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Exam Questions ADM-201

Administration Essentials for New Admins

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NEW QUESTION 1
- (Topic 1)
Who can select the "sharing" button on Account and Opportunity records?

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

Answer: C

NEW QUESTION 2
- (Topic 1)
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 3
- (Topic 1)
The system administrator has been asked to create a way to track Shipments of products to customers. Shipments should be closely tied to the Opportunity record and there may be more than one shipment record per Opportunity and the Opportunity should be required
(i.e. Users cannot save a Shipment record without associating it to an Opportunity). The system administrator should create.

A. A cross object formula displaying Opportunity ID on the Shipment record
B. A Master - Detail relationship on the Shipment object to the Opportunity object
C. A lookup relationship on the Opportunity object to the Shipment object
D. A lookup relationship with a lookup filter from Opportunity to Shipment

Answer: B

NEW QUESTION 4
- (Topic 1)
When creating a sales process, the System Administrator will be modifying/filtering the values of the field.

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

Answer: B

NEW QUESTION 5
- (Topic 1)
The Data Loader can de-duplicate records during import.

A. True
B. False

Answer: B

NEW QUESTION 6
- (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 7
- (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 8
- (Topic 1)
Criteria-based sharing rules allow administrators to share records based on field values rather than record ownership.

A. True
B. False

Answer: A

NEW QUESTION 9
- (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)
Record types specify the following elements.

A. Picklist values
B. Page layouts
C. Business processes
D. All of the above
E. None of the above

Answer: D

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 13
- (Topic 1)
If there are any users in the organization that shouldn't have view access to Account records, the OWD for Accounts should be set to

A. Public Read Only
B. Public Read/Write/Transfer
C. Private
D. None of the above

Answer: C

NEW QUESTION 17
- (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 22
- (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 25
- (Topic 1)
An Approval Process begins when a record is:

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

Answer: D

NEW QUESTION 28
- (Topic 1)
Standard profile permissions cannot be edited.

A. True
B. False

Answer: A

NEW QUESTION 30
- (Topic 1)
If the company locale is set to US English, all users will have a default locale of US English and this cannot be changed.

A. True
B. False

Answer: B

NEW QUESTION 34
- (Topic 1)
If a user has public read-only access to records [that he/she does not own], the following are true.

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

Answer: ADE

NEW QUESTION 35
- (Topic 1)
You can use standard reports when creating Dashboards

A. True
B. False

Answer: B

NEW QUESTION 36
- (Topic 1)
If a user tries to login outside the IP range specified in their profile, the result will be.

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

Answer: D

NEW QUESTION 41
- (Topic 1)
System administrators can modify tab settings for custom profiles (Default On, Default Off and Hidden).

A. True
B. False

Answer: A

NEW QUESTION 42
- (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 45
- (Topic 1)
Manual sharing allows administrators to grant one-off access to individual records, users cannot grant this access even if they own the record.

A. True
B. False

Answer: B

NEW QUESTION 50
- (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 51
- (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 56
- (Topic 1)
When you Delete a lead from a campaign, it deletes the lead record itself.

A. True
B. False

Answer: B

NEW QUESTION 58
- (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 62
- (Topic 1)
Which objects support business processes?

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

Answer: ABEF

NEW QUESTION 64
- (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 69
- (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 74
- (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 75
- (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 80
- (Topic 1)
User interface settings are global settings and apply to all users of an org.

A. True
B. False

Answer: A

NEW QUESTION 82
- (Topic 1)
Assignment rules allow Leads and Cases to be automatically assigned to users and queues based on criteria defined by the system administrator.

A. True
B. False

Answer: A

NEW QUESTION 87
- (Topic 1)
Page layouts are assigned to .

A. Users
B. Profiles
C. Roles

D. Roles & subordinates

Answer: B

NEW QUESTION 88
- (Topic 1)
The support team has asked the System Administrator to automate the notification of a customer's support plan ending - they would like for the Customer Support Rep to receive an email 30 days before the Support Plan Expires (Support Plan Expiration Date is on the Account record). What will the system administrator do?

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

Answer: A

NEW QUESTION 91
- (Topic 1)
Public groups can be used to simplify the creation of sharing rules for Administrators.

A. True
B. False

Answer: A

NEW QUESTION 92
- (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 96
- (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 99
- (Topic 1)
If a user leaves your company, the system administrator should do the following to prevent future access to the Salesforce org.

A. Delete their user record
B. De-activate their user record
C. Delete any accounts or contacts owned by that user
D. None of the above

Answer: B

NEW QUESTION 103
- (Topic 1)
Queues can be made up of the following

A. Users
B. Public Groups
C. Roles
D. Profiles
E. External Chatter Users

Answer: ABC

NEW QUESTION 106
- (Topic 1)
A checkbox can be the controlling field to a dependent picklist.

A. True

B. False

Answer: A

NEW QUESTION 107
- (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 110
- (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 111
- (Topic 1)
In order to update records using the Data Loader, what field must be present in the csv file?

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

Answer: B

NEW QUESTION 112
- (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 117
- (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 122
- (Topic 1)
Chatter External license allow users outside the company to join public Chatter groups.

A. True
B. False

Answer: B

NEW QUESTION 125
- (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 130
- (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 134
- (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 137
- (Topic 2)
The Campaign ROI Analysis Report uses which of the following calculations to determine the ROI percentage for a campaign?

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

Answer: D

NEW QUESTION 139
- (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 142
- (Topic 2)
All of the following may be uploaded to the AppExchange Directory EXCEPT:

A. Custom Tabs
B. Custom Fields on Custom Objects
C. Custom Fields on Standard Objects
D. Custom Assignment Rules

Answer: C

NEW QUESTION 146
- (Topic 2)
All of the following are true about Default Sales Teams EXCEPT:

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

Answer: A

NEW QUESTION 148
- (Topic 2)
You can use a Custom Lookup field to create a relationship between an opportunity and a contact.

A. True
B. False

Answer: A

NEW QUESTION 150
- (Topic 2)
Record Type may determine the default value of a picklist field.

A. True
B. False

Answer: A

NEW QUESTION 152
- (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 155
- (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 159
- (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 164
- (Topic 2)
Recent Item and Look up Hover Views use the:

A. Sidebar
B. Edit Page
C. List Views
D. Related Lists

Answer: A

NEW QUESTION 169
- (Topic 2)
You can customize the Opportunity Stage History related list on an Opportunity Page Layout.

A. True
B. False

Answer: B

NEW QUESTION 170
- (Topic 2)
Once a field is hidden from a Profile using 'Field Level Security', a User associated to that Profile can still see the field using the following:

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

Answer: D

NEW QUESTION 171
- (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 174
- (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 177
- (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 178
- (Topic 2)
What information may be updated on the Company Profile?

A. Language, Locale, and Time Zone
B. Fiscal Year
C. Primary Contact and Address Information
D. Forecasting
E. All of the above

Answer: ABC

NEW QUESTION 183
- (Topic 2)
All fields on the Approval page layout are available to view on the Approval History related list

A. True
B. False

Answer: B

NEW QUESTION 184
- (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 187
- (Topic 2)
[106] You can set the Tab as a Landing Tab while creating the Tab for the Object?

A. True
B. False

Answer: B

NEW QUESTION 188
- (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 189
- (Topic 2)
Assume the Organization Wide default sharing is set to private for all objects and no sharing rules have been created. You have two users in the Sales Rep Role, can they view
each other's data?

A. Yes
B. No

Answer: B

NEW QUESTION 190
- (Topic 2)
You can share the Dashboard components snapshot with everyone in the Company with chatter?

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

Answer: D

NEW QUESTION 194
- (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 195
- (Topic 2)
It is possible to share a custom object record manually

A. True
B. False

Answer: A

NEW QUESTION 197
- (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 202
- (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 207
- (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 210
- (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 215
- (Topic 2)
Recent Items use the?

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

Answer: C

NEW QUESTION 217
- (Topic 2)
Is possible to view a forecast based on all of the following EXCEPT:

A. Territory
B. Product Family
C. Date Range
D. Sales Team

Answer: D

NEW QUESTION 219
- (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 223
- (Topic 2)
Which of the following object relationships is NOT allowed?

A. Standard object as the "master" and a custom object as the detail
B. Custom object as the master" and a standard object as the detail
C. Custom object as a lookup to a standard object
D. Custom object as a lookup to a custom object

Answer: B

NEW QUESTION 228
- (Topic 2)
Default values are available for standard text fields

A. True
B. False

Answer: B

NEW QUESTION 233
- (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 238
- (Topic 2)
For which objects you have business processes?

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

Answer: ABCE

NEW QUESTION 240
- (Topic 2)
If a profile does not have access to an application, that profile will also not have access to the tabs and objects of that application

A. True
B. False

Answer: B

NEW QUESTION 244
- (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 249
- (Topic 2)
What can a Task do that an Email Alert Cannot do? Choose 2 answers.

A. Tasks allow you to track the specific actions you plan to perform or have performed
B. Email Alerts cannot track specific actions.
C. Email Alerts allow you to track the specific actions you plan to perform or have performed
D. Tasks cannot track specific actions

Answer: AB

NEW QUESTION 250
- (Topic 2)
Custom Web Tab may consist of all the following EXCEPT:

A. A URL
B. A URL that passes salesforce.com data like an organization's name
C. An S-Control
D. An S-Control snippet

Answer: B

NEW QUESTION 255
- (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 259
- (Topic 2)
Case Assignment Rules are based on elapsed time

A. True
B. False

Answer: A

NEW QUESTION 262
- (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 263
- (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 265
- (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 266
- (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 268
- (Topic 3)
You can not use the browser's print function to print reports.

A. True
B. False

Answer: B

NEW QUESTION 272
- (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 275
- (Topic 3)
Which of the following relationships are correct?

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

Answer: :B

NEW QUESTION 279
- (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 284
- (Topic 3)
You can create the following Email Template Formats: Choose 4

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

Answer: ABCE

NEW QUESTION 286
- (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 287
- (Topic 3)
What is the default report format for new reports created in report builder?

A. Summary
B. Tabular
C. Matrix

Answer: B

NEW QUESTION 290
- (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 291
- (Topic 3)
Standard reports are visible through the Reports search.

A. True
B. False

Answer: B

NEW QUESTION 293
- (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 294
- (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 298
- (Topic 3)
Which of the following are standard Salesforce applications?

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

Answer: AD

NEW QUESTION 299
- (Topic 3)
What is a Dashboard made of?

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

Answer: ABD

NEW QUESTION 300
- (Topic 3)
The Salesforce Console is an example of what?

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

Answer: C

NEW QUESTION 301
- (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 304
- (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 306
- (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 309
- (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 313
- (Topic 3)
This type of relationship links two objects together, but it has no effect on deletion, record ownership, or security, and the lookup relationship field is not required in the page layout.

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

Answer: A

NEW QUESTION 318
- (Topic 3)
Both accounts and users can exist in multiple territories.

A. True
B. False

Answer: A

NEW QUESTION 323
- (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 automattically update.
D. The conversion will fail.
E. The account and contact will automatically be overwritten

Answer: B

NEW QUESTION 325
- (Topic 3)
Reports and views are not renamed based on the new label value

A. True
B. False

Answer: A

NEW QUESTION 326
- (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 328
- (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 332
- (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 refference 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 333
- (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 335
- (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 340
- (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 342
- (Topic 3)
What type of information can NOT be shown with an S-Control Dashboard component?

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

Answer: B

NEW QUESTION 347
- (Topic 3)
A Record Owner has the following privileges:

A. View and Edit Capabilities
B. Transfer Capabilities
C. Deletion Capabilities
D. Import Leads Capabilities
E. Import Opportunity Capabilities

Answer: ABC

NEW QUESTION 350
- (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 354
- (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 355
- (Topic 3)
What is the maximum of time triggers per Workflow Rule?

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

Answer: B

NEW QUESTION 356
- (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 360
- (Topic 3)
Which can be accessed by a Chatter Free user?

A. People
B. Content
C. Profiles
D. Groups
E. Files
F. Leads

Answer: ACDE

NEW QUESTION 363
- (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 366
- (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 367
- (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 371

- (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 375
- (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 380
- (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 382
- (Topic 3)
Which type(s) of file(s) is accessible through Content?

A. Audio Files.
B. PPT and Video files only.
C. Salesforce CRM Content can include all file types.
D. Files attached to a Chatter profile post.
E. Video Files.
F. Microsoft® PowerPoint presentations.

Answer: C

NEW QUESTION 385
- (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 389
- (Topic 3)
A new list view can be created from within the console

A. True
B. False

Answer: B

NEW QUESTION 390
- (Topic 4)
How can Chatter feed for content can 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 393
- (Topic 4)
Which of the following statements are true concerning email activation? (Select one)

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

Answer: :C

NEW QUESTION 396
- (Topic 4)
Which email address option is available to override the From Email Address in a Workflow Email Alert?

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

Answer: D

NEW QUESTION 398
- (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 401
- (Topic 4)
Which two functions return the same result when used with fields of the same data type?

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

Answer: C

NEW QUESTION 405
- (Topic 4)
A company that uses custom fiscal year: A standard forecast option is unavailable. Administrator will have to build a custom forecast for the same.

A. True
B. False

Answer: A

NEW QUESTION 407
- (Topic 4)
Activities are both Tasks and Calendars

A. True
B. False

Answer: A

NEW QUESTION 412
- (Topic 4)
What statements is False for a workflow task:

A. To assign tasks to multiple users, create multiple tasks as outcomes of the rule
B. A single task can be assigned to multiple users
C. The due dates for workflow task is based on number of calendar days, The rule fails to recognize only working business days by default
D. Historical tracking is allowed for workflow task

Answer: B

NEW QUESTION 416
- (Topic 4)

Identify the statement that correctly defines data validation

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

Answer: A

NEW QUESTION 417
- (Topic 4)
Is it possible for a user to own a record and not see it:

A. True
B. False

Answer: A

NEW QUESTION 422
- (Topic 4)
Which action type is represented by an icon in the process visualizer? Choose 2 answers

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

Answer: :CD

NEW QUESTION 427
- (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 431
- (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 436
- (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 440
- (Topic 4)
Dashboards can be created by using Standard Reports as Source Reports?

A. True
B. False

Answer: A

NEW QUESTION 441
- (Topic 4)
How many roles can you create for your org?

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

Answer: C

NEW QUESTION 445
- (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 448
- (Topic 4)
Documents count toward Data Storage.

A. True
B. False

Answer: B

NEW QUESTION 451
- (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 456
- (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 459
- (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 461
- (Topic 4)
Can an administrator change the profile settings of the Standard Solution Manager profile?

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

Answer: B

NEW QUESTION 465
- (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 469
- (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 470
- (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 473
- (Topic 4)
The size limit for documents uploaded is:

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

Answer: C

NEW QUESTION 474
- (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 479
- (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 482
- (Topic 4)
The value in a Custom Field called Salary is 50,000. What would the formula, ISNUMBER (Salary_c), return

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

Answer: B

NEW QUESTION 484
- (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 486
- (Topic 4)
What would prevent a user from including fields when running a report?

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

Answer: C

NEW QUESTION 489
- (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 493
- (Topic 4)
Which cannot be done on a Salesforce to Salesforce connection finder?

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

Answer: D

NEW QUESTION 495
- (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 498
- (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 502
- (Topic 4)
Which function can be performed using enhanced profile management? Choose 2 answers

A. Merge profiles
B. Make mass permission modifications across multiple profiles
C. Make mass profile name changes
D. Edit profile permissions directly in a list view

Answer:

BD

NEW QUESTION 504
- (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 507
- (Topic 4)
Universal Containers would like their sales reps to be able to send branded email invitations to customers for business meetings and to collaborate with customers from a branded Website to find a suitable meeting time.
How can an Administrator accomplish this?

A. Create a custom email template for invitations that displays your compant logo
B. Add a company logo to meeting requests in Salesforce
C. Create an external integration with Google calendar using Sites
D. Enable Chatter to allow reps to Communicate with customers

Answer: B

NEW QUESTION 508
- (Topic 4)
What determines the suggested criteria for lookup filter?

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

Answer: A

NEW QUESTION 510
- (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 514
- (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 515
- (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 519
- (Topic 4)
Will data be lost in a Custom Field if Data Type is changed to Number from any other Data Type?

A. Yes
B. No

Answer: A

NEW QUESTION 522
- (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 526
- (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 529
- (Topic 4)
What type of field can a lookup filter be applied to? Choose 3 answers mmm

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

Answer: ABD

NEW QUESTION 531
- (Topic 4)
You can customize to restrict users ability to log in to saleforce.

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

Answer: A

NEW QUESTION 532
- (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 534
- (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 537
- (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 542
- (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 547
- (Topic 4)
What is true about a Role?

A. Controls the level of visibility that users have to an or
B. data
C. Role is required while creating Record types
D. A user must be associated to one role
E. A user may be associated to one role

Answer: AD

NEW QUESTION 550
- (Topic 4)
What is True about the Role Hierarchy

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

Answer: ABC

NEW QUESTION 555
- (Topic 4)
Do Validation rules get enforced on the Lead Conversion?

A. Yes
B. No

Answer: B

NEW QUESTION 557
- (Topic 4)
Multiple record types may be created for every tab with the exception of:

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

Answer: ABCE

NEW QUESTION 558
- (Topic 4)
Which of the following is NOT a Standard Salesforce.com Functionality?

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

Answer:

:A

NEW QUESTION 560
- (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 561
- (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 563
- (Topic 4)
If using Customizable forecasting there is a seperate forecast role hierarchy

A. True
B. False

Answer: A

NEW QUESTION 566
- (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 567
- (Topic 4)
Workflow Tasks are NOT tracked in the Activity History and can be reported on MMM?

A. True
B. False

Answer: B

NEW QUESTION 572
- (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 577
- (Topic 4)
What objects are cases related to?

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

Answer: AC

NEW QUESTION 582
- (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 585
- (Topic 5)
Which of the following is not part of the Profile?

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

Answer: E

NEW QUESTION 586
- (Topic 5)
Formatting of report is maintained when it is exported via Printable View?

A. True
B. False

Answer: A

NEW QUESTION 588
- (Topic 5)
Which Salesforce editions support Sandbox?

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

Answer: AF

NEW QUESTION 593
- (Topic 5)
If you delete an email from a case and then delete the case, you will not be able to retrieve the deleted email from the Recycle Bin

A. True
B. False

Answer: A

NEW QUESTION 594
- (Topic 5)
Customizable Forecasting is a prerequisite in order to enable territory management?

A. True
B. False

Answer: A

NEW QUESTION 597
- (Topic 5)
Is it possible for a user to see different Set of data in Report and in a Dashboard based on the same Report?

A. Yes
B. No

Answer: A

NEW QUESTION 601

- (Topic 5)
Account Teams might be utilized for what?

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

Answer: AB

NEW QUESTION 604
- (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 609
- (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 610
- (Topic 5)
Which of the following object does not support the Business process?

A. Lead
B. Account
C. Opportunity
D. Case
E. Solution

Answer: B

NEW QUESTION 615
- (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 619
- (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 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)
All dashboard viewers see data based on the security settings of the Running User—regardless of their own personal security settings?

A. True
B. False

Answer: A

NEW QUESTION 626
- (Topic 5)
Which of the following are not controlled by the Page layouts?

A. Custom Fields
B. Sections
C. Related List
D. Custom Button
E. Validation Rule Error message

Answer: E

NEW QUESTION 631
- (Topic 5)
Escalation rules only run during the business hours with which they are associated?

A. True
B. False

Answer: A

NEW QUESTION 635
- (Topic 5)
Unmanaged packages do not include locked components but can be upgraded?

A. True
B. False

Answer: B

NEW QUESTION 640
- (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 643
- (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 644
- (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 645
- (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 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 647
- (Topic 5)
Which objects can be stored in a folder?

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

Answer: BCD

NEW QUESTION 652
- (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 657
- (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 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 666
- (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 667
- (Topic 5)
What does a profile control?

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

Answer: AC

NEW QUESTION 670
- (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 671
- (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 675
- (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 field in the junction object is deleted
C. The master records are deleted
D. The intersection object is deleted

Answer: B

NEW QUESTION 679
- (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 680
- (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 681
- (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 686
- (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 689
- (Topic 5)
When you insert a record using the API, Do Validation rules are expected?

A. Yes
B. No

Answer: A

NEW QUESTION 690
- (Topic 5)
How many Solution records can be imported via Import Wizard?

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

Answer: C

NEW QUESTION 693
- (Topic 5)
What are the three core building blocks of Security and Access in Salesforce?

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

Answer: BDE

NEW QUESTION 696
- (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 700

- (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 705
- (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 708
- (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 712
- (Topic 5)
To email a report to other users, the report must be in a public folder with access granted to the other users?

A. True
B. False

Answer: A

NEW QUESTION 715
- (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 720
- (Topic 5)
Which one is the following is a salesforce.com definition for an opportunity?

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: C

NEW QUESTION 721
- (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 724
- (Topic 5)
Running User concept in Dashboard allows users to view Data which normally they can not view?

A. True
B. False

Answer: A

NEW QUESTION 727
- (Topic 5)
In which of the following edition you can create a Managed Package?

A. Professional Edition
B. Full Test Sandbox
C. Developer Edition
D. Unlimited Edition
E. Enterprise Edition

Answer: C

NEW QUESTION 732
- (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 735
- (Topic 5)
Auto Response rules work on which objects?

A. Leads and Cases
B. Leads and Accounts
C. Accounts and Opportunity
D. Account and Cases

Answer: A

NEW QUESTION 739
- (Topic 5)
How many Roll Up summary fields can be created in the enterprise Edition on a Custom Object?

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

Answer: A

NEW QUESTION 742
- (Topic 5)
How many ranges can be defined in the case of a Conditional Highlighting?

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

Answer: B

NEW QUESTION 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 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 751
- (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 755
CORRECT TEXT - (Topic 6)
How does a Profile differ from a Role?

A.

Answer: Profilecontrolswhatausercando(readcreateeditdelete)withrecords

NEW QUESTION 760
- (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 763
- (Topic 6)
A security token is required for API access when connecting from an IP address within the list of trusted networks.

A. True
B. False

Answer: B

NEW QUESTION 764
- (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 769
- (Topic 6)
Record Types are not available in Select the right choice

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

Answer: D

NEW QUESTION 774
CORRECT TEXT - (Topic 6)
Match the workflow steps with the setup requirement

A.

Answer: Task-SelecttheSubjectstatusandpriorityEmailAlert-Selectatemplate

Explanation:
Field Update - Select a field
Rule - Select the subject status and priority

NEW QUESTION 779
- (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 781
- (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 782
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 784
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 786
- (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 790
- (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 795
- (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 800
- (Topic 6)
Can an end user import Members into a Campaign?

A. True
B. False

Answer: B

NEW QUESTION 801
- (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 803
CORRECT TEXT - (Topic 6)
What does the Role Hierarchy control?

A.

Answer: Controlsdatavisibilityandrecordrollup

NEW QUESTION 804
- (Topic 6)
You can create a Lookup Relationship to link an object with itself.

A. True
B. False

Answer: A

NEW QUESTION 808
- (Topic 6)
When you define a Data Validation Rule, what else must you also define?

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

Answer: B

NEW QUESTION 809
- (Topic 6)
What can users do when Chatter feed tracking is enable for dashboards? Choose 2 answers.

A. Follow files and links for a dashboard.
B. Follow posts and comments for a dashboard.
C. Follow posts and comments for the dashboard source reports.
D. Auto-follow dashboards created by the user.

Answer: BC

NEW QUESTION 814
- (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 819
- (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 821
- (Topic 6)
The maximum number of values in controlling picklists is the same as in dependent picklists.

A. True
B. False

Answer: B

NEW QUESTION 826
- (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 831
- (Topic 6)
Even a user with "View all data" (VAD) permission cannot view hidden folders as well as folders shared to no one.

A. True
B. False

Answer: B

NEW QUESTION 832
- (Topic 6)
Can you make a standard field unique?

A. True
B. False

Answer: B

NEW QUESTION 834
- (Topic 6)
You cannot delete a standard report.

A. True
B. False

Answer: A

NEW QUESTION 837
- (Topic 6)
Select the order in which the Workflow actions fire in Salesforce.

A. Field Updates, Outbound Messages, Email Alerts, Tasks
B. Field Updates, Tasks, Email Alerts, Outbound Messages
C. Apex before Triggers, Apex after Triggers, Workflow Rules
D. Email Alerts, Outbound Messages, Field updates

Answer: B

NEW QUESTION 842
CORRECT TEXT - (Topic 6)
What is a Running User?

A.

Answer: Determinesthelevelofaccesstothedashboarddata

NEW QUESTION 843
- (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 845
- (Topic 6)
Where does the click path Your Name --> Set up -> Security controls -> Sharing settings lead to?

A. Custom Profile
B. Organization wide Defaults
C. Trusted IP Ranges

Answer: B

NEW QUESTION 847
- (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 851
- (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 Outloook 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 854
- (Topic 6)
Which are true about Trialforce 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. Trialforce Email Branding is automatically enabled for existing partners with Trialforce and when a new partner request Trialforce.
D. Trialforce Email Branding only applies to users who sign up for your application through Trialforce.

Answer: BD

NEW QUESTION 857
- (Topic 6)
Users can be restricted to view a particular field in views, searches and reports by hiding the field at

A. Page Layout
B. Field Level Security
C. User Profile
D. None of the Above

Answer: B

NEW QUESTION 859
- (Topic 6)
Which step is required when configuring the new Salesforce for outlook?

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

Answer: AC

NEW QUESTION 864
- (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 867
- (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 872
- (Topic 7)
A checkbox can be a controlling field in a field dependency?

A. True
B. False

Answer: A

NEW QUESTION 875
- (Topic 7)
Can standard fields be removed from the Page Layout?

A. True
B. False

Answer: A

NEW QUESTION 877
- (Topic 7)
The Director of Sales wants a report that shows the trending performance of his sales reps. He would like to see the trend by month, with a review of the previous 6 months. Which report format would you use to create this custom report?

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

Answer: C

NEW QUESTION 880
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: Up to 25 such relationships

A.

Answer: Lookup

NEW QUESTION 883
CORRECT TEXT - (Topic 7)
What are Public Groups?

A.

Answer: SharingbetweenUsersotherPublicGroupsRolesandRoles/Subordinates

NEW QUESTION 888
CORRECT TEXT - (Topic 7)
Where do images for email templates, Cloud Scheduler, etc. need to be stored?

A.

Answer: InSFDocuments

NEW QUESTION 892
CORRECT TEXT - (Topic 7)
Define the Summary Report.

A.

Answer: Providesalistingofdataplussortingandsubtotalingofdata.Maybeusedtosupportdashboardcomponents.

NEW QUESTION 894
- (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 896
CORRECT TEXT - (Topic 7)
How does the Import Wizard perform matching when updating records?

A.

Answer: BySalesforceID

NEW QUESTION 900
CORRECT TEXT - (Topic 7)
Salesforce.com processes any rules in what order?

A.

Answer: 1.Validationrules

Explanation:
2. Assignment rules
3. Auto-response rules
4. Workflow rules (with immediate actions)
5. Escalation rules

NEW QUESTION 902
- (Topic 7)
Standard Reports May be used as a starting point for Custom Reports

A. True
B. False

Answer: A

NEW QUESTION 904
- (Topic 7)
Workflow rules can be triggered any time a record is saved or created, depending on your rule criteria:

A. True
B. False

Answer: A

NEW QUESTION 909
- (Topic 7)
What is required to create a new user?

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

Answer: ABCD

NEW QUESTION 912
CORRECT TEXT - (Topic 7)
Define the Matrix Report.

A.

Answer:
Summarizesdatainagridagainsthorizontalandverticalcriteria.Matrixreportsprovidetotalsforbothrowsandcolumns.Matrixreportsmayalsobeusedtosupportdashboardcomponents.

NEW QUESTION 913
CORRECT TEXT - (Topic 7)
Define the Marketing User Profile.

A.

Answer: Standarduserperm+canimportleadsfortheOrg

NEW QUESTION 918
CORRECT TEXT - (Topic 7)
Define the Solution Manager Profile.

A.

Answer: Standarduserperm+canmanagersolutions&solutioncategories

NEW QUESTION 921
- (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 926
- (Topic 7)
Is the DataLoader Cloud based?

A. No
B. Yes

Answer: A

NEW QUESTION 930
CORRECT TEXT - (Topic 7)
What does the default locale impact?

A.

Answer: Theformatofdateandnumberfields.

NEW QUESTION 931
- (Topic 7)
Based on existing Master-Detail and Lookup relationships between objects, Sys Admins can create Custom Report Types to:

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

Answer: ABC

NEW QUESTION 936
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 938
- (Topic 7)
You can't package workflow rules with time triggers.

A. True
B. False

Answer: A

NEW QUESTION 941
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 945
- (Topic 7)
Workflow rules on custom objects are automatically deleted if the custom object is deleted.

A. True
B. False

Answer: A

NEW QUESTION 946
- (Topic 7)
The Self Service Portal and Customer Portal are the same technology?

A. Yes
B. No

Answer: B

NEW QUESTION 949
CORRECT TEXT - (Topic 7)
When would you choose to build a Public Group?

A.

Answer: Tosimplifythenumberofsharingrulesbuiltorwhendefiningfolderorlistviewaccess.

NEW QUESTION 952
- (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 954
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: No inherited sharing:

A.

Answer: Lookup

NEW QUESTION 956
CORRECT TEXT - (Topic 7)
When you define a Data Validation Rule, what must you also define?

A.

Answer: Theerrormessage.

NEW QUESTION 957
CORRECT TEXT - (Topic 7)
What do Sales Teams do?

A.

Answer: FocusesonOpportunityRecordsbeingsharedtoaspecifiedgroupofusersbasedontheOpportunityOwner.

NEW QUESTION 958
- (Topic 7)
How many app exchange apps can you install in PE?

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

Answer: A

NEW QUESTION 959
- (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 963
- (Topic 7)
There are no exceptions to the role heirarchy based sharing?

A. True
B. False

Answer: B

Explanation:
 Explanation/Reference:
Contact sharing rules do not apply to private contacts. Notes and attachments marked as private via the
Private checkbox are accessible only to the owner and administrators. n option on your organization-wide default allows you to ignore the hierarchies when determining access to
data. Events marked as private via the Private checkbox are accessible only by the event owner. Managers in the role hierarchy cannot view or edit their subordinate's records if they do not have the "Read" or "Edit" user permissions for the type of record.
Object permissions are set on a user's profile.

NEW QUESTION 967
CORRECT TEXT - (Topic 7)
What does a workflow approval process do?

A.

Answer: ItelectronicallycapturesabusinessapprovalonaSFdatarecord.

NEW QUESTION 972
CORRECT TEXT - (Topic 7)
Why utilize Account Teams and Sales Teams?

A.

Answer: Teamsareusedforcollaborationsharingandforreportingpurposes.

NEW QUESTION 974
- (Topic 7)
Do opportunities or cases have import wizards?

A. Yes
B. No

Answer: B

NEW QUESTION 978
CORRECT TEXT - (Topic 7)
Standard Fields are?

A.

Answer: CreatedbySFandcomesinOrg.Fieldpropertiesnoteditable.

NEW QUESTION 982
- (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 984
- (Topic 7)
How many app exchange apps can you install in EE?

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

Answer: B

NEW QUESTION 985
- (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 987
- (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 991
- (Topic 7)
Standard Reports can be deleted?

A. True
B. False

Answer: B

NEW QUESTION 992
- (Topic 7)
What are the Org Wide Default permission options?

A. Public, Read, Write (Transfer on Leads/Cases)
B. Public Read, Write
C. Public Read Only
D. Private
E. Controlled by Parent (on Master-Detail Relationships).

Answer: ABCDE

NEW QUESTION 993
- (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 998
- (Topic 7)
Can the DataLoader access all objects?

A. Yes
B. No

Answer: A

NEW QUESTION 1001
- (Topic 8)
How many records of a custom object can a System Admin import using the Salesforce Import Wizard?

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

Answer: C

NEW QUESTION 1006
- (Topic 8)
Standard users can import a maximum of how many account records in a session

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

Answer: A

NEW QUESTION 1009
- (Topic 8)
What is the limit on the compiled size of the Formula Field Select the correct choice?

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

Answer: D

NEW QUESTION 1011
- (Topic 8)
Which of these are inherited from objects on homepage in a console layout?

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

Answer: BC

NEW QUESTION 1015
- (Topic 8)
You can map a custom lead field to a Case

A. True
B. False

Answer: A

NEW QUESTION 1016
- (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 1021

- (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 1022
- (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 1027
- (Topic 8)
Which information not captured on user record in Salesforce?

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

Answer: B

NEW QUESTION 1028
- (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 1029
- (Topic 8)
What is the process to create a custom app?

A. Create new App, select logo, assign profile
B. Create new object, select logo, create profile

Answer: A

NEW QUESTION 1034
- (Topic 8)
A person account is different from business account because: (any 2)

A. There is only one record type in person account
B. There is no contact related list in person account
C. There are no opportunities to a person account
D. There are no leads converted here

Answer: AB

NEW QUESTION 1038
- (Topic 8)
Which of them is not a Standard Business Object?

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

Answer: C

NEW QUESTION 1039

- (Topic 8)
Salesforce.com instance has Multiple Currencies as Activated. What is the maximum granularity available for tracking changes in Currency Rates

A. 1 Week
B. 1 Day
C. 1 Hour
D. 1 Minute

Answer: B

NEW QUESTION 1042
- (Topic 8)
As an Admin you can schedule regular data imports using the Data Loader

A. True
B. False

Answer: A

NEW QUESTION 1045
- (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 1049
- (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 1050
- (Topic 8)
A particular team needs to track individuals working on cases and the individual roles of the people working on cases. Which is the best way to do it?

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

Answer: D

NEW QUESTION 1053
- (Topic 8)
What are true for the data loader?

A. It deduplicates and inserts records
B. It comes installed with salesforce.com application
C. It can load all objects, including custom objects
D. It cannot load custom objects
E. It generates an error report after the loading

Answer: CE

NEW QUESTION 1054
- (Topic 8)
Which is true about Storage Limits?

A. Salesforce will allow a user to enter data up to 5% over capacity,
B. Salesforce will not allow user to upload data
C. Document tabs count against overall storage

Answer: B

NEW QUESTION 1059
CORRECT TEXT - (Topic 8)

How does Cloud Scheduler Work?

A.

Answer:
WhenyouuseCloudSchedulertorequestameetingSalesforce.comcreatesauniqueWebpageforyourmeetingthatdisplaystheproposedmeetingtimes.Wheninviteesvisitth epagetheyselectthetimesthatworkforthemandsendyouareply.Salesforce.comtracksalltheresponsessoyoucanpickthebesttimetomeetwhenyouconfirmthemeeting.

NEW QUESTION 1060
- (Topic 8)
A Workflow Alert can be tracked in Activity History

A. True
B. False

Answer: A

NEW QUESTION 1062
- (Topic 8)
A custom lead field can be mapped to:

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

Answer: C

NEW QUESTION 1065
CORRECT TEXT - (Topic 8)
What is the Cloud Scheduler?

A.

Answer: CloudSchedulerallowsyoutorequestmeetingswithyourcustomersandhaveyourcustomersselectwhentheycanmeetbeforeyouconfirmthemeeting.

NEW QUESTION 1070
- (Topic 8)
Specifying a "running user" in dashboard means:

A. Any user above running user can edit and delete the dashboard
B. Any user below running user can view only their own records
C. Any user can view all records that the running user role can view
D. Only the running user can view the dashboard

Answer: C

NEW QUESTION 1074
- (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 1075
- (Topic 8)
You cannot delete a product that is used on an opportunity

A. True
B. False

Answer: A

NEW QUESTION 1079
- (Topic 8)
An administrator has given access to all users to view the public folders in solution with categories. Which permission will enable the user to create more categories?

A. Edit on solution
B. Create on solution
C. Delete on solution

D. View on solution

Answer: A

NEW QUESTION 1082
- (Topic 8)
What can a user do an account record that has been manually shared read/write with him/her? (Select 2)

A. View the account
B. Edit the account
C. Transfer the account
D. Delete the account
E. Share it to other users

Answer: AB

NEW QUESTION 1083
- (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 1084
- (Topic 8)
How many Editions are there in Salesforce.com

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

Answer: :D

NEW QUESTION 1085
- (Topic 8)
Which statement is true about custom summary formula?

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

Answer: A

NEW QUESTION 1086
- (Topic 8)
When a user refreshes a dashboard, who does the dashboard get refreshed for?

A. The user and all those who have access to the dashboard
B. Only the user who refreshed the dashboard.
C. The running user only
D. The administrator.

Answer: A

NEW QUESTION 1091
- (Topic 8)
If you delete a case, which two also get deleted?

A. Account
B. Solution
C. Event
D. Attachments

Answer: CD

NEW QUESTION 1095
- (Topic 8)

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

A. True
B. False

Answer: A

NEW QUESTION 1097
- (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 1099
- (Topic 8)
You can only import only one language at a time per CSV file

A. True
B. False

Answer: A

NEW QUESTION 1101
- (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 exisiting contacts to the campaign
D. Associate upto 50000 existing leads to the campaign

Answer: AD

NEW QUESTION 1105
- (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 1106
- (Topic 8)
All of the following are true about Validation Rules EXCEPT:

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

Answer: C

NEW QUESTION 1110
- (Topic 8)
Which one of these may be a controlling field and a dependant field?

A. Custom picklist
B. Standard picklist
C. Standard checkbox
D. Custom checkbox

Answer: A

NEW QUESTION 1113
- (Topic 8)

The organization wants users to view the details of the calendar of the accounts and the ability to add events. What should be the OWD for it?

A. Hide details
B. Show details and add events
C. Hide details and add events
D. Add events

Answer: B

NEW QUESTION 1114
- (Topic 8)
Page layouts are assigned to users based on Select the correct choice

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

Answer: E

NEW QUESTION 1118
CORRECT TEXT - (Topic 8)
What are Chatter Groups?

A.

Answer:
Chattergroupsletyoushareinformationwithspecificpeople.Forexampleifyou'reworkingonaprojectandwanttoshareinformationonlywithyourteammembersyoucancreatea Chattergroupforyourteam.

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 1119
CORRECT TEXT - (Topic 8)
Which fields cannot be followed in Chatter?

A.

Answer: Auto-numberformulaandroll-upsummaryfieldsEncryptedandread-onlysystemfields

Explanation:
The Expected Revenue field on opportunities

NEW QUESTION 1124
- (Topic 8)
In List View Enhancements, users can export list results to CSV file

A. True
B. False

Answer: B

NEW QUESTION 1127
- (Topic 8)
Picklist dependency rules are not enforced during Import

A. True
B. False

Answer: A

NEW QUESTION 1129
- (Topic 8)
Personal Tags can not be shared

A. True
B. False

Answer: A

NEW QUESTION 1132

- (Topic 8)
Which of them is NOT a Profile Component? Select all which are applicable

A. Access to Applications
B. Tab Visibility
C. Page layouts
D. Field-Level Security
E. Record Types Access
F. Permissions
G. Manage Currencies
H. Hours and IP addresses
I. Tag Settings
J. UI Settings

Answer: GIJ

NEW QUESTION 1135
CORRECT TEXT - (Topic 8)
What happens if chatter is enabled in an org with 15 or fewer users?

A.

Answer: Allusersautomaticallyfolloweachother.

NEW QUESTION 1138
- (Topic 8)
Which permission allows a user to create a new solution?

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

Answer: C

NEW QUESTION 1140
- (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 1143
- (Topic 9)
When using advanced currency management, can a past exchange rate be changes?

A. Yes
B. No

Answer: A

NEW QUESTION 1148
- (Topic 9)
Existing records that meet the Workflow Rule criteria trigger the Rule.

A. True
B. False

Answer: B

NEW QUESTION 1152
- (Topic 9)
Which of the following are formats that you can use for creating a custom report?

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

Answer: B

NEW QUESTION 1157
- (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 1162
- (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 1167
- (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 1169
- (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 1171
- (Topic 9)
Data storage include the following: (check all that apply)

A. Salesforce Chatter
B. Files in attachments
C. Cases
D. Email Messages
E. Ideas

Answer: CDE

NEW QUESTION 1175
- (Topic 9)
Recent item and Lookup Hovers use the Record Mini Page.

A. True
B. False

Answer: A

NEW QUESTION 1178
- (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 1182
- (Topic 9)
A solution can only belong to one category.

A. True
B. False

Answer: B

NEW QUESTION 1184
- (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 1185
- (Topic 9)
Which statements are true about business processes?

A. Each business process is associated with one or more record types
B. Each record type is associated with one or more business processes
C. For opportunity objects records are created before business processes
D. Record types implement business processes through page layouts
E. Record types help track sales lifecycle s across divisions, groups and markets.

Answer: AD

NEW QUESTION 1188
- (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 1193
- (Topic 9)
The company wants all opportunities associated with an account to be added in and displayed on the account record detail page. Is it possible?

A. Yes, workflow rule
B. Yes, custom summary field
C. Yes, roll up summary field
D. No, accounts cannot be edited

Answer: C

NEW QUESTION 1198
- (Topic 9)
What is the maximum length of the alias field?

A. 12
B. 10
C. 8

Answer: C

NEW QUESTION 1199
- (Topic 9)
A sales user wants to have edit access to opportunity but should not be able to import leads and should also be able delete accounts. Is it possible?

A. Yes (customize a standard profile)
B. Yes(customize a custom profile)
C. No (as importing leads cannot be disabled)
D. No (accounts can never be deleted)

Answer: A

NEW QUESTION 1201
- (Topic 9)
Custom Objects are reportable.

A. True
B. False

Answer: A

NEW QUESTION 1204
- (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 1208
- (Topic 9)
Can you uninstall an AppExchange application once it has been deployed.

A. True
B. False

Answer: A

NEW QUESTION 1211
- (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 1216
CORRECT TEXT - (Topic 9)
When would you choose to build a Public Group?

A.

Answer: Tosimplifythenumberofsharingrulesbuiltorwhendefiningfolderorlistviewaccess

NEW QUESTION 1218
- (Topic 9)
Formula fields can be converted from or to other field types.

A. True
B. False

Answer: B

NEW QUESTION 1220
- (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 1225
- (Topic 9)
You can use the import wizard to erase existing field values. Once a custom field is deleted, can it be restored?

A. Yes
B. No

Answer: A

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

NEW QUESTION 1226
- (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 1230
- (Topic 9)
Roll-up Summary fields and formula fields are always read only on detail pages and are available on edit pages.

A. True
B. False

Answer: B

NEW QUESTION 1231
- (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 1234
- (Topic 9)
Users with which Permission can install or uninstall AppExchange packages from the AppExchange

A. Download AppExchange Packages
B. View AppExchange Packages
C. List AppExchange Packages
D. Visit AppExchange Packages

Answer: A

NEW QUESTION 1238
- (Topic 9)
Which field on the user record controls the currency for quotas, forecasts, and reports?

A. Default Currency ISO code
B. Locale
C. Currency
D. Information Currency

Answer: C

NEW QUESTION 1240
- (Topic 9)
What is the limit of Master-Detail Relationships per object?

A. 35
B. 25
C. 15
D. 3
E. 2
F. 8

Answer: E

NEW QUESTION 1245

- (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 1250
- (Topic 9)
Which is true about Salesforce Knowledge Sidebar for the Service Cloud Console?

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

Answer: B

NEW QUESTION 1253
- (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 1254
- (Topic 9)
Which Sales Cloud Enhancements in Spring 11 are Automatically visible to all Administrators without any setup required?

A. Cloud Scheduler Enhancements.
B. Email Attachment Enhancements
C. Activity Attachment Enhancements
D. Email Association Enhancements.
E. Salesforce Mobile Usage Data in Custom Report Types.
F. Email to Salesforce Enhancements.

Answer: AE

NEW QUESTION 1259
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