Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins

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NEW QUESTION 1
- (Topic 1)
What feature would a system administrator implement to allow AW Computing's prospects/customers to complete a form on the corporate website and have that data automatically become a lead in Salesforce?

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

Answer: C

NEW QUESTION 2
- (Topic 1)
Who can select the "sharing" button on Account and Opportunity records?

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

Answer: C

NEW QUESTION 3
- (Topic 1)
A user with a Chatter Free User profile has access to records in Salesforce such as Accounts and Contacts.

A. True
B. False

Answer: B

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

A. True
B. False

Answer: A

NEW QUESTION 5
- (Topic 1)
When creating a sales process, the System Administrator will be modifying/filtering the values of the field.

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

Answer: B

NEW QUESTION 6
- (Topic 1)
The System Administrator has been asked to ensure an email goes out to Sales Ops when an opportunity is closed notifying them of the closed deal. What evaluation criteria will the system admin use for the workflow rule?

A. When a record is created
B. When a record is created or updated
C. When a record is created/updated and didn't previously meet the trigger criteria
D. None of the above

Answer: C

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

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

Answer: B

NEW QUESTION 9
- (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 10
- (Topic 1)
When a user logs in the first time to Salesforce, the following takes place (check all that apply)

A. A cookie is placed in the their browser
B. Pop ups are automatically disabled
C. Their IP address is added to a trusted list
D. They are prompted to answer a security question

Answer: AC

NEW QUESTION 10
- (Topic 1)
If there are any users in the organization that shouldn't have view access to Account records, the OWD for Accounts should be set to

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

Answer: C

NEW QUESTION 11
- (Topic 1)
If a company opts to use Custom Fiscal Years, they cannot use the standard forecasting option.

A. True
B. False

Answer: :A

NEW QUESTION 13
- (Topic 1)
AW Computing needs to track the manufacturer and model for specific computers and laptops. How can the system administrator ensure that manufacturer selected influences the values available for model.

A. Create a multi-select picklist field that includes both manufacturers and models.
B. Create a lookup field from the manufacturer object to the model object
C. Create a manufacturer field as a controlling picklist and the model as a dependent picklist
D. Create a manufacturer field as the dependent picklist and the model as the controlling picklist.

Answer: C

NEW QUESTION 16
- (Topic 1)
The system administrator needs to ensure that all Leads coming from the website are assigned a website lead queue, that all Leads for a recent trade show are assigned to Matt Wilson and all other leads are assigned to Phil Smith. The system administrator will

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

Answer: B

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

A. True
B. False

Answer: A

NEW QUESTION 21
- (Topic 1)
Custom Links can be used for the following:

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

Answer: D

NEW QUESTION 24
- (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 27
- (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 32
- (Topic 1)
All of the following objects may have a queue EXCEPT

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

Answer: A

NEW QUESTION 36
- (Topic 1)
Permission sets can replace the need for profiles.

A. True
B. False

Answer: B

NEW QUESTION 40
- (Topic 1)
When you Delete a lead from a campaign, it deletes the lead record itself.

A. True
B. False

Answer: B

NEW QUESTION 41
- (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 43
- (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 47
- (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 50
- (Topic 1)
A Dashboard is a visual representation of data from multiple reports and (choose all that apply)

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

Answer: ACDF

NEW QUESTION 51
- (Topic 1)
Who can manually share records?

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

Answer: E

NEW QUESTION 52
- (Topic 1)
User interface settings are global settings and apply to all users of an org.

A. True
B. False

Answer: A

NEW QUESTION 54
- (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 56

- (Topic 1)
Page layouts are assigned to .

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

Answer: B

NEW QUESTION 61
- (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 64
- (Topic 1)
The support team has asked the System Administrator to automate the notification of a customer's support plan ending - they would like for the Customer Support Rep to receive an email 30 days before the Support Plan Expires (Support Plan Expiration Date is on the Account record). What will the system administrator do?

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

Answer: A

NEW QUESTION 65
- (Topic 1)
Only 1 permission set can be assigned to a user.

A. True
B. False

Answer: B

NEW QUESTION 70
- (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 75
- (Topic 1)
Time based workflow can be triggered every time a record is created or edited

A. True
B. False

Answer: B

NEW QUESTION 80
- (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 83
- (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 85
- (Topic 1)
If a user leaves your company, the system administrator should do the following to prevent future access to the Salesforce org.

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

Answer: B

NEW QUESTION 88
- (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 89
- (Topic 1)
A checkbox can be the controlling field to a dependent picklist.

A. True
B. False

Answer: A

NEW QUESTION 93
- (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 94
- (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 96
- (Topic 1)
An active user record consumes a license.

A. True
B. False

Answer: A

NEW QUESTION 100
- (Topic 1)
Deleted records will be stored in the Recycle Bin for up to 15 days.

A. True
B. False

Answer: A

NEW QUESTION 105
- (Topic 1)
Auto response rules can be used to send an automated yet tailored response to customers based on the information they provide via the Web-to-lead form.

A. True
B. False

Answer: A

NEW QUESTION 108
- (Topic 1)
The system administrator needs to prevent telesales teams from logging into Salesforce outside of the office.
How will he/she do this?

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

Answer: C

NEW QUESTION 113
- (Topic 1)
In order to update records using the Data Loader, what field must be present in the csv file?

A. Owner
B. Salesforce ID
C. Record Owner
D. Object Name

Answer: B

NEW QUESTION 118
- (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 120
- (Topic 1)
Which of the following is not a standard Profile?

A. System Administrator
B. Read only
C. Marketing Director
D. Partner Portal User
E. Standard Administrator

Answer: CDE

NEW QUESTION 121
- (Topic 1)
Chatter External license allow users outside the company to join public Chatter groups.

A. True
B. False

Answer: B

NEW QUESTION 122
- (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 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)
The formula editor may be used all of the following places EXCEPT:

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

Answer: C

NEW QUESTION 131
- (Topic 2)
Customizable Forecasting must be enabled for use with Custom Fiscal years.

A. True
B. False

Answer: A

NEW QUESTION 135
- (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 139
- (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 143
- (Topic 2)
All of the following are true about Default Sales Teams EXCEPT:

A. Default Sales Teams are configured on a user record
B. Default Sales Teams may be added manually to an opportunity record
C. Default Sales Teams may be added automatically to an opportunity
D. Default Sales Teams may be added manually to an account record

Answer: A

NEW QUESTION 145
- (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 149
- (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 150
- (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 155
- (Topic 2)
A custom lookup field can be added to create a relationship between a standard object and which of the following objects?

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

Answer: A

NEW QUESTION 158
- (Topic 2)
What does a Profile Control?

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

Answer: ABCE

NEW QUESTION 163
- (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 168
- (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 169
- (Topic 2)
Is it possible to relate a person account to a contact on a business account.

A. True
B. False

Answer: B

NEW QUESTION 171
- (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 172
- (Topic 2)
What are the opportunity defaults when converting a lead to an opportunity?

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

Answer: A

NEW QUESTION 175
- (Topic 2)
You can use standard reports when creating

A. True
B. False

Answer: B

NEW QUESTION 179
- (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 181
- (Topic 2)
Is it possible for a Page layout to be associated with a Record Type.

A. True
B. False

Answer: A

NEW QUESTION 182
- (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 184
- (Topic 2)
Where will a Campaign associated with a Lead be visible? Choose 2 answers

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

Answer: BC

NEW QUESTION 185
- (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 187
- (Topic 2)
Inline Editing is available in visual force pages?

A. True
B. False

Answer: A

NEW QUESTION 189
- (Topic 2)
All fields on the Approval page layout are available to view on the Approval History related list

A. True
B. False

Answer: B

NEW QUESTION 194
- (Topic 2)
Which type of field cannot have universal requiredness?

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

Answer: A

NEW QUESTION 198
- (Topic 2)
A service portal user may close their cases using Suggested Solutions in the self service portal.

A. True
B. False

Answer: A

NEW QUESTION 199
- (Topic 2)
[106] You can set the Tab as a Landing Tab while creating the Tab for the Object?

A. True
B. False

Answer: B

NEW QUESTION 202
- (Topic 2)
Standard Fiscal Years are periods that follow Gregorian calendar, but can start on the first day of any month of the year.

A. True
B. False

Answer: A

NEW QUESTION 204
- (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 207
- (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 209
- (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 211
- (Topic 2)
Validation rules may evaluate an opportunity line item against the opportunity it's associated with

A. True
B. False

Answer: A

NEW QUESTION 216
- (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 218
- (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 221
- (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 223
- (Topic 2)
All of the following are true about Opportunity Pipeline and Forecast reporting EXCEPT:

A. Pipeline reports may include omitted opportunities from the forecast
B. Forecasts may be overridden
C. Pipeline reports may be overridden
D. Opportunity stages may be used to determine the forecast category of an opportunity

Answer: A

NEW QUESTION 225
- (Topic 2)
When test driving an application on the AppExchange Directory, it is not possible to view the S-Control configurations of that application

A. True
B. False

Answer: B

NEW QUESTION 227
- (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 230
- (Topic 2)
Related Lists display the many side of a one-to-many relationship

A. True
B. False

Answer: A

NEW QUESTION 233
- (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 234
- (Topic 2)
Custom lead fields can be mapped to which sets of objects in salesforce.com?

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

Answer: B

NEW QUESTION 236
- (Topic 2)
Users can be deleted from salesforce.com

A. True
B. False

Answer: B

NEW QUESTION 241
- (Topic 2)
Fields hidden using Field Level Security are subject to Data Validation Rules.

A. True
B. False

Answer: B

NEW QUESTION 242
- (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 247
- (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 248
- (Topic 2)
When you delete a parent record, you will also delete the child record if that child record has a lookup relationship to the deleted record:

A. True
B. False

Answer: B

NEW QUESTION 250
- (Topic 2)
All of the following are types of AppExchange Applications EXCEPT:

A. Composite
B. Client
C. Provisional
D. Native

Answer: C

NEW QUESTION 251
- (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 252
- (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 257
- (Topic 3)
You can not use the browser's print function to print reports.

A. True
B. False

Answer: B

NEW QUESTION 260
- (Topic 3)
Maximum number of values allowed in a controlling field is:

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

Answer: C

NEW QUESTION 264
- (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 267
- (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 272
- (Topic 3)
What is the maximum number of values you can have in a picklist?

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

Answer: A

NEW QUESTION 273
- (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 276
- (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 279
- (Topic 3)
How many workflow rules can you create per entity?

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

Answer: D

NEW QUESTION 284
- (Topic 3)
If you change the data type of any custom field used for lead conversion, that lead field mapping will be deleted:

A. True
B. False

Answer: A

NEW QUESTION 285
- (Topic 3)
Standard reports are visible through the Reports search.

A. True
B. False

Answer: B

NEW QUESTION 288
- (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 293
- (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 297
- (Topic 3)
You must run the report before you can print or export it because the Printable View and Export details buttons are not available in the report builder.

A. True
B. False

Answer: A

NEW QUESTION 301
- (Topic 3)
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 305
- (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 307
- (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 311
- (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 313
- (Topic 3)
What is Force.com Platform? Choose 3 answers:

A. Customize, integrate and create enterprise applications as a service and without software.
B. Point-and-click customization tool
C. Customize standard applications provided by Salesforce.com or build their own on- demand applications
D. Modify the applications to meet your needs – (No- Coding)
E. Group standard and custom tabs into new custom applications

Answer: :ACE

NEW QUESTION 318
- (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 319
- (Topic 3)
Reports and views are not renamed based on the new label value

A. True
B. False

Answer: A

NEW QUESTION 322
- (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 325
- (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 328
- (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 329
- (Topic 3)
What is the click path to enable Enhance Profile Management?

A. Setup | Customize | User Interface
B. Setup | Manage Users | Profiles
C. Setup | Profiles | Customize

Answer: A

NEW QUESTION 332
- (Topic 3)
What is Salesforce.com Partner Portal? Choose 2 answers:

A. Use your company logo on a Partner Site
B. Develop Partner Application on Force.com Platform
C. Data goes into your Salesforce objects through a third party site
D. Create Interactive Communities
E. All of the above

Answer: AC

NEW QUESTION 337
- (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 342
- (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 346
- (Topic 3)
A Workflow rule can only be triggered when a record is created.

A. True
B. False

Answer: B

NEW QUESTION 347
- (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 349
- (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 350
- (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 355
- (Topic 3)
What is one advantage of Salesforce CRM?

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

Answer: B

NEW QUESTION 359
- (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 360
- (Topic 3)
The formula editor may be used all of the following places EXCEPT:

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

Answer: C

NEW QUESTION 363
- (Topic 3)
Which of the following fields CAN NOT be a controlling field for Dependent Picklists?

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

Answer: C

NEW QUESTION 366
- (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 370
- (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 373
- (Topic 3)
When you have exceeded your general storage limit, you can use your complimentary document storage for additional space.

A. True
B. False

Answer: A

NEW QUESTION 375
- (Topic 3)
Salesforce is which of the following:

A. Salesforce Automation
B. Marketing Management
C. Customer Support Management
D. Campaign Management

Answer: ABC

NEW QUESTION 380
- (Topic 3)
Spring \'11 includes a managed version of Chatter Desktop for enterprise deployments, and administration controls for controlling access to Chatter Desktop in your organization.

A. True
B. False

Answer: A

NEW QUESTION 381
- (Topic 3)
A new list view can be created from within the console

A. True
B. False

Answer: B

NEW QUESTION 384
- (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 389
- (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 391
- (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 394
- (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 399
- (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 402
- (Topic 4)
Which two functions return the same result when used with fields of the same data type?

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

Answer: C

NEW QUESTION 405
- (Topic 4)
A company that uses custom fiscal year: A standard forecast option is unavailable. Administrator will have to build a custom forecast for the same.

A. True
B. False

Answer: A

NEW QUESTION 410
- (Topic 4)
What statements is False for a workflow task:

A. To assign tasks to multiple users, create multiple tasks as outcomes of the rule
B. A single task can be assigned to multiple users
C. The due dates for workflow task is based on number of calendar days, The rule fails to recognize only working business days by default
D. Historical tracking is allowed for workflow task

Answer: B

NEW QUESTION 414
- (Topic 4)
Is it possible for a user to own a record and not see it:

A. True
B. False

Answer: A

NEW QUESTION 417
- (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 418
- (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 422
- (Topic 4)
What happens when an email is sent to a customer from a case?

A. Case hierarchy is reset
B. Case escalation is reset
C. Case escalation rules are deleted
D. Case assignment rules are deleted

Answer: B

NEW QUESTION 426
- (Topic 4)
Which statement is TRUE regarding dependent lookups? Choose 2 answers:

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

Answer: AB

NEW QUESTION 429
- (Topic 4)
Dashboards can be created by using Standard Reports as Source Reports?

A. True
B. False

Answer: A

NEW QUESTION 433
- (Topic 4)
How many roles can you create for your org?

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

Answer: C

NEW QUESTION 438
- (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 441
- (Topic 4)
Documents count toward Data Storage.

A. True
B. False

Answer: B

NEW QUESTION 445
- (Topic 4)

Which statement is / are false for folders?

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

Answer: BC

NEW QUESTION 448
- (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 451
- (Topic 4)
File attachments, document tabs, and sales force content count towards Data Storage:

A. True
B. False

Answer: B

NEW QUESTION 456
- (Topic 4)
Which is a capability of the Cloud Scheduler? Choose 2 answers:

A. Allow a user to propose multiple meeting times
B. Automatic propose meeting times based on Salesforce user calendars
C. Sync a Salesforce calendar with an Outlook Calendar
D. Custom brand different invitations per customer

Answer: AB

NEW QUESTION 458
- (Topic 4)
Can an administrator change the profile settings of the Standard Solution Manager profile?

A. Yes
B. No
C. Depends on the Setting of the Administrator profile

Answer: B

NEW QUESTION 460
- (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 462
- (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 466

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

A. True
B. False

Answer: B

NEW QUESTION 469
- (Topic 4)
The SideBar search does not Search the following: Choose 3 answers

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

Answer: BCE

NEW QUESTION 470
- (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 473
- (Topic 4)
What is the Impact on a User of the Organization level Locale Changes?

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

Answer: C

NEW QUESTION 474
CORRECT TEXT - (Topic 4)
Where would you make a field required?

A.

Answer: PageLayout

NEW QUESTION 479
- (Topic 4)
You can then associate each business process with one / more record types and make it available to users based on their:

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

Answer: B

NEW QUESTION 480
- (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 484

- (Topic 4)
Universal Containers would like their sales reps to be able to send branded email invitations to customers for business meetings and to collaborate with customers from a branded Website to find a suitable meeting time.
How can an Administrator accomplish this?

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

Answer: B

NEW QUESTION 487
- (Topic 4)
Which is a capability of drag-and-drop dashboards? Choose 2 answers:

A. Drag and Drop a dashboard onto any page in Salesforce
B. Drag and Drop records onto a dashboard
C. Drag and Drop reports onto a dashboard as the data source of the component
D. Drag and Drop chart types onto a dashboard to create a component

Answer: :CD

NEW QUESTION 491
- (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 495
- (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 500
- (Topic 4)
You must create the business process before creating record types for each of these objects Except?

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

Answer: D

NEW QUESTION 505
- (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 506
- (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 511
- (Topic 4)
What is Sharing Rule?

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

Answer: ABD

NEW QUESTION 513
- (Topic 4)
What is True about the Role Hierarchy

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

Answer: ABC

NEW QUESTION 514
- (Topic 4)
Do Validation rules get enforced on the Lead Conversion?

A. Yes
B. No

Answer: B

NEW QUESTION 517
- (Topic 4)
Data validation ensures the integrity of data when data is exported in SF

A. True
B. False

Answer: B

NEW QUESTION 519
- (Topic 4)
Multiple record types may be created for every tab with the exception of:

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

Answer: ABCE

NEW QUESTION 521
- (Topic 4)
Using the following hierarchy, if a sharing rule exists granting Operations Person Read/Write access to Sales Management on the Account Object, what access does Operations Management have to Sales Management's accounts?
Default access for the
Account object is Public Read Only. Executive Management
Sales Management
Sales Person Operations Management Operations Person

A. None
B. Read Only
C. Read/Write
D. Read/Write/Transfer

Answer: C

Explanation:
 Explanation/Reference:

Read/Write is granted through role hierarchy permissions from the sharing rule. If the sharing rule referenced a sharing group then the Grant Access Using Hierarchies would not apply. This could also be true for a custom object; all standard objects require Grant Access Using Hierarchies.

NEW QUESTION 524
- (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 527
- (Topic 4)
Field-level security can be used to make a field required

A. True
B. False

Answer: B

NEW QUESTION 531
- (Topic 4)
If using Customizable forecasting there is a seperate forecast role hierarchy

A. True
B. False

Answer: A

NEW QUESTION 536
- (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 539
- (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 541
- (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 545
- (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 548
- (Topic 5)
Which of the following chart types does not support Combination Chart?

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

Answer: DE

NEW QUESTION 552
- (Topic 5)
What does the dashboard snapshot on the Home Page display?

A. Only the dashboard determined by the System Administrator
B. You cannot display a dashboard on the Home Page
C. The first two rows of any of your available dashboards
D. The first row of any available dashboards
E. The Complete Dashboard set by the User himself

Answer: D

NEW QUESTION 554
- (Topic 5)
Formatting of report is maintained when it is exported via Printable View?

A. True
B. False

Answer: A

NEW QUESTION 558
- (Topic 5)
Which Salesforce editions support Sandbox?

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

Answer: AF

NEW QUESTION 560
- (Topic 5)
It is possible for an Account to be part of multiple Territories?

A. Yes
B. No

Answer: A

NEW QUESTION 565
- (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 569
- (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 571
- (Topic 5)
On which OWD sharing defaults the Sharing Rules can't be defined?

A. OWD is Private
B. OWD is Public Read Only
C. OWD is Public Read Write
D. Sharing rules can be created on any of the above

Answer: C

NEW QUESTION 574
- (Topic 5)
Which of the following Email Template cannot be used to send a mass email?

A. Text
B. HTML with Letterhead
C. Custom HTML
D. Visual force

Answer: D

NEW QUESTION 579
- (Topic 5)
Which of the following object does not support the Business process?

A. Lead
B. Account
C. Opportunity
D. Case
E. Solution

Answer: B

NEW QUESTION 581
- (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 585
- (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 590
- (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 593

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

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

Answer: C

NEW QUESTION 597
- (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 602
- (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 607
- (Topic 5)
Escalation rules only run during the business hours with which they are associated?

A. True
B. False

Answer: A

NEW QUESTION 611
- (Topic 5)
You can use conditional highlighting for summary and matrix report only.

A. True
B. False

Answer: A

NEW QUESTION 616
- (Topic 5)
When are the formula fields Re - Calculated?

A. Every 15 minutes
B. Every time they are seen
C. After every DML Operation
D. Admin can set the time of Refresh

Answer: B

NEW QUESTION 621
- (Topic 5)
Unmanaged packages do not include locked components but can be upgraded?

A. True
B. False

Answer: B

NEW QUESTION 625
- (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 627
- (Topic 5)
Which Import functionality of salesforce.com should be used if one needs to import the 30000 Cases in Salesforce.com?

A. Import Wizard
B. Data Loader
C. Any one of A or B
D. None of A or B

Answer: A

NEW QUESTION 631
- (Topic 5)
Is it possible to report on the converted Leads?

A. Yes
B. No

Answer: A

NEW QUESTION 634
- (Topic 5)
Which objects can be stored in a folder?

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

Answer: BCD

NEW QUESTION 639
- (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 644
- (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 649
- (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 652
- (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 654
- (Topic 5)
Is it possible for users to override their own forecasts and forecasts for users below them in the forecast hierarchy?

A. Yes
B. No

Answer: A

NEW QUESTION 659
- (Topic 5)
What happens when you delete an object that is related to a junction object by a lookup relationship?

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

Answer: B

NEW QUESTION 664
- (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 667
- (Topic 5)
Which one is the following is a salesforce.com definition for a Lead?

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

Answer: A

NEW QUESTION 668
- (Topic 5)
Opportunity products can be linked in a Lookup Relationship:

A. True
B. False

Answer: B

NEW QUESTION 672
- (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 675
- (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 676
- (Topic 5)

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

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

Answer: A

NEW QUESTION 679
- (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 684
- (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 687
- (Topic 5)
Reports show only the information you can access where as Dashboards show information which you even cannot access.

A. True
B. False

Answer: A

NEW QUESTION 689
- (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 690
- (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 694
- (Topic 5)
Customer Portal users can view the tags section of a page, if it is included in a page layout.

A. True
B. False

Answer: :B

NEW QUESTION 697

- (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 701
- (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 702
- (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 707
- (Topic 5)
Is it possible to have Sidebar search enabled with Global Search?

A. Yes
B. No

Answer: B

NEW QUESTION 711
- (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 712
- (Topic 5)
How many ranges can be defined in the case of a Conditional Highlighting?

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

Answer: B

NEW QUESTION 717
- (Topic 6)
Which of the following components lets customers find solutions to their cases on their own?

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

Answer: D

NEW QUESTION 722

- (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 726
- (Topic 6)
Which report format provides a tabular listing of data with sorting and subtotalling of said data.

A. Matrix
B. Tabular
C. Summary

Answer: C

NEW QUESTION 728
CORRECT TEXT - (Topic 6)
Limitation for an organization related to triggers?

A.

Answer: SFlimitsthenumberoftimetriggersanorganizationcanexecuteperhour.Thelimitsareasfollows:

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

NEW QUESTION 731
- (Topic 6)
Where does Chatter Feed display?

A. On Chatter profiles.
B. On record detail pages.
C. On the Home tab and Chatter tab.
D. On List Views.
E. On Chatter groups
F. Under related lists.

Answer: ABCE

NEW QUESTION 735
CORRECT TEXT - (Topic 6)
Why are Sharing Rules used?

A.

Answer:
Toopenupaccesstorecordsyouwouldn'tnaturallygetthroughOrganizationWideDefaultsandRoleHierarchy.TheyaretheexceptionstotheOrganizationWideDefaults.

NEW QUESTION 738
- (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 741
- (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 745
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 747
- (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 748
- (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 752
- (Topic 6)
Can a delegated approver revoke a previously approved process?

A. Yes
B. No, once the request is approved only administrator can revoke the approval process

Answer: A

NEW QUESTION 753
- (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 754
CORRECT TEXT - (Topic 6)
What does the Role Hierarchy control?

A.

Answer: Controlsdatavisibilityandrecordrollup

NEW QUESTION 758
- (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 762
- (Topic 6)
An admin changed the org default language from English to spanish. What must end users do to see this change?

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

Answer: D

NEW QUESTION 767
- (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 769
- (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 771
- (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 776
- (Topic 6)
Can WF update formula fields?

A. Yes
B. No

Answer: B

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

NEW QUESTION 780
- (Topic 6)
Standard Fiscal Years are for companies that break down their fiscal years,quarters and weeks in to fiscal periods.

A. True
B. False

Answer: A

NEW QUESTION 781
- (Topic 6)
What is conditional highlighting for reports?

A. You can set conditions that when met will report the calculated fields
B. Set thresholds for report analysis
C. None of the above

Answer: B

NEW QUESTION 786
- (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 787
- (Topic 6)
Custom Summary Formulas can run calculations on custom formula fields.

A. True
B. False

Answer: A

NEW QUESTION 789
- (Topic 6)
Enterprise, Developer and Unlimited System Administrators can create an unlimited number of Custom Profiles from scratch.

A. True
B. False

Answer: A

NEW QUESTION 792
- (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 793
- (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 797
- (Topic 6)
You can create Custom Summary Formulas based on Custom Formula Fields.

A. True
B. False

Answer: A

NEW QUESTION 802
- (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 803
- (Topic 6)
Even a user with "View all data" (VAD) permission cannot view hidden folders as well as folders shared to no one.

A. True
B. False

Answer: B

NEW QUESTION 807
- (Topic 6)
You cannot delete a standard report.

A. True
B. False

Answer: A

NEW QUESTION 812
- (Topic 6)
Active Currencies live in Company Profile, user record (Personal Setup) and in Opportunity (Record).

A. True
B. False

Answer: :A

NEW QUESTION 815
- (Topic 6)
Data Validation Rules are executed for a field (vs. as record).

A. True
B. False

Answer: B

NEW QUESTION 817
- (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 822
- (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 826
- (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 829
- (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 830
- (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 832
- (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 837
- (Topic 6)
When a lead is converted it becomes an Account,Contact and Opportunity (unless you opt out of creating an Opportunity)

A. True
B. False

Answer: A

NEW QUESTION 842
- (Topic 6)
Which statements are true for the integrated campaign builder?

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

Answer: ABCE

NEW QUESTION 844
CORRECT TEXT - (Topic 6)
What profile permission is required for editing and deleting public tags?

A.

Answer: TagManager.Note:TagManagerisenabledbydefaultfortheSystemAdministratorprofile.

NEW QUESTION 846
- (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 848
- (Topic 6)
List view can (Choose all that apply)

A. Show up to 2000 records in the record count display
B. Print up to 1000 records in print view

C. Be enabled and disabled by individual users
D. Print list can be exported to excel

Answer: AB

NEW QUESTION 853
- (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 855
- (Topic 7)
Workflow rules are triggered when a standard object in a master-detail relationship is re- parented, even if the object's evaluation criteria is set to When a record is created, or when a record is edited and did not previously meet the rule criteria.

A. True
B. False

Answer: :A

NEW QUESTION 856
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: For reporting parent and child fields available

A.

Answer: Master/Detail

NEW QUESTION 860
- (Topic 7)
Can you uninstall an AppExchange application once it has been deployed?

A. Yes
B. No

Answer: A

NEW QUESTION 861
- (Topic 7)
A company has a custom field "Hours Worked" and the sys admin is tasked to create a validation rule so that field will not accept a negative value

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

Answer: D

NEW QUESTION 863
CORRECT TEXT - (Topic 7)
How are Folders used?

A.

Answer: Toorganizereportsdashboardscommunicationtemplatesanddocuments

NEW QUESTION 866
- (Topic 7)
A checkbox can be a controlling field in a field dependency?

A. True
B. False

Answer: A

NEW QUESTION 870
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: Up to 25 such relationships

A.

Answer: Lookup

NEW QUESTION 874
- (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 875
CORRECT TEXT - (Topic 7)
Where do images for email templates, Cloud Scheduler, etc. need to be stored?

A.

Answer: InSFDocuments

NEW QUESTION 880
CORRECT TEXT - (Topic 7)
Define the Summary Report.

A.

Answer: Providesalistingofdataplussortingandsubtotalingofdata.Maybeusedtosupportdashboardcomponents.

NEW QUESTION 884
- (Topic 7)
True or False, Final reject actions in a workflow approval process can include actions such as email alerts.

A. True
B. False

Answer: A

NEW QUESTION 889
- (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 891
- (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 892
- (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 895
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 900
CORRECT TEXT - (Topic 7)
Define the Matrix Report.

A.

Answer:
Summarizesdatainagridagainsthorizontalandverticalcriteria.Matrixreportsprovidetotalsforbothrowsandcolumns.Matrixreportsmayalsobeusedtosupportdashboardcomponents.

NEW QUESTION 905
- (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 907
- (Topic 7)
How many instances of personal tags can be applied to records?

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

Answer: B

NEW QUESTION 911
- (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 913
CORRECT TEXT - (Topic 7)
When can inactive assignment rules be run on leads?

A.

Answer: Duringleadimport

NEW QUESTION 917
- (Topic 7)
Is the DataLoader Cloud based?

A. No
B. Yes

Answer: A

NEW QUESTION 919
- (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 922
CORRECT TEXT - (Topic 7)
What does the default locale impact?

A.

Answer: Theformatofdateandnumberfields.

NEW QUESTION 924
- (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 929
CORRECT TEXT - (Topic 7)
What can Delegated Admins do?

A.

Answer: ViewAll&ModifyALLAccessbyObject

NEW QUESTION 933
CORRECT TEXT - (Topic 7)
Which takes precedence: User's language setting or Company profile default language?

A.

Answer: User'slanguagesetting.

NEW QUESTION 934
- (Topic 7)
You can't package workflow rules with time triggers.

A. True
B. False

Answer: A

NEW QUESTION 938
CORRECT TEXT - (Topic 7)
When would you choose to build a Public Group?

A.

Answer: Tosimplifythenumberofsharingrulesbuiltorwhendefiningfolderorlistviewaccess.

NEW QUESTION 942
- (Topic 7)
When are data validation rules executed?

A. A User Saves a Record
B. Before records are imported
C. Using the Data Loader and/or other API tools

Answer: :ABC

NEW QUESTION 944
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: No inherited sharing:

A.

Answer: Lookup

NEW QUESTION 948
CORRECT TEXT - (Topic 7)
Who can delete records?

A.

Answer:
Theabilitytodeleteindividualrecordsiscontrolledbyadministratorstherecordownerusersinarolehierarchyabovetherecordownerandanyuserthathasbeengranted"FullAccess."

NEW QUESTION 951
CORRECT TEXT - (Topic 7)
How are Cases assigned?

A.

Answer: AssignmentRule

NEW QUESTION 953
CORRECT TEXT - (Topic 7)
What do Sales Teams do?

A.

Answer: FocusesonOpportunityRecordsbeingsharedtoaspecifiedgroupofusersbasedontheOpportunityOwner.

NEW QUESTION 958
- (Topic 7)
How many app exchange apps can you install in PE?

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

Answer: A

NEW QUESTION 960
- (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 965
CORRECT TEXT - (Topic 7)
Can you set Standard and Custom fields as unique or required using the Property feature?

A.

Answer: Noonlycustomfields.

NEW QUESTION 966
- (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 971
CORRECT TEXT - (Topic 7)
What are the field property options for Custom Fields?

A.

Answer: RequiredRead-OnlyExternalIDUnique

NEW QUESTION 975
- (Topic 7)
Do opportunities or cases have import wizards?

A. Yes
B. No

Answer: B

NEW QUESTION 980
CORRECT TEXT - (Topic 7)
Standard Fields are?

A.

Answer: CreatedbySFandcomesinOrg.Fieldpropertiesnoteditable.

NEW QUESTION 981
- (Topic 7)
Changes you make to records while using Connect Offline are lost.

A. True
B. False

Answer: B

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

NEW QUESTION 982
- (Topic 7)
How many app exchange apps can you install in EE?

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

Answer: B

NEW QUESTION 985
- (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 989
- (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 992
- (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 997
- (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 1001
- (Topic 8)
Select which is Not Applicable. What does a Page Layout control Select the choice which in NOT applicable

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

Answer: D

NEW QUESTION 1003
- (Topic 8)
Standard users can import a maximum of how many account records in a session

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

Answer: A

NEW QUESTION 1008
- (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 1013
- (Topic 8)
Account Teams are not available for Professional Edition

A. True
B. False

Answer: A

NEW QUESTION 1016
- (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 1018
- (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 1023
- (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 1026
- (Topic 8)
Which salesforce.com feature allows the org to capture ROI on online advertising?

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

Answer: C

NEW QUESTION 1031
- (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 1033
- (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 1035
- (Topic 8)
The user default login hours are 8:00 AM - 5:00 PM. The user logs in at 4:30 PM and stays
on till 5:01 PM. What happens?

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

Answer: B

NEW QUESTION 1036
- (Topic 8)
Export to Excel is available for Printable Lists:

A. True
B. False

Answer: B

NEW QUESTION 1037
- (Topic 8)
Which of the following is true about salesforce?

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

Answer: ABC

NEW QUESTION 1040
- (Topic 8)
Which information not captured on user record in Salesforce?

A. Locale
B. Hire date
C. Employee number
D. Delegated approval

Answer: B

NEW QUESTION 1043
- (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 1045
- (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 1046
- (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 1047
- (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 1052
- (Topic 8)
Which of them is not a Standard Business Object?

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

Answer: C

NEW QUESTION 1054
- (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 1056
- (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 1060
- (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 1062
CORRECT TEXT - (Topic 8)
How does Cloud Scheduler Work?

A.

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

NEW QUESTION 1063
- (Topic 8)
The administrator changes the organization time zone from "pacific daylight" to "central". Which users will be affected?

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

Answer: D

NEW QUESTION 1066
- (Topic 8)
A Workflow Alert can be tracked in Activity History

A. True
B. False

Answer: A

NEW QUESTION 1069
- (Topic 8)
Which object cannot use sharing rules to manage access?

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

Answer: D

NEW QUESTION 1074
- (Topic 8)
Customizable Forecasting cannot be enabled for use with Custom Fiscal Years

A. True
B. False

Answer: B

NEW QUESTION 1078
- (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 1079
- (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 1082
- (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 1086
- (Topic 8)
You are limited to new picklist or multi-select picklist values for any field during a single import

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

Answer: C

NEW QUESTION 1091
- (Topic 8)
An administrator has given access to all users to view the public folders in solution with categories. Which permission will enable the user to create more categories?

A. Edit on solution
B. Create on solution
C. Delete on solution
D. View on solution

Answer: A

NEW QUESTION 1094
- (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 1097
- (Topic 8)
Workflow Field Updates specify the field you want updated and the new value for it. Depending on the type of field, you can do the following Except:

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

Answer: C

NEW QUESTION 1098

- (Topic 8)
If you delete a case, which two also get deleted?

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

Answer: CD

NEW QUESTION 1103
- (Topic 8)
A custom multi-select picklist can be the controlling field for a dependent field

A. True
B. False

Answer: B

NEW QUESTION 1105
- (Topic 8)
Sharing rules can be formed on the following except:

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

Answer: D

NEW QUESTION 1108
- (Topic 8)
Chatter is not available for Mobile Users?

A. True
B. False

Answer: B

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

NEW QUESTION 1110
- (Topic 8)
When you configure Search Settings for Your Organization, the new value must be between 5 and 50

A. True
B. False

Answer: A

NEW QUESTION 1113
- (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 1116
- (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 1117
- (Topic 8)
Which one of these may be a controlling field and a dependant field?

A. Custom picklist
B. Standard picklist
C. Standard checkbox
D. Custom checkbox

Answer: A

NEW QUESTION 1118
- (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 1120
- (Topic 8)
Page layouts are assigned to users based on Select the correct choice

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

Answer: E

NEW QUESTION 1122
- (Topic 8)
Users can search for Public Tags from the Sidebar and Advanced Search

A. True
B. False

Answer: :A

NEW QUESTION 1123
- (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 1128
- (Topic 8)
The Documents tab does NOT contain version control capabilities

A. True
B. False

Answer: A

NEW QUESTION 1129
- (Topic 8)
The Account Access, Contact Access and Opportunity Access options depend on your sharing model

A. True
B. False

Answer: A

NEW QUESTION 1130

CORRECT TEXT - (Topic 8)
Which fields cannot be followed in Chatter?

A.

Answer: Auto-numberformulaandroll-upsummaryfieldsEncryptedandread-onlysystemfields

Explanation:
The Expected Revenue field on opportunities

NEW QUESTION 1135
- (Topic 8)
Picklist dependency rules are not enforced during Import

A. True
B. False

Answer: A

NEW QUESTION 1139
- (Topic 8)
How do you specify the following in a formula field : the year of the custom date field(date_c) should be the current year:

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

Answer: A

NEW QUESTION 1140
CORRECT TEXT - (Topic 8)
What happens if chatter is enabled in an org with 15 or fewer users?

A.

Answer: Allusersautomaticallyfolloweachother.

NEW QUESTION 1142
- (Topic 8)
Which permission allows a user to create a new solution?

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

Answer: C

NEW QUESTION 1146
- (Topic 9)
When using advanced currency management, can a past exchange rate be changes?

A. Yes
B. No

Answer: A

NEW QUESTION 1147
- (Topic 9)
Existing records that meet the Workflow Rule criteria trigger the Rule.

A. True
B. False

Answer: B

NEW QUESTION 1152
- (Topic 9)
Which type of field could you use to create a relationship between a custom object and another object?

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

Answer: A

NEW QUESTION 1155
- (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 1160
- (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 1164
- (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 1166
- (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 1168
- (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 1169
- (Topic 9)
You delete the Custom Field Region. All data related to Region will also be deleted.

A. True
B. False

Answer: A

NEW QUESTION 1173
- (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 1176
- (Topic 9)
Can you include attachments in the Data Export.

A. True
B. False

Answer: A

NEW QUESTION 1179
- (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 1181
- (Topic 9)
When setting up an user, the first name of the user is not required.

A. True
B. False

Answer: A

NEW QUESTION 1185
- (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 1187
- (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 1189
- (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 1191
- (Topic 9)
A solution can only belong to one category.

A. True
B. False

Answer: B

NEW QUESTION 1195
- (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 1197
- (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 1202
- (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 1207
- (Topic 9)
Records in the recycle bin do NOT count against your organization's storage limits

A. True
B. False

Answer: A

NEW QUESTION 1212
- (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 1216
- (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 1219
- (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 1220
- (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 1225
- (Topic 9)
You have to enable the Report Builder Upgrade first to use Master Charts.

A. True
B. False

Answer: :B

NEW QUESTION 1229
- (Topic 9)
The mini view does not display if the record in the detail view does not have records associated with it.

A. True
B. False

Answer: A

NEW QUESTION 1232
- (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 1236
- (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 1239
- (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 1241
- (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 1242
- (Topic 9)
Custom Summary Formulas are:

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

Answer: D

NEW QUESTION 1245
- (Topic 9)
Formula fields can be converted from or to other field types.

A. True
B. False

Answer: B

NEW QUESTION 1249
- (Topic 9)
You have created a custom field of the type "Number" on the Account object called "Number of Golfers at Client". You enter the following data in the field: 073.
What is stored in Saleforce CRM?

A. 0073
B. 73
C. 7.3%

Answer: B

NEW QUESTION 1254
- (Topic 9)
When you delete a case:

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

Answer: B

NEW QUESTION 1256
- (Topic 9)
The system automatically maps standard lead fields to standard account, contact, and opportunity fields

A. True
B. False

Answer: A

NEW QUESTION 1258
- (Topic 9)
To minimize the number of sharing rules, use "Roles and Subordinates" over "Roles" where possible.

A. True
B. False

Answer: A

NEW QUESTION 1263
- (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 1266
- (Topic 9)
You can enable field encryption by:

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

Answer: B

NEW QUESTION 1267
- (Topic 9)
Which is true about Salesforce Knowledge Sidebar for the Service Cloud Console?

A. After spring 11 release, console users automatically see a sidebar that displays titles of SalesforceKnowledge articles that may solve the case they're working on.
B. It automatically searches and returns articles from your knowledge base that match any of the words typed in the Subject of a case.
C. There is no such thing as Knowledge Sidebar.

Answer: B

NEW QUESTION 1269
- (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
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 1270
- (Topic 9)
You have a custom object called "Widgits" which has a Master-Detail Relationship with Accounts. What happens when you delete an account with associated Widgits?

A. You cannot delete the account without first deleting the associated "Widgits"
B. The Widgits are deleted
C. The account is deleted, but the Widgits remain in Salesforce CRM

Answer: B

NEW QUESTION 1274
- (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 1275
- (Topic 9)
Which Sales Cloud Enhancements in Spring 11 are Automatically visible to all Administrators without any setup required?

A. Cloud Scheduler Enhancements.
B. Email Attachment Enhancements
C. Activity Attachment Enhancements
D. Email Association Enhancements.
E. Salesforce Mobile Usage Data in Custom Report Types.
F. Email to Salesforce Enhancements.

Answer: AE

NEW QUESTION 1279
- (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 preferrence
G. None of the Above

Answer: C

NEW QUESTION 1283
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