



Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins

NEW QUESTION 1

- (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 2

- (Topic 1)

The Data Loader can de-duplicate records during import.

- A. True
- B. False

Answer: B

NEW QUESTION 3

- (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 4

- (Topic 1)

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

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

Answer: A

NEW QUESTION 5

- (Topic 1)

If a company opts to use Custom Fiscal Years, they cannot use the standard forecasting option.

- A. True
- B. False

Answer: :A

NEW QUESTION 6

- (Topic 1)

Which of the following are true about List Views?

- A. Save list views for future use.
- B. Specify which groups of users have access to the list view.
- C. Print list views.
- D. Follow records and view related Chatter posts.
- E. Export List View data to Excel
- F. All of the above

Answer: ABCD

NEW QUESTION 7

- (Topic 1)

Which of the following objects support business processes?

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

Answer: AB

NEW QUESTION 8

- (Topic 1)

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

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

Answer: A

NEW QUESTION 9

- (Topic 1)

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

- A. True
- B. False

Answer: B

NEW QUESTION 10

- (Topic 1)

Who can manually share records?

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

Answer: E

NEW QUESTION 10

- (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 14

- (Topic 1)

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

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

Answer: BCD

NEW QUESTION 19

- (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 20

- (Topic 1)

Lookup fields allow users to select a record from another object during data entry, creating a parent-child relationship.

- A. True
- B. False

Answer: A

NEW QUESTION 23

- (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 27

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 28

- (Topic 1)

Auto response rules can be used to send an automated yet tailored response to customers based on the information they provide via the Web-to-lead form.

- A. True
- B. False

Answer: A

NEW QUESTION 31

- (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 35

- (Topic 1)

Which of the following are part of the Service Cloud offering?

- A. Opportunities
- B. Knowledge
- C. Entitlements
- D. Campaigns
- E. Quotes

Answer: BC

NEW QUESTION 39

- (Topic 1)

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

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

Answer: D

NEW QUESTION 42

- (Topic 2)

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 47

- (Topic 2)

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

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

Answer: BC

NEW QUESTION 48

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 52

- (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 57

- (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 61

- (Topic 2)

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

- A. True
- B. False

Answer: B

NEW QUESTION 66

- (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 71

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 74

- (Topic 2)

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

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

Answer: ABC

NEW QUESTION 76

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 80

- (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 81

- (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 85

- (Topic 2)

What is a Managed Package?

- A. A managed package is a collection of application components that are posted as a unit on AppExchange
- B. They differ from unmanaged packages in that some components are locked, allowing the managed package to be upgraded later.
- C. Allows the system Administrator to modify the application
- D. Managed packages do not include locked components and cannot be upgraded

Answer: AB

NEW QUESTION 90

- (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 92

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 95

- (Topic 2)

It is possible to share a custom object record manually

- A. True
- B. False

Answer: A

NEW QUESTION 96

- (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 98

- (Topic 2)

Default values are available for standard text fields

- A. True
- B. False

Answer: B

NEW QUESTION 99

- (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 101

- (Topic 3)

How many workflow rules can you create per entity?

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

Answer: D

NEW QUESTION 106

- (Topic 3)

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

- A. True
- B. False

Answer: B

NEW QUESTION 111

- (Topic 3)

How does Locale settings affect your exported CSV file?

- A. It doesn't affect anything.
- B. It determines the delimiter.
- C. It determines the encoding.
- D. It determines the encryption.

Answer: B

NEW QUESTION 114

- (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 118

- (Topic 3)

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

- A. True
- B. False

Answer: B

NEW QUESTION 119

- (Topic 3)

When converting a lead, what values are transferred to the opportunity?

- A. Amount = Lead Amount
- B. Close Date = Today
- C. Close Date = Last day in fiscal quarter
- D. Stage = First stage in list

Answer: CD

NEW QUESTION 124

- (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 126

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 127

- (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 129

- (Topic 3)

What is Force.com Platform? Choose 3 answers:

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

Answer: :ACE

NEW QUESTION 133

- (Topic 3)

Both accounts and users can exist in multiple territories.

- A. True
- B. False

Answer: A

NEW QUESTION 135

- (Topic 3)

What happens when you convert a Lead and an existing account and contact have the same name as the one specified on the lead?

- A. A new account and contact will be created with different Salesforce ID.
- B. You can choose to update the existing account and contact.
- C. The records will automatically update.
- D. The conversion will fail.
- E. The account and contact will automatically be overwritten

Answer: B

NEW QUESTION 136

- (Topic 3)

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

- A. True
- B. False

Answer: B

NEW QUESTION 137

- (Topic 3)

What is the click path to enable Enhance Profile Management?

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

Answer: A

NEW QUESTION 141

- (Topic 3)

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

- A. True
- B. False

Answer: B

NEW QUESTION 145

- (Topic 3)

What is one advantage of Salesforce CRM?

- A. Companies can seamlessly integrate their servers to Salesforce database for faster performance.
- B. Companies only need to maintain a compatible browser and a reliable internet connection.
- C. In house Servers can be acquired cheaper than normal
- D. None of the above
- E. All of the above

Answer: B

NEW QUESTION 149

- (Topic 3)

You must meet the following prerequisites before enabling territory management? Choose 2 answers

- A. Your organization must be using customizable forecasting
- B. Follow the steps in the Deploying Territory Management Guide to prepare your organization for territory management.
- C. You must have the Marketing User Profile
- D. You must have the Territory Manager Profile

Answer: AB

NEW QUESTION 154

- (Topic 3)

What is Force.com Builder? Choose 3 answers:

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

Answer: ACE

NEW QUESTION 158

- (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 163

- (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 168

- (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 170

- (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 173

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 175

- (Topic 3)

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

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

Answer: ABCE

NEW QUESTION 180

- (Topic 4)

Which Feature is not available in Salesforce.com?

- A. Profile based Login Hours
- B. Profile based Login IP Ranges
- C. Organization based Login Hours
- D. Organization based Login IP ranges

Answer: C

NEW QUESTION 181

- (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 184

- (Topic 4)

How can an Administrator customize campaign members? Choose 2 answers: MMM

- A. Display Lead or Contact data directly on a campaign member record
- B. Create an approval process for new campaign members
- C. Customize the campaign history related list to include campaign member custom fields
- D. Display key campaign member data on an opportunity record

Answer: AC

NEW QUESTION 186

- (Topic 4)

How many roles can you create for your org?

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

Answer: C

NEW QUESTION 188

- (Topic 4)

Documents count toward Data Storage.

- A. True
- B. False

Answer: B

NEW QUESTION 189

- (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 192

- (Topic 4)

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

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

Answer: D

NEW QUESTION 193

- (Topic 4)

Which statement is TRUE regarding Dynamic Dashboard:

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

Answer: A

NEW QUESTION 194

- (Topic 4)

On Lead Conversion, the Close Date of the newly created opportunity is automatically set to?

- A. Blank
- B. Today
- C. Last Day of Current Quarter
- D. Last Day of Current Month
- E. Last Day of Current Year

Answer: C

NEW QUESTION 197

- (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 202

- (Topic 4)

You can update licenses on the Company Profile.

- A. True
- B. False

Answer: B

NEW QUESTION 203

- (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 204

- (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 207

- (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 212

- (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 216

- (Topic 4)

Which of the following is the best way to make the Field Mandatory for everyone?

- A. Page Layout
- B. Validation Rule
- C. Roles & Profiles
- D. Field Level Security

Answer: D

NEW QUESTION 217

- (Topic 4)

Time-Dependent Workflow – Maximum Triggers Allowed Per Rule:

- A. Maximum of 10 time triggers per rule
- B. Maximum of 20 time triggers per rule
- C. Maximum of 50 time triggers per rule

Answer: A

NEW QUESTION 218

- (Topic 4)

Which statement is TRUE regarding look up filters? Choose 2 answers

- A. Lookup filters are available in the Partner and Customer Portals
- B. Lookup filters can restrict lookup dialog results based on fields on the source object
- C. The special date values "Today" and "This Month" are valid criteria options.
- D. Lookup filters are case sensitive

Answer: AD

NEW QUESTION 220

- (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 223

- (Topic 4)

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

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

Answer: A

NEW QUESTION 225

- (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 229

- (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 234

- (Topic 4)

What is Sharing Rule?

- A. Automated rules that grant access to groups of users
- B. Exceptions to Or
- C. wide Defaults
- D. Rules given for group of user working closely on a project
- E. Irrelevant for Public Read / Write Organizations

Answer: ABD

NEW QUESTION 238

- (Topic 4)

What is True about the Role Hierarchy

- A. Controls data visibility
- B. Controls record roll-up forecasting and reporting
- C. Not necessarily the company or
- D. chart
- E. Controls Read / Write and Transfer Rules for each user

Answer: ABC

NEW QUESTION 240

- (Topic 4)

Do Validation rules get enforced on the Lead Conversion?

- A. Yes
- B. No

Answer: B

NEW QUESTION 241

- (Topic 4)

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

Default access for the

Account object is Public Read Only. Executive Management

Sales Management

Sales Person Operations Management Operations Person

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

Answer: C

Explanation:

Explanation/Reference:

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

NEW QUESTION 246

- (Topic 4)

What objects are cases related to?

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

Answer: AC

NEW QUESTION 249

- (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 254

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 259

- (Topic 5)

Account Teams might be utilized for what?

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

Answer: AB

NEW QUESTION 263

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 266

- (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 271

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 276

- (Topic 5)

Which of the following does not need business process?

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

Answer: C

NEW QUESTION 277

- (Topic 5)

Record type picklist filtering applies to dependent picklists.

- A. True
- B. False

Answer: A

NEW QUESTION 282

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 285

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 288

- (Topic 5)

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

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

Answer: BDE

NEW QUESTION 290

- (Topic 5)

Conditional highlighting can not be used for?

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

Answer: :A

NEW QUESTION 294

- (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 299

- (Topic 5)

Which is true about a Chatter Plus user?

- A. Contents, Ideas, Answers, Accounts, Contacts, Chatter, Groups, People, Profiles tab and up to ten Custom Objects only
- B. Contents, Ideas, Answers, Accounts, Contacts, Chatter, Groups, People, Profiles tab and up to 20 Custom Objects

- C. Accounts, Contacts and up to 10 Custom objects only.
- D. It can access all that a Chatter Free user can, accounts and contacts and it can also access up to 10 custom objects only.
- E. .It can access all that a Chatter Free user can and it can also access up to 10 custom objects but not standard object.

Answer: A

NEW QUESTION 303

- (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 308

- (Topic 5)

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

- A. True
- B. False

Answer: B

NEW QUESTION 309

- (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 314

- (Topic 5)

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

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

Answer: A

NEW QUESTION 319

- (Topic 5)

Opportunity products can be linked in a Lookup Relationship:

- A. True
- B. False

Answer: B

NEW QUESTION 322

- (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 324

- (Topic 5)

When you insert a record using the API, Do Validation rules are expected?

- A. Yes
- B. No

Answer: A

NEW QUESTION 326

- (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 327

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 332

- (Topic 5)

Can a user create his or her own Default Sales Team?

- A. Yes
- B. No

Answer: A

NEW QUESTION 334

- (Topic 5)

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

- A. Yes
- B. No

Answer: B

NEW QUESTION 337

- (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 342

- (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 345

- (Topic 6)

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

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

Answer: AC

NEW QUESTION 350

- (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 355

CORRECT TEXT - (Topic 6)

Limitation for an organization related to triggers?

A.

Answer: SFlimitsthenumberoftimetriggerasanorganizationcanexecuteperhour.Thelimitsareasfollows:

Explanation:

Developer Edition: 50

Enterprise Edition: 500

Unlimited Edition: 1000

NEW QUESTION 358

CORRECT TEXT - (Topic 6)

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

A.

Answer: Thesystemimmediatelyendstheuser'ssession.

NEW QUESTION 360

- (Topic 6)

From the below ...identify the WF action?

- A. Create inbound messages
- B. Create tasks
- C. Create mobile alerts
- D. Create section updates

Answer: B

Explanation:

Explanation/Reference:

Match the WF steps to setup the requirement Task: set up

Email Alert: Templates Field Update: Field Rule: criteria

NEW QUESTION 364

CORRECT TEXT - (Topic 6)

Why are Sharing Rules used?

A.

Answer:

Toopenupaccesstorecordsthatyouwouldn'tnaturallygetthroughOrganizationWideDefaultsandRoleHierarchy.TheyaretheexceptionstotheOrganizationWideDefaults.

NEW QUESTION 366

CORRECT TEXT - (Topic 6)

What type of relationship must exist if you would like the child record to remain if the parent is deleted?

A.

Answer: 1-1

NEW QUESTION 367

CORRECT TEXT - (Topic 6)

If your Marketing team needed to add 10,000 existing leads to a campaign at one time, what would be the best way to do this?

A.

Answer: Createareport

NEW QUESTION 372

- (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 373

- (Topic 6)

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

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

Answer: B

NEW QUESTION 377

- (Topic 6)

Identify the maximum number of leads / contacts that you can add from a report at one time using Integrated Campaign Builder:

- A. 25000
- B. 50000
- C. 75000
- D. 100000

Answer: B

NEW QUESTION 382

- (Topic 6)

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

- A. Yes
- B. No

Answer: A

Explanation:

Explanation/Reference:

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

NEW QUESTION 387

CORRECT TEXT - (Topic 6)

What does the Role Hierarchy control?

- A.

Answer: Controlsdatavisibilityandrecordrollup

NEW QUESTION 389

- (Topic 6)

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

- A. True
- B. False

Answer: A

NEW QUESTION 394

- (Topic 6)

Org wide default is set to private. Kathy is assigned US Sales Director role with access rights to view opportunities owned by other users associated to her accounts. Jennifer is assigned EMEA Rep Role and Phil to US rep role. Which business opportunities can Kathy VIEW and EDIT?

- A. Kathy can edit and view her own opportunities
- B. Kathy can EDIT and VIEW her jennifers opportunities
- C. Kathy can edit and view Phils opportunities
- D. Kathy can view but cannot EDIT phils opportunities
- E. Kathy can View but cannot edit Jennifers opportunities

Answer: ACE

NEW QUESTION 399

- (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 401

- (Topic 6)

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

- A. True
- B. False

Answer: A

NEW QUESTION 404

- (Topic 6)

Can you make a standard field unique?

- A. True
- B. False

Answer: B

NEW QUESTION 409

- (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 414

- (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 415

- (Topic 6)

When is a workflow rule triggered?

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

Answer: D

NEW QUESTION 416

- (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 417

- (Topic 6)

List view can (Choose all that apply)

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

Answer: AB

NEW QUESTION 418

- (Topic 6)

Which statements are true about standard fields?

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

Answer: C

NEW QUESTION 419

- (Topic 7)

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

- A. True
- B. False

Answer: A

NEW QUESTION 422

- (Topic 7)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 426

CORRECT TEXT - (Topic 7)

Where are Cases created?

A.

Answer: OntheCasesObjectandAccountorContactRelatedLists.

NEW QUESTION 427

- (Topic 7)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 430

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 432

CORRECT TEXT - (Topic 7)

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

A.

Answer: NeedtopreventduplicatesandwhentheAdminneedstochoosewhethertotriggerWorkflowrules(ornot)

NEW QUESTION 437

- (Topic 7)

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

- A. True
- B. False

Answer: A

NEW QUESTION 442

CORRECT TEXT - (Topic 7)

How does the Import Wizard perform matching when updating records?

- A.

Answer: BySalesforceID

NEW QUESTION 446

- (Topic 7)

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

- A. True
- B. False

Answer: A

NEW QUESTION 447

CORRECT TEXT - (Topic 7)

Dashboard components can consist of:

- A.

Answer: Chart

Explanation:

Tables - As of Spring '10, Tables can have 4 columns Metric
Gauge
Custom S-Control Visual force Page Not graphs

NEW QUESTION 451

CORRECT TEXT - (Topic 7)

Define the Matrix Report.

- A.

Answer:

Summarizesdatainagridagainststhehorizontalandverticalcriteria.Matrixreportsprovidetotalsforbothrowsandcolumns.Matrixreportsmayalsobeusedtosupportdashboardcomponents.

NEW QUESTION 455

- (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 460

- (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 465

CORRECT TEXT - (Topic 7)

When can inactive assignment rules be run on leads?

A.

Answer: Duringleadimport

NEW QUESTION 469

CORRECT TEXT - (Topic 7)

What does the default locale impact?

A.

Answer: Theformatofdateandnumberfields.

NEW QUESTION 470

CORRECT TEXT - (Topic 7)

Where do Chatter Feeds Display?

A.

Answer: OntheHometabwhereyoucanseeyourupdatesstatusupdatesofpeopleyoufollowandupdatestorecordsyoufollowandgroupsyou'reamemberof:

Explanation:

- On profiles, where you can see updates made by the person whose profile you're viewing
- On records, where you can see updates to the record you're viewing
- On Chatter groups, where you can see updates to the group you're viewing

NEW QUESTION 473

CORRECT TEXT - (Topic 7)

What can Delegated Admins do?

A.

Answer: ViewAll&ModifyALLAccessbyObject

NEW QUESTION 476

CORRECT TEXT - (Topic 7)

When would you choose to build a Public Group?

A.

Answer: Tosimplifythenumberofsharingrulesbuiltorwhendefiningfolderorlistviewaccess.

NEW QUESTION 479

- (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 484

- (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 489

- (Topic 7)

Describe the methods to allow access to the application?

- A. Web Browsers(UI)
- B. Mobile application(blackberry)
- C. API (Connect for outlook, Connect for Lotus notes, Office edition, online edition ,Data Loader)

Answer: ABC

NEW QUESTION 491

CORRECT TEXT - (Topic 7)
Standard Fields are?

A.

Answer: CreatedbySFandcomesinOrg.Fieldpropertiesnoteditable.

NEW QUESTION 493

- (Topic 7)

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

A. True

B. False

Answer: B

Explanation:

Explanation/Reference:

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

NEW QUESTION 496

- (Topic 7)

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

A. True

B. False

Answer: A

NEW QUESTION 497

- (Topic 7)

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

A. True

B. False

Answer: A

NEW QUESTION 498

- (Topic 8)

Account Teams are not available for Professional Edition

A. True

B. False

Answer: A

NEW QUESTION 499

- (Topic 8)

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

A. True

B. False

Answer: A

NEW QUESTION 501

- (Topic 8)

Difference between workflow rule and workflow approval process is:

A. A workflow rule is based on assignment rule and workflow approval is not

B. A workflow rule is based on manual submission and workflow approval is not

C. A workflow rule has workflow actions where as workflow approval does not

D. A workflow approval triggers on manual submission whereas a workflow rule triggers on saving a record

Answer: D

NEW QUESTION 506

- (Topic 8)

You can map a custom lead field to a Case

- A. True
- B. False

Answer: A

NEW QUESTION 509

- (Topic 8)

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

- A. It lets us know if it can be the source of the dashboard
- B. For reporting
- C. To let the user select values in the view picklist
- D. To ensure all are using the same set of business rules

Answer: C

NEW QUESTION 510

- (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 514

- (Topic 8)

On the page layout, some standard fields have properties which cannot be changed (e.g. the Created By and Modified By fields)

- A. True
- B. False

Answer: A

NEW QUESTION 519

- (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 523

- (Topic 8)

The size limit for documents uploaded is:

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

Answer: B

NEW QUESTION 526

- (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 529

- (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 532

- (Topic 8)

A Workflow Alert can be tracked in Activity History

- A. True
- B. False

Answer: A

NEW QUESTION 534

CORRECT TEXT - (Topic 8)

What is the Cloud Scheduler?

A.

Answer: CloudSchedulerallowsyoutorequestmeetingswithyourcustomersandhaveyourcustomersselectwhentheycanmeetbeforeyouconfirmthemeeting.

NEW QUESTION 538

- (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 539

- (Topic 8)

You cannot delete a product that is used on an opportunity

- A. True
- B. False

Answer: A

NEW QUESTION 544

- (Topic 8)

How many Editions are there in Salesforce.com

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

Answer: :D

NEW QUESTION 545

- (Topic 8)

With the "manage campaign" button on campaign selected, what all can you do with the integrated campaign builder? Select 2

- A. Import new leads and add it to campaign
- B. Associate opportunities to the campaign
- C. Associate existing contacts to the campaign
- D. Associate upto 50000 existing leads to the campaign

Answer: AD

NEW QUESTION 550

- (Topic 8)

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

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

Answer: D

NEW QUESTION 554

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 557

- (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 562

- (Topic 8)
The Documents tab does NOT contain version control capabilities

- A. True
- B. False

Answer: A

NEW QUESTION 565

- (Topic 8)
The Account Access, Contact Access and Opportunity Access options depend on your sharing model

- A. True
- B. False

Answer: A

NEW QUESTION 569

- (Topic 8)
It is only necessary for Identity Confirmation if IP address is unknown and browser cookie does not exist:

- A. True
- B. False

Answer: A

NEW QUESTION 572

- (Topic 8)
If the data validation at web-to-lead form fails, who will get error report?

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

Answer: C

NEW QUESTION 573

- (Topic 9)
How long does a backup data export remain on Salesforce CRM before it is automatically deleted?

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

Answer: B

NEW QUESTION 577

- (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 581

- (Topic 9)

Which graphs rely on grand total for dashboards?

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

Answer: B

NEW QUESTION 586

- (Topic 9)

Select all which are true about Contacts Objects

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

Answer: BD

NEW QUESTION 589

- (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 591

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 596

- (Topic 9)

What happens when you delete a custom field?

- A. Custom fields cannot be deleted
- B. The field and its data are permanently deleted
- C. The data in the field is saved and the field is permanently deleted
- D. The field appears in deleted list from where it can be undeleted

Answer: D

NEW QUESTION 599

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 604

- (Topic 9)

A solution can only belong to one category.

- A. True
- B. False

Answer: B

NEW QUESTION 606

- (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 608

- (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 610

- (Topic 9)

Which of these has many-to-many relationship?

- A. Each solution is associated with one case, one case associated with only one solution
- B. Each solution is associated with one case, but a case can be associated with multiple solutions
- C. Each solution can be associated with multiple cases, but a case can be associated with only one case
- D. Each solution can be associated with multiple cases and a case can be associated with multiple solutions

Answer: D

NEW QUESTION 615

- (Topic 9)

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

- A. True
- B. False

Answer: :B

NEW QUESTION 618

- (Topic 9)

What is the new Chart type available after Spring 11?

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

Answer: D

NEW QUESTION 619

- (Topic 9)

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

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

Answer: B

NEW QUESTION 622

- (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 626

- (Topic 9)

To minimize the number of sharing rules, use "Roles and Subordinates" over "Roles" where possible.

- A. True
- B. False

Answer: A

NEW QUESTION 631

- (Topic 9)

You need which permission to specify a running user other than yourself.

- A. View All Data
- B. Modify All Data
- C. See All Data
- D. Change All Data

Answer: A

NEW QUESTION 635

- (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 640

- (Topic 9)

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

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

Answer: ADE

NEW QUESTION 643

- (Topic 9)

What is true regarding a Running User

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

Answer: A

NEW QUESTION 648

- (Topic 9)

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

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

Answer: B

NEW QUESTION 652

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 653

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 658

- (Topic 9)

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

- A. True
- B. False

Answer: B

NEW QUESTION 660

- (Topic 10)

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

- A. You will be able to edit one, with it automatically updating the other
- B. The logic between them is not available
- C. You can only edit the controlling field
- D. You can only edit the dependent field

Answer: B

NEW QUESTION 661

- (Topic 10)

Which administrative permissions are necessary in order to edit profiles?

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

Answer: B

NEW QUESTION 664

- (Topic 10)

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

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

Answer: B

NEW QUESTION 669

- (Topic 10)

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

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

Answer: A

NEW QUESTION 671

- (Topic 10)

When importing Lead records you must use Currency

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

Answer: :B

NEW QUESTION 676

CORRECT TEXT - (Topic 10)

You can use inline editing to maintain all detail pages in the application except for....?

A.

Answer: DocumentsandForecasts

NEW QUESTION 677

- (Topic 10)

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

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

Answer: ABD

NEW QUESTION 678

- (Topic 10)

Records & Record Detail Pages: SFDC lets me print list views for Accounts, Campaigns, Cases, Contacts, Leads, or Opportunities.

- A. True
- B. False

Answer: A

NEW QUESTION 680

- (Topic 10)

Adding Records: If I add a duplicate record because I haven't searched before adding a new one, the following events will be likely to happen:

- A. The data quality in Salesforce.com will start to suck, and head office reports will no longer be accurate
- B. I will complain when I inevitably end up adding notes or events to the wrong record
- C. I will feel so guilty that I will be compelled to sign over my commissions to Bill, who needs more money to save homeless cats in the city of Boston
- D. I will need to delete the duplicate record I have added, or merge the 2 duplicate records together.
- E. All of the above

Answer: ADE

NEW QUESTION 682

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 686

- (Topic 10)

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

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

Answer: A

NEW QUESTION 687

- (Topic 10)

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

- A. Emails
- B. Dials
- C. Events

- D. Tasks
- E. Log a Call (after call completion)

Answer: B

NEW QUESTION 691

- (Topic 10)

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

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

Answer: :C

NEW QUESTION 696

- (Topic 10)

Which of the following are true about the field type "Text Area(Long)" ?

- A. 1) Maximum length of 32,000 char
- B. 2) Any length from 0 to 32,000 char
- C. is allowed 3) Line breaks do not count towards the max length of the field 4) This data type is not available for activities or products on opportunities
- D. 1) Maximum length of 3200 char
- E. 2) Any length from 256 to 32,000 char
- F. is allowed 3) Line breaks do not count towards the max length of the field 4) This data type is not available for activities or products on opportunities
- G. 1) Maximum length of 32,000 char
- H. 2) Any length from 256 to 32,000 char
- I. is allowed 3) Line breaks count towards the max length of the field 4) This data type is available for activities or products on opportunities
- J. 1) Maximum length of 32,000 char
- K. 2) Any length from 256 to 32,000 char
- L. is allowed 3) Line breaks count towards the max length of the field 4) This data type is not available for activities or products on opportunities

Answer: D

NEW QUESTION 698

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 699

- (Topic 10)

You are about to enter a new lead from a cold call into SFDC. What do you do first?

- A. Search to determine if the company record already exists in Salesforce because you NEVER want to add duplicate data.
- B. Start entering the new lead
- C. Import the lead into SFDC using your Outlook email account

Answer: A

NEW QUESTION 700

- (Topic 10)

Which of the following is inline editing not supported?

- A. System Fields
- B. Case Stage
- C. Related Lists
- D. Contact Phone Number
- E. List View
- F. Read-Only Fields

Answer: ACF

NEW QUESTION 704

- (Topic 10)

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

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

Answer: AB

NEW QUESTION 707

- (Topic 10)

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

- A. True
- B. False

Answer: B

NEW QUESTION 711

- (Topic 10)

Which of the following are true about the Default Division field on the User object?

- A. Division that is applied, by default, to all new accounts and leads created by the user, unless he or she explicitly sets a different division
- B. When users create records related to an account or other record that already has a division, the new record is assigned to the existing record's division; the default division is not use
- C. This setting restricts the user from viewing or creating records in other division
- D. Users cannot change their division
- E. Available only in organizations that use divisions to segment their data.
- F. Division that is applied, by default, to all new accounts and leads created by the user, unless he or she explicitly sets a different division
- G. When users create records related to an account or other record that already has a division, the new record is assigned to the existing record's division; the default division is not use
- H. This setting does not restrict the user from viewing or creating records in other division
- I. Users cannot change their division
- J. Available only in organizations that use divisions to segment their data.
- K. Division that is applied, by default, to all new accounts and leads created by the user, unless he or she explicitly sets a different division
- L. When users create records related to an account or other record that already has a division, the new record is assigned to the existing record's division; the default division is not use
- M. This setting does not restrict the user from viewing or creating records in other division
- N. Users can change their division at any tim
- O. Available only in organizations that use divisions to segment their data.

Answer: B

NEW QUESTION 716

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 720

- (Topic 10)

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

- A. Yes
- B. No

Answer: B

NEW QUESTION 724

- (Topic 10)

You cannot change the name of the default Person Account record type, and you cannot create additional record types for Person Accounts

- A. True
- B. False

Answer: B

NEW QUESTION 726

- (Topic 10)

What type of relationship should be built for a one-to-one?

- A. Master-Detail Relationship
- B. Look-up Relationship
- C. Master-Detail Field
- D. Look-up Field

Answer: :BD

NEW QUESTION 728

- (Topic 10)

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

- A. True

B. False

Answer: A

NEW QUESTION 730

- (Topic 10)

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

A. True

B. False

Answer: A

NEW QUESTION 734

- (Topic 10)

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

A. Set support business hours

B. Edit the Support settings

C. Set up Email-to-Case

D. Mass Transfer Cases

E. Create, Edit, and Delete custom fields on the Case Object

Answer: ABCD

NEW QUESTION 737

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