

# 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)

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

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

**Answer: C**

#### NEW QUESTION 3

- (Topic 1)

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 4

- (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 5

- (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 6

- (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 7

- (Topic 1)

Which of the following are true about List Views?

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

F. All of the above

**Answer:** ABCD

**NEW QUESTION 8**

- (Topic 1)

Which of the following objects support business processes?

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

**Answer:** AB

**NEW QUESTION 9**

- (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 10**

- (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 10**

- (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 12**

- (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 15**

- (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 17**

- (Topic 1)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 20**

- (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 23**

- (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 28**

- (Topic 1)

Who can manually share records?

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

**Answer:** E

**NEW QUESTION 31**

- (Topic 1)

Page layouts are assigned to .

- A. Users
- B. Profiles
- C. Roles
- D. Roles & subordinates

**Answer:** B

**NEW QUESTION 32**

- (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 34**

- (Topic 1)

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

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

**Answer:** A

**NEW QUESTION 38**

- (Topic 1)

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

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

**Answer: A**

**NEW QUESTION 40**

- (Topic 1)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 41**

- (Topic 1)

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

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

**Answer: E**

**NEW QUESTION 42**

- (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 45**

- (Topic 1)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 49**

- (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 53**

- (Topic 1)

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

- A. True
- B. False

**Answer: B**

**NEW QUESTION 58**

- (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 61**

- (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 66**

- (Topic 2)

All of the following may be uploaded to the AppExchange Directory EXCEPT:

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

**Answer: C**

**NEW QUESTION 69**

- (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 73**

- (Topic 2)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 77**

- (Topic 2)

A custom lookup field can be added to create a relationship between a standard object and which of the following objects?

- A. Users and Custom Objects
- B. Leads, Accounts, Contacts and Custom Objects
- C. Users, Custom Objects and Campaigns
- D. Custom Objects, Contract and Campaigns

**Answer: A**

**NEW QUESTION 80**

- (Topic 2)

Is it possible to relate a person account to a contact on a business account.

- A. True
- B. False

**Answer: B**

**NEW QUESTION 83**

- (Topic 2)  
You can use standard reports when creating

- A. True
- B. False

**Answer: B**

**NEW QUESTION 84**

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 85**

- (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 86**

- (Topic 2)  
What information may be updated on the Company Profile?

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

**Answer: ABC**

**NEW QUESTION 89**

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

- A. Yes
- B. No

**Answer: A**

**NEW QUESTION 90**

- (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 91**

- (Topic 2)  
What needs to be specified to schedule a Report?

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

**Answer: :CD**

**NEW QUESTION 95**

- (Topic 2)  
Which of the following settings directly affects Date fields to display as MM/DD/YYYY?

- A. Local
- B. Time Zone
- C. Language
- D. Default Currency

**Answer:** A

**NEW QUESTION 100**

- (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 105**

- (Topic 2)

What information does the Company Profile Hold?

- A. Language, Locale, and Time Zone
- B. Licenses, Storage and Used Space
- C. Fiscal Year
- D. Forecasting
- E. None of the above

**Answer:** ABC

**NEW QUESTION 107**

- (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 110**

- (Topic 2)

Recent Items use the?

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

**Answer:** C

**NEW QUESTION 111**

- (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 116**

- (Topic 2)

Folders are used to manage:

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

**Answer:** C

**NEW QUESTION 120**

- (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 125**

- (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 130**

- (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 131**

- (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 132**

- (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 133**

- (Topic 3)

Which of the following relationships are correct?

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

**Answer:** :B

#### **NEW QUESTION 134**

- (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 136**

- (Topic 3)

How many workflow rules can you create per entity?

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

**Answer:** D

**NEW QUESTION 138**

- (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 140**

- (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 145**

- (Topic 3)

How does Locale settings affect your exported CSV file?

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

**Answer:** B

**NEW QUESTION 146**

- (Topic 3)

Standard reports are visible through the Reports search.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 151**

- (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 154**

- (Topic 3)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 155**

- (Topic 3)

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

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

**Answer:** CD

**NEW QUESTION 159**

- (Topic 3)

Mail Merge is available in which Salesforce Editions?

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

**Answer: F**

**NEW QUESTION 160**

- (Topic 3)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 164**

- (Topic 3)

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

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

**Answer: BDE**

**NEW QUESTION 167**

- (Topic 3)

Custom Picklist fields can be either controlling or dependent fields

- A. True
- B. False

**Answer: A**

**NEW QUESTION 168**

- (Topic 3)

This type of relationship links two objects together, but it has no effect on deletion, record ownership, or security, and the lookup relationship field is not required in the page layout.

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

**Answer: A**

**NEW QUESTION 171**

- (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 174**

- (Topic 3)

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

- A. True
- B. False

**Answer: B**

**NEW QUESTION 176**

- (Topic 3)

The automated case user will be listed on the case history for all actions that are system defined, including:

- A. When a case is automatically assigned using assignment rules
- B. When a case is escalated
- C. When a case is created online via Web-to-Case
- D. When a Workflow is Triggered

**Answer:** ABC

#### **NEW QUESTION 178**

- (Topic 3)

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

- A. True
- B. False

**Answer:** A

#### **NEW QUESTION 183**

- (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 188**

- (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 191**

- (Topic 3)

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

- A. True
- B. False

**Answer:** A

#### **NEW QUESTION 196**

- (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 197**

- (Topic 3)

Organization-Wide Default Sharing Rule for Calendar Access Default is as Follows:

- A. Hide Details
- B. Hide Details and Add Events
- C. Show Details
- D. Show Details and Add Events

**Answer:** B

#### **NEW QUESTION 198**

- (Topic 3)

The account owner, opportunity owners, and case owners may or may not be the same user.

- A. True
- B. False

**Answer: A**

**NEW QUESTION 199**

- (Topic 3)

Which file types can you use when exporting reports?

- A. You can not export a report
- B. You can only email it.
- C. Comma Delimited (.csv)
- D. Excel (.xls)
- E. PDF

**Answer: BC**

**NEW QUESTION 200**

- (Topic 3)

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

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

**Answer: C**

**NEW QUESTION 204**

- (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 208**

- (Topic 4)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 209**

- (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 210**

- (Topic 4)

How many roles can you create for your org?

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

**Answer: C**

**NEW QUESTION 212**

- (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 215**

- (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 217**

- (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 220**

- (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 225**

- (Topic 4)

You can update licenses on the Company Profile.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 228**

- (Topic 4)

The value in a Custom Field called Salary is 50,000. What would the formula, ISNUMBER (Salary\_c), return

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

**Answer:** B

**NEW QUESTION 229**

- (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 231**

- (Topic 4)

Which cannot be done on a Salesforce to Salesforce connection finder?

- A. Identify the Salesforce systems administrator at another company

- B. Custom brand an email sent to identify connections
- C. Survey partners for their use of Salesforce
- D. Survey customers for their use of Salesforce

**Answer: D**

**NEW QUESTION 232**

- (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 235**

- (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 240**

- (Topic 4)

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

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

**Answer: D**

**NEW QUESTION 243**

- (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 247**

- (Topic 4)

What is Sharing Rule?

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

**Answer: ABD**

**NEW QUESTION 249**

- (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 254**

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

- A. Yes
- B. No

**Answer: B**

**NEW QUESTION 257**

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

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

**Answer: ABCE**

**NEW QUESTION 260**

- (Topic 4)  
Is it true that campaigns and opportunities have many to many relationship?

- A. True
- B. False

**Answer: B**

**NEW QUESTION 261**

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

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

**Answer: AC**

**NEW QUESTION 265**

- (Topic 4)  
What objects are cases related to?

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

**Answer: AC**

**NEW QUESTION 270**

- (Topic 5)  
Which of the following chart types does not support Combination Chart?

- A. Line
- B. Horizontal Bar
- C. Vertical Bar
- D. Funnel Chart
- E. Donut
- F. Line Cumulative

**Answer: DE**

**NEW QUESTION 275**

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 278**

- (Topic 5)

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

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

**Answer:** A

**NEW QUESTION 279**

- (Topic 5)

Is it possible for a user to see different Set of data in Report and in a Dashboard based on the same Report?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 284**

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 287**

- (Topic 5)

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

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

**Answer:** D

**NEW QUESTION 288**

- (Topic 5)

Can a user restrict access with the help of the sharing rules?

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 290**

- (Topic 5)

Which of the following make a User record Unique?

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

**Answer:** C

**NEW QUESTION 293**

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 294**

- (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 296**

- (Topic 5)

The opportunities fields of the campaign statistics section on a campaign detail page will only be populated for the campaign designated as the primary campaign source?

- A. True
- B. False

**Answer:** A

**NEW QUESTION 300**

- (Topic 5)

Which of the following is true about Page layouts?

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

**Answer:** E

**NEW QUESTION 305**

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 308**

- (Topic 5)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 310**

- (Topic 5)

Which of the following types of packages can be upgraded?

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

**Answer:** A

**NEW QUESTION 313**

- (Topic 5)

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

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

**Answer:** ADE

**NEW QUESTION 316**

- (Topic 5)

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

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

**Answer:** BDE

**NEW QUESTION 319**

- (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 324**

- (Topic 5)

Which objects can be stored in a folder?

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

**Answer:** BCD

**NEW QUESTION 327**

- (Topic 5)

Which is true about a Chatter Plus user?

- A. Contents, Ideas, Answers, Accounts, Contacts, Chatter, Groups, People, Profiles tab and up to ten Custom Objects only
- B. Contents, Ideas, Answers, Accounts, Contacts, Chatter, Groups, People, Profiles tab and up to 20 Custom Objects
- C. Accounts, Contacts and up to 10 Custom objects only.
- D. It can access all that a Chatter Free user can, accounts and contacts and it can also access up to 10 custom objects only.
- E. .It can access all that a Chatter Free user can and it can also access up to 10 custom objects but not standard object.

**Answer:** A

**NEW QUESTION 328**

- (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 330**

- (Topic 5)

Which of the following statements is/are true for sharing rules? (Check all that apply)

- A. Sharing rules should be used when a user or group of users needs access to records not granted them by either role hierarchy or organization wide defaults
- B. Sharing rules apply only to new records owned by specified role or group member
- C. When you transfer records from user to another, the sharing rules are removed during the transfer.
- D. You cannot change the specified groups or roles for sharing rules.

**Answer:** AD

**NEW QUESTION 333**

- (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 334**

- (Topic 5)

What happens when you delete an object that is related to a junction object by a lookup relationship?

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

**Answer: B**

**NEW QUESTION 335**

- (Topic 5)

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

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

**Answer: A**

**NEW QUESTION 340**

- (Topic 5)

Which of the following cannot be used as a source report for the Analytical Snap Shot?

- A. Tabular Reports
- B. Summary Reports
- C. Matrix Reports
- D. All can be used

**Answer: C**

**NEW QUESTION 341**

- (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 345**

- (Topic 5)

Which function is available in the report builder interface, prior to running the report?

- A. Save
- B. Printable view
- C. Schedule future runs
- D. Show/hide details
- E. Export details

**Answer: AD**

**NEW QUESTION 350**

- (Topic 5)

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

- A. Yes
- B. No

**Answer: A**

**NEW QUESTION 352**

- (Topic 5)

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

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

**Answer: C**

**NEW QUESTION 355**

- (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 360**

- (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 364**

- (Topic 5)

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

- A. True
- B. False

**Answer: :B**

**NEW QUESTION 369**

- (Topic 5)

To email a report to other users, the report must be in a public folder with access granted to the other users?

- A. True
- B. False

**Answer: A**

**NEW QUESTION 372**

- (Topic 5)

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

- A. Yes
- B. No

**Answer: A**

**NEW QUESTION 373**

- (Topic 5)

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

- A. Yes
- B. No

**Answer: B**

**NEW QUESTION 376**

- (Topic 5)

Can the User Records be permanently deleted from the Salesforce.com?

- A. Yes
- B. No
- C. Depends on Profile Settings of the Administrator
- D. User Records can be archived so that they are available on request

**Answer: B**

**NEW QUESTION 381**

- (Topic 5)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 384**

- (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 389**

- (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 391**

- (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 395**

- (Topic 6)

Which of the following components lets customers find solutions to their cases on their own?

- A. Call center
- B. Email
- C. Chat
- D. Customer Portal

**Answer: D**

**NEW QUESTION 396**

- (Topic 6)

What is the maximum number of actions you can have per Workflow Rule?

- A. 10
- B. 20
- C. 30
- D. 40
- E. 70
- F. 80

**Answer: F**

**NEW QUESTION 401**

- (Topic 6)

How can you ensure that a value is entered in a field?

- A. By Field level security
- B. By Setting property in page layout
- C. By creating a lookup field
- D. By defining pickup list values

**Answer: B**

**NEW QUESTION 402**

- (Topic 6)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 406**

- (Topic 6)

What is the maximum number of records that return in a report without exporting the results?

- A. 6500
- B. 5000
- C. 3000
- D. 2000
- E. 4000
- F. 3900

**Answer: D**

**NEW QUESTION 407**

- (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 412**

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 417**

- (Topic 6)

After Spring & 11 upgrade the System Administrator noticed that he can no longer see the "Report Builder" permission on profiles. Which of the following explains the scenario?

- A. Report Builder is no longer in use in Spring 11.
- B. All profiles get access to the report builder by default.
- C. The old report wizard will be available only to users in Accessibility Mode.
- D. Only Group and Professional Edition organizations can use report builder.
- E. Only Enterprise and Unlimited Edition organizations can use report builder.
- F. None of the above.

**Answer: B**

**NEW QUESTION 419**

- (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 423**

- (Topic 6)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 424**

- (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 427**

- (Topic 6)

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

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

**Answer: B**

**NEW QUESTION 429**

- (Topic 6)

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

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

**Answer: ACE**

**NEW QUESTION 432**

- (Topic 6)

How many Custom Summary Formulas can you have per report?

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

**Answer: E**

**NEW QUESTION 436**

- (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 440**

- (Topic 6)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 443**

- (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 444**

- (Topic 6)

When you click Printable view , the report will display in a print ready format in Excel?

- A. True
- B. False

**Answer:** A

**NEW QUESTION 445**

- (Topic 6)

With Spring 11 release, you can now sort line items in the Quote Line Items related list on a quote. Syncing a quote with an opportunity also syncs product sort order.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 447**

- (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 452**

- (Topic 6)

When are WF rules evaluated?

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

**Answer:** B

**NEW QUESTION 453**

- (Topic 6)

When is a workflow rule triggered?

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

**Answer:** D

**NEW QUESTION 457**

- (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 462**

- (Topic 6)

When a lead is converted it becomes an Account,Contact and Opportunity (unless you opt out of creating an Opportunity)

- A. True
- B. False

**Answer:** A

**NEW QUESTION 463**

- (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 467**

- (Topic 6)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 471**

- (Topic 6)

List view can (Choose all that apply)

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

**Answer: AB**

**NEW QUESTION 474**

- (Topic 6)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 476**

- (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 477**

CORRECT TEXT - (Topic 7)

Determine if the description is Master/Detail or Lookup: For reporting parent and child fields available

A.

**Answer: Master/Detail**

**NEW QUESTION 479**

CORRECT TEXT - (Topic 7)

Where are Cases created?

A.

**Answer: OntheCasesObjectandAccountorContactRelatedLists.**

**NEW QUESTION 481**

- (Topic 7)

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

- A. Yes
- B. No

**Answer: A**

**NEW QUESTION 485**

- (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 489**

- (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 493**

- (Topic 7)

A checkbox can be a controlling field in a field dependency?

- A. True
- B. False

**Answer:** A

**NEW QUESTION 498**

CORRECT TEXT - (Topic 7)

Determine if the description is Master/Detail or Lookup: Up to 25 such relationships

A.

**Answer:** Lookup

**NEW QUESTION 502**

- (Topic 7)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 504**

CORRECT TEXT - (Topic 7)

What are Standard Reports?

A.

**Answer:** OutoftheboxreportsfromSF

**NEW QUESTION 507**

CORRECT TEXT - (Topic 7)

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

A.

**Answer:** InSFDocuments

**NEW QUESTION 510**

- (Topic 7)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 512**

CORRECT TEXT - (Topic 7)

How does the Import Wizard perform matching when updating records?

A.

**Answer:** BySalesforceID

**NEW QUESTION 515**

CORRECT TEXT - (Topic 7)

Salesforce.com processes any rules in what order?

A.

**Answer:** 1.Validationrules

**Explanation:**

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

**NEW QUESTION 518**

- (Topic 7)

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

A. True

B. False

**Answer:** A

**NEW QUESTION 522**

- (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 524**

CORRECT TEXT - (Topic 7)

Define the Standard User profile.

A.

**Answer:** Canviewedit&deletetheirownrecords

**NEW QUESTION 527**

CORRECT TEXT - (Topic 7)

Define the Matrix Report.

A.

**Answer:**

Summarizesdatainagridagainststhehorizontalandverticalcriteria.Matrixreportsprovidetotalsforbothrowsandcolumns.Matrixreportsmayalsobeusedtosupportdashboardcomponents.

**NEW QUESTION 529**

CORRECT TEXT - (Topic 7)

Define the Marketing User Profile.

A.

**Answer:** Standarduserperm+canimportleadsfortheOrg

**NEW QUESTION 533**

CORRECT TEXT - (Topic 7)

Define the Solution Manager Profile.

A.

**Answer:** Standarduserperm+canmanagersolutions&solutioncategories

**NEW QUESTION 536**

CORRECT TEXT - (Topic 7)

When can inactive assignment rules be run on leads?

A.

**Answer:** Duringleadimport

**NEW QUESTION 538**

CORRECT TEXT - (Topic 7)

Define the Contract Manager profile.

A.

**Answer:** Standarduserperm+editapproveactivatedeletecontracts

**NEW QUESTION 541**

- (Topic 7)

You can't package workflow rules with time triggers.

A. True

B. False

**Answer:** A

**NEW QUESTION 545**

- (Topic 7)

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

A. Yes

B. No

**Answer:** B

**NEW QUESTION 550**

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 555**

CORRECT TEXT - (Topic 7)

When would you choose to build a Public Group?

A.

**Answer:** Tosimplifythenumberofsharingrulesbuiltorwhendefiningfolderorlistviewaccess.

**NEW QUESTION 560**

CORRECT TEXT - (Topic 7)

Determine if the description is Master/Detail or Lookup: No inherited sharing:

A.

**Answer:** Lookup

**NEW QUESTION 565**

CORRECT TEXT - (Topic 7)

Define the system Admin profile.

A.

**Answer:** "SuperUser"-Cancustomize&administratetheOrg

**NEW QUESTION 569**

CORRECT TEXT - (Topic 7)

How are Cases assigned?

A.

**Answer:** AssignmentRule

**NEW QUESTION 574**

- (Topic 7)

Workflow rules trigger automatically and are visible to the user.

A. True

B. False

**Answer:** B

**Explanation:**

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

**NEW QUESTION 578**

CORRECT TEXT - (Topic 7)

What do Sales Teams do?

A.

**Answer:** FocusesonOpportunityRecordsbeingsharedtoaspecifiedgroupofusersbasedontheOpportunityOwner.

**NEW QUESTION 582**

CORRECT TEXT - (Topic 7)

What are the field property options for Custom Fields?

A.

**Answer:** RequiredRead-OnlyExternalIDUnique

**NEW QUESTION 585**

- (Topic 7)

Describe the methods to allow access to the application?

A. Web Browsers(UI)

B. Mobile application(blackberry)

C. API (Connect for outlook, Connect for Lotus notes, Office edition, online edition ,Data Loader)

**Answer:** ABC

**NEW QUESTION 588**

- (Topic 7)

How many app exchange apps can you install in EE?

A. 5

B. 10

C. 15

D. 20

**Answer:** B

**NEW QUESTION 589**

- (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 592**

- (Topic 7)

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

A. True

B. False

**Answer:** A

**NEW QUESTION 597**

- (Topic 7)  
Standard Reports can be deleted?

- A. True
- B. False

**Answer: B**

**NEW QUESTION 598**

- (Topic 7)  
Can the DataLoader access all objects?

- A. Yes
- B. No

**Answer: A**

**NEW QUESTION 599**

- (Topic 8)  
If a field on page layout is required and is read-only on FLS, what would the user experience on UI?

- A. The user is able to enter value because it is required
- B. The user is not able to edit it because it is read only
- C. The user is not able to see it
- D. The user is able to edit it but not able to save it

**Answer: B**

**NEW QUESTION 601**

- (Topic 8)  
If a Standard Object is Renamed, the Reports are Renamed based on the new label value

- A. True
- B. False

**Answer: A**

**NEW QUESTION 602**

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

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

**Answer: BC**

**NEW QUESTION 604**

- (Topic 8)  
Which salesforce.com feature allows the org to capture ROI on online advertising?

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

**Answer: C**

**NEW QUESTION 606**

- (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 609**

- (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 610**

- (Topic 8)

Export to Excel is available for Printable Lists:

- A. True
- B. False

**Answer:** B

**NEW QUESTION 611**

- (Topic 8)

What is the process to create a custom app?

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

**Answer:** A

**NEW QUESTION 612**

- (Topic 8)

What is true about Managed Packages?

- A. They are not upgradeable
- B. They cannot be uninstalled
- C. They are upgradeable
- D. They cannot be deleted

**Answer:** C

**NEW QUESTION 615**

- (Topic 8)

How many people can you send an invite to at a time using Cloud Scheduler?

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

**Answer:** :A

**NEW QUESTION 620**

- (Topic 8)

Which is true about Storage Limits?

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

**Answer:** B

**NEW QUESTION 624**

- (Topic 8)

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

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

**Answer:** D

**NEW QUESTION 629**

- (Topic 8)

A Workflow Alert can be tracked in Activity History

- A. True
- B. False

Answer: A

**NEW QUESTION 630**

- (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 635**

- (Topic 8)

When is a custom object created?

- A. When there is a need to create a custom field
- B. To enhance the look of the application
- C. To capture unique data of the business
- D. When there is a need to add custom tabs

Answer: C

**NEW QUESTION 636**

- (Topic 8)

What is true about look up relationships?

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

Answer: AC

**NEW QUESTION 641**

CORRECT TEXT - (Topic 8)

What is the Cloud Scheduler?

A.

Answer: CloudSchedulerallowsyoutorequestmeetingswithyourcustomersandhaveyourcustomersselectwhenthey can meet before you confirm the meeting.

**NEW QUESTION 643**

- (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 648**

- (Topic 8)

You are limited to new picklist or multi-select picklist values for any field during a single import

- A. 10
- B. 100
- C. 1000
- D. No limit

Answer: C

**NEW QUESTION 649**

- (Topic 8)

You cannot delete a product that is used on an opportunity

- A. True
- B. False

Answer: A

**NEW QUESTION 653**

- (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 656**

- (Topic 8)

How many Editions are there in Salesforce.com

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

**Answer:** :D

**NEW QUESTION 657**

- (Topic 8)

Workflow Field Updates specify the field you want updated and the new value for it. Depending on the type of field, you can do the following Except:

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

**Answer:** C

**NEW QUESTION 660**

- (Topic 8)

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

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

**Answer:** A

**NEW QUESTION 661**

- (Topic 8)

What is the use of campaign influence feature on opportunities?

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

**Answer:** B

**NEW QUESTION 666**

- (Topic 8)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 670**

- (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 674**

- (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 678

- (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 680

- (Topic 8)

Page layouts are assigned to users based on Select the correct choice

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

**Answer:** E

#### NEW QUESTION 684

CORRECT TEXT - (Topic 8)

What are Chatter Groups?

A.

**Answer:**

Chatter groups let you share information with specific people. For example, if you're reworking on a project and want to share information only with your team members, you can create a Chatter group for your team.

**Explanation:**

Chatter groups include a list of members, a Chatter feed, and a photo. You can create the following types of Chatter groups:

- Public: Anyone can see the group's updates, but only members can post updates. Anyone can join a public group.
- Private: Only members can see and post updates. The group's owner or managers must add members.

#### NEW QUESTION 685

- (Topic 8)

You can delete the Standard Price Book or a price book that is on an opportunity.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 686

- (Topic 8)

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

- A. True
- B. False

**Answer:** :A

#### NEW QUESTION 687

- (Topic 8)

Picklist dependency rules are not enforced during Import

- A. True
- B. False

**Answer:** A

**NEW QUESTION 689**

- (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 691**

- (Topic 8)

Which permission allows a user to create a new solution?

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

**Answer:** C

**NEW QUESTION 696**

- (Topic 9)

Which type of field could you use to create a relationship between a custom object and another object?

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

**Answer:** A

**NEW QUESTION 698**

- (Topic 9)

When creating a recurring event what are the maximum occurrences by interval?

- A. Daily: 100 Weekly: 52 Monthly: 60 Yearly: 10
- B. Daily: 100 Weekly: 53 Monthly: 60 Yearly: 10
- C. Daily: 100 Weekly: 52 Monthly: 60 Yearly: 5
- D. Daily: 365 Weekly: 52 Monthly: 12 Yearly: 1

**Answer:** B

**NEW QUESTION 703**

- (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 704**

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 708**

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 709**

- (Topic 9)

Select all which are true about Contacts Objects

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

**Answer:** BD

**NEW QUESTION 713**

- (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 715**

- (Topic 9)

Which of the statements are true for Cases:

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

**Answer:** ABD

**NEW QUESTION 718**

- (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 720**

- (Topic 9)

Which Service Cloud and Service Cloud Console Enhancements in Spring 11 are Automatically visible to all Administrators without any setup required?

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

**Answer:** ACD

**NEW QUESTION 725**

- (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 728**

- (Topic 9)

What is the maximum length of the alias field?

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

**Answer:** C

**NEW QUESTION 733**

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 734**

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 739**

- (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 744**

- (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 747**

- (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 748**

- (Topic 9)

Which of the following is true if you remove the "Read" permission from a users profile for a standard object?

- A. Tabs of that object type will be visible, Fields of that type will not be visible on other tabs, related lists of that type will be visible on other tabs, search results will not return records of that type, report data for records of that type will not be available, merge fields of that type will not be available, and custom links of that type will not be visible
- B. Tabs of that object type will not be visible, Fields of that type will not be visible on other tabs, related lists of that type will not be visible on other tabs, search results will not return records of that type, report data for records of that type will not be available, merge fields of that type will not be available, and custom links of that type will not be visible
- C. Tabs of that object type will not be visible, Fields of that type will be visible on other tabs, related lists of that type will not be visible on other tabs, search results will not return records of that type, report data for records of that type will not be available, merge fields of that type will not be available, and custom links of that type will not be visible

**Answer:** B

**NEW QUESTION 753**

- (Topic 9)

Users with which Permission can install or uninstall AppExchange packages from the AppExchange

- A. Download AppExchange Packages

- B. View AppExchange Packages
- C. List AppExchange Packages
- D. Visit AppExchange Packages

**Answer:** A

**NEW QUESTION 755**

- (Topic 9)

Which field on the user record controls the currency for quotas, forecasts, and reports?

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

**Answer:** C

**NEW QUESTION 757**

- (Topic 9)

What is the limit of Master-Detail Relationships per object?

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

**Answer:** E

**NEW QUESTION 762**

- (Topic 9)

You can enable field encryption by:

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

**Answer:** B

**NEW QUESTION 764**

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 767**

- (Topic 9)

Can I change the location of Chatter feeds? How?

- A. Ye
- B. Using page layouts
- C. Ye
- D. But only for Admin users
- E. N
- F. But it can be hidden or shown depending on user preference
- G. None of the Above

**Answer:** C

**NEW QUESTION 772**

- (Topic 9)

While Scheduling an email reports user specifies all except

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

**Answer:** :B

**NEW QUESTION 775**

- (Topic 9)

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

- A. True
- B. False

**Answer: B**

#### **NEW QUESTION 779**

- (Topic 10)

Records & Record Detail Pages: What is NOT true of hover links in SFDC?

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

**Answer: D**

#### **NEW QUESTION 783**

- (Topic 10)

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

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

**Answer: B**

#### **NEW QUESTION 786**

- (Topic 10)

A manager wants to pend all task assigned to his team so that the due date will be pushed a few days forward.

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

**Answer: D**

#### **NEW QUESTION 791**

- (Topic 10)

Which of the following utilize the "Automated Case User" (Select all that apply):

- A. When a case is automatically assigned using assignment rules this user is listed in the case history
- B. When a email notification is triggered via workflow this user is listed in the case history
- C. When a case is escalated this user is listed in the case history
- D. When a case is created via Web-To-Case this user is listed in the case history
- E. When a case is created via Email-To-Case this user is assigned as the case owner.

**Answer: ACD**

#### **NEW QUESTION 796**

- (Topic 10)

Which of the following statements is true about person accounts in backup exports?

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

**Answer: A**

#### **NEW QUESTION 800**

- (Topic 10)

What is the maximum length of any auto-number field?

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

Answer: B

**NEW QUESTION 803**

- (Topic 10)

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

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

Answer: A

**NEW QUESTION 808**

- (Topic 10)

When importing Lead records you must use Currency

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

Answer: :B

**NEW QUESTION 810**

- (Topic 10)

You convert a lead that is linked to multiple campaigns what is inserted into the opportunity Campaign Source field?

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

Answer: B

**NEW QUESTION 814**

- (Topic 10)

What would you change if all of your online help was displayed in English and you wanted it to be German?

- A. Default Language
- B. Default Locale
- C. Time Zone
- D. Default Currency

Answer: A

**NEW QUESTION 819**

- (Topic 10)

You can create a custom report on solution categories and solution categories are available in list views.

- A. True
- B. False

Answer: B

**NEW QUESTION 824**

- (Topic 10)

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

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

Answer: ABD

**NEW QUESTION 827**

- (Topic 10)

Your System Administrator must reset your password for you if you lose it.

- A. True
- B. False

Answer: B

**NEW QUESTION 832**

- (Topic 10)

You can map custom lead fields to standard fields on the Account, Contact, and Opportunity.

- A. True
- B. False

**Answer: B**

**NEW QUESTION 834**

- (Topic 10)

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

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

**Answer: ADE**

**NEW QUESTION 838**

- (Topic 10)

Here are the salesforce.com definitions of a Lead, Account, Contact, & Opportunity. Which one is the definition for an opportunity?

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

**Answer: D**

**NEW QUESTION 841**

- (Topic 10)

When I qualify a lead, the lead then automatically becomes (select all that apply):

- A. An opportunity
- B. An account
- C. A contact
- D. A campaign

**Answer: ABC**

**NEW QUESTION 842**

- (Topic 10)

Which of the following statements is true about transferring leads?

- A. You can transfer to users, but not to queues
- B. You can transfer to queues, but not to users
- C. You can transfer to both queues and users

**Answer: C**

**NEW QUESTION 845**

- (Topic 10)

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

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

**Answer: :C**

**NEW QUESTION 846**

- (Topic 10)

If you schedule a dashboard refresh on the 31st day of every month, will the dashboard refresh in months without a 31st day?

- A. True
- B. False

**Answer: B**

**NEW QUESTION 848**

- (Topic 10)

Which of these is NOT true of "list views" in SFDC:

- A. I can choose different list formats from the drop-down menu at the top of any list.
- B. List views can only be created or customized by my administrator
- C. List views are customizable, and I can create and customize my own views
- D. I can change my list view format for any record type by choosing a view type from the drop-down-menu
- E. I can drag and drop columns within my list view to change the appearance or order of data

**Answer: B**

**NEW QUESTION 850**

- (Topic 10)

I can access a "list view" of records by clicking on the leads, opportunities, or accounts tabs. I can also filter my list views so I can see exactly what I need.

- A. True
- B. False

**Answer: A**

**NEW QUESTION 852**

- (Topic 10)

Which of the following are possible with a Master-Detail-Relationship (Multiple Correct Answers):

- A. You can create a Master-Detail Relationship field on a Custom object that references as a Standard Object
- B. You can create a Master-Detail Relationship between two standard objects?
- C. You can create a Master-Detail Relationship between two Custom Objects?

**Answer: AC**

**NEW QUESTION 853**

- (Topic 10)

For each profile, you can set the hours when users can log in and the IP addresses from which they can log in.

- A. True
- B. False

**Answer: A**

**NEW QUESTION 854**

- (Topic 10)

What is the maximum length of a Text Area?

- A. 32000
- B. 255
- C. 3200

**Answer: B**

**NEW QUESTION 855**

- (Topic 10)

When I convert a lead to an Opportunity, I must give the opportunity a unique name so I know what it is (ex: Pacific Bank – Red Package).

- A. True
- B. False

**Answer: A**

**NEW QUESTION 856**

- (Topic 10)

I can merge 3 records at a time in SFDC to clean up dupe.

- A. True
- B. False

**Answer: A**

**NEW QUESTION 857**

- (Topic 10)

Which of the following are true about Web-to-Lead:

- A. Salesforce CRM runs field validation rules before creating records
- B. All required fields must have a value before a record can be created
- C. The format for date and currency fields captured online is taken from the users browser settings

**Answer:** AB

**NEW QUESTION 862**

- (Topic 10)

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

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 863**

CORRECT TEXT - (Topic 10)

Data validation rules impact all supported objects except for...

A.

**Answer:** ForecastsandTerritories

**NEW QUESTION 864**

CORRECT TEXT - (Topic 10)

What happens if you add a picklist value to a field when there are multiple record types?

A.

**Answer:** Youwillbepromptedtoselecttherecordtypethatshouldincludethenewvalue.

**NEW QUESTION 865**

- (Topic 10)

Which of the following records can not be mass transferred?

- A. Open Cases
- B. Closed Cases
- C. Open Activities
- D. Closed Activities

**Answer:** D

**NEW QUESTION 869**

- (Topic 10)

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

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

**Answer:** :BD

**NEW QUESTION 870**

- (Topic 10)

Editing Records: Required fields are marked by which color?

- A. Blue
- B. Green
- C. Red
- D. Black

**Answer:** C

**NEW QUESTION 872**

- (Topic 10)

Select the option that is NOT true of the "stay in touch" feature in SFDC:

- A. I can send single emails, or mass emails, to all of my existing accounts or prospects.
- B. I can use this feature to update contact information in one click via email – this keeps my customer data up to-date.
- C. It rubs my feet before I go to bed each night.

**Answer:** C

**NEW QUESTION 875**

- (Topic 10)

When users log in to Salesforce, either via the user interface, the API, or a desktop client Salesforce CRM confirms the log in is authorized using all of the following EXCEPT:

- A. Salesforce CRM then checks whether the user's profile has IP address restriction
- B. If IP address restrictions are defined for the user's profile, any login from an undesignated IP address is denied and any login from a specified IP address is allowed
- C. If profile-based IP address restrictions aren't set, then Salesforce CRM checks whether the user is logging in from an IP address she or he hasn't used to access Salesforce CRM before
- D. Salesforce CRM checks whether the organization has login hour restriction
- E. If login hour restrictions are specified, any login outside the specified hours is denied.
- F. Salesforce CRM checks whether the user's profile has login hour restriction
- G. If login hour restrictions are specified for the user's profile, any login outside the specified hours is denied.

**Answer: C**

**NEW QUESTION 877**

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