ADM-201 Dumps

Administration Essentials for New Admins

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

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

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

Answer: :ABC

NEW QUESTION 3
- (Topic 1)
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 4
- (Topic 1)
Dynamic Dashboards allow data to be displayed by the user viewing it, rather than by a specified running user - eliminating the need to create the same dashboard for multiple users.

A. True
B. False

Answer: A

NEW QUESTION 5
- (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 6
- (Topic 1)
The following are true about scheduling and emailing reports.

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

Answer: E

NEW QUESTION 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)
Public groups can be any combination of other public groups, users, roles and .

A. Profile
B. Roles & subordinates
C. Managers
D. None of the above

Answer: B

NEW QUESTION 10
- (Topic 1)
Use a picklist to filter the values of one picklist based on the value of another picklist.

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

Answer: A

NEW QUESTION 10
- (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 13
- (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 14
- (Topic 1)
An Approval Process begins when a record is:

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

Answer: D

NEW QUESTION 18
- (Topic 1)
Standard profile permissions cannot be edited.

A. True
B. False

Answer: A

NEW QUESTION 19
- (Topic 1)
If a user has public read-only access to records [that he/she does not own], the following are true.

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

Answer: ADE

NEW QUESTION 22
- (Topic 1)
You can use standard reports when creating Dashboards

A. True
B. False

Answer: B

NEW QUESTION 26
- (Topic 1)
What should a system administrator use to disable an application for a group of users?

A. Sharing Rules
B. Web tabs
C. Page layouts
D. Profiles
E. Roles

Answer: D

NEW QUESTION 27
- (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 28
- (Topic 1)
Custom Links can be used for the following:

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

Answer: D

NEW QUESTION 32
- (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 33
- (Topic 1)
What should a system administrator consider before importing a set of records into Salesforce.

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

Answer: :AC

NEW QUESTION 34
- (Topic 1)
If your company's fiscal year follows the Gregorian calendar, you must use Custom Fiscal Years.

A. True
B. False

Answer: B

NEW QUESTION 38
- (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 39
- (Topic 1)
Permission sets can replace the need for profiles.

A. True
B. False

Answer: B

NEW QUESTION 43
- (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 47
- (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 51
- (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 52
- (Topic 1)
A Dashboard is a visual representation of data from multiple reports and (choose all that apply)

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

Answer: ACDF

NEW QUESTION 57
- (Topic 1)
Locale settings control how users view date formats, time formats and number formats.

A. True
B. False

Answer: A

NEW QUESTION 58
- (Topic 1)
The system administrator was testing workflow rules and needs to delete pending time- based workflow actions. How can he/she do this?

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

Answer: C

NEW QUESTION 62
- (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 67
- (Topic 1)
In a private sharing model, the following can be used when Role Hierarchy alone isn't sufficient when providing record access to users (choose all that apply)

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

Answer: BCD

NEW QUESTION 69
- (Topic 1)
YOU are working with a Professional Edition organization. They wish to install the Expense Tracker which requires the use of 4 custom tabs, 3 custom objects, and one custom app. If the company is already using 4 applications, 36 custom objects, and 7 custom tabs, what will happen when they try to install Expense Tracker?

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

Answer: A

NEW QUESTION 73
- (Topic 1)
In order to import Opportunity records into Salesforce, a system administrator may use the Import Wizard.

A. True
B. False

Answer: B

NEW QUESTION 76
- (Topic 1)
Which of the following are not standard objects?

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

Answer: C

NEW QUESTION 78
- (Topic 1)
Folders are used to organize the following (choose all that apply)

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

Answer: E

NEW QUESTION 83
- (Topic 1)
Where can a system administrator go if they are trying to determine why a user cannot log in to Salesforce? (Select all that apply)

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

Answer: AC

NEW QUESTION 84
- (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 87
- (Topic 1)
A checkbox can be the controlling field to a dependent picklist.

A. True
B. False

Answer: A

NEW QUESTION 91
- (Topic 1)
A Sales VP wishes to view Dashboard data by region within his territory - what feature will allow this?

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

Answer: B

NEW QUESTION 95
- (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 100
- (Topic 1)
An active user record consumes a license.

A. True
B. False

Answer: A

NEW QUESTION 104
- (Topic 1)
Which of the following SF applications enables organizations to speed and streamline all phases of sales?

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

Answer: C

NEW QUESTION 106
- (Topic 1)
Deleted records will be stored in the Recycle Bin for up to 15 days.

A. True
B. False

Answer: A

NEW QUESTION 108
- (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)
Used to set the default levels of access for users to records they do not own.

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

Answer: A

NEW QUESTION 113
- (Topic 1)
The following can be done by a System Admin to a standard field.

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

Answer: ABC

NEW QUESTION 114
- (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 115
- (Topic 2)
Which of the following are true about Master/Detail relationship in custom objects?

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

Answer:

AD

NEW QUESTION 120
- (Topic 2)
What do you need to specify when you schedule a report?

A. You need user with Marketing Profile to "Schedule Reports"
B. You need user permission to "Schedule Reports"
C. You need user to have a Manager Role
D. Click Run Report and choose Schedule Future Runs... from the drop-down button.

Answer: D

NEW QUESTION 124
- (Topic 2)
Which combination of objects is available when creating a custom report type for Chatter reports?

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

Answer: CD

NEW QUESTION 128
- (Topic 2)
When are Formula Fields recalculated?

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

Answer: A

NEW QUESTION 132
- (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 133
- (Topic 2)
An S-Control may be all of the following EXCEPT:

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

Answer: B

NEW QUESTION 134
- (Topic 2)
Based solely on the role hierarchy a manager can do all of the following EXCEPT:

A. View, edit, delete, and transfer his/her and his/her subordinates records
B. Extend sharing on both his/her and his/her subordinate's records
C. View all folders his/her Subordinate has access to, i.e., Reports, Documents, and Email Templates
D. View records his subordinate does not own but can view

Answer: C

NEW QUESTION 139
- (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 144
- (Topic 2)
Record Type may determine the default value of a picklist field.

A. True
B. False

Answer: A

NEW QUESTION 147
- (Topic 2)
Workflow Rules Consist of the following components:

A. Workflow Task
B. Workflow Outbound Message
C. Workflow Field Updates
D. Workflow Actions
E. Workflow Email Alerts

Answer: ABCE

NEW QUESTION 148
- (Topic 2)
What does a Profile Control?

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

Answer: ABCE

NEW QUESTION 152
- (Topic 2)
Is it possible to relate a person account to a contact on a business account.

A. True
B. False

Answer: B

NEW QUESTION 155
- (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 159
- (Topic 2)
A check box can be a controlling field in a field dependency:

A. True
B. False

Answer: A

NEW QUESTION 161
- (Topic 2)
All the following are Main Setup areas in Salesforce.com EXCEPT?

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

Answer: C

NEW QUESTION 164
- (Topic 2)
Custom Formula fields do Not support which of the following functional expression?

A. Adding multiple records together
B. If/then/else conditional statements
C. Clickable image buttons
D. Combine text strings together

Answer: C

NEW QUESTION 169
- (Topic 2)
Is it possible for a Page layout to be associated with a Record Type.

A. True
B. False

Answer: A

NEW QUESTION 173
- (Topic 2)
An S-Control may be used in all of the following ways EXCEPT:

A. Dashboard Component
B. Custom Button
C. Custom Link
D. Import Wizard

Answer: :D

NEW QUESTION 175
- (Topic 2)
Where will a Campaign associated with a Lead be visible? Choose 2 answers

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

Answer: BC

NEW QUESTION 177
- (Topic 2)
Inline Editing is available in visual force pages?

A. True
B. False

Answer: A

NEW QUESTION 178
- (Topic 2)
Are Tags searchable from standard Search component?

A. Yes
B. No

Answer: A

NEW QUESTION 180
- (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 185
- (Topic 2)
What needs to be specified to schedule a Report?

A. Objects
B. Date Range

C. Location
D. Frequency

Answer: :CD

NEW QUESTION 186
- (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 189
- (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 194
- (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 198
- (Topic 2)
Where are active currencies located?

A. Security Control
B. User record (Personal Setup)
C. Company Profile
D. None of the above

Answer: :BC

NEW QUESTION 202
- (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 203
- (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 204
- (Topic 2)
What determines a unique User Record?

A. User Name
B. Standard Profile
C. Custom Profile

D. User Role

Answer: A

NEW QUESTION 206
- (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 208
- (Topic 2)
In order to Enable Territory Management you should have:

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

Answer: :B

NEW QUESTION 213
- (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 216
- (Topic 2)
Recent Items use the?

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

Answer: C

NEW QUESTION 218
- (Topic 2)
Searches and Filters that take a long time may be cancelled?

A. True
B. False

Answer: A

NEW QUESTION 222
- (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 227
- (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 230
- (Topic 2)
Folders are used to manage:

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

Answer: C

NEW QUESTION 233
- (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 237
- (Topic 2)
Users can be deleted from salesforce.com

A. True
B. False

Answer: B

NEW QUESTION 241
- (Topic 2)
Where do you go to create a List View so that you can see it on the Console, under the Accounts object?

A. Create a list view on the Console
B. Create a list view on Accounts
C. Create a list view on Contacts
D. Create a field on the Console

Answer: :B

NEW QUESTION 245
- (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 248
- (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 249
- (Topic 2)
With Spring'11 release now you can have Photos in Dashboard components?

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

Answer: B

NEW QUESTION 253
- (Topic 3)
To make a field required, which of the following is used) (Pick the best possible answer)

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

Answer: A

NEW QUESTION 257
- (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 258
- (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 262
- (Topic 3)
What can an administrator customize for the Service Cloud console?

A. Whether the record opens as a primary tab or subtab
B. The fields displayed in the highlights panel
C. The interaction log fields displayed for objects without an Activity History related list
D. Whether the SoftPhone displays in the footer or sidebar
E. The objects displayed in the navigation tab

Answer: ABE

NEW QUESTION 264
- (Topic 3)
Who may be assigned a workflow task? There are 4 correct answers?

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

Answer: ACDEF

NEW QUESTION 268
- (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 271
- (Topic 3)
What is the maximum number of values you can have in a picklist?

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

Answer: A

NEW QUESTION 275

- (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 277

- (Topic 3)

How many workflow rules can you create per entity?

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

Answer: D

NEW QUESTION 280

- (Topic 3)

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

A. True
B. False

Answer: A

NEW QUESTION 284

- (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 288

- (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 293

- (Topic 3)

Standard reports are visible through the Reports search.

A. True
B. False

Answer: B

NEW QUESTION 297

- (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 299

- (Topic 3)

You must run the report before you can print or export it because the Printable View and Export details buttons are not available in the report builder.

A. True
B. False

Answer: A

NEW QUESTION 301
- (Topic 3)
IF(ISPICKVAL(picklist_field)) has the same output as:

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

Answer: B

NEW QUESTION 306
- (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 309
- (Topic 3)
Custom formula fields can reference other custom formula fields including themselves.

A. True
B. False

Answer: B

NEW QUESTION 314
- (Topic 3)
You CANNOT delete standard fields but you can remove non-required standard fields from a page layout

A. True
B. False

Answer: A

NEW QUESTION 317
- (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 319
- (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 322
- (Topic 3)
Salesforce.com archives older activities according to which of the following conditions:

A. Closed Events 180 days old
B. Events with a due date greater than 365 days old
C. Open tasks with a due date greater than 365 days old

D. Closed tasks with a due date greater than 365 days old
E. Closed tasks without a due date that were created more than 365 days ago

Answer: BDE

NEW QUESTION 323
- (Topic 3)
Which data can be synched using the new Salesforce for Outlook?

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

Answer: BD

NEW QUESTION 325
- (Topic 3)
Custom Picklist fields can be either controlling or dependent fields

A. True
B. False

Answer: A

NEW QUESTION 330
- (Topic 3)
Identify the true statements about the workflow approval process?

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

Answer: AD

NEW QUESTION 331
- (Topic 3)
Printable View does not Save all the report formatting.

A. True
B. False

Answer: B

NEW QUESTION 333
- (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 337
- (Topic 3)
Which of the following statements are true about Data Validation?

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

Answer: AC

NEW QUESTION 341
- (Topic 3)
What are two sources from which cases can be created?

A. Web-to-Lead
B. Web-to-Web

C. Email-to-Case
D. Connect for Outlook

Answer: CD

NEW QUESTION 343
- (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 345
- (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 348
- (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 353
- (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 356
- (Topic 3)
You must meet the following prerequisites before enabling territory management? Choose 2 answers

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

Answer: AB

NEW QUESTION 359
- (Topic 3)
What is Force.com Builder? Choose 3 answers:

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

Answer: ACE

NEW QUESTION 360
- (Topic 3)
The formula editor may be used all of the following places EXCEPT:

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

Answer: C

NEW QUESTION 365
- (Topic 3)
The account owner, opportunity owners, and case owners may or may not be the same user.

A. True
B. False

Answer: A

NEW QUESTION 366
- (Topic 3)
Multiple record types may be created for every tab, with the exception of

A. Home
B. Accounts
C. Forecasting
D. Opportunity
E. Reports

Answer: ACE

NEW QUESTION 368
- (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 372
- (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 373
- (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 376
- (Topic 3)
This helps you manage the complete lifecycle of customer service,from logging cases to suggesting and delivering solutions across multiple channels, including Web self-service and live agent support:

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

Answer: D

NEW QUESTION 380
- (Topic 3)
Up to 25 custom lookup fields can be defined per object.

A. True
B. False

Answer: A

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

A. True
B. False

Answer: B

NEW QUESTION 392
- (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 395
- (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 396
- (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 400
- (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)
Activities are both Tasks and Calendars

A. True
B. False

Answer: A

NEW QUESTION 407
- (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 408
- (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 409
- (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 411
- (Topic 4)
Dashboards can be created by using Standard Reports as Source Reports?

A. True
B. False

Answer: A

NEW QUESTION 412
- (Topic 4)
Documents count toward Data Storage.

A. True
B. False

Answer: B

NEW QUESTION 417
- (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 421
- (Topic 4)
Which tool should be used to Import more then 65000 records in Salesforce.com?

A. SFDC Import Wizard
B. Data Loader

Answer: B

NEW QUESTION 426
- (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 427
- (Topic 4)
Which statement is TRUE regarding Dynamic Dashboard:

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

Answer: A

NEW QUESTION 430
- (Topic 4)
What is not true about sharing Rules?

A. Sharing rules open up access whereas org wide defaults restrict access
B. When u delete a sharing rule, the sharing access created by that rule is automatically removed
C. U can edit the access levels for any sharing rul
D. You can change the specified groups / roles for the rule
E. Sharing rules apply to all new and existing records owned by the specified role / group members
F. When u modify which users are in a group rule, the sharing rules are re-evaluated to add/remove access as necessary.

Answer: C

NEW QUESTION 431
- (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 433
- (Topic 4)
On Lead Conversion, the Close Date of the newly created opportunity is automatically set to?

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

Answer: C

NEW QUESTION 434
- (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 439
- (Topic 4)
You can update licenses on the Company Profile.

A. True
B. False

Answer: B

NEW QUESTION 444
- (Topic 4)
A role has many to many relationships with the user?

A. True
B. False

Answer: B

NEW QUESTION 448
- (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 452
- (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 455
- (Topic 4)
You can then associate each business process with one / more record types and make it available to users based on their:

A. Role
B. Profile
C. OWD
D. Licence Type
E. Salesforce Edition

Answer: B

NEW QUESTION 460
- (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 464
- (Topic 4)
Which statement is true regarding High Volume Portal users? Choose 2 answers

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

Answer: AD

NEW QUESTION 468

- (Topic 4)
Which of the following are standard Salesforce applications? (Select all that apply)

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

Answer: AD

NEW QUESTION 472
- (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 475
- (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 478
- (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 483
- (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 485
- (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 490
- (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 491
- (Topic 4)
On Lead Conversion a Lead Object Custom field cannot be mapped to Which Object custom field?

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

Answer: C

NEW QUESTION 496
- (Topic 4)
What is Sharing Rule?

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

Answer: ABD

NEW QUESTION 501
- (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 505
- (Topic 4)
What is the significance of Primary Master – Detail Relationship in a Junction Object?

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

Answer: D

NEW QUESTION 509
- (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 510
- (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 512
- (Topic 4)
Is it true that campaigns and opportunities have many to many relationship?

A. True

B. False

Answer: B

NEW QUESTION 514
- (Topic 4)
Which is a capability of Chatter? Choose 3 answers:

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

Answer: ADE

NEW QUESTION 517
- (Topic 4)
Field-level security can be used to make a field required

A. True
B. False

Answer: B

NEW QUESTION 521
- (Topic 4)
Which is a capability of a campaign? Choose 2 answers MMM

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

Answer: AC

NEW QUESTION 526
- (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 529
- (Topic 4)
What objects are cases related to?

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

Answer: AC

NEW QUESTION 530
- (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 533
- (Topic 5)
What happens when you delete an object that is related to a junction object by a lookup relationship?

A. The junction object is deleted
B. The related fields in the junction object is deleted
C. The master records are deleted
D. The intersection object is deleted

Answer: B

NEW QUESTION 537
- (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 542
- (Topic 5)
Customizable Forecasting is a prerequisite in order to enable territory management?

A. True
B. False

Answer: A

NEW QUESTION 544
- (Topic 5)
Account team is a set of users that normally work together on ?

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

Answer: A

NEW QUESTION 546
- (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 547
- (Topic 5)
Account Teams might be utilized for what?

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

Answer: AB

NEW QUESTION 551
- (Topic 5)
If Custom Fiscal Years are enabled then you cannot use Standard Forecasting?

A. True
B. False

Answer: A

NEW QUESTION 555
- (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 559
- (Topic 5)
Which Type of Reports can't be used to create groups of data or charts?

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

Answer: A

NEW QUESTION 561
- (Topic 5)
Can a user restrict access with the help of the sharing rules?

A. Yes
B. No

Answer: B

NEW QUESTION 562
- (Topic 5)
How many fields can be enabled for tracking on a custom Object?

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

Answer: B

NEW QUESTION 567
- (Topic 5)
On which of these areas Data Validation rules are enforced but no feedback is given to users?

A. Lead Convert
B. Record Merger
C. Web-TO-Case
D. SalesForce Mobile
E. Self Service Portal

Answer: C

NEW QUESTION 568
- (Topic 5)
For custom object records to appear in search results associated tab only needs to exist; the tab does not have to be visible to users.

A. True
B. False

Answer: A

NEW QUESTION 572
- (Topic 5)
If a field is visible in the search layout but hidden for certain users via the field-level security settings then which of the following statement is true?

A. The field-level security overrides the search layout and the field will be hidden for all users
B. The field will still be visible in search layout to all the users
C. The field-level security overrides the search layout and the field will be hidden for those users
D. None of the above

Answer: C

NEW QUESTION 573
- (Topic 5)
Record type picklist filtering applies to dependent picklists.

A. True
B. False

Answer: A

NEW QUESTION 577
- (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 582
- (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 586
- (Topic 5)
Unmanaged packages do not include locked components but can be upgraded?

A. True
B. False

Answer: B

NEW QUESTION 588
- (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 593
- (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 594
- (Topic 5)
Which are Activity Attachment Enhancements in Spring 11?

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

Answer: :ACE

NEW QUESTION 595
- (Topic 5)
How do you find out that the Approval Process is edited?

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

Answer: D

NEW QUESTION 597

- (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 600

- (Topic 5)

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

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

Answer: A

NEW QUESTION 601

- (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 602

- (Topic 5)

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

A. True
B. False

Answer: B

NEW QUESTION 603

- (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 605

- (Topic 5)

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

A. Yes
B. No

Answer: A

NEW QUESTION 606

- (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 610

- (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 612
- (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 617
- (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 619
- (Topic 5)
When you insert a record using the API, Do Validation rules are expected?

A. Yes
B. No

Answer: A

NEW QUESTION 623
- (Topic 5)
Scheduled reports run in the time zone of the user who schedules the report.

A. True
B. False

Answer: :A

NEW QUESTION 628
- (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 629
- (Topic 5)
Reports show only the information you can access where as Dashboards show information which you even cannot access.

A. True
B. False

Answer: A

NEW QUESTION 632
- (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 635
- (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 637
- (Topic 5)
Is it possible to have Sidebar search enabled with Global Search?

A. Yes
B. No

Answer: B

NEW QUESTION 639
- (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 642
- (Topic 6)
What is the maximum of actions per time trigger you can have in a Workflow Rule?

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

Answer: C

NEW QUESTION 646
- (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 651
- (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 656
CORRECT TEXT - (Topic 6)
How does a Profile differ from a Role?

A.

Answer: Profilecontrolswhatausercando(readcreateeditdelete)withrecords

NEW QUESTION 659
- (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 664
CORRECT TEXT - (Topic 6)
Why are Sharing Rules used?

A.

Answer:
Toopenupaccesstorecordsyouwouldn'tnaturallygetthroughOrganizationWideDefaultsandRoleHierarchy.TheyaretheexceptionstotheOrganizationWideDefaults.

NEW QUESTION 669
- (Topic 6)
On Lead Conversion a Lead Object Custom field can not be mapped to Which Object custom field?

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

Answer: C

NEW QUESTION 671
- (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 676
- (Topic 6)
Tab settings allow System Admin to customize which tabs are visible to users:

A. True
B. False

Answer: A

NEW QUESTION 680
- (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 681
- (Topic 6)
All personalization made to the Reports tab (expanding and collapsing of folders) is saved automatically. When a user returns to the Reports Tab in future sessions, the settings will remain intact until they are changed:

A. True
B. False

Answer: :A

NEW QUESTION 685
- (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 690
- (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 694
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 697
- (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 702
- (Topic 6)
Identify the maximum number of leads / contacts that you can add from a report at one time using Integrated Campaign Builder:

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

Answer: B

NEW QUESTION 704
- (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 708
- (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 711
- (Topic 6)
You can create a Lookup Relationship to link an object with itself.

A. True
B. False

Answer: A

NEW QUESTION 715
- (Topic 6)
An admin changed the org default language from English to spanish. What must end users do to see this change?

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

Answer: D

NEW QUESTION 720
- (Topic 6)
Which of the following statements is true about computer activation?

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

Answer: A

NEW QUESTION 723
- (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 725
- (Topic 6)
Can WF update formula fields?

A. Yes
B. No

Answer: B

Explanation:
 Explanation/Reference:
Readonly fields like formula or auto number fields are not available for field updates.

NEW QUESTION 727
- (Topic 6)
Standard Fiscal Years are for companies that break down their fiscal years,quarters and weeks in to fiscal periods.

A. True
B. False

Answer: A

NEW QUESTION 730
- (Topic 6)
What is conditional highlighting for reports?

A. You can set conditions that when met will report the calculated fields
B. Set thresholds for report analysis

C. None of the above

Answer: B

NEW QUESTION 734
- (Topic 6)
It is advisable not to overwrite user records with new user data because it would prevent you from tracking a history of past users and the records associated to them?

A. True
B. False

Answer: A

NEW QUESTION 738
- (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 743
- (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 744
- (Topic 6)
Will WF evaluate rules retroactively?

A. Yes
B. No

Answer: B

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

NEW QUESTION 745
- (Topic 6)
Mass Mail Contacts option doesn't appear under the Tools section in the Contacts tab, what could have caused this?

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

Answer: BD

NEW QUESTION 746
- (Topic 6)
You cannot delete a standard report.

A. True
B. False

Answer: A

NEW QUESTION 751
- (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 752
- (Topic 6)
Data Validation Rules are executed for a field (vs. as record).

A. True
B. False

Answer: B

NEW QUESTION 754
CORRECT TEXT - (Topic 6)
What is a Running User?

A.

Answer: Determinesthelevelofaccesstothedashboarddata

NEW QUESTION 755
- (Topic 6)
When you click Printable view , the report will display in a print ready format in Excel?

A. True
B. False

Answer: A

NEW QUESTION 756
- (Topic 6)
Identify the correct statement from the given list.

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

Answer: A

NEW QUESTION 758
- (Topic 6)
The number of formulas in a Custom summary formula is limited to:

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

Answer: B

NEW QUESTION 760
- (Topic 6)
When are WF rules evaluated?

A. Before a record is deleted
B. When a record is created/updated
C. After a record is created
D. When a record is cloned

Answer: B

NEW QUESTION 765
- (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 768
- (Topic 6)
With Spring '11, a new version of Chatter Desktop is available with performance optimizations and enhancements that let you:

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

Answer: ACDE

NEW QUESTION 769
- (Topic 6)
The running user doesn't override the sharing role while allowing users to see high-level sales data for everyone, not just

A. True
B. False

Answer: B

NEW QUESTION 772
- (Topic 6)
When a lead is converted it becomes an Account,Contact and Opportunity (unless you opt out of creating an Opportunity)

A. True
B. False

Answer: A

NEW QUESTION 774
- (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 779
- (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 781
- (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 785
- (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 789
- (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 794
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: For reporting parent and child fields available

A.

Answer: Master/Detail

NEW QUESTION 796
CORRECT TEXT - (Topic 7)
What elements are required for a workflow approval process?

A.

Answer: ApprovalActionApprovalProcessApprovalRequestApprovalSteps

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

NEW QUESTION 800
- (Topic 7)
Can standard fields be removed from the Page Layout?

A. True
B. False

Answer: A

NEW QUESTION 805
- (Topic 7)
Each workflow rule applies to a single object, such as leads, accounts, or opportunities.

A. True
B. False

Answer: A

NEW QUESTION 809
- (Topic 7)
The Director of Sales wants a report that meets the following criteria:
All accounts in NY, MA, PA and NJ Account rating of "Hot" or Annual Rev over $8M .The report must meet the state criteria but can optionally meet the account rating or the annual revenue.
Which report format would you use to create this custom report?

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

Answer: A

NEW QUESTION 810
CORRECT TEXT - (Topic 7)
Where do images for email templates, Cloud Scheduler, etc. need to be stored?

A.

Answer: InSFDocuments

NEW QUESTION 811
CORRECT TEXT - (Topic 7)
Define the Summary Report.

A.

Answer: Providesalistingofdataplussortingandsubtotalingofdata.Maybeusedtosupportdashboardcomponents.

NEW QUESTION 812
- (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 815
- (Topic 7)
Inline Editing updates the field when

A. The field is saved/updated
B. When the record is saved/updated
C. When the return key is pressed
D. None of the above

Answer: B

NEW QUESTION 818
- (Topic 7)
Custom Summary Formulas are based on hard record values but used to create a temporary formula for custom reporting needs.

A. True
B. False

Answer: A

NEW QUESTION 819
- (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 821
CORRECT TEXT - (Topic 7)
Dashboard components can consist of:

A.

Answer: Chart

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

NEW QUESTION 826
- (Topic 7)
How many instances of personal tags can be applied to records?

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

Answer: B

NEW QUESTION 829
CORRECT TEXT - (Topic 7)
Define the Solution Manager Profile.

A.

Answer: Standarduserperm+canmanagersolutions&solutioncategories

NEW QUESTION 831
CORRECT TEXT - (Topic 7)

Define the Tabular Report.

A.

Answer: Providesasimplelistingofyourdatawithoutsubtotals.Theonlyformatthathasafloatingreportheader.

NEW QUESTION 832
- (Topic 7)
Is the DataLoader Cloud based?

A. No
B. Yes

Answer: A

NEW QUESTION 833
CORRECT TEXT - (Topic 7)
Define the Contract Manager profile.

A.

Answer: Standarduserperm+editapproveactivatedeletecontracts

NEW QUESTION 834
- (Topic 7)
The number of business hours that can be set for the organization to operate:

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

Answer: D

NEW QUESTION 835
CORRECT TEXT - (Topic 7)
What do Business processes do?
Business Processes track sales, support, solution, cases

A.

Answer: A

NEW QUESTION 839
CORRECT TEXT - (Topic 7)
What does the default locale impact?

A.

Answer: Theformatofdateandnumberfields.

NEW QUESTION 842
- (Topic 7)
Record locking in a workflow approval process prevents users from editing a record only if they have a certain field-level security or sharing settings.

A. True
B. False

Answer: B

NEW QUESTION 844
CORRECT TEXT - (Topic 7)
What can Delegated Admins do?

A.

Answer: ViewAll&ModifyALLAccessbyObject

NEW QUESTION 846
CORRECT TEXT - (Topic 7)
Which takes precedence: User's language setting or Company profile default language?

A.

Answer: User'slanguagesetting.

NEW QUESTION 851
- (Topic 7)
Workflow rules on custom objects are automatically deleted if the custom object is deleted.

A. True
B. False

Answer: A

NEW QUESTION 854
- (Topic 7)
The Self Service Portal and Customer Portal are the same technology?

A. Yes
B. No

Answer: B

NEW QUESTION 855
CORRECT TEXT - (Topic 7)
The new charting engine allows for greater customization and creation of charts including:

A.

Answer: BarLine

Explanation:
Funnel Donut Pie
Combo Charting

NEW QUESTION 860
- (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 864
CORRECT TEXT - (Topic 7)
Define the system Admin profile.

A.

Answer: "SuperUser"-Cancustomize&administratetheOrg

NEW QUESTION 869
CORRECT TEXT - (Topic 7)
Who can delete records?

A.

Answer:
Theabilitytodeleteindividualrecordsiscontrolledbyadministratorstherecordownerusersinarolehierarchyabovetherecordownerandanyuserthathasbeengranted"FullAccess."

NEW QUESTION 870
CORRECT TEXT - (Topic 7)
What do Sales Teams do?

A.

Answer: FocusesonOpportunityRecordsbeingsharedtoaspecifiedgroupofusersbasedontheOpportunityOwner.

NEW QUESTION 872
- (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 877
- (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 882
CORRECT TEXT - (Topic 7)
What does a workflow approval process do?

A.

Answer: ItelectronicallycapturesabusinessapprovalonaSFdatarecord.

NEW QUESTION 887
CORRECT TEXT - (Topic 7)
What are the field property options for Custom Fields?

A.

Answer: RequiredRead-OnlyExternalIDUnique

NEW QUESTION 891
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: Lookup field on child is always required.

A.

Answer: Master/Detail

NEW QUESTION 894
- (Topic 7)
Do opportunities or cases have import wizards?

A. Yes
B. No

Answer: B

NEW QUESTION 895
- (Topic 7)
Describe the methods to allow access to the application?

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

Answer: ABC

NEW QUESTION 900
- (Topic 7)
How many app exchange apps can you install in EE?

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

Answer: B

NEW QUESTION 903
- (Topic 7)
The number of calculated values per report:

A. 5
B. 10
C. 20
D. 2
E. 15
F. 6

Answer: A

NEW QUESTION 907
- (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 909
- (Topic 7)
Standard Reports can be deleted?

A. True
B. False

Answer: B

NEW QUESTION 914
- (Topic 7)
The running user of a dashboard overrides the sharing model to see the high-level summary data for everyone at the level of the Running User and below.

A. True
B. False

Answer: A

NEW QUESTION 918
CORRECT TEXT - (Topic 7)
What database actions can the DataLoader perform?

A.

Answer: InsertExtractUpdateupsertandDelete

NEW QUESTION 919
- (Topic 8)
Select which is Not Applicable. What does a Page Layout control Select the choice which in NOT applicable

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

Answer: D

NEW QUESTION 921
- (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 926
- (Topic 8)
Account Teams are not available for Professional Edition

A. True
B. False

Answer: A

NEW QUESTION 931
- (Topic 8)
You can create parent/child relationships directly from the CSV import file

A. True
B. False

Answer: A

NEW QUESTION 933
- (Topic 8)
Difference between workflow rule and workflow approval process is:

A. A workflow rule is based on assignment rule and workflow approval is not
B. A workflow rule is based on manual submission and workflow approval is not
C. A workflow rule has workflow actions where as workflow approval does not
D. A workflow approval triggers on manual submission whereas a workflow rule triggers on saving a record

Answer: D

NEW QUESTION 938
- (Topic 8)
You can map a custom lead field to a Case

A. True
B. False

Answer: A

NEW QUESTION 940
- (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 942
- (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 947
- (Topic 8)
You can map a single column from the CSV file to multiple fields in Salesforce SFA.

A. True
B. False

Answer: A

NEW QUESTION 948
- (Topic 8)
Export to Excel is available for Printable Lists:

A. True
B. False

Answer: B

NEW QUESTION 949
- (Topic 8)
Which of the following is true about salesforce?

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

Answer: ABC

NEW QUESTION 954
- (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 956
- (Topic 8)
Which of them is not a Standard Business Object?

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

Answer: C

NEW QUESTION 957
- (Topic 8)
How many people can you send an invite to at a time using Cloud Scheduler?

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

Answer: :A

NEW QUESTION 958
- (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 959
- (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 963
- (Topic 8)
The size limit for documents uploaded is:

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

Answer:

B

NEW QUESTION 967
- (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 970
CORRECT TEXT - (Topic 8)
How does Cloud Scheduler Work?

A.

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

NEW QUESTION 973
- (Topic 8)
The administrator changes the organization time zone from "pacific daylight" to "central". Which users will be affected?

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

Answer: D

NEW QUESTION 977
- (Topic 8)
A Workflow Alert can be tracked in Activity History

A. True
B. False

Answer: A

NEW QUESTION 978
- (Topic 8)
Customizable Forecasting cannot be enabled for use with Custom Fiscal Years

A. True
B. False

Answer: B

NEW QUESTION 980
- (Topic 8)
What is true about look up relationships?

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

Answer: AC

NEW QUESTION 984
CORRECT TEXT - (Topic 8)
What is the Cloud Scheduler?

A.

Answer: CloudSchedulerallowsyoutorequestmeetingswithyourcustomersandhaveyourcustomersselectwhentheycanmeetbeforeyouconfirmthemeeting.

NEW QUESTION 987
- (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 991
- (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 995
- (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 1000
- (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 1001
- (Topic 8)
How many Editions are there in Salesforce.com

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

Answer: :D

NEW QUESTION 1006
- (Topic 8)
Workflow Field Updates specify the field you want updated and the new value for it. Depending on the type of field, you can do the following Except:

A. Choose to apply a specific value
B. Make the value blank
C. Delete the Field
D. Calculate a value based on a formula you create

Answer: C

NEW QUESTION 1009
- (Topic 8)
If territory management is enabled for your organization and a lead is converted, how does it get assigned?

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

Answer: A

NEW QUESTION 1014
- (Topic 8)
A custom multi-select picklist can be the controlling field for a dependent field

A. True
B. False

Answer: B

NEW QUESTION 1018
- (Topic 8)
Sharing rules can be formed on the following except:

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

Answer: D

NEW QUESTION 1023
- (Topic 8)
Chatter is not available for Mobile Users?

A. True
B. False

Answer: B

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

NEW QUESTION 1025
- (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 1028
- (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 1030
- (Topic 8)
The administrator wants to create 3 custom fields: an auto-number, a text field and a picklist. Is it possible?

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

Answer: A

NEW QUESTION 1034
- (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 1037
- (Topic 8)
What data can you request for in the weekly data export?

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

Answer: D

NEW QUESTION 1041
- (Topic 8)
The Documents tab does NOT contain version control capabilities

A. True
B. False

Answer: A

NEW QUESTION 1043
- (Topic 8)
The Account Access, Contact Access and Opportunity Access options depend on your sharing model

A. True
B. False

Answer: A

NEW QUESTION 1044
- (Topic 8)
It is only necessary for Identity Confirmation if IP address is unknown and browser cookie does not exist:

A. True
B. False

Answer: A

NEW QUESTION 1046
- (Topic 8)
How do you specify the following in a formula field : the year of the custom date field(date_c) should be the current year:

A. YEAR(date_c)=YEAR(today())
B. YEAR(date_c)<>YEAR(today())
C. DATE(date_c)=DATE(today())
D. DATE(date_c)=YEAR(today())

Answer: A

NEW QUESTION 1047
- (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 1052
- (Topic 9)
Existing records that meet the Workflow Rule criteria trigger the Rule.

A. True
B. False

Answer: B

NEW QUESTION 1056
- (Topic 9)
Which type of field could you use to create a relationship between a custom object and another object?

A. Master-Detail Relationship
B. One-to-Many Relationship
C. Many-to-Many Relationship
D. All of the above

Answer: A

NEW QUESTION 1061
- (Topic 9)
What is true about a Web-to-Lead?

A. An online form to capture lead information
B. Determines which Email Template to send to leads generated via Web-to-Lead
C. Contains Rule Entries that determine criteria for determining
D. Email Template response content published on your web site

Answer: AD

NEW QUESTION 1064
- (Topic 9)
Who can view a Campaign in Salesforce.com

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

Answer: D

NEW QUESTION 1065
- (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 1067
- (Topic 9)
Recent item and Lookup Hovers use the Record Mini Page.

A. True
B. False

Answer: A

NEW QUESTION 1071
- (Topic 9)
You delete the Custom Field Region. All data related to Region will also be deleted.

A. True
B. False

Answer: A

NEW QUESTION 1076
- (Topic 9)
Select all which are true about Contacts Objects

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

Answer: BD

NEW QUESTION 1080
- (Topic 9)
Can you include attachments in the Data Export.

A. True

B. False

Answer: A

NEW QUESTION 1084
- (Topic 9)
Which of the following are reasons for creating a Validation Rule?

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

Answer: C

NEW QUESTION 1086
- (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 1088
- (Topic 9)
Joe imports records for Sara, a non-active user. Sara's records will be assigned to Joe.

A. True
B. False

Answer: A

NEW QUESTION 1089
- (Topic 9)
When setting up an user, the first name of the user is not required.

A. True
B. False

Answer: A

NEW QUESTION 1091
- (Topic 9)
How many External ID fields can you have per object?
External ID: When importing custom objects, solutions, or person accounts, you can use external IDs to prevent duplicate records from being created as a result of the import operation.

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

Answer: C

NEW QUESTION 1092
- (Topic 9)
Which Service Cloud and Service Cloud Console Enhancements in Spring 11 are Automatically visible to all Administrators without any setup required?

A. Multiple Languages for Salesforce Knowledge
B. Salesforce Knowledge Article Number
C. Additional Case Article Fields Available for Reports and the Articles Related List
D. Salesforce Knowledge Sidebar for the Service Cloud Console (Contextual Knowledge)
E. Global Search for the Service Cloud Console

Answer: ACD

NEW QUESTION 1093

- (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 1096
- (Topic 9)
Records in the recycle bin do NOT count against your organization's storage limits

A. True
B. False

Answer: A

NEW QUESTION 1101
- (Topic 9)
Custom Objects are reportable.

A. True
B. False

Answer: A

NEW QUESTION 1103
- (Topic 9)
Which of the following can NOT be edited on the Page Layout Editor?

A. Field positions
B. Buttons
C. Page sections
D. Related lists
E. Picklist values

Answer: E

NEW QUESTION 1106
- (Topic 9)
Formula cannot reference any field that is restricted by Field level security

A. True
B. False

Answer: B

NEW QUESTION 1107
- (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 1110
- (Topic 9)
Can you uninstall an AppExchange application once it has been deployed.

A. True
B. False

Answer: A

NEW QUESTION 1113
- (Topic 9)
If single sign-on is enabled for your organization, API and desktop client users cannot log in to Salesforce CRM unless their IP address is included on your organization's list of trusted IP addresses or on their profile, if their profile has IP address restrictions set.

A. True

B. False

Answer: A

NEW QUESTION 1117
- (Topic 9)
What is the new Chart type available after Spring 11?

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

Answer: D

NEW QUESTION 1119
- (Topic 9)
If your organization uses territory management, the new account is evaluated by account assignment rules and may be assigned to one or more territories.

A. True
B. False

Answer: A

NEW QUESTION 1121
- (Topic 9)
A System Administrator followed the click path: Your Name ? Setup ? Customize ? Reports
& Dashboards?
User Interface Settings but found no option to enable the Report Builder Upgrade. Which statements could explain this scenario?

A. Another System Administrator had already enabled it.
B. There is no Report Builder Upgrade spring 11 just made it available to all profiles.
C. That is not the right click path to do the upgrade.
D. They created their Salesforce Org after the Spring 11 releas
E. Thus there is no need for the upgrade.

Answer: AD

NEW QUESTION 1124
- (Topic 9)
When transferring leads to a queue open activities are also transferred?

A. True
B. False

Answer: B

NEW QUESTION 1129
- (Topic 9)
Partner portal and customer portal users aren't required to activate computers to log in.

A. True
B. False

Answer: A

NEW QUESTION 1133
- (Topic 9)
The standard object permissions are: (check all that apply)

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

Answer: ACDE

NEW QUESTION 1135
- (Topic 9)
Formula fields can be converted from or to other field types.

A. True
B. False

Answer: B

NEW QUESTION 1137
- (Topic 9)
You have created a custom field of the type "Number" on the Account object called "Number of Golfers at Client". You enter the following data in the field: 073. What is stored in Saleforce CRM?

A. 0073
B. 73
C. 7.3%

Answer: B

NEW QUESTION 1139
- (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 1143
- (Topic 9)
You need which permission to specify a running user other than yourself.

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

Answer: A

NEW QUESTION 1147
- (Topic 9)
Which of the following statements are true about Import wizard?

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

Answer: :AC

NEW QUESTION 1149
- (Topic 9)
How many lead assignment rules can be active at one time?

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

Answer: A

NEW QUESTION 1152
- (Topic 9)
You can enable field encryption by:

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

Answer: B

NEW QUESTION 1153
- (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 1154
- (Topic 9)
The Console's center frame is the detail page view of any record selected from any of the console's other frame.

A. True
B. False

Answer: A

NEW QUESTION 1155
- (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 1156
- (Topic 9)
If you give a user the "Weekly Data Export" permission, which is needed to export data, he or she has view access to all data that is exported and can see all custom objects and fields in the Weekly Export Service regardless of their other profile settings.

A. True
B. False

Answer: A

NEW QUESTION 1159
- (Topic 9)
Why would you create different Record Types?

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

Answer: D

NEW QUESTION 1160
- (Topic 9)
Which of following is granted by the Manage Territories Permission (Select all that apply)?

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

Answer: ABDEF

NEW QUESTION 1161
- (Topic 9)
If you change the data type from a Checkbox to a Picklist, it can cause data loss.

A. True
B. False

Answer: A

NEW QUESTION 1164
- (Topic 9)
Which of the following special picklist fields are not available for record types because they're used exclusively for sales processes, lead processes, support processes, and solution processes

A. Opportunity Stage
B. Lead Status
C. Case Status

D. Solution Status
E. Case Origin

Answer: ABCD

NEW QUESTION 1166
- (Topic 9)
If you relabel a Standard Object the standard list views on every Salesforce tab will automatically be renamed.

A. True
B. False

Answer: B

NEW QUESTION 1168
- (Topic 9)
While Scheduling an email reports user specifies all except

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

Answer: :B

NEW QUESTION 1169
- (Topic 9)
You have to enable the Report Builder Upgrade first to use Scatter Charts.

A. True
B. False

Answer: A

NEW QUESTION 1171
- (Topic 9)
Advanced filter conditions can be applied to a roll-up summary field:

A. True
B. False

Answer: B

NEW QUESTION 1173
- (Topic 10)
Records & Record Detail Pages: What is NOT true of hover links in SFDC?

A. Hover links can be found on record detail pages (for leads, opportunities, etc)
B. Top of page hover links often provide a summary of information found on the bottom of a page so I don't have to scroll down to see important activity history, notes, etc
C. Just about every link in SFDC can be hovered over, and a summary window will pop-up.
D. When I hover over them, I begin to levitate in my chair
E. Hover links are cool and will save me some time when researching info about accounts, leads, opportunities, etc.

Answer: D

NEW QUESTION 1177
- (Topic 10)
When controlling and dependent fields are available in Connect Offline...

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

Answer: B

NEW QUESTION 1178
- (Topic 10)
A manager wants to pend all task assigned to his team so that the due date will be pushed a few days forward.

A. He needs to have Edit Tasks permission
B. He can go to Your Name > Setup > Customize > Activities > Tasks > Manage Task
C. Go to Tasks tab and find the Mass Reschedule link in the Tools section
D. There is no such standard functionality yet in Salesforce.

Answer: D

NEW QUESTION 1179
- (Topic 10)
Email templates used in all of the following features must be public and active EXCEPT

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

Answer: B

NEW QUESTION 1182
- (Topic 10)
Which of the following statements is true about person accounts in backup exports?

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

Answer: A

NEW QUESTION 1186
- (Topic 10)
Do users have to display the jump page every time they create a new record?

A. Yes
B. No

Answer: B

NEW QUESTION 1191
- (Topic 10)
Which definition best describes "accounts" and their relationships with other record types in SFDC?

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

Answer: B

NEW QUESTION 1196
- (Topic 10)
What is the maximum length of any auto-number field?

A. 20
B. 30
C. 40
D. 50
E. 60

Answer: B

NEW QUESTION 1200
- (Topic 10)
Identify the statements that define Apex data loader?

A. Can be used to insert or extract SF records
B. Can be used to insert,update,delete or extract SF records
C. Can be used only to update and delete SF records
D. Can be used to read,extract and load data from CSV
E. Can be used to read,extract and load data from any MS office file

Answer: BD

NEW QUESTION 1202
CORRECT TEXT - (Topic 10)
List the objects that may have Sharing Rules

A.

Answer: •Lead

Explanation:
• Account
• Contact
• Opportunity
• Case
• Campaign
• Custom Objects

NEW QUESTION 1205
- (Topic 10)
Which of these is NOT true: it is possible to import my existing contacts from Outlook by:

A. Clicking "set-up" and using the import wizard
B. Sending emails to myself
C. Connecting SFDC with Outlook and submitting contacts and leads to SFDC directly from my email

Answer: B

NEW QUESTION 1210
CORRECT TEXT - (Topic 10)
If I'm looking at a detail page, how do I know what record type it is?

A.

Answer: FortabsthathavemultiplerecordtypesdefinedyoucanlookattheRecordTypefieldonthepage.Howeverthisfieldmustbeaddedtothepagelayout.

NEW QUESTION 1214
CORRECT TEXT - (Topic 10)
Methods to automate leads?

A.

Answer: Web-To-LeadEmailTemplates

Explanation:
Auto response rules

NEW QUESTION 1216
- (Topic 10)
Formula and roll-up summary fields are included in backup exports

A. True
B. False

Answer: B

NEW QUESTION 1220
- (Topic 10)
You convert a lead that is linked to multiple campaigns what is inserted into the opportunity Campaign Source field?

A. The campaign source field is left empty
B. The campaign with the most recently updated member status is mapped to the new opportunity
C. The first campaign linked to the lead, based on time stamp, is mapped to the new opportunity

Answer: B

NEW QUESTION 1223
CORRECT TEXT - (Topic 10)
You can use inline editing to maintain all detail pages in the application except for....?

A.

Answer: DocumentsandForecasts

NEW QUESTION 1224
- (Topic 10)
You can create a custom report on solution categories and solution categories are available in list views.

A. True
B. False

Answer: B

NEW QUESTION 1228
- (Topic 10)
You can map custom lead fields to standard fields on the Account, Contact, and Opportunity.

A. True
B. False

Answer: B

NEW QUESTION 1230
- (Topic 10)
Here are the salesforce.com definitions of a Lead, Account, Contact, & Opportunity. Which one is the definition for an opportunity?

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

Answer: D

NEW QUESTION 1233
- (Topic 10)
What is the purpose API Token field on the User object?

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

Answer: B

NEW QUESTION 1236
- (Topic 10)
Accounts can be created by converting a lead to an opportunity, or by manual entry.

A. True
B. False

Answer: A

NEW QUESTION 1241
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