answer:** A

**NEW QUESTION 289**

- (Topic 3)

Following are the Custom Business Objects EXCEPT:

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

**Answer:** B

**NEW QUESTION 293**

- (Topic 3)

Which Salesforce editions provide option for customizing profiles?

- A. All Editions
- B. Unlimited, Developer and Enterprise Editions
- C. Professional, Unlimited, and Developer Editions
- D. Enterprise, Unlimited, and Developer Editions
- E. All except Group Edition
- F. All except Professional Edition

**Answer:** BD

**NEW QUESTION 296**

- (Topic 3)

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

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

**Answer:** B

**NEW QUESTION 300**

- (Topic 3)  
How many workflow rules can you create per entity?

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

**Answer:** D

**NEW QUESTION 303**

- (Topic 3)  
A Standard profile that has Standard User Permissions and can manage published solutions and solution categories

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

**Answer:** E

**NEW QUESTION 305**

- (Topic 3)  
If you change the data type of any custom field used for lead conversion, that lead field mapping will be deleted:

- A. True
- B. False

**Answer:** A

**NEW QUESTION 308**

- (Topic 3)  
Standard reports are visible through the Reports search.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 311**

- (Topic 3)  
Data Validation rules is not supported in which Salesforce edition?

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

**Answer:** F

**NEW QUESTION 314**

- (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 319**

- (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 321**

- (Topic 3)  
What is a Dashboard made of?

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

**Answer:** ABD

#### NEW QUESTION 322

- (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 325

- (Topic 3)  
Which statements are true about Cloud Scheduler?

- A. It is available in Group, Professional, Enterprise, Unlimited, and Developer Editions only.
- B. Cloud Scheduler is now enabled by default for all organizations.
- C. You can automatically see the New Meeting Request button on all eligible contact, lead, and person account detail pages.
- D. Meeting organizers can not use Cloud Scheduler to request meetings with customers, and have customers select preferred times before confirming the meeting.
- E. Administrators can add or remove the New Meeting Request button on multiple page layouts using the new Cloud Scheduler quick setup method.

**Answer:** BCE

#### NEW QUESTION 330

- (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 331

- (Topic 3)  
A System Administrator can edit a profile to:

- A. Prevent a user from viewing custom tabs
- B. Prevent the use of Mass email
- C. Deny a user access to other users leads

**Answer:** B

#### NEW QUESTION 334

- (Topic 3)  
You CANNOT delete standard fields but you can remove non-required standard fields from a page layout

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 335

- (Topic 3)  
Mail Merge is available in which Salesforce Editions?

- A. All except Professional
- B. Professional and Enterprise
- C. Professional, Developer and Enterprise
- D. Enterprise and Developer only
- E. Developer, Enterprise and Unlimited only
- F. All editions

**Answer:** F

#### NEW QUESTION 336

- (Topic 3)

Salesforce.com archives older activities according to which of the following conditions:

- A. Closed Events 180 days old
- B. Events with a due date greater than 365 days old
- C. Open tasks with a due date greater than 365 days old
- D. Closed tasks with a due date greater than 365 days old
- E. Closed tasks without a due date that were created more than 365 days ago

**Answer:** BDE

#### NEW QUESTION 339

- (Topic 3)

Identify the true statements about the workflow approval process?

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

**Answer:** AD

#### NEW QUESTION 344

- (Topic 3)

Which of the following is a standard Profile?

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

**Answer:** :BD

#### NEW QUESTION 348

- (Topic 3)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 350

- (Topic 3)

Which of the following statements are true about Data Validation?

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

**Answer:** AC

#### NEW QUESTION 355

- (Topic 3)

What are two sources from which cases can be created?

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

**Answer:** CD

#### NEW QUESTION 356

- (Topic 3)

What is Salesforce.com Partner Portal? Choose 2 answers:

- A. Use your company logo on a Partner Site
- B. Develop Partner Application on Force.com Platform
- C. Data goes into your Salesforce objects through a third party site
- D. Create Interactive Communities
- E. All of the above

**Answer:** AC

**NEW QUESTION 361**

- (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 362**

- (Topic 3)

Which report format summarizes data in a grid against horizontal and vertical criteria and provides totals for both rows and columns?

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

**Answer:** B

**NEW QUESTION 363**

- (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 365**

- (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 367**

- (Topic 3)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 370**

- (Topic 3)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 373**

- (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 378**

- (Topic 3)

Can a Standard User Profile import members into a campaign?

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

**Answer: B**

**NEW QUESTION 383**

- (Topic 3)

The Report Builder is different from the Report Wizard.

- A. True
- B. False

**Answer: A**

**NEW QUESTION 384**

- (Topic 3)

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

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

**Answer: C**

**NEW QUESTION 385**

- (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 388**

- (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 392**

- (Topic 3)

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

- A. True
- B. False

**Answer: B**

**Explanation:**

Explanation/Reference:

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

**NEW QUESTION 393**

- (Topic 3)

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

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

Answer: C

**NEW QUESTION 397**

- (Topic 3)

This helps you manage the complete lifecycle of customer service, from logging cases to suggesting and delivering solutions across multiple channels, including Web self-service and live agent support:

- A. Ideas
- B. Community
- C. Sales Cloud
- D. Service Cloud2
- E. Sales Cloud2
- F. None of the Above

Answer: D

**NEW QUESTION 401**

- (Topic 3)

All of the following are default Account record types- with Client Management EXCEPT:

- A. Account Tab Default
- B. Business Account Default
- C. Person Account Default
- D. Partner Account Default

Answer: D

**NEW QUESTION 404**

- (Topic 3)

When you have exceeded your general storage limit, you can use your complimentary document storage for additional space.

- A. True
- B. False

Answer: A

**NEW QUESTION 408**

- (Topic 3)

Salesforce is which of the following:

- A. Salesforce Automation
- B. Marketing Management
- C. Customer Support Management
- D. Campaign Management

Answer: ABC

**NEW QUESTION 411**

- (Topic 4)

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

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

Answer: D

**NEW QUESTION 413**

- (Topic 4)

How can Chatter feed for content be used? Choose 2 answers MMM

- A. To store Chatter posts in content
- B. To share files from a workspace to a feed
- C. To link a workspace to a Chatter from content
- D. To search for files posted to Chatter from content

Answer: BD

**NEW QUESTION 415**

- (Topic 4)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 416**

- (Topic 4)

Which of the field types cannot be used as an External Id?

- A. Text Field
- B. Number Field
- C. Picklist Field
- D. Email Id Field

**Answer:** C

**NEW QUESTION 418**

- (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 422**

- (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 423**

- (Topic 4)

What can be reviewed using the process visualizer?

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

**Answer:** B

**NEW QUESTION 428**

- (Topic 4)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 430**

- (Topic 4)

How many roles can you create for your org?

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

**Answer:** C

**NEW QUESTION 432**

- (Topic 4)

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

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

Answer: B

**NEW QUESTION 434**

- (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 438**

- (Topic 4)

The Account owner, Opportunity Owners and case owners:

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

Answer: D

**NEW QUESTION 443**

- (Topic 4)

Which tool should be used to Import more than 65000 records in Salesforce.com?

- A. SFDC Import Wizard
- B. Data Loader

Answer: B

**NEW QUESTION 447**

- (Topic 4)

Which is a capability of the Cloud Scheduler? Choose 2 answers:

- A. Allow a user to propose multiple meeting times
- B. Automatic propose meeting times based on Salesforce user calendars
- C. Sync a Salesforce calendar with an Outlook Calendar
- D. Custom brand different invitations per customer

Answer: AB

**NEW QUESTION 449**

- (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 453**

- (Topic 4)

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

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

Answer: ABD

**NEW QUESTION 457**

- (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 462**

- (Topic 4)

Which of the following is not a valid business process in Salesforce.com?

- A. Sales Processes
- B. Marketing Process
- C. Lead Processes
- D. Support Processes
- E. Solution Processes

**Answer:** B

**NEW QUESTION 467**

- (Topic 4)

How does an agent submit an article for publishing? Choose 3 answers:

- A. Promote an Answer for consideration
- B. Re-assign an article to the publishing queue
- C. Publish an article to the solution category
- D. Submit an article upon closing a case
- E. Publish at-will, with "Manage Articles" profile permission

**Answer:** ADE

**NEW QUESTION 471**

- (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 476**

- (Topic 4)

A role has many to many relationships with the user?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 477**

- (Topic 4)

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

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

**Answer:** BCE

**NEW QUESTION 481**

- (Topic 4)

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

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

**Answer:** :AB

**NEW QUESTION 485**

- (Topic 4)

What is the Impact on a User of the Organization level Locale Changes?

- A. The default Locale of the user is also set to the new Organization Level locale
- B. The User is asked for a Choice; if he would like to choose New Organization Locale or his own Locale
- C. No Impact on the User as he keeps using his own default Locale
- D. From a new session, user will see everything in the New Organization Locale

**Answer:** C

**NEW QUESTION 488**

- (Topic 4)

Which Step is not a part of creating custom application?

- A. Selecting tabs
- B. Adding a logo
- C. Selecting profiles
- D. Creating a custom object

**Answer:** D

**NEW QUESTION 492**

CORRECT TEXT - (Topic 4)

Where would you make a field required?

A.

**Answer:** PageLayout

**NEW QUESTION 495**

- (Topic 4)

Which of the following components inherits the record type and profile associations, related lists, fields, and field access settings from its associated page layout?

- A. Console layout
- B. Mini Page Layout
- C. Detail View
- D. Related Objects

**Answer:** B

**NEW QUESTION 497**

- (Topic 4)

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

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

**Answer:** AD

**NEW QUESTION 501**

- (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 503**

- (Topic 4)

Which of the following are standard Salesforce applications? (Select all that apply)

- A. Ideas
- B. Campaigns
- C. Administration
- D. Call Center
- E. Sales Center

**Answer:** AD

**NEW QUESTION 508**

- (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 512**

- (Topic 4)

Which is a capability of drag-and-drop dashboards? Choose 2 answers:

- A. Drag and Drop a dashboard onto any page in Salesforce
- B. Drag and Drop records onto a dashboard
- C. Drag and Drop reports onto a dashboard as the data source of the component
- D. Drag and Drop chart types onto a dashboard to create a component

**Answer:** :CD

**NEW QUESTION 517**

- (Topic 4)

Author and the owner have same access to the document

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

**Answer:** B

**NEW QUESTION 522**

- (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 524**

- (Topic 4)

You must create the business process before creating record types for each of these objects Except?

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

**Answer:** D

**NEW QUESTION 529**

- (Topic 4)

What can an agent do when resolving a case? Choose 2 answers

- A. Email articles to a customer
- B. Create an article upon closing a case
- C. Assign data categories to a case
- D. Attach only one article to a case

**Answer:** AB

**NEW QUESTION 530**

- (Topic 4)

How would an Administrator ensure that specific field values are always represented by the same color each time the value is displayed on any dashboard component?

- A. Customize dashboard components
- B. Customize dashboard settings
- C. Customize source reports
- D. Customize field settings

**Answer:** D

**NEW QUESTION 534**

- (Topic 4)

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

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

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

**Answer:** C

**Explanation:**

Explanation/Reference:

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

**NEW QUESTION 536**

- (Topic 4)

On Lead Conversion a Lead Object Custom field cannot be mapped to Which Object custom field?

- A. Account
- B. Contacts
- C. Case
- D. Opportunity

**Answer:** C

**NEW QUESTION 538**

- (Topic 4)

If Phil is promoted from a Sales Associate to Senior Sales Exec, and the new sales associate is appointed to take Phil's responsibilities. What are the appropriate steps to transfer Phil's account to the new associate?

- A. Overwrite Phil's User Profile with the new associates information and create a new profile for Phil.
- B. Create a new profile for Phil as well as new associat
- C. Deactivate Phil's profile with Sales Associate role and transfer all the accounts, opportunities and leads to the new associate.
- D. Associate the new role to Phil's existing profile and Transfer all the accounts, opportunities and leads to the new associate.
- E. None of the above

**Answer:** B

**NEW QUESTION 540**

- (Topic 4)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 543**

- (Topic 4)

The system administrator has created a new custom object and application. This individual now needs to populate the new object with 1000 records, which are formatted in a CSV file. The Import Wizard (Data Management --> Import Custom Objects) is appropriate for this task.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 545**

- (Topic 4)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 546**

- (Topic 4)

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

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

**Answer:**

ABCD

**NEW QUESTION 547**

- (Topic 4)

If using Customizable forecasting there is a separate forecast role hierarchy

- A. True
- B. False

**Answer: A**

**NEW QUESTION 552**

- (Topic 4)

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

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

**Answer: D**

**NEW QUESTION 553**

- (Topic 4)

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

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

**Answer: AC**

**NEW QUESTION 555**

- (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 560**

- (Topic 4)

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

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

**Answer: B**

**NEW QUESTION 564**

- (Topic 4)

What objects are cases related to?

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

**Answer: AC**

**NEW QUESTION 565**

- (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 569**

- (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 573**

- (Topic 5)

Which Salesforce editions support Sandbox?

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

**Answer:** AF

**NEW QUESTION 575**

- (Topic 5)

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

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 579**

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 583**

- (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 588**

- (Topic 5)

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

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

**Answer:** C

**NEW QUESTION 589**

- (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 590

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 593

- (Topic 5)

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

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

**Answer:** D

#### NEW QUESTION 594

- (Topic 5)

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

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

**Answer:** A

#### NEW QUESTION 599

- (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 604

- (Topic 5)

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

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

**Answer:** B

#### NEW QUESTION 607

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 609

- (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 611**

- (Topic 5)

Which of the following does not need business process?

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

**Answer: C**

**NEW QUESTION 615**

- (Topic 5)

Record type picklist filtering applies to dependent picklists.

- A. True
- B. False

**Answer: A**

**NEW QUESTION 620**

- (Topic 5)

Which of the following is true about Page layouts?

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

**Answer: E**

**NEW QUESTION 623**

- (Topic 5)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 624**

- (Topic 5)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 627**

- (Topic 5)

When are the formula fields Re - Calculated?

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

**Answer: B**

**NEW QUESTION 632**

- (Topic 5)

Unmanaged packages do not include locked components but can be upgraded?

- A. True
- B. False

Answer: B

**NEW QUESTION 635**

- (Topic 5)

Salesforce.com record Id's are identical in?

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

Answer: C

**NEW QUESTION 639**

- (Topic 5)

Which of the following types of packages can be upgraded?

- A. Managed Packages
- B. Unmanaged Packages
- C. Both A & B
- D. None of the Above

Answer: A

**NEW QUESTION 642**

- (Topic 5)

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

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

Answer: A

**NEW QUESTION 643**

- (Topic 5)

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

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

Answer: ADE

**NEW QUESTION 646**

- (Topic 5)

Which objects can be stored in a folder?

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

Answer: BCD

**NEW QUESTION 650**

- (Topic 5)

Custom Summary Formulas can run calculations on report calculations.

- A. True
- B. False

Answer: B

**Explanation:**

Explanation/Reference:

Custom summary formulas support calculations on custom formula fields

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

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

Read only on record detail pages Not visible on edit pages

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

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

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

Not available for lead conversion  
Not available in Offline edition / connect for outlook Are automatically calculated  
Cross object formula up to 5 levels

**NEW QUESTION 654**

- (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 656**

- (Topic 5)

Which feature in SFDC combines a list view and related records into one screen with different frames so that users have all the information they need when interacting with Salesforce.com?

- A. Accounts
- B. Asset
- C. Console
- D. Call Center
- E. Campaign

**Answer: C**

**NEW QUESTION 661**

- (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 662**

- (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 664**

- (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 667**

- (Topic 5)

How many custom fields can be created on an object in an unlimited Edition?

- A. 100
- B. 200
- C. 500
- D. Unlimited Fields

**Answer: C**

**NEW QUESTION 672**

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 676**

- (Topic 5)

Which of the following objects cannot be imported via the Salesforce.com Import Wizard?

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

**Answer:** C

**NEW QUESTION 679**

- (Topic 5)

How many User records can be imported via Import Wizard?

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

**Answer:** D

**NEW QUESTION 680**

- (Topic 5)

An opportunity that reaches the threshold with 80% probability will trigger additional alerts if the probability subsequently goes higher to 85%.

- A. Yes
- B. No
- C. Depends on the Settings

**Answer:** B

**NEW QUESTION 685**

- (Topic 5)

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

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 689**

- (Topic 5)

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

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

**Answer:** B

**NEW QUESTION 694**

- (Topic 5)

Which of the following is not an available function in the Formula Fields?

- A. HyperLink
- B. Substitute
- C. RPad
- D. Vlookup

**Answer:** D

**NEW QUESTION 695**

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 698**

- (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 701**

- (Topic 5)

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

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

**Answer: A**

**NEW QUESTION 704**

- (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 706**

- (Topic 5)

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

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

**Answer: C**

**NEW QUESTION 711**

- (Topic 5)

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

- A. True
- B. False

**Answer: :A**

**NEW QUESTION 714**

- (Topic 5)

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

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

**Answer: ABC**

**NEW QUESTION 715**

- (Topic 5)

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

- A. Yes
- B. No

**Answer:**

B

**NEW QUESTION 716**

- (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 717**

- (Topic 5)

A controlling picklist can have up to how many values?

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

**Answer: F**

**NEW QUESTION 722**

- (Topic 5)

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

- A. True
- B. False

**Answer: :B**

**NEW QUESTION 726**

- (Topic 5)

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

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

**Answer: B**

**NEW QUESTION 727**

- (Topic 5)

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

- A. Yes
- B. No

**Answer: B**

**NEW QUESTION 731**

- (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 736**

- (Topic 5)

Though multiple campaigns can be influential, you can only designate one campaign as the primary campaign source on the opportunity?

- A. True
- B. False

**Answer: A**

**NEW QUESTION 737**

- (Topic 5)  
On deleting a Tab from an Application .

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

**Answer:** B

#### NEW QUESTION 738

- (Topic 5)  
Conditional Highlighting only applies to the first summary field column in the table?

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 740

- (Topic 6)  
What is the maximum of actions per time trigger you can have in a Workflow Rule?

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

**Answer:** C

#### NEW QUESTION 743

- (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 746

- (Topic 6)  
Which report format provides a tabular listing of data with sorting and subtotalling of said data.

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

**Answer:** C

#### NEW QUESTION 747

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

A.

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

#### Explanation:

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

#### NEW QUESTION 750

CORRECT TEXT - (Topic 6)  
How does a Profile differ from a Role?

A.

**Answer:** Profile controls what a user can do (read create edit delete) with records

#### NEW QUESTION 755

- (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 760

- (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 765

- (Topic 6)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 768

- (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 772

- (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 775

- (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 780

- (Topic 6)

Which of the following are enhancements included in the Spring 11 release?

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

**Answer:** ACD

#### NEW QUESTION 785

- (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 789

- (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 793

CORRECT TEXT - (Topic 6)

Which report type must be used to create dashboard components?

- A.

**Answer:** Summary/matrix

#### NEW QUESTION 795

CORRECT TEXT - (Topic 6)

What does the Role Hierarchy control?

- A.

**Answer:** Controlsdatavisibilityandrecordrollup

#### NEW QUESTION 797

- (Topic 6)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 799

- (Topic 6)

An admin changed the org default language from English to spanish. What must end users do to see this change?

- A. Nothing they will see the application in Spanish immediately
- B. Refresh their browser
- C. Logout then login again
- D. Change their language personal preference to Spanish

**Answer:** D

#### NEW QUESTION 802

- (Topic 6)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 807

- (Topic 6)

Which of the following statements is true about computer activation?

- A. It is required to activate additional IP addresses for accessing SF.
- B. It is required for all IP addresses and browsers.
- C. It is required to access SF online.
- D. It is required to identify regular SF users.

**Answer:** A

**NEW QUESTION 809**

- (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 811**

- (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 816**

- (Topic 6)

Can WF update formula fields?

- A. Yes
- B. No

**Answer:** B

**Explanation:**

Explanation/Reference:

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

**NEW QUESTION 819**

- (Topic 6)

What is conditional highlighting for reports?

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

**Answer:** B

**NEW QUESTION 823**

- (Topic 6)

Multiple Approvers have received your request for approving a discount that was invoked by the approval process? Approver A rejects your request. Approver B accepts your request after Approver A rejects it. Is your request approved or denied. (Assume you need only one person to approve out of all the approvers)

- A. Approved
- B. Denied
- C. Approval process is revoked
- D. Approval changes to pending stage due to conflict within approvers

**Answer:** B

**NEW QUESTION 827**

- (Topic 6)

Custom Summary Formulas can run calculations on custom formula fields.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 828**

- (Topic 6)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 829**

- (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 832**

- (Topic 6)

Which of the following statements are true about trusted ranges?

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

**Answer:** :BC

**NEW QUESTION 835**

- (Topic 6)

A sales manager would like to view a dashboard from the perspective of different users and switch between users without editing the dashboard. How would an administrator enable this?

- A. Grant the sales manager the "Drag-and-Drop Dashboard Builder" permission.
- B. Create the dashboard as dynamic dashboard.
- C. Grant the sale manager the "Manage Dynamic Dashboards" permission.
- D. Grant the sales manager the "View My Teams Dashboards" permission.

**Answer:** BD

**NEW QUESTION 839**

- (Topic 6)

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

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

**Answer:** BD

**NEW QUESTION 842**

- (Topic 6)

Can you make a standard field unique?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 843**

- (Topic 6)

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

- A. True
- B. False

**Answer:** :A

**NEW QUESTION 846**

- (Topic 6)

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

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

**Answer:** CD

#### NEW QUESTION 851

- (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 852

- (Topic 6)

Can logins on specific days be restricted?

- A. Yes
- B. No

**Answer:** A

#### Explanation:

Explanation/Reference:

By setting the start and end times on the profile login hours to the same value.

#### NEW QUESTION 855

- (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 860

- (Topic 6)

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

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

**Answer:** B

#### NEW QUESTION 865

- (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 868

- (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 869

- (Topic 6)

Which statements are true for the integrated campaign builder?

- A. Cannot filter views by more than one campaign at a time
- B. The maximum number of Leads/Contacts that can be added from a report at one time is 50,000
- C. The maximum number of Leads/Contacts that can be added from the wizard at one time is 250
- D. Can add converted leads to a campaign
- E. Integrated Campaign Builder views are not exposed through the Force.com API

**Answer:** ABCE

**NEW QUESTION 873**

CORRECT TEXT - (Topic 6)

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

A.

**Answer:** TagManager.Note:TagManagerisEnabledbydefaultfortheSystemAdministratorprofile.

**NEW QUESTION 877**

- (Topic 6)

What are the two main parts of WF?

- A. Actions and Time triggers
- B. Rules and Actions
- C. Email Alerts and Field updates
- D. Rules and Tasks

**Answer:** B

**NEW QUESTION 881**

- (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 885**

- (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 890**

- (Topic 6)

Which are true about Salesforce Email Branding?

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

**Answer:** BD

**NEW QUESTION 892**

- (Topic 6)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 896**

- (Topic 6)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 898**

CORRECT TEXT - (Topic 6)

What happens if a WF task is assigned to a role containing more than one person?

A.

**Answer:** Theowneroftherecordthattriggeredtherulebecomesthetaskassignee.

**NEW QUESTION 901**

- (Topic 6)

What are different Types of Sharing Rules? (Check all that apply)

- A. Case Sharing Rules
- B. Lead Sharing Rules
- C. Solution Sharing Rules
- D. Campaign Sharing Rules
- E. Custom Object Sharing Rules

**Answer:** ABDE

**NEW QUESTION 904**

- (Topic 6)

Will users have to use their security token when logging into connect for outlook if their IP range has already been added to a trusted IP range?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 908**

- (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 910**

CORRECT TEXT - (Topic 7)

What are the three report types available when creating custom reports?

A.

**Answer:** TabularSummaryandMatrix

**NEW QUESTION 914**

- (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 919**

- (Topic 7)

How many app exchange apps can you install in UE?

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

**Answer:** D

**NEW QUESTION 921**

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

A.

**Answer:** OntheCasesObjectandAccountorContactRelatedLists.

**NEW QUESTION 926**

- (Topic 7)  
A company has a custom field "Hours Worked" and the sys admin is tasked to create a validation rule so that field will not accept a negative value

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

**Answer:** D

**NEW QUESTION 930**

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 933**

- (Topic 7)  
Who can submit an idea to Salesforce.com IdeaExchange?

- A. Salesforce.com partners
- B. Sales force employees
- C. Salesforce.com users
- D. Anyone who has a login to Idea Exchange

**Answer:** D

**NEW QUESTION 934**

- (Topic 7)  
A checkbox can be a controlling field in a field dependency?

- A. True
- B. False

**Answer:** A

**NEW QUESTION 937**

- (Topic 7)  
Can standard fields be removed from the Page Layout?

- A. True
- B. False

**Answer:** A

**NEW QUESTION 938**

CORRECT TEXT - (Topic 7)  
When is it appropriate to use the Import Wizard versus the Data Loader?

A.

**Answer:** NeedtopreventduplicatesandwhentheAdminneedstochoosewhethertotriggerWorkflowrules(ornot)

**NEW QUESTION 941**

- (Topic 7)  
The Director of Sales wants a report that meets the following criteria:  
All accounts in NY, MA, PA and NJ Account rating of "Hot" or Annual Rev over \$8M .The report must meet the state criteria but can optionally meet the account rating or the annual revenue.  
Which report format would you use to create this custom report?

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

**Answer:** A

**NEW QUESTION 943**

CORRECT TEXT - (Topic 7)  
What are Standard Reports?

A.

**Answer:** OutoftheboxreportsfromSF

**NEW QUESTION 948**

- (Topic 7)  
Standard Reports May be used as a starting point for Custom Reports

- A. True
- B. False

**Answer:** A

**NEW QUESTION 951**

- (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 956**

- (Topic 7)  
Custom Summary Formulas are based on hard record values but used to create a temporary formula for custom reporting needs.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 958**

CORRECT TEXT - (Topic 7)  
Define the Standard User profile.

A.

**Answer:** Canviewedit&deletetheirownrecords

**NEW QUESTION 960**

CORRECT TEXT - (Topic 7)  
Define the Matrix Report.

A.

**Answer:**  
Summarizesdatainagridagainststhorizontalandverticalcriteria.Matrixreportsprovidetotalsforbothrowsandcolumns.Matrixreportsmayalsobeusedtosupportdashboardcomponents.

**NEW QUESTION 964**

- (Topic 7)  
How many instances of personal tags can be applied to records?

- A. 50
- B. 5000
- C. 50000
- D. 500000

**Answer:** B

**NEW QUESTION 969**

- (Topic 7)

What objects have standard business processes?

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

**Answer:** ACEF

**NEW QUESTION 973**

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

A.

**Answer:** Standarduserperm+canmanagersolutions&solutioncategories

**NEW QUESTION 974**

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

A.

**Answer:** Duringleadimport

**NEW QUESTION 979**

- (Topic 7)  
The Director of Sales wants a report that shows the Opportunity pipeline for the current and next fiscal quarters. This report should be grouped by Sales Rep and Opportunity Stage. Which report format would you use to create this custom report?

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

**Answer:** A

**NEW QUESTION 980**

CORRECT TEXT - (Topic 7)  
What do Business processes do?  
Business Processes track sales, support, solution, cases

A.

**Answer:** A

**NEW QUESTION 983**

CORRECT TEXT - (Topic 7)  
What does the default locale impact?

A.

**Answer:** Theformatofdateandnumberfields.

**NEW QUESTION 984**

- (Topic 7)  
Record locking in a workflow approval process prevents users from editing a record only if they have a certain field-level security or sharing settings.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 985**

CORRECT TEXT - (Topic 7)  
What can Delegated Admins do?

A.

**Answer:** ViewAll&ModifyALLAccessbyObject

**NEW QUESTION 988**

- (Topic 7)

Which objects have built in import wizards?

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

**Answer:** ABCDE

**NEW QUESTION 993**

CORRECT TEXT - (Topic 7)

Determine if the description is Master/Detail or Lookup: Child is deleted when parent is deleted.

A.

**Answer:** Master/Detail

**NEW QUESTION 995**

- (Topic 7)

Workflow rules on custom objects are automatically deleted if the custom object is deleted.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 998**

- (Topic 7)

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

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 999**

CORRECT TEXT - (Topic 7)

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 1000**

- (Topic 7)

What is a roll-up summary field?

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

**Answer:** B

**NEW QUESTION 1004**

- (Topic 7)

When are data validation rules executed?

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

**Answer:** :ABC

**NEW QUESTION 1008**

CORRECT TEXT - (Topic 7)

Define the system Admin profile.

A.

**Answer:** "SuperUser"-Can customize & administrate the Org

**NEW QUESTION 1009**

CORRECT TEXT - (Topic 7)  
Define the Read Only Profile.

A.

**Answer:** Canonlyviewrecords

**NEW QUESTION 1012**

- (Topic 7)  
Workflow rules trigger automatically and are visible to the user.

- A. True
- B. False

**Answer:** B

**Explanation:**

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

**NEW QUESTION 1014**

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

A.

**Answer:** FocusesonOpportunityRecordsbeingsharedtoaspecifiedgroupofusersbasedontheOpportunityOwner.

**NEW QUESTION 1017**

- (Topic 7)  
There are many dashboard components from SF Labs including the Apex Dashboard Kit which can be installed:

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1019**

CORRECT TEXT - (Topic 7)  
Can you set Standard and Custom fields as unique or required using the Property feature?

A.

**Answer:** Noonlycustomfields.

**NEW QUESTION 1022**

CORRECT TEXT - (Topic 7)  
What are the field property options for Custom Fields?

A.

**Answer:** RequiredRead-OnlyExternalIDUnique

**NEW QUESTION 1025**

CORRECT TEXT - (Topic 7)  
Why utilize Account Teams and Sales Teams?

A.

**Answer:** Teamsareusedforcollaborationsharingandforreportingpurposes.

**NEW QUESTION 1030**

- (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 1031**

- (Topic 7)  
The number of calculated values per report:

A. 5

- B. 10
- C. 20
- D. 2
- E. 15
- F. 6

**Answer:** A

**NEW QUESTION 1036**

- (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 1039**

- (Topic 7)

Standard Reports can be deleted?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 1043**

- (Topic 7)

The running user of a dashboard overrides the sharing model to see the high-level summary data for everyone at the level of the Running User and below.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1046**

CORRECT TEXT - (Topic 7)

What database actions can the DataLoader perform?

- A.

**Answer:** InsertExtractUpdateupsertandDelete

**NEW QUESTION 1050**

- (Topic 7)

Can the DataLoader access all objects?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 1052**

CORRECT TEXT - (Topic 7)

What do Account Teams do?

- A.

**Answer:** FocusesonAccountRecordsbeingsharedtoaspecifiedgroupofusersbasedontheAccountOwner

**NEW QUESTION 1054**

- (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 1055**

- (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 1060**

- (Topic 8)

Account Teams are not available for Professional Edition

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1065**

- (Topic 8)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1067**

- (Topic 8)

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

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

**Answer:** C

**NEW QUESTION 1069**

- (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 1074**

- (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 1079**

- (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 1081**

- (Topic 8)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1086**

- (Topic 8)

Report charting is only available for:

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

**Answer:** A

**NEW QUESTION 1090**

- (Topic 8)

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

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

**Answer:** BD

**NEW QUESTION 1092**

- (Topic 8)

Which of them is not a Standard Business Object?

- A. Accounts
- B. Contacts
- C. Ideas
- D. Leads

**Answer:** C

**NEW QUESTION 1097**

- (Topic 8)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1099**

- (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 1100**

- (Topic 8)

A Lookup Field Relationship Select the correct choice

- A. Links two objects together
- B. Links two formulas together
- C. Links two page layouts together
- D. Links two Salesforce.com instances together

**Answer:** A

**NEW QUESTION 1101**

- (Topic 8)

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

- A. True

B. False

**Answer:** A

**NEW QUESTION 1104**

- (Topic 8)

What can stop a scheduled report-dashboard run?

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

**Answer:** C

**NEW QUESTION 1107**

CORRECT TEXT - (Topic 8)

How does Cloud Scheduler Work?

A.

**Answer:**

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

**NEW QUESTION 1110**

- (Topic 8)

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

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

**Answer:** D

**NEW QUESTION 1115**

- (Topic 8)

Customizable Forecasting cannot be enabled for use with Custom Fiscal Years

- A. True
- B. False

**Answer:** B

**NEW QUESTION 1120**

- (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 1122**

- (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 1123**

- (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 1127**

- (Topic 8)

When a case is deleted, following are deleted except:

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

**Answer:** C

**NEW QUESTION 1130**

- (Topic 8)

You can use cloud scheduler to send meeting invites to contacts or leads or person accounts you don't have visibility to.

- A. True
- B. False

**Answer:** B

**Explanation:**

Explanation/Reference:

You must have at least read access to the contacts, leads and person accounts that you request a meeting with.

**NEW QUESTION 1135**

- (Topic 8)

Identify the dashboard components from the list

- A. Dates
- B. Tables
- C. Gauge
- D. Filters
- E. Summary
- F. Matrix

**Answer:** BC

**NEW QUESTION 1136**

- (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 1141**

- (Topic 8)

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

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

**Answer:** A

**NEW QUESTION 1146**

- (Topic 8)

Conditional formatting is available for:

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

**Answer:** B

**NEW QUESTION 1147**

- (Topic 8)

What is the use of campaign influence feature on opportunities?

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

**Answer:** B

**NEW QUESTION 1152**

- (Topic 8)

Sharing rules can be formed on the following except:

- A. Custom objects
- B. Standard objects
- C. Junction Objects
- D. Objects on managed packages

**Answer:** D

**NEW QUESTION 1155**

- (Topic 8)

Chatter is not available for Mobile Users?

- A. True
- B. False

**Answer:** B

**Explanation:**

Explanation/Reference:

You can enable Salesforce Chatter for Salesforce Mobile users by including the News Feed object in your mobile configurations' data sets.

**NEW QUESTION 1160**

- (Topic 8)

An account team can be added by all Except:

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

**Answer:** B

**NEW QUESTION 1165**

- (Topic 8)

You can only import only one language at a time per CSV file

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1169**

- (Topic 8)

What is a Record Type? Select the right choice

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

**Answer:** A

**NEW QUESTION 1171**

- (Topic 8)

All of the following are true about Validation Rules EXCEPT:

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

**Answer:** C

**NEW QUESTION 1176**

- (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 1178**

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 1180**

- (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 1183**

- (Topic 8)

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

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

**Answer:** D

**NEW QUESTION 1186**

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 1190**

- (Topic 8)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 1195**

- (Topic 9)

Existing records that meet the Workflow Rule criteria trigger the Rule.

A. True

B. False

**Answer:** B

**NEW QUESTION 1198**

- (Topic 9)

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

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

**Answer:** :BC

**NEW QUESTION 1202**

- (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 1204**

- (Topic 9)

Who can view a Campaign in Salesforce.com

- A. Sales and Marketing User
- B. Marketing User only
- C. Campaign Manager only
- D. All users of Salesforce.com who have access to Campaigns Object

**Answer:** D

**NEW QUESTION 1209**

- (Topic 9)

All existing custom objects that were previously deployed will still be deployed when you upgrade a managed application.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1210**

- (Topic 9)

Recent item and Lookup Hovers use the Record Mini Page.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1212**

- (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 1217**

- (Topic 9)

You delete the Custom Field Region. All data related to Region will also be deleted.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1222**

- (Topic 9)

Which of the following are reasons for creating a Validation Rule?

- A. To prevent users from entering bad data
- B. To ensure users enter data only when it is required
- C. To prevent bad data being imported
- D. To hide fields from certain users
- E. A, B, C & D
- F. A, B, & D
- G. A, B, & C
- H. A, C & D

**Answer:** C

**NEW QUESTION 1223**

- (Topic 9)

Which of the statements are true for Cases:

- A. Manually entering the case received from an email
- B. Automatically generated by an email or website form
- C. Can be assigned only automatically by rule assignment however it can be reassigned manually at later time
- D. Associated to Contacts and Accounts

**Answer:** ABD

**NEW QUESTION 1227**

- (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 1229**

- (Topic 9)

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

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

**Answer:** B

**NEW QUESTION 1233**

- (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 1235**

- (Topic 9)

When do scheduled dashboard refreshes occur?

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

**Answer:** A

**NEW QUESTION 1238**

- (Topic 9)

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

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

**Answer:** D

**NEW QUESTION 1242**

- (Topic 9)

What is the maximum length of the alias field?

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

**Answer:** C

**NEW QUESTION 1245**

- (Topic 9)

Custom Objects are reportable.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1246**

- (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 1247**

- (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 1252**

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1257**

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1260**

- (Topic 9)

Deleting a lead from a campaign does not delete the lead itself, but it is no longer a campaign member.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1263**

- (Topic 9)

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

- A. True
- B. False

**Answer: B**

**NEW QUESTION 1264**

- (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 1267**

- (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 1271**

- (Topic 9)

Who can view campaigns?

- A. Administrator
- B. Administrator and Marketing Users only
- C. Marketing User only
- D. All users

**Answer: D**

**NEW QUESTION 1275**

- (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 1277**

- (Topic 9)

What is the limit of Look-up Relationships per object?

- A. 25
- B. 3
- C. 4
- D. 5
- E. 6
- F. 10

**Answer: A**

**NEW QUESTION 1279**

- (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 1281**

- (Topic 9)

Which of the following statements are true about Import wizard?

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

**Answer: :AC**

**NEW QUESTION 1286**

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