



Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins

NEW QUESTION 1

- (Topic 1)

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

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

Answer: C

NEW QUESTION 2

- (Topic 1)

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 3

- (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 4

- (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 5

- (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 6

- (Topic 1)

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

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

Answer: B

NEW QUESTION 7

- (Topic 1)

Record types specify the following elements.

- A. Picklist values
- B. Page layouts
- C. Business processes
- D. All of the above

E. None of the above

Answer: D

NEW QUESTION 8

- (Topic 1)

Who can invite Chatter customers into a Chatter group?

- A. The system admin
- B. Group owner
- C. All Chatter users
- D. None of the above

Answer: AB

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)

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

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

Answer: C

NEW QUESTION 11

- (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 16

- (Topic 1)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 17

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 19

- (Topic 1)

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

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

Answer: B

NEW QUESTION 21

- (Topic 1)

If the company locale is set to US English, all users will have a default locale of US English and this cannot be changed.

- A. True
- B. False

Answer: B

NEW QUESTION 25

- (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 28

- (Topic 1)

If a user tries to login outside the IP range specified in their profile, the result will be.

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

Answer: D

NEW QUESTION 30

- (Topic 1)

Which of the following objects support business processes?

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

Answer: AB

NEW QUESTION 34

- (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 37

- (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 40

- (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 41

- (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 45

- (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 46

- (Topic 1)

Manual sharing allows administrators to grant one-off access to individual records, users cannot grant this access even if they own the record.

- A. True
- B. False

Answer: B

NEW QUESTION 50

- (Topic 1)

If Field Level Security prevents a user from viewing the Credit Card field on the Opportunity record, the user will also be prevented from seeing this field (choose all that apply)

- A. In a related list
- B. In search results
- C. In reports
- D. In list views
- E. All of the above
- F. None of the above

Answer: E

NEW QUESTION 51

- (Topic 1)

Use Custom Summary Formulas to create calculated summaries on numerical fields in and reports.

- A. Tabular and Summary
- B. Custom and Standard
- C. Summary and Matrix
- D. Matrix and Tabular

Answer: C

NEW QUESTION 56

- (Topic 1)

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

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

Answer: D

NEW QUESTION 58

- (Topic 1)

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

- A. True
- B. False

Answer: B

NEW QUESTION 63

- (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 67

- (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 72

- (Topic 1)

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

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

Answer: ABD

NEW QUESTION 75

- (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 77

- (Topic 1)

Use to filter or segment picklist values based on the user's profile.

- A. Record Types
- B. User Profiles
- C. Role Hierarchy
- D. Business Processes
- E. Field Level Security

Answer: A

NEW QUESTION 80

- (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 85

- (Topic 1)

Which report type provides a simple list of data with no subtotals?

- A. Matrix
- B. Summary
- C. Tabular
- D. Custom
- E. Standard

Answer: C

NEW QUESTION 90

- (Topic 1)

Public groups can be used to simplify the creation of sharing rules for Administrators.

- A. True
- B. False

Answer: A

NEW QUESTION 94

- (Topic 1)

Time based workflow can be triggered every time a record is created or edited

- A. True
- B. False

Answer: B

NEW QUESTION 96

- (Topic 1)

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

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

Answer: A

NEW QUESTION 100

- (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 104

- (Topic 1)

If a user leaves your company, the system administrator should do the following to prevent future access to the Salesforce org.

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

Answer: B

NEW QUESTION 105

- (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 107

- (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 111

- (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 115

- (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 117

- (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 121

- (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 125

- (Topic 1)

The system administrator needs to prevent telesales teams from logging into Salesforce outside of the office.
How will he/she do this?

- A. There is not way to do this
- B. Setup | Security Controls | Network Access and specify the team's range of IP addresses
- C. Add the range of IP addresses to the team's profile(s)
- D. Contact salesforce.com as this feature must be enabled

Answer: C

NEW QUESTION 128

- (Topic 1)

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

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

Answer: BC

NEW QUESTION 129

- (Topic 1)

Which statement about custom summary formulas is true?

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

Answer: BD

NEW QUESTION 131

- (Topic 1)

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

- A. True
- B. False

Answer: B

NEW QUESTION 136

- (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 140

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 144

- (Topic 2)

The formula editor may be used all of the following places EXCEPT:

- A. S-Control
- B. Formula Field
- C. Default Values on Standard Fields
- D. Workflow Field Updates

Answer: C

NEW QUESTION 148

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 149

- (Topic 2)

When are Formula Fields recalculated?

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

Answer: A

NEW QUESTION 150

- (Topic 2)

The Campaign ROI Analysis Report uses which of the following calculations to determine the ROI percentage for a campaign?

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

Answer: D

NEW QUESTION 154

- (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 156

- (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 159

- (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 163

- (Topic 2)

Which of the following are new features on Chatter tab?

- A. Like
- B. @Mention
- C. Live Updates
- D. All of the Above

Answer: D

NEW QUESTION 164

- (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 165

- (Topic 2)

Which one does NOT apply to Custom Formula Fields?

- A. Custom Formula Fields can reference other formula fields
- B. Custom Formula Fields can reference standard fields
- C. Custom Formula Fields can reference custom fields
- D. Custom Formula Fields can calculate across objects

Answer: A

NEW QUESTION 167

- (Topic 2)

Recent Item and Look up Hover Views use the:

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

Answer: A

NEW QUESTION 171

- (Topic 2)

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

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

Answer: B

NEW QUESTION 175

- (Topic 2)

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

- A. True
- B. False

Answer: B

NEW QUESTION 180

- (Topic 2)

Once a field is hidden from a Profile using 'Field Level Security', a User associated to that Profile can still see the field using the following:

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

Answer: D

NEW QUESTION 183

- (Topic 2)

Which objects can be customized for history tracking?

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

Answer: B

NEW QUESTION 185

- (Topic 2)

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

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

Answer: :C

NEW QUESTION 190

- (Topic 2)

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

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

Answer: ABD

NEW QUESTION 194

- (Topic 2)

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

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

Answer: ABC

NEW QUESTION 199

- (Topic 2)

What are the opportunity defaults when converting a lead to an opportunity?

- A. Stage Defaults to first option in the picklist, close date defaults to the last day in the quarter, and the amount defaults to blank
- B. Stage defaults to first option in the picklist, close date defaults to 3 months from conversion date, and amount defaults to blank
- C. User defines amount, close date, and stage upon conversion
- D. None of the above

Answer: A

NEW QUESTION 202

- (Topic 2)

You can use standard reports when creating

- A. True
- B. False

Answer: B

NEW QUESTION 204

- (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 205

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 209

- (Topic 2)

are a collection of Force.com components and applications that are made available to other organizations through the AppExchange.

- A. Application
- B. Object
- C. Workflow Rules
- D. Packages
- E. Visual Force Page

Answer: D

NEW QUESTION 210

- (Topic 2)

Which of the following does a Profile control?

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

Answer: C

NEW QUESTION 215

- (Topic 2)

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

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

Answer: C

NEW QUESTION 220

- (Topic 2)

What is a Managed Package?

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

Answer: AB

NEW QUESTION 222

- (Topic 2)

What needs to be specified to schedule a Report?

- A. Objects
- B. Date Range
- C. Location
- D. Frequency

Answer: :CD

NEW QUESTION 223

- (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 226

- (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 230

- (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 234

- (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 237

- (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 242

- (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 243

- (Topic 2)

What determines a unique User Record?

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

Answer: A

NEW QUESTION 247

- (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 249

- (Topic 2)

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

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

Answer: B

NEW QUESTION 253

- (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 258

- (Topic 2)

Recent Items use the?

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

Answer: C

NEW QUESTION 259

- (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 264

- (Topic 2)

Which of the following object relationships is NOT allowed?

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

Answer: B

NEW QUESTION 266

- (Topic 2)

Default values are available for standard text fields

- A. True
- B. False

Answer: B

NEW QUESTION 268

- (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 270

- (Topic 2)

If a profile does not have access to an application, that profile will also not have access to the tabs and objects of that application

- A. True
- B. False

Answer: B

NEW QUESTION 274

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 279

- (Topic 2)

What can a Task do that an Email Alert Cannot do? Choose 2 answers.

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

Answer: AB

NEW QUESTION 284

- (Topic 2)

Custom lead fields can be mapped to which sets of objects in salesforce.com?

- A. Account, Contact, Opportunity, or Campaigns
- B. Account, Contact, or Opportunity
- C. Account or Contact Only
- D. Contact or Opportunity Only

Answer: B

NEW QUESTION 289

- (Topic 2)

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

- A. True
- B. False

Answer: B

NEW QUESTION 293

- (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 297

- (Topic 2)

Forecasting can be used with Custom Fiscal Years.

- A. True
- B. False

Answer: B

NEW QUESTION 300

- (Topic 2)

Case Assignment Rules are based on elapsed time

- A. True
- B. False

Answer: A

NEW QUESTION 303

- (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 306

- (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 310

- (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 312

- (Topic 3)

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

A. True

B. False

Answer: B

NEW QUESTION 313

- (Topic 3)

What is the maximum number of records to be printed in the Printable View of a list view?

A. 2.000

B. 100

C. 1.000

D. 200

Answer: C

NEW QUESTION 314

- (Topic 3)

What is parallel approval Routing?

A. When you can mass assign your locked records to users in your same Role

B. The ability to send approval requests to yourself multiple times, so you can approve a record

C. The ability to take back approval requests once you have sent them

D. The ability to send approval requests to multiple approvers in a single step

Answer: D

NEW QUESTION 316

- (Topic 3)

Which Salesforce editions provide option for customizing profiles?

A. All Editions

B. Unlimited, Developer and Enterprise Editions

C. Professional, Unlimited, and Developer Editions

D. Enterprise, Unlimited, and Developer Editions

E. All except Group Edition

F. All except Professional Edition

Answer: BD

NEW QUESTION 321

- (Topic 3)

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

A. Opportunity

B. Users

C. Assets

D. Contracts

Answer: B

NEW QUESTION 324

- (Topic 3)

Chatter Desktop is not available in which Salesforce Edition?

A. Free Edition

B. Group

C. Professional

D. Developer

E. Enterprise

F. Contact Manager

Answer: A

NEW QUESTION 329

- (Topic 3)

How many workflow rules can you create per entity?

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

Answer: D

NEW QUESTION 332

- (Topic 3)

A Standard profile that has Standard User Permissions and can manage published solutions and solution categories

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

Answer: E

NEW QUESTION 335

- (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 339

- (Topic 3)

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

- A. True
- B. False

Answer: B

NEW QUESTION 343

- (Topic 3)

Data Validation rules is not supported in which Salesforce edition?

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

Answer: F

NEW QUESTION 348

- (Topic 3)

Which is a capability of the new Service Cloud console?

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

Answer: ABE

NEW QUESTION 352

- (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 355

- (Topic 3)

What is a Dashboard made of?

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

Answer: ABD

NEW QUESTION 359

- (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 362

- (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 364

- (Topic 3)

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

- A. True
- B. False

Answer: B

NEW QUESTION 368

- (Topic 3)

Custom formula fields can reference other custom formula fields including themselves.

- A. True
- B. False

Answer: B

NEW QUESTION 370

- (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 372

- (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 375

- (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 379

- (Topic 3)

Printable View does not Save all the report formatting.

- A. True
- B. False

Answer: B

NEW QUESTION 380

- (Topic 3)

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

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

Answer: B

NEW QUESTION 381

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 383

- (Topic 3)

Which of the following is a standard Profile?

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

Answer: :BD

NEW QUESTION 387

- (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 389

- (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 392

- (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 395

- (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 397

- (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 402

- (Topic 3)

What is one advantage of Salesforce CRM?

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

Answer: B

NEW QUESTION 405

- (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 407

- (Topic 3)

What is the maximum of time triggers per Workflow Rule?

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

Answer: B

NEW QUESTION 410

- (Topic 3)

The Report Builder is different from the Report Wizard.

- A. True
- B. False

Answer: A

NEW QUESTION 414

- (Topic 3)

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

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

Answer: C

NEW QUESTION 417

- (Topic 3)

Which can be accessed by a Chatter Free user?

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

Answer: ACDE

NEW QUESTION 422

- (Topic 3)

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

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

Answer: ACEF

NEW QUESTION 423

- (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 424

- (Topic 3)

When are data Validation Rules enforced?

- A. Upon opening the record
- B. Upon closing the record
- C. Upon editing a field
- D. Upon saving a record

Answer: D

NEW QUESTION 425

- (Topic 3)

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

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

Answer: D

NEW QUESTION 426

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 429

- (Topic 3)

Salesforce is which of the following:

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

D. Campaign Management

Answer: ABC

NEW QUESTION 431

- (Topic 3)

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

A. True

B. False

Answer: A

NEW QUESTION 433

- (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 435

- (Topic 3)

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

A. Enable Collapsible Sections

B. Show Quick Create

C. Show customer Sidebar Components on All Pages

D. Transfer all Open Opportunities

E. Enable Drag-and-drop scheduling on List Views

Answer: ABCE

NEW QUESTION 439

- (Topic 4)

When looking at a vertical column chart, what can a user click on to drill down to a filtered source report? Choose 3 answers

A. Component header

B. Individual groups

C. The Y - axis

D. Legend entries

E. The X- axis

Answer: BDE

NEW QUESTION 444

- (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 445

- (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 448

- (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 452

- (Topic 4)

A company that uses custom fiscal year: A standard forecast option is unavailable. Administrator will have to build a custom forecast for the same.

- A. True
- B. False

Answer: A

NEW QUESTION 453

- (Topic 4)

Identify the statement that correctly defines data validation

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

Answer: A

NEW QUESTION 455

- (Topic 4)

Which statement is TRUE regarding dependent lookups? Choose 2 answers:

- A. They can be configured to make fields on related records, depending on data in the source record
- B. They can be configured to limit the records returned by a lookup based on the value of a field on a related record
- C. They can be configured to compare data to external sources to verify that contact and prospect information is up to date.
- D. They can be configured when creating the master-detail or lookup relationships

Answer: AB

NEW QUESTION 459

- (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 463

- (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 466

- (Topic 4)

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

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

Answer: B

NEW QUESTION 471

- (Topic 4)

Documents count toward Data Storage.

- A. True
- B. False

Answer: B

NEW QUESTION 475

- (Topic 4)

Which statement is / are false for folders?

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

Answer: BC

NEW QUESTION 478

- (Topic 4)

File attachments, document tabs, and sales force content count towards Data Storage:

- A. True
- B. False

Answer: B

NEW QUESTION 480

- (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 481

- (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 482

- (Topic 4)

Which is a feature of combination charts? Choose 2 answers

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

Answer: AD

NEW QUESTION 484

- (Topic 4)

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

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

Answer: ABD

NEW QUESTION 488

- (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 492

- (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 493

- (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 495

- (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 499

- (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 504

- (Topic 4)

Which of the following is not a Standard Salesforce.com Application?

- A. Service
- B. Sales
- C. Call Center
- D. Community
- E. Marketing

Answer: A

NEW QUESTION 506

- (Topic 4)

A role has many to many relationships with the user?

- A. True
- B. False

Answer: B

NEW QUESTION 507

- (Topic 4)

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

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

Answer: BCE

NEW QUESTION 512

- (Topic 4)

A user successfully login's at 3:00 PM, What happens at 3:31 PM, if the Login hours for the user's Profile are set from 7:30 AM to 3:30 PM?

- A. User is automatically Logged Out
- B. User keeps working continuously without any issues
- C. User is asked in a Popup window if he would like to extend his session
- D. User is logged out once he tries to do any DML (Data Manipulation) Operation i.
- E. Save, Edit etc.

Answer: D

NEW QUESTION 514

- (Topic 4)

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

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

Answer: :AB

NEW QUESTION 518

- (Topic 4)

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

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

Answer: C

NEW QUESTION 523

- (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 525

- (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 530

- (Topic 4)

Marketing and Sales users at Universal Containers would like more visibility into Lead and Contact participation in this years Trade Show. How would an Administrator build this into the application? Choose 2 answers

- A. Create Cross-object formula fields to display campaign member record details on a lead or a contact record
- B. Alert lead and contact owners with workflow when a prospective customer registers for the event
- C. Customize the campaign member related list on the lead or contact object
- D. Create Cross-object formula fields to display lead or contact record details on a campaign member record

Answer: BC

NEW QUESTION 532

- (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 536

- (Topic 4)

Universal Containers would like their sales reps to be able to send branded email invitations to customers for business meetings and to collaborate with customers from a branded Website to find a suitable meeting time.

How can an Administrator accomplish this?

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

Answer: B

NEW QUESTION 541

- (Topic 4)

Time-Dependent Workflow – Maximum Triggers Allowed Per Rule:

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

Answer: A

NEW QUESTION 545

- (Topic 4)

Author and the owner have same access to the document

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

Answer: B

NEW QUESTION 548

- (Topic 4)

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

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

Answer: AD

NEW QUESTION 550

- (Topic 4)

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

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

Answer: D

NEW QUESTION 551

- (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 553

- (Topic 4)

Field Level Security cannot be used to make a field required.

- A. True
- B. False

Answer: A

NEW QUESTION 555

- (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 559

- (Topic 4)

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

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

Answer: B

NEW QUESTION 564

- (Topic 4)

What is true about a Role?

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

Answer: AD

NEW QUESTION 568

- (Topic 4)

What is True about the Role Hierarchy

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

Answer: ABC

NEW QUESTION 569

- (Topic 4)

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

- A. True
- B. False

Answer: B

NEW QUESTION 572

- (Topic 4)

A public group is a grouping of all Except?

- A. Users
- B. Public Groups
- C. Queue
- D. Roles
- E. Roles and Subordinates

Answer: C

NEW QUESTION 575

- (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 580

- (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 583

- (Topic 4)

Queues cannot be created on which Object in salesforce.com?

- A. Lead
- B. Case
- C. Account
- D. Custom Object

Answer: C

NEW QUESTION 588

- (Topic 4)

Which of the statements is/are true for data validation?

- A. Data Validation can enforce data integrity as well as make a field required in the page layout
- B. Data Validation can prevent duplication of records
- C. Data Validation run on the client machine after the user clicks the Save button
- D. Data Validation rules are not enforced when using API & import operations
- E. Validation rules can be activated / deactivated by the user

Answer: AB

NEW QUESTION 590

- (Topic 4)

Workflow Tasks are NOT tracked in the Activity History and can be reported on MMM?

- A. True
- B. False

Answer: B

NEW QUESTION 595

- (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 599

- (Topic 5)

Which of the following is not part of the Profile?

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

Answer: E

NEW QUESTION 601

- (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 606

- (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 610

- (Topic 5)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 611

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 612

- (Topic 5)

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

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

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

Answer: A

NEW QUESTION 617

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 619

- (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 623

- (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 628

- (Topic 5)

Which of the following make a User record Unique?

- A. Profile
- B. Email Id
- C. Username
- D. Role

Answer: C

NEW QUESTION 632

- (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 636

- (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 640

- (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 645

- (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 650

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 651

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 656

- (Topic 5)

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

- A. True
- B. False

Answer: B

NEW QUESTION 659

- (Topic 5)

Salesforce.com record Id's are Identical in?

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

Answer: C

NEW QUESTION 662

- (Topic 5)

Which of the following is an automated process your organization can use to approve records in Salesforce.com?

- A. Validation Process
- B. Approval Process
- C. Workflow Rules
- D. Record Types

Answer: B

NEW QUESTION 663

- (Topic 5)

Custom Summary Formulas can run calculations on report calculations.

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:

Custom summary formulas support calculations on custom formula fields

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

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

Read only on record detail pages Not visible on edit pages

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

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

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

Not available for lead conversion

Not available in Offline edition / connect for outlook Are automatically calculated

Cross object formula up to 5 levels

NEW QUESTION 668

- (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 672

- (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 675

- (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 676

- (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 679

- (Topic 5)

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

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

Answer: C

NEW QUESTION 683

- (Topic 5)

What does a profile control?

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

Answer: AC

NEW QUESTION 687

- (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 688

- (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 690

- (Topic 5)

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

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

Answer: C

NEW QUESTION 694

- (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 698

- (Topic 5)

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

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

Answer: B

NEW QUESTION 701

- (Topic 5)

Opportunity products can be linked in a Lookup Relationship:

- A. True
- B. False

Answer: B

NEW QUESTION 705

- (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 707

- (Topic 5)

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

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

Answer: A

NEW QUESTION 709

- (Topic 5)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 712

- (Topic 5)

What are the three core building blocks of Security and Access in Salesforce?

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

Answer: BDE

NEW QUESTION 716

- (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 718

- (Topic 5)

Case escalation rules triggered on the last modification will be reset each time a user adds an activity or sends an email from the case record?

- A. True
- B. False

Answer: B

NEW QUESTION 723

- (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 724

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 726

- (Topic 5)

Which of the following is NOT controlled by the Page Layout?

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

Answer: E

NEW QUESTION 728

- (Topic 5)

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

- A. Yes
- B. No

Answer: B

NEW QUESTION 731

- (Topic 5)

Which of the following is not a Roll Up summary field operation?

- A. SUM
- B. MAX
- C. MIN
- D. COUNT
- E. Average

Answer: E

NEW QUESTION 734

- (Topic 5)

In which of the following edition you can create a Managed Package?

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

Answer: C

NEW QUESTION 737

- (Topic 5)

On deleting a Tab from an Application .

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

Answer: B

NEW QUESTION 740

- (Topic 5)

Auto Response rules work on which objects?

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

Answer: A

NEW QUESTION 743

- (Topic 5)

How many Roll Up summary fields can be created in the enterprise Edition on a Custom Object?

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

Answer: A

NEW QUESTION 748

- (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 750

CORRECT TEXT - (Topic 6)

Limitation for an organization related to triggers?

A.

Answer: SFlimitsthenumberoftimetriggersanorganizationcanexecuteperhour.Theimitsareasfollows:

Explanation:

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

NEW QUESTION 754

- (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 757

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

- A. True
- B. False

Answer: B

NEW QUESTION 760

- (Topic 6)
Standard picklists can be the controlling field but not the dependent in a field dependency:

- A. True
- B. False

Answer: A

NEW QUESTION 762

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

- A. True
- B. False

Answer: A

NEW QUESTION 765

- (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 769

- (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 772

- (Topic 6)
A record owner has the privileges to: View and edit records, transfer or change ownership of records, and delete owned records.

- A. Tru
- B. All the time.
- C. Fals
- D. All the time.
- E. Tru
- F. If Object permission is enabled.
- G. Fals
- H. If Object permission is disabled.

- I. Tru
- J. If Object permission is disabled.
- K. Fals
- L. If Object permission is enabled.

Answer: CD

NEW QUESTION 773

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 778

CORRECT TEXT - (Topic 6)

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

A.

Answer: Createareport

NEW QUESTION 780

- (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 785

- (Topic 6)

You can set a default value for a custom field.

- A. True
- B. False

Answer: A

NEW QUESTION 787

- (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 790

CORRECT TEXT - (Topic 6)

Which report type must be used to create dashboard components?

A.

Answer: Summary/matrix

NEW QUESTION 791

- (Topic 6)

Which of the following needs to be specified in order to schedule a report?

- A. The Running User
- B. Start Date
- C. Email Report
- D. Preferred Start Time

Answer: ABCD

NEW QUESTION 796

- (Topic 6)

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

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

Answer: A

NEW QUESTION 799

- (Topic 6)

What can users do when Chatter feed tracking is enable for dashboards? Choose 2 answers.

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

Answer: BC

NEW QUESTION 804

- (Topic 6)

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

- A. Yes
- B. No

Answer: B

Explanation:

Explanation/Reference:

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

NEW QUESTION 806

- (Topic 6)

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

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

Answer: ACE

NEW QUESTION 811

- (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 815

- (Topic 6)

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

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

Answer: B

NEW QUESTION 819

- (Topic 6)

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 822

- (Topic 6)

The maximum number of values in controlling picklists is the same as in dependent picklists.

A. True

B. False

Answer: B

NEW QUESTION 827

- (Topic 6)

Which of the following statements are true about trusted ranges?

A. They enable end users to activate additional IP addresses for accessing salesforce.

B. They are used to identify regular SF users.

C. They include IP addresses that are used in conjunction with a browser cookie.

D. They approve login requests from unknown browsers and IP addresses.

Answer: :BC

NEW QUESTION 828

- (Topic 6)

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

A. True

B. False

Answer: A

NEW QUESTION 832

- (Topic 6)

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

A. Grant the sales manager the "Drag-and-Drop Dashboard Builder" permission.

B. Create the dashboard as dynamic dashboard.

C. Grant the sale manager the "Manage Dynamic Dashboards" permission.

D. Grant the sales manager the "View My Teams Dashboards" permission.

Answer: BD

NEW QUESTION 835

- (Topic 6)

You cannot delete a standard report.

A. True

B. False

Answer: A

NEW QUESTION 838

- (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 839

- (Topic 6)

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

- A. True
- B. False

Answer: B

NEW QUESTION 842

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

A.

Answer: Determinesthelevelofaccesstothedashboarddata

NEW QUESTION 844

- (Topic 6)

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

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

Answer: CD

NEW QUESTION 849

- (Topic 6)

Can logins on specific days be restricted?

- A. Yes
- B. No

Answer: A

Explanation:

Explanation/Reference:
By setting the start and end times on the profile login hours to the same value.

NEW QUESTION 852

- (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 853

- (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 858

- (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 863

- (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 865

- (Topic 6)

Which statements are true for the integrated campaign builder?

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

Answer: ABCE

NEW QUESTION 869

- (Topic 6)

What are the two main parts of WF?

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

Answer: B

NEW QUESTION 872

- (Topic 6)

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 877

- (Topic 6)

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

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

Answer: B

NEW QUESTION 879

- (Topic 6)

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

- A. True
- B. False

Answer: A

NEW QUESTION 884

- (Topic 6)

A Standard Fiscal Year can start on May 1st.

- A. True
- B. False

Answer: A

NEW QUESTION 885

CORRECT TEXT - (Topic 6)

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

- A.

Answer: Theowneroftherecordthattriggeredtherulebecomesthetaskassignee.

NEW QUESTION 888

- (Topic 6)

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

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

Answer: ABDE

NEW QUESTION 890

- (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 895

- (Topic 6)

Which statements are true about standard fields?

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

Answer: C

NEW QUESTION 898

CORRECT TEXT - (Topic 7)

Who can manually share records?

A.

Answer: RecordOwnerAnyoneabovetheRecordOwnerinHierarchy&theSystemAdmin

NEW QUESTION 902

- (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 903

- (Topic 7)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 904

- (Topic 7)

How many app exchange apps can you install in UE?

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

Answer: D

NEW QUESTION 907

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

A.

Answer: OntheCasesObjectandAccountorContactRelatedLists.

NEW QUESTION 909

- (Topic 7)
Can you uninstall an AppExchange application once it has been deployed?

- A. Yes
- B. No

Answer: A

NEW QUESTION 911

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

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

Answer: D

NEW QUESTION 914

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 916

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

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

Answer: D

NEW QUESTION 918

CORRECT TEXT - (Topic 7)
How are Folders used?

A.

Answer: Toorganizereportsdashboardscommunicationtemplatesanddocuments

NEW QUESTION 920

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

- A. True
- B. False

Answer: A

NEW QUESTION 922

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

- A. True
- B. False

Answer: A

NEW QUESTION 925

- (Topic 7)

Each workflow rule applies to a single object, such as leads, accounts, or opportunities.

- A. True
- B. False

Answer: A

NEW QUESTION 929

CORRECT TEXT - (Topic 7)

What are Public Groups?

A.

Answer: SharingbetweenUsersotherPublicGroupsRolesandRoles/Subordinates

NEW QUESTION 930

CORRECT TEXT - (Topic 7)

Where do images for email templates, Cloud Scheduler, etc. need to be stored?

A.

Answer: InSFDocuments

NEW QUESTION 934

CORRECT TEXT - (Topic 7)

How does the Import Wizard perform matching when updating records?

A.

Answer: BySalesforceID

NEW QUESTION 939

- (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 943

- (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 944

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 945

CORRECT TEXT - (Topic 7)

Define the Matrix Report.

A.

Answer:

Summarizes data in a grid against horizontal and vertical criteria. Matrix reports provide totals for both rows and columns. Matrix reports may also be used to support dashboard components.

NEW QUESTION 948

- (Topic 7)

The User Interface Settings can be adjusted for individual users.

- A. True
- B. False

Answer: B

NEW QUESTION 949

CORRECT TEXT - (Topic 7)

Define the Solution Manager Profile.

A.

Answer: Standarduserperm+canmanagersolutions&solutioncategories

NEW QUESTION 954

CORRECT TEXT - (Topic 7)

When can inactive assignment rules be run on leads?

A.

Answer: During lead import

NEW QUESTION 955

- (Topic 7)

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

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

Answer: A

NEW QUESTION 960

- (Topic 7)

Is the Data Loader Cloud based?

- A. No
- B. Yes

Answer: A

NEW QUESTION 964

CORRECT TEXT - (Topic 7)

Define the Contract Manager profile.

A.

Answer: Standarduserperm+editapproveactivateddeletecontracts

NEW QUESTION 967

- (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 969

CORRECT TEXT - (Topic 7)

What does the default locale impact?

A.

Answer: Theformatofdateandnumberfields.

NEW QUESTION 970

CORRECT TEXT - (Topic 7)

Where do Chatter Feeds Display?

A.

Answer: OntheHometabwhereyoucanseeyourupdatesstatusupdatesofpeopleyoufollowandupdatestorecordsyoufollowandgroupsyou'reamemberof:

Explanation:

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

NEW QUESTION 974

CORRECT TEXT - (Topic 7)

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

A.

Answer: User'slanguagesetting.

NEW QUESTION 976

CORRECT TEXT - (Topic 7)

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

A.

Answer: Master/Detail

NEW QUESTION 981

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 985

CORRECT TEXT - (Topic 7)

When would you choose to build a Public Group?

A.

Answer: Tosimplifythenumberofsharingrulesbuiltorwhendefiningfolderorlistviewaccess.

NEW QUESTION 990

CORRECT TEXT - (Topic 7)

Define the system Admin profile.

A.

Answer: "SuperUser"-Cancustomize&administratetheOrg

NEW QUESTION 995

CORRECT TEXT - (Topic 7)

When you define a Data Validation Rule, what must you also define?

A.

Answer: Theerrormessage.

NEW QUESTION 998

CORRECT TEXT - (Topic 7)

How are Cases assigned?

A.

Answer: AssignmentRule

NEW QUESTION 1000

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

A.

Answer: FocusesonOpportunityRecordsbeingsharedtoaspecifiedgroupofusersbasedontheOpportunityOwner.

NEW QUESTION 1004

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

A.

Answer: Noonlycustomfields.

NEW QUESTION 1009

- (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 1011

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

A.

Answer: ItelectronicallycapturesabusinessapprovalonaSFdatarecord.

NEW QUESTION 1016

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

A.

Answer: RequiredRead-OnlyExternalIDUnique

NEW QUESTION 1017

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

- A. Yes
- B. No

Answer: B

NEW QUESTION 1020

- (Topic 7)
Changes you make to records while using Connect Offline are lost.

- A. True
- B. False

Answer: B

Explanation:

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

NEW QUESTION 1023

- (Topic 7)

How many app exchange apps can you install in EE?

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

Answer: B

NEW QUESTION 1028

- (Topic 7)

What are the three editions of Salesforce?

A. PE Professional Edition EE Enterprise EditionUE Unlimited Edition

Answer: A

NEW QUESTION 1033

- (Topic 7)

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

- A. True
- B. False

Answer: B

NEW QUESTION 1036

- (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 1040

- (Topic 7)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1044

- (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 1047

- (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 1052

CORRECT TEXT - (Topic 7)

What database actions can the DataLoader perform?

A.

Answer: InsertExtractUpdateupsertandDelete

NEW QUESTION 1053

- (Topic 7)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1057

- (Topic 7)

Can the DataLoader access all objects?

- A. Yes
- B. No

Answer: A

NEW QUESTION 1060

CORRECT TEXT - (Topic 7)

What do Account Teams do?

- A.

Answer: FocusesonAccountRecordsbeingsharedtoaspecifiedgroupofusersbasedontheAccountOwner

NEW QUESTION 1062

- (Topic 8)

How many records of a custom object can a System Admin import using the Salesforce Import Wizard?

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

Answer: C

NEW QUESTION 1065

- (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 1067

- (Topic 8)

What is the limit on the compiled size of the Formula Field Select the correct choice?

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

Answer: D

NEW QUESTION 1072

- (Topic 8)

A particular role needs edit on contacts, view, edit and delete on contracts and only view on accounts. Where can the administrator make the change?

- A. User record
- B. Profile
- C. Organization wide default
- D. Sharing role
- E. Public group

Answer: B

NEW QUESTION 1074

- (Topic 8)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1075

- (Topic 8)

You can map a custom lead field to a Case

- A. True
- B. False

Answer: A

NEW QUESTION 1080

- (Topic 8)

Org wants to create a follow up task based on a field change. Which is the best way to do it?

- A. Workflows
- B. Rollup summary
- C. Assignment rules
- D. Record types
- E. Workflow approvals

Answer: A

NEW QUESTION 1081

- (Topic 8)

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

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

Answer: B

NEW QUESTION 1084

- (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 1087

- (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 1089

- (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 1090

- (Topic 8)

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

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

Answer: BD

NEW QUESTION 1094

- (Topic 8)

Which of them is not a Standard Business Object?

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

Answer: C

NEW QUESTION 1098

- (Topic 8)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1103

- (Topic 8)

You can set up Salesforce to automatically send email alerts, assign tasks, or update field values based on your organization's workflow

- A. True
- B. False

Answer: A

NEW QUESTION 1104

- (Topic 8)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1106

- (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 1111

- (Topic 8)

What can stop a scheduled report-dashboard run?

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

Answer: C

NEW QUESTION 1114

- (Topic 8)

What is Not True About Formulas Select the correct choice?

- A. Formulas cannot reference themselves
- B. Fields that are used in formulas cannot be deleted
- C. Can reference standard, custom, or other formula fields
- D. You cannot use Case statement in a Formula Field

Answer: D

NEW QUESTION 1118

CORRECT TEXT - (Topic 8)

How does Cloud Scheduler Work?

A.

Answer:

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

NEW QUESTION 1119

- (Topic 8)

Which object cannot use sharing rules to manage access?

- A. Custom object
- B. Standard object
- C. Child to a parent object
- D. Managed Package

Answer: D

NEW QUESTION 1120

- (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 1123

- (Topic 8)

During a lead import, you can choose to enable active assignment rules as part of the import

- A. True
- B. False

Answer: A

NEW QUESTION 1126

- (Topic 8)

You cannot delete a product that is used on an opportunity

- A. True
- B. False

Answer: A

NEW QUESTION 1129

- (Topic 8)

When a case is deleted, following are deleted except:

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

Answer: C

NEW QUESTION 1131

- (Topic 8)

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

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:

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

NEW QUESTION 1134

- (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 1138

- (Topic 8)

How many Editions are there in Salesforce.com

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

Answer: :D

NEW QUESTION 1143

- (Topic 8)

Conditional formatting is available for:

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

Answer: B

NEW QUESTION 1147

- (Topic 8)

If you delete a case, which two also get deleted?

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

Answer: CD

NEW QUESTION 1152

- (Topic 8)

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

- A. True
- B. False

Answer: B

NEW QUESTION 1155

- (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 1160

- (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 1164

- (Topic 8)

An account team can be added by all Except:

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

Answer: B

NEW QUESTION 1167

- (Topic 8)

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

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

Answer: AD

NEW QUESTION 1172

- (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 1175

- (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 1178

- (Topic 8)

History Tracking can be performed on the following Standard Objects Except Select the choice which is applicable.

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

Answer: B

NEW QUESTION 1180

- (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 1183

- (Topic 8)

Users can search for Public Tags from the Sidebar and Advanced Search

- A. True
- B. False

Answer: :A

NEW QUESTION 1186

- (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 1191

CORRECT TEXT - (Topic 8)

Which fields cannot be followed in Chatter?

A.

Answer: Auto-numberformulaandroll-upsummaryfieldsEncryptedandread-onlysystemfields

Explanation:

The Expected Revenue field on opportunities

NEW QUESTION 1192

- (Topic 8)

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

- A. True
- B. False

Answer: B

NEW QUESTION 1195

- (Topic 8)

Picklist dependency rules are not enforced during Import

- A. True
- B. False

Answer: A

NEW QUESTION 1199

- (Topic 8)

Which of them is NOT a Profile Component? Select all which are applicable

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

Answer: GIJ

NEW QUESTION 1202

CORRECT TEXT - (Topic 8)

What happens if chatter is enabled in an org with 15 or fewer users?

A.

Answer: Allusersautomaticallyfolloweachother.

NEW QUESTION 1203

- (Topic 8)

Which permission allows a user to create a new solution?

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

Answer: C

NEW QUESTION 1207

- (Topic 9)

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

- A. True
- B. False

Answer: B

NEW QUESTION 1210

- (Topic 9)

Which of the following are formats that you can use for creating a custom report?

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

Answer: B

NEW QUESTION 1211

- (Topic 9)

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

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

Answer: :BC

NEW QUESTION 1214

- (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 1215

- (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 1217

- (Topic 9)

Recent item and Lookup Hovers use the Record Mini Page.

- A. True
- B. False

Answer: A

NEW QUESTION 1221

- (Topic 9)

When you transfer an Account which of the following objects are automatically transferred?

- A. Contacts (on business accounts only), attachments, open opportunities owned by the current account owner
- B. Contacts (on business accounts only), attachments, notes, open activities, open opportunities owned by the current account owner

- C. Attachments, notes, open activities, open opportunities owned by the current account owner
- D. Contacts (on business accounts only), attachments, notes, open activities

Answer: B

NEW QUESTION 1223

- (Topic 9)

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

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

Answer: :ACE

NEW QUESTION 1228

- (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 1230

- (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 1231

- (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 1234

- (Topic 9)

A solution can only belong to one category.

- A. True
- B. False

Answer: B

NEW QUESTION 1239

- (Topic 9)

Select the user permissions which override field-level security (Select all that apply):

- A. Modify All Data
- B. View All Data
- C. Configure UI
- D. View Encrypted Data

Answer: ABD

NEW QUESTION 1243

- (Topic 9)

When do scheduled dashboard refreshes occur?

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

Answer: A

NEW QUESTION 1247

- (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 1249

- (Topic 9)

What is the maximum length of the alias field?

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

Answer: C

NEW QUESTION 1252

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1255

- (Topic 9)

A sales user wants to have edit access to opportunity but should not be able to import leads and should also be able delete accounts. Is it possible?

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

Answer: A

NEW QUESTION 1256

- (Topic 9)

Custom Objects are reportable.

- A. True
- B. False

Answer: A

NEW QUESTION 1261

- (Topic 9)

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

- A. True
- B. False

Answer: :B

NEW QUESTION 1262

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1263

- (Topic 9)

The mini view does not display if the record in the detail view does not have records associated with it.

- A. True
- B. False

Answer: A

NEW QUESTION 1265

- (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 1267

- (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 1270

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1274

- (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 1275

- (Topic 9)

Custom Summary Formulas are:

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

Answer: D

NEW QUESTION 1279

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1283

- (Topic 9)

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

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

Answer: B

NEW QUESTION 1286

- (Topic 9)

You can use the import wizard to erase existing field values. Once a custom field is deleted, can it be restored?

- A. Yes
- B. No

Answer: A

Explanation:

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

NEW QUESTION 1287

- (Topic 9)

When you delete a case:

- A. All related events, tasks, case comments, attachments, and associated solutions are deleted
- B. All related events, tasks , case comments, and attachments are deleted.
- C. All related events, tasks, case comments, attachments, associated solutions, contacts, and accounts are deleted.
- D. Cases can never be deleted
- E. All related tasks and case comments are deleted.

Answer: B

NEW QUESTION 1289

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