ADM-201 Dumps

Administration Essentials for New Admins

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

NEW QUESTION 1
- (Topic 1)
When Chatter is enabled in an org, the following happens (choose all that apply).

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

Answer: :ABC

NEW QUESTION 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 Chatter Free license gives users the ability to access People, Profiles, Groups and Files as well as (choose all that apply)

A. Make posts
B. View comments
C. Upload files
D. Join groups
E. View records

Answer: ABCD

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

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

Answer: B

NEW QUESTION 5
- (Topic 1)
The 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 6
- (Topic 1)
Which of the following are true about formula fields?

A. They are read-only
B. They will not display on record edit pages
C. They will not display on record detail pages
D. They are not searchable
E. They will not display on reports

Answer: ABD

NEW QUESTION 7
- (Topic 1)
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 8
- (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 9
- (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 10
- (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 10
- (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 11
- (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 16
- (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 21
- (Topic 1)
To enable Field History Tracking for an object, the system administrator must also add the related list to the page layout.

A. True
B. False

Answer: A

NEW QUESTION 25
- (Topic 1)
When you Delete a lead from a campaign, it deletes the lead record itself.

A. True
B. False

Answer: B

NEW QUESTION 30
- (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 34
- (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 36
- (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 37
- (Topic 1)
When you add a custom object tab, all of the following will be accessible with the object EXCEPT

A. Recent Items
B. Sidebar Search
C. Added to New Link/Create New Object Drop Down
D. Custom Object Reports

Answer: D

NEW QUESTION 42
- (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 46
- (Topic 1)
Locale settings control how users view date formats, time formats and number formats.

A. True

B. False

Answer: A

NEW QUESTION 47
- (Topic 1)
Assignment rules allow Leads and Cases to be automatically assigned to users and queues based on criteria defined by the system administrator.

A. True
B. False

Answer: A

NEW QUESTION 48
- (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 53
- (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 54
- (Topic 1)
You will need a security token to access Salesforce via (choose all that apply)

A. Import Wizard
B. Data Loader
C. Salesforce for Outlook
D. All of the above

Answer: BC

NEW QUESTION 56
- (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 59
- (Topic 1)
Will two different users get the same search results on searching for a common keyword?

A. Yes
B. No

Answer: B

NEW QUESTION 64
- (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 69
- (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 71
- (Topic 1)
Which of the following are not standard objects?

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

Answer: C

NEW QUESTION 75
- (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 77
- (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 79
- (Topic 1)
If a lead is converted without a value in the company field, what happens?

A. A Business Account is created
B. A Person Account is created
C. You will be prompted to decide whether to create a Person or a Business Account
D. Nothing

Answer: B

NEW QUESTION 83
- (Topic 1)
Queues can be made up of the following

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

Answer: ABC

NEW QUESTION 87

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

A. True
B. False

Answer: A

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

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

Answer: B

NEW QUESTION 96
- (Topic 1)
Which of the following are actions triggered by workflow rules?

A. Email
B. Task
C. Field update
D. Record update
E. Record creation
F. Outbound message
G. Time trigger

Answer: :ABCF

NEW QUESTION 98
- (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 102
- (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 106
- (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 110
- (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 114
- (Topic 1)
Which feature effectively allows you to "lock" the converted amount on closed opportunities?

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

Answer: D

NEW QUESTION 119
- (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 120
- (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 124
- (Topic 2)
Which of the following are true about Master/Detail relationship in custom objects?

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

Answer: AD

NEW QUESTION 128
- (Topic 2)
Which combination of objects is available when creating a custom report type for Chatter reports?

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

Answer: CD

NEW QUESTION 129
- (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 131
- (Topic 2)
An S-Control may be all of the following EXCEPT:

A. HTML

B. XML
C. URL
D. Snippet

Answer: B

NEW QUESTION 133

- (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 137

- (Topic 2)
All of the following may be used when updating a record using the AppExchange Data Loader EXCEPT:

A. External Id
B. Parent External Id
C. Record Id
D. Record Number

Answer: D

NEW QUESTION 141

- (Topic 2)
When configuring Customizable Forecasting, you can set which of the following Forecast Dates for determining which opportunities contribute to the forecast?

A. Opportunity Close Date Only
B. Product Date Only
C. Schedule Date Only
D. Commit Date
E. Opportunity Close Date, Product Date, Schedule Date

Answer: A

NEW QUESTION 142

- (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 146

- (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 150

- (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 154

- (Topic 2)

It is possible for a User to own a record and not see it if they don't have the Read Permission to the Object.

A. True
B. False

Answer: A

NEW QUESTION 157
- (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 158
- (Topic 2)
A check box can be a controlling field in a field dependency:

A. True
B. False

Answer: A

NEW QUESTION 159
- (Topic 2)
All the following are Main Setup areas in Salesforce.com EXCEPT?

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

Answer: C

NEW QUESTION 163
- (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 168
- (Topic 2)
An S-Control may be used in all of the following ways EXCEPT:

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

Answer: :D

NEW QUESTION 172
- (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 177
- (Topic 2)
In Spring'11 salesforce.com release Dynamic Dashboards have been launched for which edition:

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

Answer: C

NEW QUESTION 179
- (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 180
- (Topic 2)
Are Tags searchable from standard Search component?

A. Yes
B. No

Answer: A

NEW QUESTION 185
- (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 188
- (Topic 2)
Assume the Organization Wide default sharing is set to private for all objects and no sharing rules have been created. You have two users in the Sales Rep Role, can they view
each other's data?

A. Yes
B. No

Answer: B

NEW QUESTION 190
- (Topic 2)
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 194
- (Topic 2)
Which of the following is the new workflow feature of Spring'11 Release?

A. Workflow Rules
B. Flows
C. Field Update
D. Outbound messages

Answer: B

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

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

Answer: :BC

NEW QUESTION 199
- (Topic 2)
Field Sets works on both Standard as well as Custom Objects?

A. True
B. False

Answer: A

NEW QUESTION 200
- (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 205
- (Topic 2)
Which action must be taken to view contacts associated with a case in the console?

A. The related lists of the case page layout must be modified
B. The custom links of the case page layout must be modified
C. The related object of the case page layout must be modified
D. The mini page layout of the case page layout must be modified

Answer: D

NEW QUESTION 207
- (Topic 2)
Select the best component to use if you want to list the top five sales performers on a dashboard.

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

Answer: B

NEW QUESTION 208
- (Topic 2)
The difference between an opportunity record type and a sales process is:

A. The sales process controls the stage field, the record type controls all other picklist fields
B. The record type controls the stage field, the sales process controls all other picklist fields
C. The record type controls the picklist fields
D. The sales process controls all picklist fields

Answer: A

NEW QUESTION 209
- (Topic 2)
Recent Items use the?

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

Answer: C

NEW QUESTION 211
- (Topic 2)
Is possible to view a forecast based on all of the following EXCEPT:

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

Answer: D

NEW QUESTION 215
- (Topic 2)
For which objects you have business processes?

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

Answer: ABCE

NEW QUESTION 218
- (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 223
- (Topic 2)
Users can be deleted from salesforce.com

A. True
B. False

Answer: B

NEW QUESTION 227
- (Topic 2)
Fields hidden using Field Level Security are subject to Data Validation Rules.

A. True
B. False

Answer: B

NEW QUESTION 230
- (Topic 2)
Custom Web Tab may consist of all the following EXCEPT:

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

Answer: B

NEW QUESTION 232
- (Topic 2)
Case Assignment Rules are based on elapsed time

A. True
B. False

Answer: A

NEW QUESTION 235
- (Topic 2)
How is the expected revenue calculated in the opportunity?

A. Amount multiplied by the total price of all opportunity line items
B. The sales price on any line item times the probability of the opportunity
C. Opportunity Amount multiplied by the probability
D. Amount multiplied by the discount percent

Answer: C

NEW QUESTION 236
- (Topic 3)
To make a field required, which of the following is used) (Pick the best possible answer)

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

Answer: A

NEW QUESTION 241
- (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 242
- (Topic 3)
What is not found on a Company Profile?

A. Language, Locale, and Time Zone
B. Profiles
C. Licenses
D. Storage and Used Space
E. Manage Currencies
F. Fiscal Years

Answer: B

NEW QUESTION 244
- (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 247
- (Topic 3)
What can an administrator customize for the Service Cloud console?

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

Answer: ABE

NEW QUESTION 251
- (Topic 3)
Maximum number of values allowed in a controlling field is:

A. 500
B. 100
C. 300
D. 200

Answer: C

NEW QUESTION 255
- (Topic 3)
Following are the Custom Business Objects EXCEPT:

A. Use Force.com builder to build your own objects
B. Standard Salesforce.com Objects

C. Capture key, related information that applies to your business
D. Correlate to tables in the database
E. All of the above

Answer: B

NEW QUESTION 260
- (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 263
- (Topic 3)
You can create the following Email Template Formats: Choose 4

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

Answer: ABCE

NEW QUESTION 266
- (Topic 3)
How many workflow rules can you create per entity?

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

Answer: D

NEW QUESTION 269
- (Topic 3)
Standard reports are visible through the Reports search.

A. True
B. False

Answer: B

NEW QUESTION 271
- (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 272
- (Topic 3)
Which of the following are standard Salesforce applications?

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

Answer: AD

NEW QUESTION 273
- (Topic 3)
What is a Dashboard made of?

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

Answer: ABD

NEW QUESTION 275
- (Topic 3)
The Salesforce Console is an example of what?

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

Answer: C

NEW QUESTION 276
- (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 278
- (Topic 3)
Which statements are true about Cloud Scheduler?

A. It is available in Group, Professional, Enterprise, Unlimited, and Developer Editions only.
B. Cloud Scheduler is now enabled by default for all organizations.
C. You can automatically see the New Meeting Request button on all eligible contact, lead, and person account detail pages.
D. Meeting organizers can not use Cloud Scheduler to request meetings with customers, and have customers select preferred times before confirming the meeting.
E. Administrators can add or remove the New Meeting Request button on multiple page layouts using the new Cloud Scheduler quick setup method.

Answer: BCE

NEW QUESTION 281
- (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 282
- (Topic 3)
A System Administrator can edit a profile to:

A. Prevent a user from viewing custom tabs
B. Prevent the use of Mass email
C. Deny a user access to other users leads

Answer: B

NEW QUESTION 287
- (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 290
- (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 291
- (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 294
- (Topic 3)
Custom Picklist fields can be either controlling or dependent fields

A. True
B. False

Answer: A

NEW QUESTION 299
- (Topic 3)
This type of relationship links two objects together, but it has no effect on deletion, record ownership, or security, and the lookup relationship field is not required in the page layout.

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

Answer: A

NEW QUESTION 301
- (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 305
- (Topic 3)
Both accounts and users can exist in multiple territories.

A. True
B. False

Answer: A

NEW QUESTION 306
- (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 307
- (Topic 3)
Custom Report Types (CRT) allows you to build a framework from which users can create and customize reports in the report wizard but not in report builder.

A. True
B. False

Answer: B

NEW QUESTION 310
- (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 312
- (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 referrence 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 317
- (Topic 3)
What are two sources from which cases can be created?

A. Web-to-Lead
B. Web-to-Web
C. Email-to-Case
D. Connect for Outlook

Answer: CD

NEW QUESTION 322
- (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 323
- (Topic 3)
A Workflow rule can only be triggered when a record is created.

A. True
B. False

Answer: B

NEW QUESTION 326
- (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 327
- (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 329
- (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 331
- (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 332
- (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 336
- (Topic 3)
What is Force.com Builder? Choose 3 answers:

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

Answer: ACE

NEW QUESTION 340
- (Topic 3)
A Profile can have many users, but a user can have only one profile.

A. True
B. False

Answer: A

NEW QUESTION 345
- (Topic 3)
The formula editor may be used all of the following places EXCEPT:

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

Answer: C

NEW QUESTION 347
- (Topic 3)
Clients do not have to enable Customizable forecasting before they can ask salesforce to activate Territory Management.

A. True
B. False

Answer: B

NEW QUESTION 349
- (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 350
- (Topic 3)
The Report Builder is different from the Report Wizard.

A. True
B. False

Answer: A

NEW QUESTION 354
- (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 359
- (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 360
- (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 365
- (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 366
- (Topic 3)
Up to 25 custom lookup fields can be defined per object.

A. True
B. False

Answer: A

NEW QUESTION 367
- (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 372
- (Topic 3)
A new list view can be created from within the console

A. True
B. False

Answer: B

NEW QUESTION 377
- (Topic 4)
Which of the following components is displayed only if the record in the detail view has associated records?

A. List view
B. Mini Page Layout
C. Console layout
D. Mini View

Answer: D

NEW QUESTION 380
- (Topic 4)
Which of the following cannot be on the controlling side of the Dependent Picklist?

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

Answer: D

NEW QUESTION 385
- (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 388
- (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 393
- (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 394
- (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 397
- (Topic 4)
Which action type is represented by an icon in the process visualizer? Choose 2 answers

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

Answer: :CD

NEW QUESTION 401
- (Topic 4)
Which of the field types cannot be used as an External Id?

A. Text Field
B. Number Field
C. Picklist Field
D. Email Id Field

Answer: C

NEW QUESTION 403
- (Topic 4)
Dashboards can be created by using Standard Reports as Source Reports?

A. True
B. False

Answer: A

NEW QUESTION 406
- (Topic 4)
How many roles can you create for your org?

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

Answer: C

NEW QUESTION 411
- (Topic 4)
File attachments, document tabs, and sales force content count towards Data Storage:

A. True
B. False

Answer: B

NEW QUESTION 413
- (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 414
- (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 419
- (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 420
- (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 423
- (Topic 4)
The size limit for documents uploaded is:

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

Answer: C

NEW QUESTION 424
- (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 425
- (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 426
- (Topic 4)
A role has many to many relationships with the user?

A. True
B. False

Answer: B

NEW QUESTION 430
- (Topic 4)
What would prevent a user from including fields when running a report?

A. Field-level security & page layouts

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

Answer: C

NEW QUESTION 431
- (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 434
- (Topic 4)
Which Step is not a part of creating custom application?

A. Selecting tabs
B. Adding a logo
C. Selecting profiles
D. Creating a custom object

Answer: D

NEW QUESTION 437
- (Topic 4)
Which of the following components inherits the record type and profile associations, related lists, fields, and field access settings from its associated page layout?

A. Console layout
B. Mini Page Layout
C. Detail View
D. Related Objects

Answer: B

NEW QUESTION 442
- (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 447
- (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 regsiters 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 448
- (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 451
- (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 455
- (Topic 4)
Why would you use early triggers?

A. To escalate a case according to a time zone
B. To allow notification before a case actually escalates
C. To escalate any case within a period
D. To send an auto response email to customers

Answer: B

NEW QUESTION 459
- (Topic 4)
What type of field can a lookup filter be applied to? Choose 3 answers mmm

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

Answer: ABD

NEW QUESTION 462
- (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 463
- (Topic 4)
Field Level Security cannot be used to make a field required.

A. True
B. False

Answer: A

NEW QUESTION 464
- (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 468
- (Topic 4)
Do Validation rules get enforced on the Lead Conversion?

A. Yes
B. No

Answer: B

NEW QUESTION 473
- (Topic 4)
In order to implement more business process multiple record types must also be implemented:

A. True
B. False

Answer: A

NEW QUESTION 477
- (Topic 4)
Data validation ensures the integrity of data when data is exported in SF

A. True
B. False

Answer: B

NEW QUESTION 478
- (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 481
- (Topic 4)
Is it true that campaigns and opportunities have many to many relationship?

A. True
B. False

Answer: B

NEW QUESTION 485
- (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 490
- (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 491
- (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 492
- (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 496
- (Topic 5)
Formatting of report is maintained when it is exported via Printable View?

A. True
B. False

Answer: A

NEW QUESTION 499
- (Topic 5)
Which Salesforce editions support Sandbox?

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

Answer: AF

NEW QUESTION 504
- (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 508
- (Topic 5)
It is possible for an Account to be part of multiple Territories?

A. Yes
B. No

Answer: A

NEW QUESTION 510
- (Topic 5)
Customizable Forecasting is a prerequisite in order to enable territory management?

A. True
B. False

Answer: A

NEW QUESTION 514
- (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 518
- (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 520
- (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 521
- (Topic 5)
Can a user restrict access with the help of the sharing rules?

A. Yes
B. No

Answer: B

NEW QUESTION 525
- (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 528
- (Topic 5)
Which of the following feature allows you to send an email when an opportunity reaches a threshold value?

A. Validation Rule
B. Big Deal Alert
C. Opportunity Alert
D. Big Ticket Email

Answer: B

NEW QUESTION 533
- (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 535
- (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 537
- (Topic 5)
Which of the following does not need business process?

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

Answer: C

NEW QUESTION 542

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

A. True
B. False

Answer: A

NEW QUESTION 547
- (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 548
- (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 553
- (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 558
- (Topic 5)
Which of the following are not controlled by the Page layouts?

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

Answer: E

NEW QUESTION 563
- (Topic 5)
Escalation rules only run during the business hours with which they are associated?

A. True
B. False

Answer: A

NEW QUESTION 564
- (Topic 5)
You can use conditional highlighting for summary and matrix report only.

A. True
B. False

Answer: A

NEW QUESTION 568
- (Topic 5)
A user who has access to formula field can reference fields to which he or she doesn't have access to allowing him or her to view restricted data.

A. True
B. False

Answer: :A

NEW QUESTION 572
- (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 573
- (Topic 5)
Conditional highlighting can not be used for?

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

Answer: :A

NEW QUESTION 576
- (Topic 5)
Which objects can be stored in a folder?

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

Answer: BCD

NEW QUESTION 578
- (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 580
- (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 583
- (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 585
- (Topic 5)
An opportunity that reaches the threshold with 80% probability will trigger additional alerts if the probability subsequently goes higher to 85%.

A. Yes
B. No
C. Depends on the Settings

Answer: B

NEW QUESTION 588
- (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 592
- (Topic 5)
Opportunity products can be linked in a Lookup Relationship:

A. True
B. False

Answer: B

NEW QUESTION 597
- (Topic 5)
Which of the following is not an available function in the Formula Fields?

A. HyperLink
B. Substitute
C. RPad
D. Vlookup

Answer: D

NEW QUESTION 600
- (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 604
- (Topic 5)
How many Solution records can be imported via Import Wizard?

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

Answer: C

NEW QUESTION 606
- (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 608
- (Topic 5)
Which types of files can be accessed from the Files tab?

A. Files attached to a Chatter group post
B. Files in Content Workspaces
C. Files attached to a Chatter profile post
D. Files uploaded to the Documents tab
E. Files uploaded to the Solutions tab

Answer: ABC

NEW QUESTION 612
- (Topic 5)
A controlling picklist can have up to how many values?

A. 399
B. 500
C. 400
D. 350
E. 450
F. 300

Answer: F

NEW QUESTION 615
- (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 617
- (Topic 5)
If a Report is run which returns 20,000 records then:

A. All 20K records are displayed in the UI
B. First 2K records are displayed in the UI
C. 10 Reports each having 2K records are created
D. Report Fails and an error is reported

Answer: B

NEW QUESTION 622
- (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 624
- (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 626
- (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 628

- (Topic 6)
Which are true about Email to Salesforce Enhancements after Spring 11 release?

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

Answer: AC

NEW QUESTION 632
- (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 636
CORRECT TEXT - (Topic 6)
How does a Profile differ from a Role?

A.

Answer: Profilecontrolswhatausercando(readcreateeditdelete)withrecords

NEW QUESTION 637
- (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 641
CORRECT TEXT - (Topic 6)
Why are Sharing Rules used?

A.

Answer:
Toopenupaccesstorecordsyouwouldn'tnaturallygetthroughOrganizationWideDefaultsandRoleHierarchy.TheyaretheexceptionstotheOrganizationWideDefaults.

NEW QUESTION 643
CORRECT TEXT - (Topic 6)
How can users obtain a security token?

A.

Answer: 1.Bychangingtheirpassword

Explanation:
2. By resetting their security token via the Salesforce UI

NEW QUESTION 647
- (Topic 6)
Tab settings allow System Admin to customize which tabs are visible to users:

A. True
B. False

Answer: A

NEW QUESTION 649
- (Topic 6)
What statement is true regarding a custom field formula?

A. Not reference standard, custom, or other objects
B. Can contain formulas upto 4000 character
C. 4000 character is the limit on the compiled size of the formula
D. Formula can reference themselves

Answer: C

NEW QUESTION 652
- (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 653
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 656
- (Topic 6)
You can set a default value for a custom field.

A. True
B. False

Answer: A

NEW QUESTION 657
- (Topic 6)
How would you allow collaborative access to accounts , contacts, contracts, opportunities, and cases of a US Sales rep, and Asia sales rep, and an EMEA sales rep?

A. By Creating three sharing rules between them
B. By creating a public group with all three Sales Reps
C. By changing the Org wide defaults

Answer: B

NEW QUESTION 659
CORRECT TEXT - (Topic 6)
What does the Role Hierarchy control?

A.

Answer: Controlsdatavisibilityandrecordrollup

NEW QUESTION 664
- (Topic 6)
Which of the following statements is true about computer activation?

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

Answer: A

NEW QUESTION 667
- (Topic 6)
The org wide default is set to private. Phil smith the owner of ABC account is a US Sales

Rep reporting to the US Sales Director. The users in the US sales rep role can edit ALL opportunities associated with the accounts they own. Tim an EMEA sales rep owns an opportunity associated with the ABC account. Identify the correct role access.

A. Phil can view but cannot edit Tims ABC opportunity
B. TIM cannot VIEW / EDIT phils account
C. Phil can EDIT and VIEW Tims ABC opportunity
D. Tim can VIEW and EDIT Phils account
E. Tim can VIEW but cannot EDIT phils account.

Answer: CE

NEW QUESTION 669
- (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 670
- (Topic 6)
Final reject actions can include actions such as email alerts

A. True
B. False

Answer: A

NEW QUESTION 671
- (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 672
- (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 677
- (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 681
- (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 686
- (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 687
- (Topic 6)
Mass Mail Contacts option doesn't appear under the Tools section in the Contacts tab, what could have caused this?

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

Answer: BD

NEW QUESTION 689
- (Topic 6)
Active Currencies live in Company Profile, user record (Personal Setup) and in Opportunity (Record).

A. True
B. False

Answer: :A

NEW QUESTION 691
- (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 696
- (Topic 6)
Data Validation Rules are executed for a field (vs. as record).

A. True
B. False

Answer: B

NEW QUESTION 697
- (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 700
- (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 703
- (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 704
- (Topic 6)
The number of formulas in a Custom summary formula is limited to:

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

Answer: B

NEW QUESTION 709
- (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 713
CORRECT TEXT - (Topic 6)
What profile permission is required for editing and deleting public tags?

A.

Answer: TagManager.Note:TagManagerisenabledbydefaultfortheSystemAdministratorprofile.

NEW QUESTION 715
- (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 719
- (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 722
- (Topic 6)
How can you export accounts and contacts in a Contact Manager edition of Salesforce?

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

E. There is no export option in Contact Manager

Answer: B

NEW QUESTION 723
- (Topic 6)
Which are true about Trialforce Email Branding?

A. It is available only in Unlimited, Enterprise and Developer Editions
B. It allows you to modify system-generated emails so that they appear to come from your company rather than from Salesforce.com.
C. Trialforce Email Branding is automatically enabled for existing partners with Trialforce and when a new partner request Trialforce.
D. Trialforce Email Branding only applies to users who sign up for your application through Trialforce.

Answer: BD

NEW QUESTION 725
- (Topic 6)
Only users with "Create and Customize" permission can access the Report?

A. True
B. False

Answer: A

NEW QUESTION 730
- (Topic 6)
Data Validation rules are also enforced using the API and Import Wizards.

A. True
B. False

Answer: A

NEW QUESTION 733
- (Topic 6)
Will users have to use their security token when logging into connect for outlook if their IP range has already been added to a trusted IP range?

A. True
B. False

Answer: B

NEW QUESTION 737
- (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 740
- (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 742
CORRECT TEXT - (Topic 7)
Who can manually share records?

A.

Answer: RecordOwnerAnyoneabovetheRecordOwnerinHierarchy&theSystemAdmin

NEW QUESTION 746
- (Topic 7)

You can create email alerts for workflow rules on activities.

A. True
B. False

Answer: A

Explanation:
 Explanation/Reference:
You can't create email alerts for workflow rules on activities.

NEW QUESTION 749
CORRECT TEXT - (Topic 7)
Where are Cases created?

A.

Answer: OntheCasesObjectandAccountorContactRelatedLists.

NEW QUESTION 750
- (Topic 7)
Can you uninstall an AppExchange application once it has been deployed?

A. Yes
B. No

Answer: A

NEW QUESTION 755
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 759
- (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 761
- (Topic 7)
Can standard fields be removed from the Page Layout?

A. True
B. False

Answer: A

NEW QUESTION 764
- (Topic 7)
The Director of Sales wants a report that shows the trending performance of his sales reps. He would like to see the trend by month, with a review of the previous 6 months. Which report format would you use to create this custom report?

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

Answer: C

NEW QUESTION 766
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: Up to 25 such relationships

A.

Answer: Lookup

NEW QUESTION 767
- (Topic 7)
The Director of Sales wants a report that meets the following criteria:
All accounts in NY, MA, PA and NJ Account rating of "Hot" or Annual Rev over $8M .The report must meet the state criteria but can optionally meet the account rating or the annual revenue.
Which report format would you use to create this custom report?

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

Answer: A

NEW QUESTION 768
CORRECT TEXT - (Topic 7)
What are Public Groups?

A.

Answer: SharingbetweenUsersotherPublicGroupsRolesandRoles/Subordinates

NEW QUESTION 771
CORRECT TEXT - (Topic 7)
Where do images for email templates, Cloud Scheduler, etc. need to be stored?

A.

Answer: InSFDocuments

NEW QUESTION 774
CORRECT TEXT - (Topic 7)
How does the Import Wizard perform matching when updating records?

A.

Answer: BySalesforceID

NEW QUESTION 778
- (Topic 7)
Inline Editing updates the field when

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

Answer: B

NEW QUESTION 780
- (Topic 7)
Workflow rules never trigger on converted leads

A. True
B. False

Answer: A

Explanation:
 Explanation/Reference:
Workflow rules only trigger on converted leads if validation and triggers for lead convert are enabled in your organization.

NEW QUESTION 783
- (Topic 7)
Workflow rules can be triggered any time a record is saved or created, depending on your rule criteria:

A. True
B. False

Answer: A

NEW QUESTION 784
- (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 785
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 786
- (Topic 7)
As a system administrator you can create page layout in the console and assign it to profiles.

A. True
B. False

Answer: A

NEW QUESTION 788
- (Topic 7)
What objects have standard business processes?

A. Leads
B. Opportunity
C. Cases
D. Contacts
E. Sales (Opportunities)
F. Solutions

Answer: ACEF

NEW QUESTION 793
CORRECT TEXT - (Topic 7)
Define the Solution Manager Profile.

A.

Answer: Standarduserperm+canmanagersolutions&solutioncategories

NEW QUESTION 797
CORRECT TEXT - (Topic 7)
When can inactive assignment rules be run on leads?

A.

Answer: Duringleadimport

NEW QUESTION 799
- (Topic 7)
Is the DataLoader Cloud based?

A. No
B. Yes

Answer: A

NEW QUESTION 801
CORRECT TEXT - (Topic 7)
What do Business processes do?
Business Processes track sales, support, solution, cases

A.

Answer: A

NEW QUESTION 806
CORRECT TEXT - (Topic 7)
What does the default locale impact?

A.

Answer: Theformatofdateandnumberfields.

NEW QUESTION 808
- (Topic 7)
Based on existing Master-Detail and Lookup relationships between objects, Sys Admins can create Custom Report Types to:

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

Answer: ABC

NEW QUESTION 811
CORRECT TEXT - (Topic 7)
What can Delegated Admins do?

A.

Answer: ViewAll&ModifyALLAccessbyObject

NEW QUESTION 815
CORRECT TEXT - (Topic 7)
Which takes precedence: User's language setting or Company profile default language?

A.

Answer: User'slanguagesetting.

NEW QUESTION 817
- (Topic 7)
You can't package workflow rules with time triggers.

A. True
B. False

Answer: A

NEW QUESTION 818
- (Topic 7)
Workflow rules on custom objects are automatically deleted if the custom object is deleted.

A. True
B. False

Answer: A

NEW QUESTION 823
- (Topic 7)
The Self Service Portal and Customer Portal are the same technology?

A. Yes
B. No

Answer: B

NEW QUESTION 826
CORRECT TEXT - (Topic 7)
When would you choose to build a Public Group?

A.

Answer: Tosimplifythenumberofsharingrulesbuiltorwhendefiningfolderorlistviewaccess.

NEW QUESTION 830
- (Topic 7)
What is a roll-up summary field?

A. A roll-up summary fields lets you rollback the data that was changed last week.
B. The roll-up summary field is a custom field that aggregates child record information in to parent record
C. The roll up summary field is only accessible via API.
D. The roll up summary field gives you a summary of the data type and object relationship

Answer: B

NEW QUESTION 834
CORRECT TEXT - (Topic 7)
Define the system Admin profile.

A.

Answer: "SuperUser"-Cancustomize&administratetheOrg

NEW QUESTION 835
CORRECT TEXT - (Topic 7)
Define the Read Only Profile.

A.

Answer: Canonlyviewrecords

NEW QUESTION 839
CORRECT TEXT - (Topic 7)
When you define a Data Validation Rule, what must you also define?

A.

Answer: Theerrormessage.

NEW QUESTION 844
CORRECT TEXT - (Topic 7)
How are Cases assigned?

A.

Answer: AssignmentRule

NEW QUESTION 847
CORRECT TEXT - (Topic 7)
What does a workflow approval process do?

A.

Answer: ItelectronicallycapturesabusinessapprovalonaSFdatarecord.

NEW QUESTION 848
CORRECT TEXT - (Topic 7)
Why utilize Account Teams and Sales Teams?

A.

Answer: Teamsareusedforcollaborationsharingandforreportingpurposes.

NEW QUESTION 853
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: Lookup field on child is always required.

A.

Answer: Master/Detail

NEW QUESTION 857
CORRECT TEXT - (Topic 7)
How does a Profile differ from a Role?

A.

Answer: Profilecontrolswhatausercandowithrecords(readcreateeditdelete.TheRolecontrolsthelevelofvisibilitythatusershavetoorganizationsdata.

NEW QUESTION 858
CORRECT TEXT - (Topic 7)

Standard Fields are?

A.

Answer: CreatedbySFandcomesinOrg.Fieldpropertiesnoteditable.

NEW QUESTION 862
- (Topic 7)
What are the three editions of Salesforce?

A. PE Professional Edition EE Enterprise EditionUE Unlimited Edition

Answer: A

NEW QUESTION 865
- (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 868
- (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 872
- (Topic 7)
Can the DataLoader access all objects?

A. Yes
B. No

Answer: A

NEW QUESTION 873
- (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 876
- (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 879
- (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 883
- (Topic 8)
What is the role of "Primary Object" when creating custom report types?

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

Answer: C

NEW QUESTION 885
- (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 886
- (Topic 8)
Your recycle bin record limit is times the Megabytes (MBs) in your general storage

A. 20
B. 50
C. 250
D. 500

Answer: C

NEW QUESTION 891
- (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 894
- (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 896
- (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 898
- (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 903
- (Topic 8)
A Lookup Field Relationship Select the correct choice

A. Links two objects together
B. Links two formulas together
C. Links two page layouts together
D. Links two Salesforce.com instances together

Answer: A

NEW QUESTION 905
- (Topic 8)
Custom Fiscal Year works on a define once and use everywhere Rule Select

A. True
B. False

Answer: A

NEW QUESTION 910
- (Topic 8)
A particular team needs to track individuals working on cases and the individual roles of the people working on cases. Which is the best way to do it?

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

Answer: D

NEW QUESTION 912
- (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 914
CORRECT TEXT - (Topic 8)
How does Cloud Scheduler Work?

A.

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

NEW QUESTION 917
- (Topic 8)
A Workflow Alert can be tracked in Activity History

A. True
B. False

Answer: A

NEW QUESTION 920
- (Topic 8)
A custom lead field can be mapped to:

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

Answer: C

NEW QUESTION 925
- (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 926
- (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 931
- (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 932
- (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 935
- (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 936
- (Topic 8)
Which statement is true about custom summary formula?

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

Answer: A

NEW QUESTION 940
- (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 943
- (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 946
- (Topic 8)
You can only import only one language at a time per CSV file

A. True
B. False

Answer: A

NEW QUESTION 950
- (Topic 8)
What is a Record Type? Select the right choice

A. Allows you to define different sets of picklist values for both standard and custom picklist
B. Allows you to define different sets of picklist values only for standard picklist
C. Allows you to define different sets of picklist values only for custom picklist
D. Allows you to define different sets of picklist values only for new picklist

Answer: A

NEW QUESTION 951
- (Topic 8)
All of the following are true about Validation Rules EXCEPT:

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

Answer: C

NEW QUESTION 952
- (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 954
- (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 959
- (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 964
- (Topic 8)
You can enable Chatter in your organization without updating to the new look and feel?

A. True
B. False

Answer: B

Explanation:
 Explanation/Reference:
Enabling Salesforce Chatter also enables the new user interface theme, which updates the look and feel of Salesforce.com.

NEW QUESTION 967
- (Topic 8)
It is only necessary for Identity Confirmation if IP address is unknown and browser cookie does not exist:

A. True
B. False

Answer: A

NEW QUESTION 971
- (Topic 8)
Picklist dependency rules are not enforced during Import

A. True
B. False

Answer: A

NEW QUESTION 976
CORRECT TEXT - (Topic 8)
What happens if chatter is enabled in an org with 15 or fewer users?

A.

Answer: Allusersautomaticallyfolloweachother.

NEW QUESTION 979
- (Topic 9)
Existing records that meet the Workflow Rule criteria trigger the Rule.

A. True
B. False

Answer: B

NEW QUESTION 982
- (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 985
- (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 988
- (Topic 9)
Which graphs rely on grand total for dashboards?

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

Answer: B

NEW QUESTION 991
- (Topic 9)
Data storage include the following: (check all that apply)

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

Answer: CDE

NEW QUESTION 996
- (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 1001
- (Topic 9)
Can you include attachments in the Data Export.

A. True
B. False

Answer: A

NEW QUESTION 1005
- (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 1006
- (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 1008
- (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 1010
- (Topic 9)
A solution can only belong to one category.

A. True
B. False

Answer: B

NEW QUESTION 1012
- (Topic 9)
Record types are used to implement custom business processes by associating them to specific

A. Objects
B. Page Layouts
C. Records
D. Campaigns

Answer: B

NEW QUESTION 1017
- (Topic 9)
Which statements are true about business processes?

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

Answer: AD

NEW QUESTION 1018
- (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 1021
- (Topic 9)
Records in the recycle bin do NOT count against your organization's storage limits

A. True
B. False

Answer: A

NEW QUESTION 1023
- (Topic 9)
Which of these has many-to-many relationship?

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

Answer: D

NEW QUESTION 1027
- (Topic 9)
You cannot mass remove records from an approval process; removal of records must be done one by one.

A. True
B. False

Answer: B

NEW QUESTION 1028
- (Topic 9)
Select all that are custom field types. (check all that apply)

A. Phone
B. List Box
C. Number
D. Percent
E. Email

Answer: ACDE

NEW QUESTION 1032
- (Topic 9)
What is true about Lead Assignment Rule?

A. Determines how Leads are automatically routed to User or Queue
B. Contains Rule Entries, pre-defined business rules, that determine lead routing
C. Virtual storage bin used to group leads based on criteria (e.g., industry, campaign)
D. Users have visibility into the Lead Queues to which they are members

Answer: AB

NEW QUESTION 1033
- (Topic 9)
Roll-up summary and formula fields are always read-only on detail pages.

A. True
B. False

Answer: A

NEW QUESTION 1037
- (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 1042
- (Topic 9)
A System Administrator followed the click path: Your Name ? Setup ? Customize ? Reports
& Dashboards?
User Interface Settings but found no option to enable the Report Builder Upgrade. Which statements could explain this scenario?

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

Answer: AD

NEW QUESTION 1043
- (Topic 9)
Formula fields can be converted from or to other field types.

A. True
B. False

Answer: B

NEW QUESTION 1045
- (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 1050
- (Topic 9)
The system automatically maps standard lead fields to standard account, contact, and opportunity fields

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A. True
B. False

Answer: A

NEW QUESTION 1054
- (Topic 9)
If the lead has a record type, the default record type of the new owner is assigned to records created during lead conversion.

A. True
B. False

Answer: A

NEW QUESTION 1057
- (Topic 9)
Which of the following statements are true about Import wizard?

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

Answer: :AC

NEW QUESTION 1061
- (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 1064
- (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 1065
- (Topic 9)
Queues can be setup for which objects? (check all that apply)

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

Answer: ADE

NEW QUESTION 1070
- (Topic 9)
Joe is attempting to import an invalid value into a picklist field. The import wizard will respond with an error message.

A. True
B. False

Answer: :B

NEW QUESTION 1073
- (Topic 9)
What is true regarding a Running User

A. The Running User overrides the sharing model and will allow the users who see the dashboard to see high level sales data for everyone, not just their own

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B. The Running User overrides the sharing model and will allow the users who see the dashboard to see high level sales data for everyone, except their own
C. The Running User follows the sharing model and will allow the users who see the dashboard to see high level sales data for just what they own
D. The Running User follows the sharing model and will allow the users who see the dashboard to see high level sales data for just what they own plus role hierarchy.

Answer: A

NEW QUESTION 1075
- (Topic 9)
If the primary object on a custom report is a custom object, and the custom object is deleted, then the custom report type and any reports created from it will automatically be deleted.

A. True
B. False

Answer: A

NEW QUESTION 1080
- (Topic 9)
Why would you create different Record Types?

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

Answer: D

NEW QUESTION 1084
- (Topic 9)
Which of following is granted by the Manage Territories Permission (Select all that apply)?

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

Answer: ABDEF

NEW QUESTION 1085
- (Topic 9)
If you relabel a Standard Object the standard list views on every Salesforce tab will automatically be renamed.

A. True
B. False

Answer: B

NEW QUESTION 1087
- (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 1090
- (Topic 9)
You have to enable the Report Builder Upgrade first to use Scatter Charts.

A. True
B. False

Answer: A

NEW QUESTION 1091
- (Topic 10)
Which administrative permissions are necessary in order to edit profiles?

A. Manage Users and Customize Application

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

Answer: B

NEW QUESTION 1096
- (Topic 10)
Email templates used in all of the following features must be public and active EXCEPT

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

Answer: B

NEW QUESTION 1097
- (Topic 10)
Do users have to display the jump page every time they create a new record?

A. Yes
B. No

Answer: B

NEW QUESTION 1098
- (Topic 10)
Identify the statements that define Apex data loader?

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

Answer: BD

NEW QUESTION 1103
CORRECT TEXT - (Topic 10)
If I'm looking at a detail page, how do I know what record type it is?

A.

Answer: FortabsthathavemultiplerecordtypesdefinedyoucanlookattheRecordTypefieldonthepage.Howeverthisfieldmustbeaddedtothepagelayout.

NEW QUESTION 1106
- (Topic 10)
Which of the following are true about mapping fields for lead conversion (Multiple correct answers):

A. You can map between text and picklist fields
B. You can map Number, Currency, or Percentage fields of differing lengths.
C. You can map Text or Text Area to long text area fields
D. You cannot map auto-number fields to fields of type Text or Text Area
E. You can map auto-number fields to Picklists
F. If you change the data type of any custom field user for lead conversion, that lead field mapping will be deleted.

Answer: ACEF

NEW QUESTION 1107
CORRECT TEXT - (Topic 10)
You can use inline editing to maintain all detail pages in the application except for....?

A.

Answer: DocumentsandForecasts

NEW QUESTION 1110
- (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 1111
- (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 1116
- (Topic 10)
Records & Record Detail Pages: SFDC lets me print list views for Accounts, Campaigns, Cases, Contacts, Leads, or Opportunities.

A. True
B. False

Answer: A

NEW QUESTION 1120
- (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 1124
- (Topic 10)
Here are the salesforce.com definitions of a Lead, Account, Contact, & Opportunity. Which one is the definition for an opportunity?

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

Answer: D

NEW QUESTION 1125
- (Topic 10)
SFDC allows me to add a reporting hierarchy (or organization chart) to my contacts. This way I can better understand the structural dynamics within the businesses I am selling to, and remember who to contact for certain aspects of a sale.

A. True
B. False

Answer: A

NEW QUESTION 1130
- (Topic 10)
When creating a custom report type all objects display in the Primary Object drop-down list, including those you do not have permission to view. For example, even if you don't have permission to view leads, leads are available in the Primary Object drop-down list so that you can build lead report types for other users.

A. True
B. False

Answer: :A

NEW QUESTION 1131
- (Topic 10)

Once you define a custom fiscal year structure, your company can not return to the standard fiscal year calendar.

A. True
B. False

Answer: A

NEW QUESTION 1133
- (Topic 10)
To track revenue gain or loss based on currency fluctuations, you must implement

A. Multi-Currency
B. Sandbox
C. Territory Management
D. Advanced Currency Management

Answer: :D

NEW QUESTION 1135
- (Topic 10)
What is the max length of the field type "Text"?

A. 3200
B. 320
C. 255

Answer: :C

NEW QUESTION 1140
- (Topic 10)
The Marketing User checkbox on a user record allows users to do which of the follow actions (Multiple correct answers):

A. Create campaigns
B. Edit campaigns
C. Delete campaigns
D. Configure advanced campaign setup
E. Use the campaign import wizard

Answer: ABCD

NEW QUESTION 1141
- (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 1145
- (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 1147
- (Topic 10)
You can only use standard fields when generating email and mail merge documents for leads or contacts.

A. True
B. False

Answer: B

NEW QUESTION 1152
- (Topic 10)
Which of the following are true about the Default Division field on the User object?

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

Answer: B

NEW QUESTION 1154
- (Topic 10)
I can merge 3 records at a time in SFDC to clean up dupe.

A. True
B. False

Answer: A

NEW QUESTION 1159
- (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 1162
- (Topic 10)
Regardless of what language is selected on the user record, all online help is displayed in the organization default language.

A. True
B. False

Answer: B

NEW QUESTION 1166
- (Topic 10)
You cannot change the name of the default Person Account record type, and you cannot create additional record types for Person Accounts

A. True
B. False

Answer: B

NEW QUESTION 1167
- (Topic 10)
Does access to folders respect the role hierarchy?

A. Yes
B. No

Answer: B

NEW QUESTION 1170
- (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 1173
- (Topic 10)
When a record is deleted it sits in the recycling bin for 30 days

A. True
B. False

Answer: A

NEW QUESTION 1175
- (Topic 10)
Editing Records: Required fields are marked by which color?

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

Answer: C

NEW QUESTION 1176
- (Topic 10)
What is the maximum length of the field type "Text Encrypted"?

A. 255
B. 191
C. 128
D. 256

Answer: B

NEW QUESTION 1178
- (Topic 10)
Which option is NOT true of events?

A. Events are scheduled events or meetings
B. Events are to-do lists
C. I can invite participants to an Event (like scheduling a demo, for example)
D. Events automatically move to Activity History when the time of the Event is past.

Answer: B

NEW QUESTION 1179
- (Topic 10)
Which will appear on your pipeline report?

A. Leads
B. Opportunities
C. Accounts

Answer: B

NEW QUESTION 1182
- (Topic 10)
Which of following is granted by the Manage Cases Permission (Select all that apply)?

A. Set support business hours
B. Edit the Support settings
C. Set up Email-to-Case
D. Mass Transfer Cases
E. Create,Edit, and Delete custom fields on the Case Object

Answer: ABCD

NEW QUESTION 1185
- (Topic 10)
A default person account record type named "Person Account" is automatically created when person accounts are enabled for your organization.

A. True
B. False

Answer: A

NEW QUESTION 1189

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