

Exam Questions ADM-201

Administration Essentials for New Admins

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NEW QUESTION 1

- (Topic 1)

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

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

Answer: C

NEW QUESTION 2

- (Topic 1)

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 3

- (Topic 1)

The Data Loader can de-duplicate records during import.

- A. True
- B. False

Answer: B

NEW QUESTION 4

- (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 5

- (Topic 1)

Criteria-based sharing rules allow administrators to share records based on field values rather than record ownership.

- A. True
- B. False

Answer: A

NEW QUESTION 6

- (Topic 1)

Record types specify the following elements.

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

Answer: D

NEW QUESTION 7

- (Topic 1)

Who can invite Chatter customers into a Chatter group?

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

Answer:

AB

NEW QUESTION 8

- (Topic 1)

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

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

Answer: B

NEW QUESTION 9

- (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 10

- (Topic 1)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 10

- (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 11

- (Topic 1)

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

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

Answer: D

NEW QUESTION 13

- (Topic 1)

Which of the following are true about List Views?

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

Answer: ABCD

NEW QUESTION 17

- (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 22

- (Topic 1)

The page layout allows users to see the Next Steps field on an Opportunity record, Field Level Security dictates that the field is hidden, how will the field appear to the user?

- A. The field will be hidden from the user
- B. The field will be read only
- C. The field will be visible and editable to the user
- D. None of the above

Answer: A

NEW QUESTION 26

- (Topic 1)

If your company's fiscal year follows the Gregorian calendar, you must use Custom Fiscal Years.

- A. True
- B. False

Answer: B

NEW QUESTION 31

- (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 32

- (Topic 1)

User interface settings are global settings and apply to all users of an org.

- A. True
- B. False

Answer: A

NEW QUESTION 33

- (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 38

- (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 40

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 42

- (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 45

- (Topic 1)

Your organization is a US-based company with a default currency of US Dollars. As a sales rep, your personal currency set to British Pounds. You create an opportunity with a currency in British Pounds. The administrator updates the currency conversion rates. Which of the following best describes what happens to the amount of your British-Pound- based opportunity?

- A. The overall opportunity amount does not change but the converted amount in a report does.
- B. The overall opportunity amount and converted amount in a report changes
- C. Only newly created opportunities reflect the change
- D. Only historically created opportunities reflect the change

Answer: A

NEW QUESTION 46

- (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 47

- (Topic 1)

A cross object formula references fields from parent objects.

- A. True
- B. False

Answer: A

NEW QUESTION 49

- (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 54

- (Topic 1)

A checkbox can be the controlling field to a dependent picklist.

- A. True
- B. False

Answer: A

NEW QUESTION 56

- (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 59

- (Topic 1)

Deleted records will be stored in the Recycle Bin for up to 15 days.

- A. True
- B. False

Answer: A

NEW QUESTION 62

- (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 67

- (Topic 1)

A defines a collection of settings and permissions that determines what users can see in the user interface, and what they can do.

- A. Role
- B. Chatter feed
- C. Profile
- D. Company Profile

Answer: C

NEW QUESTION 70

- (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 74

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 76

- (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 79

- (Topic 2)

When are Formula Fields recalculated?

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

Answer: A

NEW QUESTION 81

- (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 86

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 88

- (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 92

- (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 93

- (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 95

- (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 98

- (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 102

- (Topic 2)

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

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

Answer: D

NEW QUESTION 104

- (Topic 2)

Are Tags searchable from standard Search component?

- A. Yes
- B. No

Answer: A

NEW QUESTION 107

- (Topic 2)

Which type of field cannot have universal requiredness?

- A. Lookup
- B. Text
- C. Email
- D. Number

Answer: A

NEW QUESTION 108

- (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 109

- (Topic 2)

You can share the Dashboard components snapshot with everyone in the Company with chatter?

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

Answer: D

NEW QUESTION 114

- (Topic 2)

Which is the new type of Dashboard Chart to make entry in Spring'11 Release?

- A. Waterfall Chart
- B. Scatter
- C. Gauge
- D. Metric
- E. Organization Chart

Answer: B

NEW QUESTION 118

- (Topic 2)

Searches and Filters that take a long time may be cancelled?

- A. True
- B. False

Answer: A

NEW QUESTION 121

- (Topic 2)

Which of the following object relationships is NOT allowed?

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

Answer: B

NEW QUESTION 123

- (Topic 2)

Folders are used to manage:

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

Answer: C

NEW QUESTION 125

- (Topic 2)

Where do you go to create a List View so that you can see it on the Console, under the Accounts object?

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

Answer: :B

NEW QUESTION 127

- (Topic 2)

You have Read Only access to an account, can you add a task or event to the account?

- A. True
- B. False

Answer: B

NEW QUESTION 132

- (Topic 2)

Case Assignment Rules are based on elapsed time

- A. True
- B. False

Answer: A

NEW QUESTION 134

- (Topic 2)

Assets are related to which of the following sets of objects?

- A. Opportunities, Products, Cases, Accounts, and Contacts
- B. Products, Cases, Accounts, and Contacts
- C. Cases, Contracts, Accounts, and Contacts
- D. Opportunities, Cases, and Accounts
- E. Opportunity Line Items, Cases, Accounts, and Contacts

Answer: :B

NEW QUESTION 137

- (Topic 3)

System Administrators have this permission by default.

- A. None of these
- B. Report Wizard
- C. Report Builder
- D. Both Report Wizard and Report builder

Answer: C

NEW QUESTION 139

- (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 140

- (Topic 3)

Who may be assigned a workflow task? There are 4 correct answers?

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

Answer: ACDEF

NEW QUESTION 145

- (Topic 3)

User A modifies a record. This modification triggers a workflow rule for immediate execution that includes a field update on the current record. After the execution is complete, what user will be listed under the Last Modified field of this record?

- A. User A
- B. The designated workflow user
- C. The default workflow user
- D. The last user to modify the record prior to User A

Answer: A

NEW QUESTION 149

- (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 153

- (Topic 3)

Which of the following relationships are correct?

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

Answer: :B

NEW QUESTION 156

- (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 157

- (Topic 3)

How many workflow rules can you create per entity?

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

Answer: D

NEW QUESTION 159

- (Topic 3)

Standard reports are visible through the Reports search.

- A. True
- B. False

Answer: B

NEW QUESTION 160

- (Topic 3)

Which is a capability of the new Service Cloud console?

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

Answer: ABE

NEW QUESTION 162

- (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 166

- (Topic 3)

The record owner is a user or a queue that has control or rights to a particular data record.

- A. True
- B. False

Answer: A

NEW QUESTION 167

- (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 170

- (Topic 3)

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

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

Answer: BDE

NEW QUESTION 175

- (Topic 3)

Which data can be synched using the new Salesforce for Outlook?

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

Answer: BD

NEW QUESTION 177

- (Topic 3)

Custom Picklist fields can be either controlling or dependent fields

- A. True
- B. False

Answer: A

NEW QUESTION 182

- (Topic 3)

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

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

Answer: A

NEW QUESTION 183

- (Topic 3)

Printable View does not Save all the report formatting.

- A. True
- B. False

Answer: B

NEW QUESTION 184

- (Topic 3)

Both accounts and users can exist in multiple territories.

- A. True
- B. False

Answer: A

NEW QUESTION 189

- (Topic 3)

Time-dependent workflow will not work with which type of workflow evaluation criteria?

- A. Only when a Record is created
- B. Every time a Record is created or edited
- C. Every kind of workflow evaluation criteria
- D. When a Record is edited and it didnt previously meet the rule criteria

Answer: B

NEW QUESTION 193

- (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 197

- (Topic 3)

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

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

Answer: B

NEW QUESTION 201

- (Topic 3)

A Profile can have many users, but a user can have only one profile.

- A. True
- B. False

Answer: A

NEW QUESTION 204

- (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 209

- (Topic 3)

Multiple record types may be created for every tab, with the exception of

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

Answer: ACE

NEW QUESTION 211

- (Topic 3)

Universally required fields always display on edit pages regardless of field-level security.

- A. True
- B. False

Answer: :A

NEW QUESTION 215

- (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 218

- (Topic 3)

Record locking prevents users from editing a record only if they have certain field-level security or sharing settings.

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:

Record Locking is a process of preventing users from editing a record regardless of field level security / sharing settings

NEW QUESTION 220

- (Topic 3)

Which file types can you use when exporting reports?

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

Answer: BC

NEW QUESTION 222

- (Topic 3)

Which type(s) of file(s) is accessible through Content?

- A. Audio Files.

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

Answer: C

NEW QUESTION 225

- (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 228

- (Topic 4)

How can Chatter feed for content can be used? Choose 2 answers MMM

- A. To store Chatter posts in content
- B. To share files from a workspace to a feed
- C. To link a workspace to a Chatter from content
- D. To search for files posted to Chatter from content

Answer: BD

NEW QUESTION 231

- (Topic 4)

Which two functions return the same result when used with fields of the same data type?

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

Answer: C

NEW QUESTION 234

- (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 239

- (Topic 4)

How can an Administrator customize campaign members? Choose 2 answers: MMM

- A. Display Lead or Contact data directly on a campaign member record
- B. Create an approval process for new campaign members
- C. Customize the campaign history related list to include campaign member custom fields
- D. Display key campaign member data on an opportunity record

Answer: AC

NEW QUESTION 241

- (Topic 4)

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

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

Answer: B

NEW QUESTION 243

- (Topic 4)

The Account owner, Opportunity Owners and case owners:

- A. Has to be the same user
- B. Has to be from the Same Profile
- C. Has to be from the same Role
- D. Can be different Users

Answer: D

NEW QUESTION 247

- (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 251

- (Topic 4)

Which is a feature of combination charts? Choose 2 answers

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

Answer: AD

NEW QUESTION 256

- (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 259

- (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 263

- (Topic 4)

Which of the following is not a valid business process in Salesforce.com?

- A. Sales Processes
- B. Marketing Process
- C. Lead Processes
- D. Support Processes
- E. Solution Processes

Answer: B

NEW QUESTION 268

- (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 271

- (Topic 4)

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

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

Answer: :AB

NEW QUESTION 276

- (Topic 4)

Which statement is true regarding High Volume Portal users? Choose 2 answers

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

Answer: AD

NEW QUESTION 281

- (Topic 4)

UI component for tag Access (Choose 2)

- A. Edit tag links
- B. View tags on header
- C. Sidebar widget

Answer: B

NEW QUESTION 285

- (Topic 4)

What determines the suggested criteria for lookup filter?

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

Answer: A

NEW QUESTION 289

- (Topic 4)

Time-Dependent Workflow – Maximum Triggers Allowed Per Rule:

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

Answer: A

NEW QUESTION 291

- (Topic 4)

Will data be lost in a Custom Field if Data Type is changed to Number from any other Data Type?

- A. Yes
- B. No

Answer: A

NEW QUESTION 292

- (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 295

- (Topic 4)

You can customize to restrict users ability to log in to saleforce.

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

Answer: A

NEW QUESTION 300

- (Topic 4)

What can an agent do when resolving a case? Choose 2 answers

- A. Email articles to a customer
- B. Create an article upon closing a case
- C. Assign data categories to a case
- D. Attach only one article to a case

Answer: AB

NEW QUESTION 303

- (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 307

- (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 308

- (Topic 4)

Which of the following is true that can cause data loss when an existing custom field is changed? (Check all that apply)

- A. Changing to or from type Date or Date/Time
- B. Changing to Number from any other type
- C. Changing to number from Percent
- D. Changing to one Currency from any other currency type

Answer: ABCD

NEW QUESTION 312

- (Topic 4)

If using Customizable forecasting there is a seperate forecast role hierarchy

- A. True
- B. False

Answer: A

NEW QUESTION 315

- (Topic 4)

Which of the following profile permissions will enables the User to edit any record, regardless of the Sharing Model?

- A. Customize Application
- B. View Setup and Configuration
- C. View All Data
- D. Modify All Data
- E. None of the Above

Answer: D

NEW QUESTION 316

- (Topic 4)

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

- A. True
- B. False

Answer: B

NEW QUESTION 320

- (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 325

- (Topic 5)

Formatting of report is maintained when it is exported via Printable View?

- A. True
- B. False

Answer: A

NEW QUESTION 326

- (Topic 5)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 328

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 332

- (Topic 5)

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

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

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

Answer: A

NEW QUESTION 333

- (Topic 5)

Which of the following make a User record Unique?

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

Answer: C

NEW QUESTION 335

- (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 336

- (Topic 5)

Which of the following does not need business process?

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

Answer: C

NEW QUESTION 337

- (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 340

- (Topic 5)

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

- A. True
- B. False

Answer: B

NEW QUESTION 343

- (Topic 5)

Which of the following types of packages can be upgraded?

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

Answer: A

NEW QUESTION 348

- (Topic 5)

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

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

Answer: B

NEW QUESTION 350

- (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 353

- (Topic 5)

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

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

Answer: C

NEW QUESTION 356

- (Topic 5)

What does a profile control?

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

Answer: AC

NEW QUESTION 359

- (Topic 5)

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

- A. True
- B. False

Answer: B

NEW QUESTION 362

- (Topic 5)

Opportunity products can be linked in a Lookup Relationship:

- A. True
- B. False

Answer: B

NEW QUESTION 366

- (Topic 5)

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

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

Answer: AD

NEW QUESTION 371

- (Topic 5)

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

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

Answer: C

NEW QUESTION 372

- (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 373

- (Topic 5)

Scheduled reports run in the time zone of the user who schedules the report.

- A. True
- B. False

Answer: :A

NEW QUESTION 376

- (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 377

- (Topic 5)

When a field is deleted from the pagelayout, does it is also deleted from the Object?

- A. Yes
- B. No

Answer: B

NEW QUESTION 381

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 384

- (Topic 5)

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

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

Answer: E

NEW QUESTION 385

- (Topic 5)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 390

- (Topic 5)

Running User concept in Dashboard allows users to view Data which normally they can not view?

- A. True
- B. False

Answer: A

NEW QUESTION 393

- (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 394

- (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 399

CORRECT TEXT - (Topic 6)

How does a Profile differ from a Role?

A.

Answer: Profilecontrolswhatausercando(readcreateeditdelete)withrecords

NEW QUESTION 404

- (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 409

- (Topic 6)

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

- A. True
- B. False

Answer: B

NEW QUESTION 413

- (Topic 6)

On Lead Conversion a Lead Object Custom field can not be mapped to Which Object custom field?

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

Answer: C

NEW QUESTION 414

- (Topic 6)

Standard picklists can be the controlling field but not the dependent in a field dependency:

- A. True
- B. False

Answer: A

NEW QUESTION 419

- (Topic 6)

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

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

Answer: B

NEW QUESTION 424

- (Topic 6)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 426

- (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 430

- (Topic 6)

Which of the following are enhancements included in the Spring 11 release?

- A. All profiles get access to the report builder by default.
- B. The old report wizard is totally phased out.
- C. Group and Professional Edition organizations can use report builder.
- D. You get scatter charts, a new chart type for reports.
- E. Chatter feed posts now has a "like" option.

Answer: ACD

NEW QUESTION 432

CORRECT TEXT - (Topic 6)

What type of relationship must exist if you would like the child record to remain if the parent is deleted?

A.

Answer: 1-1

NEW QUESTION 433

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 436

- (Topic 6)

After Spring &39; 11 upgrade the System Administrator noticed that he can no longer see the "Report Builder" permission on profiles. Which of the following explains the scenario?

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

Answer: B

NEW QUESTION 437

- (Topic 6)

Identify the maximum number of leads / contacts that you can add from a report at one time using Integrated Campaign Builder:

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

Answer: B

NEW QUESTION 438

- (Topic 6)

Can an end user import Members into a Campaign?

- A. True
- B. False

Answer: B

NEW QUESTION 442

- (Topic 6)

Can you perform field updates on an object related to a rule.

- A. Yes
- B. No

Answer: A

Explanation:

Explanation/Reference:

Except for case comment and Email message records you can create a field update action that updates a field on the related case record. For e.g. You can create a rule to change the status of a case from “Awaiting Customer Response” to “In Progress” when a customer adds a case comment.

NEW QUESTION 446

CORRECT TEXT - (Topic 6)

What does the Role Hierarchy control?

A.

Answer: Controls data visibility and record rollup

NEW QUESTION 451

- (Topic 6)

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

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

Answer: ABCD

NEW QUESTION 454

- (Topic 6)

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

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

Answer: B

NEW QUESTION 455

- (Topic 6)

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

- A. Kathy can edit and view her own opportunities
- B. Kathy can EDIT and VIEW her Jennifer's opportunities
- C. Kathy can edit and view Phil's opportunities
- D. Kathy can view but cannot EDIT Phil's opportunities
- E. Kathy can View but cannot edit Jennifer's opportunities

Answer: ACE

NEW QUESTION 456

- (Topic 6)

It is advisable not to overwrite user records with new user data because it would prevent you from tracking a history of past users and the records associated to them?

- A. True
- B. False

Answer: A

NEW QUESTION 461

- (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 465

- (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 468

- (Topic 6)

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

- A. True
- B. False

Answer: A

NEW QUESTION 469

- (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 473

- (Topic 6)

Active Currencies live in Company Profile, user record (Personal Setup) and in Opportunity (Record).

- A. True
- B. False

Answer: :A

NEW QUESTION 478

- (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 481

CORRECT TEXT - (Topic 6)

What is a Running User?

A.

Answer: Determinesthelevelofaccesstothedashboarddata

NEW QUESTION 482

- (Topic 6)

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

A. True

B. False

Answer: A

NEW QUESTION 483

- (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 487

- (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 490

- (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 494

- (Topic 6)

When are WF rules evaluated?

A. Before a record is deleted

B. When a record is created/updated

C. After a record is created

D. When a record is cloned

Answer: B

NEW QUESTION 497

- (Topic 6)

Where does the click path Your Name --> Set up -> Security controls -> Sharing settings lead to?

A. Custom Profile

B. Organization wide Defaults

C. Trusted IP Ranges

Answer: B

NEW QUESTION 500

- (Topic 6)

With Spring '11, a new version of Chatter Desktop is available with performance optimizations and enhancements that let you:

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

Answer: ACDE

NEW QUESTION 503

- (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 508

- (Topic 6)

You can edit their user profiles and define Trusted IP ranges so that users don't have to activate new computers within this range but without blocking those that are not.

- A. True
- B. False

Answer: B

NEW QUESTION 512

- (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 515

- (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 516

CORRECT TEXT - (Topic 7)

Who can manually share records?

A.

Answer: RecordOwnerAnyoneabovetheRecordOwnerinHierarchy&theSystemAdmin

NEW QUESTION 520

- (Topic 7)

To log into the Data Loader, the IP address must be a trusted IP or the User must know their security token.

- A. True
- B. False

Answer: A

NEW QUESTION 522

- (Topic 7)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 527

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 530

- (Topic 7)

Saving or creating records can trigger one rule.

A. True

B. False

Answer: B

Explanation:

Explanation/Reference:

Saving or creating records can trigger more than one rule.

NEW QUESTION 532

CORRECT TEXT - (Topic 7)

What are Standard Reports?

A.

Answer: OutoftheboxreportsfromSF

NEW QUESTION 535

CORRECT TEXT - (Topic 7)

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

A.

Answer: InSFDocuments

NEW QUESTION 538

CORRECT TEXT - (Topic 7)

Salesforce.com processes any rules in what order?

A.

Answer: 1.Validationrules

Explanation:

2. Assignment rules

3. Auto-response rules

4. Workflow rules (with immediate actions)

5. Escalation rules

NEW QUESTION 541

- (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 545

CORRECT TEXT - (Topic 7)

Define the Marketing User Profile.

A.

Answer: Standarduserperm+canimportleadsfortheOrg

NEW QUESTION 550

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

A.

Answer: Standarduserperm+canmanagersolutions&solutioncategories

NEW QUESTION 551

- (Topic 7)

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

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

Answer: A

NEW QUESTION 553

- (Topic 7)

Is the DataLoader Cloud based?

- A. No
- B. Yes

Answer: A

NEW QUESTION 557

CORRECT TEXT - (Topic 7)

Define the Contract Manager profile.

A.

Answer: Standarduserperm+editapproveactivateddeletecontracts

NEW QUESTION 558

- (Topic 7)

The number of business hours that can be set for the organization to operate:

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

Answer: D

NEW QUESTION 561

CORRECT TEXT - (Topic 7)

What do Business processes do?

Business Processes track sales, support, solution, cases

A.

Answer: A

NEW QUESTION 565

CORRECT TEXT - (Topic 7)

What can Delegated Admins do?

A.

Answer: ViewAll&ModifyALLAccessbyObject

NEW QUESTION 567

- (Topic 7)

Which objects have built in import wizards?

- A. Accounts
- B. Contacts
- C. Leads
- D. Solutions
- E. Custom Objects

Answer: ABCDE

NEW QUESTION 568

CORRECT TEXT - (Topic 7)

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

A.

Answer: User'slanguagesetting.

NEW QUESTION 569

- (Topic 7)

You can't package workflow rules with time triggers.

A. True

B. False

Answer: A

NEW QUESTION 570

CORRECT TEXT - (Topic 7)

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

A.

Answer: Master/Detail

NEW QUESTION 572

- (Topic 7)

Workflow rules on custom objects are automatically deleted if the custom object is deleted.

A. True

B. False

Answer: A

NEW QUESTION 575

- (Topic 7)

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

A. Yes

B. No

Answer: B

NEW QUESTION 579

- (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 581

CORRECT TEXT - (Topic 7)

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

A.

Answer: Lookup

NEW QUESTION 585

CORRECT TEXT - (Topic 7)

How are Cases assigned?

A.

Answer: AssignmentRule

NEW QUESTION 589

- (Topic 7)

There are many dashboard components from SF Labs including the Apex Dashboard Kit which can be installed:

- A. True
- B. False

Answer: A

NEW QUESTION 592

- (Topic 7)

There are no exceptions to the role heirarchy based sharing?

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:

Contact sharing rules do not apply to private contacts. Notes and attachments marked as private via the

Private checkbox are accessible only to the owner and administrators. n option on your organization-wide default allows you to ignore the hierarchies when determining access to

data. Events marked as private via the Private checkbox are accessible only by the event owner. Managers in the role hierarchy cannot view or edit their subordinate's records if they do not have the “Read” or “Edit” user permissions for the type of record.

Object permissions are set on a user's profile.

NEW QUESTION 593

CORRECT TEXT - (Topic 7)

Why utilize Account Teams and Sales Teams?

A.

Answer: Teamsareusedforcollaborationsharingandforreportingpurposes.

NEW QUESTION 595

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 598

- (Topic 7)

Do opportunities or cases have import wizards?

- A. Yes
- B. No

Answer: B

NEW QUESTION 599

- (Topic 7)

Describe the methods to allow access to the application?

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

Answer: ABC

NEW QUESTION 602

CORRECT TEXT - (Topic 7)

Standard Fields are?

A.

Answer: CreatedbySFandcomesinOrg.Fieldpropertiesnoteditable.

NEW QUESTION 605

- (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 606

- (Topic 7)

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

- A. True
- B. False

Answer: A

NEW QUESTION 610

CORRECT TEXT - (Topic 7)

What do Account Teams do?

- A.

Answer: FocusesonAccountRecordsbeingsharedtoaspecifiedgroupofusersbasedontheAccountOwner

NEW QUESTION 615

- (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 618

- (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 623

- (Topic 8)

If a Standard Object is Renamed, the Reports are Renamed based on the new label value

- A. True
- B. False

Answer: A

NEW QUESTION 624

- (Topic 8)

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

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

Answer: B

NEW QUESTION 628

- (Topic 8)

You can map a custom lead field to a Case

- A. True
- B. False

Answer: A

NEW QUESTION 632

- (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 633

- (Topic 8)

On the page layout, some standard fields have properties which cannot be changed (e.g. the Created By and Modified By fields)

- A. True
- B. False

Answer: A

NEW QUESTION 638

- (Topic 8)

A person account is different from business account because: (any 2)

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

Answer: AB

NEW QUESTION 639

- (Topic 8)

What is true about Managed Packages?

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

Answer: C

NEW QUESTION 643

- (Topic 8)

Which of them is not a Standard Business Object?

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

Answer: C

NEW QUESTION 645

- (Topic 8)

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

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

Answer: :A

NEW QUESTION 650

- (Topic 8)

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

- A. True
- B. False

Answer: A

NEW QUESTION 654

- (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 656

- (Topic 8)

What are true for the data loader?

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

Answer: CE

NEW QUESTION 658

- (Topic 8)

Which is true about Storage Limits?

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

Answer: B

NEW QUESTION 662

CORRECT TEXT - (Topic 8)

How does Cloud Scheduler Work?

A.

Answer:

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

NEW QUESTION 667

- (Topic 8)

Customizable Forecasting cannot be enabled for use with Custom Fiscal Years

- A. True
- B. False

Answer: B

NEW QUESTION 668

- (Topic 8)

What is true about look up relationships?

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

Answer: AC

NEW QUESTION 669

- (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 674

- (Topic 8)

You cannot delete a product that is used on an opportunity

- A. True
- B. False

Answer: A

NEW QUESTION 677

- (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 678

- (Topic 8)

Identify the dashboard components from the list

- A. Dates
- B. Tables
- C. Gauge
- D. Filters
- E. Summary
- F. Matrix

Answer: BC

NEW QUESTION 682

- (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 683

- (Topic 8)

Conditional formatting is available for:

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

Answer: B

NEW QUESTION 686

- (Topic 8)

What is the use of campaign influence feature on opportunities?

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

Answer: B

NEW QUESTION 687

- (Topic 8)

You can only import only one language at a time per CSV file

- A. True
- B. False

Answer: A

NEW QUESTION 690

- (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 694

- (Topic 8)

The Create New Folder link will only be visible to users with which permission

- A. Manage Public Documents
- B. Manage Documents
- C. Edit Documents
- D. Create Public Documents

Answer: A

NEW QUESTION 697

- (Topic 8)

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

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

Answer: B

NEW QUESTION 702

- (Topic 8)

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

- A. True
- B. False

Answer: B

NEW QUESTION 704

- (Topic 8)

Picklist dependency rules are not enforced during Import

- A. True
- B. False

Answer: A

NEW QUESTION 705

- (Topic 8)

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

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

Answer: GIJ

NEW QUESTION 710

- (Topic 9)

When using advanced currency management, can a past exchange rate be changes?

- A. Yes
- B. No

Answer: A

NEW QUESTION 712

- (Topic 9)

How long does a backup data export remain on Salesforce CRM before it is automatically deleted?

- A. 12 hours
- B. 24 hours
- C. 48 hours

Answer: B

NEW QUESTION 716

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 717

- (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 721

- (Topic 9)

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

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

Answer: B

NEW QUESTION 723

- (Topic 9)

Select all which are true about Contacts Objects

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

Answer: BD

NEW QUESTION 724

- (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 725

- (Topic 9)

Which of the statements are true for Cases:

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

Answer: ABD

NEW QUESTION 728

- (Topic 9)

When setting up an user, the first name of the user is not required.

- A. True
- B. False

Answer: A

NEW QUESTION 730

- (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 731

- (Topic 9)

A virtual storage that can be used to group on criteria such as skill requirements, product categories, customer types or service levels is called a:

- A. Case Queue
- B. Case Assignment Rule
- C. Solutions Queue
- D. None of the above

Answer: A

NEW QUESTION 732

- (Topic 9)

A solution can only belong to one category.

- A. True
- B. False

Answer: B

NEW QUESTION 737

- (Topic 9)

If you delete a report and change your mind, you can retrieve it from the recycle bin.

- A. True
- B. False

Answer: B

NEW QUESTION 739

- (Topic 9)

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

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

Answer: ABD

NEW QUESTION 741

- (Topic 9)

When do scheduled dashboard refreshes occur?

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

Answer: A

NEW QUESTION 745

- (Topic 9)

The company wants all opportunities associated with an account to be added in and displayed on the account record detail page. Is it possible?

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

Answer: C

NEW QUESTION 747

- (Topic 9)

What is the maximum length of the alias field?

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

Answer: C

NEW QUESTION 749

- (Topic 9)

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

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

Answer: A

NEW QUESTION 754

- (Topic 9)

Which of the following can NOT be edited on the Page Layout Editor?

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

Answer: E

NEW QUESTION 757

- (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 761

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 762

- (Topic 9)

What is the new Chart type available after Spring 11?

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

Answer: D

NEW QUESTION 764

- (Topic 9)

Partner portal and customer portal users aren't required to activate computers to log in.

- A. True
- B. False

Answer: A

NEW QUESTION 766

CORRECT TEXT - (Topic 9)

When would you choose to build a Public Group?

A.

Answer: To simplify the number of sharing rules built or when defining folder or list view access

NEW QUESTION 767

- (Topic 9)

Formula fields can be converted from or to other field types.

- A. True
- B. False

Answer: B

NEW QUESTION 771

- (Topic 9)

Who can view campaigns?

- A. Administrator
- B. Administrator and Marketing Users only
- C. Marketing User only
- D. All users

Answer: D

NEW QUESTION 772

- (Topic 9)

What is the limit of Look-up Relationships per object?

- A. 25
- B. 3
- C. 4
- D. 5
- E. 6
- F. 10

Answer: A

NEW QUESTION 773

- (Topic 9)

What are the Start of Day and End of Day fields used for on the User Object?

- A. Used to define the times that display in the user's calendar
- B. Restricts log in access to those times
- C. Sets an Out-Of-Office Message

Answer: A

NEW QUESTION 776

- (Topic 9)

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

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

Answer: B

NEW QUESTION 778

- (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 782

- (Topic 9)

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

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

Answer: C

NEW QUESTION 785

- (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 790

- (Topic 9)

How many lead assignment rules can be active at one time?

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

Answer: A

NEW QUESTION 794

- (Topic 9)

You can enable field encryption by:

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

Answer: B

NEW QUESTION 795

- (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 796

- (Topic 9)

The Console's center frame is the detail page view of any record selected from any of the console's other frame.

- A. True
- B. False

Answer: A

NEW QUESTION 801

- (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 806

- (Topic 9)

Salesforce Console only displays views that were previously created.

- A. True
- B. False

Answer: A

NEW QUESTION 808

- (Topic 9)

When creating a custom report type Making the status “In Development” hides the custom report type and any reports created from it from all users except those with the “Manage Custom Report Types” permission. Making the status “In Development” also prevents all users except those with the “Manage Custom Report Types” permission from creating and running reports from the report type.

- A. True
- B. False

Answer: A

NEW QUESTION 810

- (Topic 9)

Can I change the location of Chatter feeds? How?

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

Answer: C

NEW QUESTION 815

- (Topic 9)

The administrator wants to track data over a period of time. Which graph would he use?

- A. Line
- B. Horizontal bar line
- C. Pie
- D. Table

Answer: A

NEW QUESTION 816

- (Topic 9)

Which of the following special picklist fields are not available for record types because they’re used exclusively for sales processes, lead processes, support processes, and solution processes

- A. Opportunity Stage
- B. Lead Status
- C. Case Status
- D. Solution Status
- E. Case Origin

Answer: ABCD

NEW QUESTION 818

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 819

- (Topic 9)

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

- A. True
- B. False

Answer: B

NEW QUESTION 820

- (Topic 10)

You can create which of the following types of email templates (Multiple correct answers):

- A. Text
- B. HTML with letterhead
- C. JavaScript
- D. Custom HTML
- E. Text with letterhead
- F. Visualforce

Answer: ABDF

NEW QUESTION 822

- (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 824

- (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 828

- (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 831

- (Topic 10)

Which of these is NOT true: it is possible to import my existing contacts from Outlook by:

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

Answer: B

NEW QUESTION 836

- (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 840

- (Topic 10)

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

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

Answer: B

NEW QUESTION 842

- (Topic 10)

Roles are available in Personal and Group edition

- A. True
- B. False

Answer: B

NEW QUESTION 843

- (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 845

- (Topic 10)

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

- A. True
- B. False

Answer: B

NEW QUESTION 850

- (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 851

- (Topic 10)

Accounts can be created by converting a lead to an opportunity, or by manual entry.

- A. True
- B. False

Answer: A

NEW QUESTION 854

- (Topic 10)

If a user's profile contains log in hour restrictions which of the following time zones is used to calculate the hours they have access to Salesforce.com CRM?

- A. Organization wide default time zone
- B. User's time zone
- C. Time zone set in the user's profile

Answer: A

NEW QUESTION 859

- (Topic 10)

Which of the following statements is true about transferring leads?

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

Answer: C

NEW QUESTION 864

- (Topic 10)

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

- A. True
- B. False

Answer: B

NEW QUESTION 869

- (Topic 10)

When a field is deleted it sits in the recycling bin for 30 days

- A. True
- B. False

Answer: B

NEW QUESTION 873

- (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 876

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 879

- (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 882

- (Topic 10)

The relationship group wizard lets you create and edit relationship groups regardless of field-level security.

- A. True
- B. False

Answer: A

NEW QUESTION 884

- (Topic 10)

Which of the following statements is true about Dashboard Refreshes?

- A. Your organization is limited to no more than 400 scheduled dashboard refreshes
- B. Unlimited Edition users can schedule up to two dashboard refreshes per hour per day; Enterprise Edition users can schedule up to one dashboard refresh per hour per day.
- C. Your organization is limited to no more than 200 scheduled dashboard refreshes
- D. Unlimited Edition users can schedule up to two dashboard refreshes per hour per day; Enterprise Edition users can schedule up to one dashboard refresh per hour per day.
- E. Your organization is limited to no more than 200 scheduled dashboard refreshes.
- F. Unlimited Edition users can schedule up to four dashboard refreshes per hour per day; Enterprise Edition users can schedule up to two dashboard refresh per hour per day.

Answer: B

NEW QUESTION 885

- (Topic 10)

Does access to folders respect the role hierarchy?

- A. Yes
- B. No

Answer: B

NEW QUESTION 886

CORRECT TEXT - (Topic 10)

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

- A.

Answer: ForecastsandTerritories

NEW QUESTION 889

- (Topic 10)

When using Territory Management, can an opportunity be associated with multiple territories?

- A. Yes
- B. No

Answer: B

Explanation:

Accounts and Users can be associated with multiple opportunities but Opportunities can only be in one territory.

NEW QUESTION 891

CORRECT TEXT - (Topic 10)

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

- A.

Answer: Youwillbepromptedtoselecttherecordtypethatshouldincludethenewvalue.

NEW QUESTION 895

- (Topic 10)

You can rename standard Tabs and Objects. 9962077244

- A. True
- B. False

Answer: A

NEW QUESTION 898

- (Topic 10)

When a record is deleted it sits in the recycling bin for 30 days

- A. True
- B. False

Answer: A

NEW QUESTION 903

CORRECT TEXT - (Topic 10)

List the differences between the Jumpstart Wizard and the Standard Approval Process Wizard:

- A.

Answer: JumpStartWizardonlyallowsforasingleapprover.

NEW QUESTION 908

- (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 912

- (Topic 10)

Lookup relationship fields are available in Personal Edition

- A. True
- B. False

Answer: B

NEW QUESTION 915

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