



Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins

NEW QUESTION 1

- (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 2

- (Topic 1)

The system administrator has been asked to create a way to track Shipments of products to customers. Shipments should be closely tied to the Opportunity record and there may be more than one shipment record per Opportunity and the Opportunity should be required (i.e. Users cannot save a Shipment record without associating it to an Opportunity). The system administrator should create.

- A. A cross object formula displaying Opportunity ID on the Shipment record
- B. A Master - Detail relationship on the Shipment object to the Opportunity object
- C. A lookup relationship on the Opportunity object to the Shipment object
- D. A lookup relationship with a lookup filter from Opportunity to Shipment

Answer: B

NEW QUESTION 3

- (Topic 1)

The following are true about scheduling and emailing reports.

- A. The running user determines whose data is visible on the report.
- B. The running user must have access to the folder in which the report is saved.
- C. All email recipients must have access to the same folder.
- D. The report is emailed within 30 minutes of the Preferred Start Time
- E. All of the above

Answer: E

NEW QUESTION 4

- (Topic 1)

Which of the following are true about formula fields?

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

Answer: ABD

NEW QUESTION 5

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 6

- (Topic 1)

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 7

- (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 8

- (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 9

- (Topic 1)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 10

- (Topic 1)

An Approval Process begins when a record is:

- A. Created
- B. Saved
- C. Edited
- D. Submitted for Approval

Answer: D

NEW QUESTION 10

- (Topic 1)

Standard profile permissions cannot be edited.

- A. True
- B. False

Answer: A

NEW QUESTION 12

- (Topic 1)

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

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

Answer: D

NEW QUESTION 13

- (Topic 1)

System administrators can modify tab settings for custom profiles (Default On, Default Off and Hidden).

- A. True
- B. False

Answer: A

NEW QUESTION 17

- (Topic 1)

To enable Field History Tracking for an object, the system administrator must also add the related list to the page layout.

- A. True
- B. False

Answer: A

NEW QUESTION 21

- (Topic 1)

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 25

- (Topic 1)

Which objects support business processes?

- A. Opportunities
- B. Leads
- C. Campaigns
- D. Accounts
- E. Solutions
- F. Cases
- G. Contacts

Answer: ABEF

NEW QUESTION 27

- (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 29

- (Topic 1)

Page layouts are assigned to .

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

Answer: B

NEW QUESTION 33

- (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 37

- (Topic 1)

Which of the following are not standard objects?

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

Answer: C

NEW QUESTION 40

- (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 41

- (Topic 1)

A cross object formula references fields from parent objects.

A. True
B. False

Answer: A

NEW QUESTION 46

- (Topic 1)

Queues can be made up of the following

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

Answer: ABC

NEW QUESTION 48

- (Topic 1)

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

A. True
B. False

Answer: A

NEW QUESTION 49

- (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 53

- (Topic 1)

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

A. True
B. False

Answer: A

NEW QUESTION 56

- (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 57

- (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 60

- (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 65

- (Topic 1)

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

- A. True
- B. False

Answer: B

NEW QUESTION 70

- (Topic 1)

The determines if a user can read, create and edit Contact records, the determines if he can see/edit contact records owned by his subordinates.

- A. Role, Profile
- B. OWD, Sharing rules
- C. Sharing rules, Role Hierarchy
- D. Profile, Role

Answer: :D

NEW QUESTION 71

- (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 76

- (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 81

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 85

- (Topic 2)

What do you need to specify when you schedule a report?

- A. You need user with Marketing Profile to “Schedule Reports”
- B. You need user permission to “Schedule Reports”
- C. You need user to have a Manager Role
- D. Click Run Report and choose Schedule Future Runs... from the drop-down button.

Answer: D

NEW QUESTION 86

- (Topic 2)
When are Formula Fields recalculated?

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

Answer: A

NEW QUESTION 90

- (Topic 2)
Based solely on the role hierarchy a manager can do all of the following EXCEPT:

- A. View, edit, delete, and transfer his/her and his/her subordinates records
- B. Extend sharing on both his/her and his/her subordinate's records
- C. View all folders his/her Subordinate has access to, i.e., Reports, Documents, and Email Templates
- D. View records his subordinate does not own but can view

Answer: C

NEW QUESTION 94

- (Topic 2)
You can use a Custom Lookup field to create a relationship between an opportunity and a contact.

- A. True
- B. False

Answer: A

NEW QUESTION 97

- (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 100

- (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 104

- (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 108

- (Topic 2)
How many fields (columns) can be displayed on a Customizable Related List?

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

Answer: B

NEW QUESTION 111

- (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 112

- (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 114

- (Topic 2)

All of the following actions may take place on a Workflow Rule EXCEPT:

- A. Outbound API message
- B. Update Field
- C. Create a Task
- D. Create an Event

Answer: D

NEW QUESTION 116

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 120

- (Topic 2)

All the following are Main Setup areas in Salesforce.com EXCEPT?

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

Answer: C

NEW QUESTION 122

- (Topic 2)

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

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

Answer: ABC

NEW QUESTION 123

- (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 127

- (Topic 2)

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

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

Answer: D

NEW QUESTION 131

- (Topic 2)

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

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

Answer: C

NEW QUESTION 134

- (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 137

- (Topic 2)

Which type of field cannot have universal requiredness?

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

Answer: A

NEW QUESTION 140

- (Topic 2)

What is a Managed Package?

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

Answer: AB

NEW QUESTION 143

- (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 148

- (Topic 2)

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

- A. Yes
- B. No

Answer: B

NEW QUESTION 151

- (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 152

- (Topic 2)

Which of the following is the new workflow feature of Spring'11 Release?

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

Answer: B

NEW QUESTION 153

- (Topic 2)

are words or short phrases that users can associate with most Salesforce.com records to describe and organize their data in a personalized way?

- A. Views
- B. Tags
- C. Dashboards
- D. Home Pagelayout
- E. Apps

Answer: B

NEW QUESTION 158

- (Topic 2)

Which action must be taken to view contacts associated with a case in the console?

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

Answer: D

NEW QUESTION 163

- (Topic 2)

In order to Enable Territory Management you should have:

- A. Standard Profile
- B. Customizable Forecasting
- C. Enable Forecasting
- D. All of the above

Answer: :B

NEW QUESTION 164

- (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 169

- (Topic 2)

How many other fields may a custom lead field be mapped to when converting a lead?

- A. One custom field
- B. Two custom fields
- C. Three custom fields
- D. Custom lead fields cannot be mapped

Answer: C

NEW QUESTION 172

- (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 176

- (Topic 2)

Which of the following object relationships is NOT allowed?

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

Answer: B

NEW QUESTION 179

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 181

- (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 183

- (Topic 2)

All of the following are types of AppExchange Applications EXCEPT:

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

Answer: C

NEW QUESTION 186

- (Topic 2)

With Spring'11 release now you can have Photos in Dashboard components?

- A. No
- B. Yes but only in Tables
- C. Yes in every type of Chart

Answer: B

NEW QUESTION 189

- (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 190

- (Topic 3)

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

- A. 2.000
- B. 100
- C. 1.000
- D. 200

Answer: C

NEW QUESTION 194

- (Topic 3)

You can not use the browser's print function to print reports.

- A. True
- B. False

Answer: B

NEW QUESTION 198

- (Topic 3)

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

- A. Opportunity
- B. Users
- C. Assets
- D. Contracts

Answer: B

NEW QUESTION 200

- (Topic 3)

Chatter Desktop is not available in which Salesforce Edition?

- A. Free Edition
- B. Group
- C. Professional
- D. Developer
- E. Enterprise
- F. Contact Manager

Answer: A

NEW QUESTION 204

- (Topic 3)

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

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

Answer: E

NEW QUESTION 206

- (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 207

- (Topic 3)

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

- A. True
- B. False

Answer: B

NEW QUESTION 208

- (Topic 3)

How does Locale settings affect your exported CSV file?

- A. It doesn't affect anything.

- B. It determines the delimiter.
- C. It determines the encoding.
- D. It determines the encryption.

Answer: B

NEW QUESTION 210

- (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 213

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 217

- (Topic 3)

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

- A. True
- B. False

Answer: B

NEW QUESTION 220

- (Topic 3)

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

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

Answer: CD

NEW QUESTION 225

- (Topic 3)

Mail Merge is available in which Salesforce Editions?

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

Answer: F

NEW QUESTION 226

- (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 227

- (Topic 3)

Which of the following features is not available in Professional Edition?

- A. Big Deal Alert
- B. Workflow
- C. Account Sharing Rules
- D. Multi-Currency

Answer: B

NEW QUESTION 228

- (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 230

- (Topic 3)

What are two sources from which cases can be created?

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

Answer: CD

NEW QUESTION 233

- (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 235

- (Topic 3)

Which is a consideration when creating a drill-to-detail dashboard component?

- A. The dashboard component type must be a gauge.
- B. Drill-to-detail must be enabled on the custom report type.
- C. The source report must be stored in the drill-to-detail folder.
- D. The source report must be grouped by record name, record owner, or feed post.

Answer: :D

NEW QUESTION 236

- (Topic 3)

A Workflow rule can only be triggered when a record is created.

- A. True
- B. False

Answer: B

NEW QUESTION 237

- (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 238

- (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 240

- (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 242

- (Topic 3)

Every profile, including profiles associated with Customer Portal users must have at least one visible app.

- A. True
- B. False

Answer: B

NEW QUESTION 247

- (Topic 3)

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

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

Answer: D

NEW QUESTION 250

- (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 252

- (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 255

- (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 258

- (Topic 4)

Activities are both Tasks and Calendars

- A. True
- B. False

Answer: A

NEW QUESTION 261

- (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 263

- (Topic 4)

What can be reviewed using the process visualizer?

- A. Sales Processes
- B. Approval Processes
- C. Support Processes
- D. Workflow Rules

Answer: B

NEW QUESTION 266

- (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 269

- (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 270

- (Topic 4)

Which of the following will not bypass Identity Confirmation? (Select one)

- A. The user's profile has IP login restrictions enabled.
- B. The user has logged into Salesforce previously from their current IP address.
- C. The user has activated this computer before and has a stored activation cookie.
- D. The user's record has the "Bypass User Identity Confirmation" checkbox enabled.
- E. The user is logging in from an IP address within the list of trusted networks.

Answer: D

NEW QUESTION 272

- (Topic 4)

Which statement is TRUE regarding Dynamic Dashboard:

- A. They show data from the perspective of the logged-in user.
- B. They are automatically created when you create a Custom Object
- C. They perform calculations that standard dashboards cannot
- D. They display the source report as you hover over a dashboard component

Answer: A

NEW QUESTION 276

- (Topic 4)

What is not true about sharing Rules?

- A. Sharing rules open up access whereas org wide defaults restrict access
- B. When u delete a sharing rule, the sharing access created by that rule is automatically removed
- C. U can edit the access levels for any sharing rul
- D. You can change the specified groups / roles for the rule
- E. Sharing rules apply to all new and existing records owned by the specified role / group members

F. When u modify which users are in a group rule, the sharing rules are re-evaluated to add/remove access as necessary.

Answer: C

NEW QUESTION 280

- (Topic 4)

On Lead Conversion, the Close Date of the newly created opportunity is automatically set to?

- A. Blank
- B. Today
- C. Last Day of Current Quarter
- D. Last Day of Current Month
- E. Last Day of Current Year

Answer: C

NEW QUESTION 284

- (Topic 4)

You can update licenses on the Company Profile.

- A. True
- B. False

Answer: B

NEW QUESTION 285

- (Topic 4)

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

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

Answer: :AB

NEW QUESTION 287

- (Topic 4)

Which function can be performed using enhanced profile management? Choose 2 answers

- A. Merge profiles
- B. Make mass permission modifications across multiple profiles
- C. Make mass profile name changes
- D. Edit profile permissions directly in a list view

Answer: BD

NEW QUESTION 289

- (Topic 4)

Which of the following are standard Salesforce applications? (Select all that apply)

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

Answer: AD

NEW QUESTION 294

- (Topic 4)

What determines the suggested criteria for lookup filter?

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

Answer: A

NEW QUESTION 298

- (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 302

- (Topic 4)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 304

- (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 307

- (Topic 4)

What is True about the Role Hierarchy

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

Answer: ABC

NEW QUESTION 308

- (Topic 4)

Do Validation rules get enforced on the Lead Conversion?

- A. Yes
- B. No

Answer: B

NEW QUESTION 311

- (Topic 4)

In order to implement more business process multiple record types must also be implemented:

- A. True
- B. False

Answer: A

NEW QUESTION 314

- (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 319

- (Topic 4)

The system administrator has created a new custom object and application. This individual now needs to populate the new object with 1000 records, which are formatted in a CSV file. The Import Wizard (Data Management --> Import Custom Objects) is appropriate for this task.

- A. True
- B. False

Answer: A

NEW QUESTION 323

- (Topic 4)

If using Customizable forecasting there is a separate forecast role hierarchy

- A. True
- B. False

Answer: A

NEW QUESTION 326

- (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 329

- (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 332

- (Topic 4)

For how many days deleted records are kept in the Recycle Bin?

- A. 15
- B. 30
- C. 45
- D. 60

Answer: B

NEW QUESTION 334

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 338

- (Topic 5)

Which Salesforce editions support Sandbox?

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

Answer: AF

NEW QUESTION 339

- (Topic 5)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 342

- (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 345

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 349

- (Topic 5)

Which of the following is true about Page layouts?

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

Answer: E

NEW QUESTION 354

- (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 359

- (Topic 5)

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

- A. True
- B. False

Answer: B

NEW QUESTION 364

- (Topic 5)

Which of the following types of packages can be upgraded?

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

Answer: A

NEW QUESTION 367

- (Topic 5)

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

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

Answer: ADE

NEW QUESTION 368

- (Topic 5)

Which are Activity Attachment Enhancements in Spring 11?

- A. For new organizations, the Attachments related list is now automatically added to task and event records.
- B. For existing organizations, the Attachments related list is now automatically added to task and event records.
- C. Attachments are now searchable for tasks and events.
- D. Unlike before, HTML attachments is always available and can no longer be disallowed.
- E. Existing organizations need to manually add the related list to the activity page layout.

Answer: :ACE

NEW QUESTION 373

- (Topic 5)

Which feature in SFDC combines a list view and related records into one screen with different frames so that users have all the information they need when interacting with Salesforce.com?

- A. Accounts
- B. Asset
- C. Console
- D. Call Center
- E. Campaign

Answer: C

NEW QUESTION 375

- (Topic 5)

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

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

Answer: AD

NEW QUESTION 376

- (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 378

- (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 380

- (Topic 5)

An opportunity that reaches the threshold with 80% probability will trigger additional alerts if the probability subsequently goes higher to 85%.

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

Answer: B

NEW QUESTION 381

- (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 383

- (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 388

- (Topic 5)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 389

- (Topic 5)

How many Solution records can be imported via Import Wizard?

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

Answer: C

NEW QUESTION 394

- (Topic 5)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 397

- (Topic 5)

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

- 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: C

NEW QUESTION 398

- (Topic 5)

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

- A. Yes
- B. No

Answer: B

NEW QUESTION 400

- (Topic 5)

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

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

Answer: A

NEW QUESTION 402

- (Topic 6)

What is the maximum of actions per time trigger you can have in a Workflow Rule?

- A. 50
- B. 20
- C. 40
- D. 80
- E. 33
- F. 10

Answer: C

NEW QUESTION 405

- (Topic 6)

From the below ...identify the WF action?

- A. Create inbound messages
- B. Create tasks
- C. Create mobile alerts
- D. Create section updates

Answer: B

Explanation:

Explanation/Reference:

Match the WF steps to setup the requirement Task: set up

Email Alert: Templates Field Update: Field Rule: criteria

NEW QUESTION 409

CORRECT TEXT - (Topic 6)

Why are Sharing Rules used?

A.

Answer:

To open up access to records you wouldn't naturally get through Organization Wide Defaults and Role Hierarchy. They are the exceptions to the Organization Wide Defaults.

NEW QUESTION 412

- (Topic 6)

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

- A. True
- B. False

Answer: B

NEW QUESTION 413

CORRECT TEXT - (Topic 6)

How can users obtain a security token?

A.

Answer: 1. By changing their password

Explanation:

2. By resetting their security token via the Salesforce UI

NEW QUESTION 415

- (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 420

- (Topic 6)

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

- A. All profiles get access to the report builder by default.
- B. The old report wizard is totally phased out.

- C. Group and Professional Edition organizations can use report builder.
- D. You get scatter charts, a new chart type for reports.
- E. Chatter feed posts now has a "like" option.

Answer: ACD

NEW QUESTION 424

- (Topic 6)

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

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

Answer: CD

NEW QUESTION 427

- (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 432

- (Topic 6)

Can an end user import Members into a Campaign?

- A. True
- B. False

Answer: B

NEW QUESTION 436

- (Topic 6)

How would you allow collaborative access to accounts , contacts, contracts, opportunities, and cases of a US Sales rep, and Asia sales rep, and an EMEA sales rep?

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

Answer: B

NEW QUESTION 440

- (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 444

- (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 449

- (Topic 6)

Adding a user to the sales team group will give access to opportunity records that was previously a restricted account.

- A. True
- B. False

Answer: B

NEW QUESTION 451

- (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 456

- (Topic 6)

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

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

Answer: A

NEW QUESTION 459

- (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 464

- (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 467

- (Topic 6)

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

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

Answer: ACE

NEW QUESTION 471

- (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 472

- (Topic 6)

Which of the following statements are true about trusted ranges?

- A. They enable end users to activate additional IP addresses for accessing salesforce.
- B. They are used to identify regular SF users.
- C. They include IP addresses that are used in conjunction with a browser cookie.
- D. They approve login requests from unknown browsers and IP addresses.

Answer: :BC

NEW QUESTION 477

- (Topic 6)

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

- A. True
- B. False

Answer: A

NEW QUESTION 482

- (Topic 6)

Can logins on specific days be restricted?

- A. Yes
- B. No

Answer: A

Explanation:

Explanation/Reference:

By setting the start and end times on the profile login hours to the same value.

NEW QUESTION 487

- (Topic 6)

Identify the correct statement from the given list.

- A. Lookup field link two objects
- B. Lookup fields affect security
- C. Lookup fields change the record ownership
- D. Lookup fields can be used to delete an object

Answer: A

NEW QUESTION 488

- (Topic 6)

When is a workflow rule triggered?

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

Answer: D

NEW QUESTION 490

- (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 494

- (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 496

CORRECT TEXT - (Topic 6)

What profile permission is required for editing and deleting public tags?

A.

Answer: TagManager.Note:TagManagerisEnabledbydefaultfortheSystemAdministratorprofile.

NEW QUESTION 499

- (Topic 6)

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

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

Answer: B

NEW QUESTION 503

CORRECT TEXT - (Topic 6)

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

A.

Answer: Theowneroftherecordthattriggeredtherulebecomesthetaskassignee.

NEW QUESTION 507

- (Topic 6)

Which step is required when configuring the new Salesforce for outlook?

- A. Select sync direction and conflict behaviour
- B. Select the appropriate config template
- C. Assign users and profiles to a configuration
- D. Enable the chatter feed sync with Outlook

Answer: AC

NEW QUESTION 508

CORRECT TEXT - (Topic 7)

What are the three report types available when creating custom reports?

A.

Answer: TabularSummaryandMatrix

NEW QUESTION 513

- (Topic 7)

You can create email alerts for workflow rules on activities.

- A. True
- B. False

Answer: A

Explanation:

Explanation/Reference:

You can't create email alerts for workflow rules on activities.

NEW QUESTION 518

- (Topic 7)

How many app exchange apps can you install in UE?

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

D. Unlimited

Answer: D

NEW QUESTION 520

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

A.

Answer: OntheCasesObjectandAccountorContactRelatedLists.

NEW QUESTION 525

- (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 526

CORRECT TEXT - (Topic 7)
What elements are required for a workflow approval process?

A.

Answer: ApprovalActionApprovalProcessApprovalRequestApprovalSteps

Explanation:

Assigned Approver(s) Email Approval Request Initial Submission Action Final Approval Action Final Rejection Action Outbound Messages Record Locking

NEW QUESTION 531

- (Topic 7)

Saving or creating records can trigger one rule.

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:
Saving or creating records can trigger more than one rule.

NEW QUESTION 534

CORRECT TEXT - (Topic 7)
When is it appropriate to use the Import Wizard versus the Data Loader?

A.

Answer: NeedtopreventduplicatesandwhentheAdminneedstochoosewhethertotriggeworkflowrules(ornot)

NEW QUESTION 536

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

A.

Answer: Lookup

NEW QUESTION 537

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

A.

Answer: SharingbetweenUsersotherPublicGroupsRolesandRoles/Subordinates

NEW QUESTION 538

CORRECT TEXT - (Topic 7)

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

A.

Answer: InSFDocuments

NEW QUESTION 542

CORRECT TEXT - (Topic 7)

Who can import data for all users?

A.

Answer: SystemAdminandMarketingUserProfilecanimportLeads.

NEW QUESTION 544

CORRECT TEXT - (Topic 7)

Define the Summary Report.

A.

Answer: Providesalistingofdataplussortingandsubtotalingofdata.Maybeusedtosupportdashboardcomponents.

NEW QUESTION 545

- (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 547

- (Topic 7)

Workflow rules never trigger on converted leads

- A. True
- B. False

Answer: A

Explanation:

Explanation/Reference:

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

NEW QUESTION 550

CORRECT TEXT - (Topic 7)

Define the Marketing User Profile.

A.

Answer: Standarduserperm+canimportleadsfortheOrg

NEW QUESTION 552

CORRECT TEXT - (Topic 7)

Define the Tabular Report.

A.

Answer: Providesasimplelistingofyourdatawithoutsubtotals.Theonlyformatthathasafloatingreporthead.

NEW QUESTION 554

CORRECT TEXT - (Topic 7)

Define the Contract Manager profile.

A.

Answer: Standarduserperm+editapproveactivateddeletecontracts

NEW QUESTION 559

CORRECT TEXT - (Topic 7)

What do Business processes do?

Business Processes track sales, support, solution, cases

A.

Answer: A

NEW QUESTION 564

- (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 566

- (Topic 7)

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

- A. True
- B. False

Answer: B

NEW QUESTION 568

- (Topic 7)

Which objects have built in import wizards?

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

Answer: ABCDE

NEW QUESTION 571

CORRECT TEXT - (Topic 7)

The new charting engine allows for greater customization and creation of charts including:

A.

Answer: BarLine

Explanation:

Funnel Donut Pie
Combo Charting

NEW QUESTION 575

CORRECT TEXT - (Topic 7)

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

A.

Answer: Lookup

NEW QUESTION 578

CORRECT TEXT - (Topic 7)

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

A.

Answer: Theerrormessage.

NEW QUESTION 580

CORRECT TEXT - (Topic 7)

Who can delete records?

A.

Answer:

Theabilitytodeleteindividualrecordsiscontrolledbyadministratorstherecordownerusersinarolehierarchyabovetherecordownerandanyuserthathasbeengranted"FullAccess."

NEW QUESTION 585

CORRECT TEXT - (Topic 7)

Can you set Standard and Custom fields as unique or required using the Property feature?

A.

Answer: Noonlycustomfields.

NEW QUESTION 586

CORRECT TEXT - (Topic 7)

Determine if the description is Master/Detail or Lookup: Lookup field on child is always required.

A.

Answer: Master/Detail

NEW QUESTION 590

- (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 592

CORRECT TEXT - (Topic 7)

What do Account Teams do?

A.

Answer: FocusesonAccountRecordsbeingsharedtoaspecifiedgroupofusersbasedontheAccountOwner

NEW QUESTION 594

- (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 598

- (Topic 8)

Account Teams are not available for Professional Edition

A. True

B. False

Answer: A

NEW QUESTION 603

- (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 604

- (Topic 8)

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

A. True

B. False

Answer: A

NEW QUESTION 607

- (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 609

- (Topic 8)

Difference between workflow rule and workflow approval process is:

- A. A workflow rule is based on assignment rule and workflow approval is not
- B. A workflow rule is based on manual submission and workflow approval is not
- C. A workflow rule has workflow actions where as workflow approval does not
- D. A workflow approval triggers on manual submission whereas a workflow rule triggers on saving a record

Answer: D

NEW QUESTION 612

- (Topic 8)

You can map a custom lead field to a Case

- A. True
- B. False

Answer: A

NEW QUESTION 615

- (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 617

- (Topic 8)

Export to Excel is available for Printable Lists:

- A. True
- B. False

Answer: B

NEW QUESTION 622

- (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 623

- (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 628

- (Topic 8)

The size limit for documents uploaded is:

- A. 2 MB
- B. 5 MB
- C. 10 MB
- D. 50 MB

Answer: B

NEW QUESTION 632

- (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 635

- (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 638

CORRECT TEXT - (Topic 8)

What is the Cloud Scheduler?

A.

Answer: CloudSchedulerallowsyoutorequestmeetingswithyourcustomersandhaveyourcustomersselectwhentheycanmeetbeforeyouconfirmthemeeting.

NEW QUESTION 640

- (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 644

- (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 646

- (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 647

- (Topic 8)

Which statement is true about custom summary formula?

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

Answer: A

NEW QUESTION 649

- (Topic 8)

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

- A. True
- B. False

Answer: B

NEW QUESTION 654

- (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 658

- (Topic 8)

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

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

Answer: AD

NEW QUESTION 663

- (Topic 8)

Create ads that display on search engines is possible in Salesforce using:

- A. MSN
- B. Yahoo
- C. AOL
- D. Google

Answer: D

NEW QUESTION 665

- (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 667

- (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 668

- (Topic 8)

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

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

Answer: B

NEW QUESTION 671

- (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 675

CORRECT TEXT - (Topic 8)

What are Chatter Groups?

A.

Answer:

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

Explanation:

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

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

NEW QUESTION 677

- (Topic 8)

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

- A. True
- B. False

Answer: A

NEW QUESTION 679

- (Topic 8)

The Account Access, Contact Access and Opportunity Access options depend on your sharing model

- A. True
- B. False

Answer: A

NEW QUESTION 681

CORRECT TEXT - (Topic 8)

Which fields cannot be followed in Chatter?

A.

Answer: Auto-number, formula, and roll-up summary fields, Encrypted and read-only system fields

Explanation:

The Expected Revenue field on opportunities

NEW QUESTION 686

- (Topic 8)

Personal Tags can not be shared

- A. True
- B. False

Answer: A

NEW QUESTION 688

- (Topic 8)

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

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

Answer: GIJ

NEW QUESTION 691

CORRECT TEXT - (Topic 8)

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

A.

Answer: Allusersautomaticallyfolloweachother.

NEW QUESTION 695

- (Topic 9)

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

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

Answer: B

NEW QUESTION 696

- (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 701

- (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 704

- (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 707

- (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 709

- (Topic 9)

Can you include attachments in the Data Export.

- A. True
- B. False

Answer: A

NEW QUESTION 711

- (Topic 9)

Which of the following are reasons for creating a Validation Rule?

- A. To prevent users from entering bad data
- B. To ensure users enter data only when it is required
- C. To prevent bad data being imported
- D. To hide fields from certain users
- E. A, B, C & D
- F. A, B, & D
- G. A, B, & C
- H. A, C & D

Answer: C

NEW QUESTION 715

- (Topic 9)

What happens when you delete a custom field?

- A. Custom fields cannot be deleted
- B. The field and its data are permanently deleted
- C. The data in the field is saved and the field is permanently deleted
- D. The field appears in deleted list from where it can be undeleted

Answer: D

NEW QUESTION 717

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 721

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 722

- (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 727

- (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 731

- (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 734

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 738

- (Topic 9)

If your organization uses territory management, the new account is evaluated by account assignment rules and may be assigned to one or more territories.

- A. True
- B. False

Answer: A

NEW QUESTION 743

- (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 744

- (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 745

- (Topic 9)

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

- A. True
- B. False

Answer: B

NEW QUESTION 750

- (Topic 9)

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

- A. Yes
- B. No

Answer: A

Explanation:

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

NEW QUESTION 751

- (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 753

- (Topic 9)

You need which permission to specify a running user other than yourself.

- A. View All Data
- B. Modify All Data
- C. See All Data
- D. Change All Data

Answer: A

NEW QUESTION 758

- (Topic 9)

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

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

Answer: A

NEW QUESTION 759

- (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 761

- (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 765

- (Topic 9)

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

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

Answer: A

NEW QUESTION 769

- (Topic 9)

If you change the data type from a Checkbox to a Picklist, it can cause data loss.

- A. True
- B. False

Answer: A

NEW QUESTION 770

- (Topic 9)

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

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

Answer: ABCD

NEW QUESTION 773

- (Topic 10)

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

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

Answer: ACD

NEW QUESTION 777

- (Topic 10)

Which administrative permissions are necessary in order to edit profiles?

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

Answer: B

NEW QUESTION 779

- (Topic 10)

Do users have to display the jump page every time they create a new record?

- A. Yes
- B. No

Answer: B

NEW QUESTION 781

- (Topic 10)

Which definition best describes "accounts" and their relationships with other record types in SFDC?

- A. Accounts represent sales deals that your company is pursuin
- B. An account may have only one opportunity associated with it.
- C. Accounts are the backbone of information and represent prospective, existing, and former customer
- D. An account may have multiple opportunities
- E. Accounts are created after you have closed an opportunity or dea
- F. An account must have a closed opportunity associated with it.

Answer: B

NEW QUESTION 782

- (Topic 10)

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

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

Answer: A

NEW QUESTION 785

- (Topic 10)

Identify the statements that define Apex data loader?

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

Answer: BD

NEW QUESTION 790

- (Topic 10)

Formula and roll-up summary fields are included in backup exports

- A. True
- B. False

Answer: B

NEW QUESTION 792

- (Topic 10)

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

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

Answer: B

NEW QUESTION 793

- (Topic 10)

A Look-up field can look up to what?

- A. An Object
- B. A field
- C. A record
- D. A report

Answer: C

NEW QUESTION 798

- (Topic 10)

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

- A. True
- B. False

Answer: B

NEW QUESTION 803

- (Topic 10)

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

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

Answer: ABD

NEW QUESTION 808

- (Topic 10)

Records & Record Detail Pages: SFDC lets me print list views for Accounts, Campaigns, Cases, Contacts, Leads, or Opportunities.

- A. True
- B. False

Answer: A

NEW QUESTION 811

- (Topic 10)

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

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

Answer: ADE

NEW QUESTION 816

- (Topic 10)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 817

- (Topic 10)

What is the purpose API Token field on the User object?

- A. Displays the users API token
- B. Indicates whether an API token has ever been reset.
- C. Enables users to receive an API token

Answer: B

NEW QUESTION 818

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 823

- (Topic 10)

When creating a Many-to-Many relationship you will need to use a

- A. Junction Object
- B. Lookup Field
- C. Sharing Rules
- D. Workflow Field update

Answer: A

NEW QUESTION 824

- (Topic 10)

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

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

Answer: A

NEW QUESTION 827

- (Topic 10)

The Marketing User checkbox on a user record allows users to do which of the follow actions (Multiple correct answers):

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

Answer: ABCD

NEW QUESTION 831

- (Topic 10)

Which of the following are true about the field type "Text Area(Long)" ?

- A. 1) Maximum length of 32,000 char

- B. 2) Any length from 0 to 32,000 char
C. is allowed 3) Line breaks do not count towards the max length of the field 4) This data type is not available for activities or products on opportunities
D. 1) Maximum length of 3200 char
E. 2) Any length from 256 to 32,000 char
F. is allowed 3) Line breaks do not count towards the max length of the field 4) This data type is not available for activities or products on opportunities
G. 1) Maximum length of 32,000 char
H. 2) Any length from 256 to 32,000 char
I. is allowed 3) Line breaks count towards the max length of the field 4) This data type is available for activities or products on opportunities
J. 1) Maximum length of 32,000 char
K. 2) Any length from 256 to 32,000 char
L. is allowed 3) Line breaks count towards the max length of the field 4) This data type is not available for activities or products on opportunities

Answer: D

NEW QUESTION 836

- (Topic 10)

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

- A. True
B. False

Answer: B

NEW QUESTION 841

- (Topic 10)

If your org is configured for data export, you can generate backup files manually how often?

- A. Everyday
B. Once every 6 days
C. Once every 15 days
D. Once every 5 days

Answer: B

NEW QUESTION 845

- (Topic 10)

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

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

Answer: B

NEW QUESTION 849

- (Topic 10)

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

- A. True
B. False

Answer: :A

NEW QUESTION 850

- (Topic 10)

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

- A. True
B. False

Answer: B

NEW QUESTION 852

- (Topic 10)

What is the maximum length of a Text Area?

- A. 32000
B. 255
C. 3200

Answer: B

NEW QUESTION 855

- (Topic 10)

Through the Web-to-Case function, how is that case associated with a contact?

- A. Contact name
- B. Contact email
- C. Account name
- D. None of the above

Answer: B

NEW QUESTION 856

- (Topic 10)

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

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

Answer: AB

NEW QUESTION 857

- (Topic 10)

Regardless of what language is selected on the user record, all online help is displayed in the organization default language.

- A. True
- B. False

Answer: B

NEW QUESTION 861

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 866

- (Topic 10)

Personalizing SFDC: If I want to update my personal info, email settings, etc. I have to:

- A. Contact head office
- B. Click "set up" in salesforce.com and edit my info

Answer: B

NEW QUESTION 868

- (Topic 10)

Does access to folders respect the role hierarchy?

- A. Yes
- B. No

Answer: B

NEW QUESTION 872

CORRECT TEXT - (Topic 10)

Describe the components of the Console tab:

A.

Answer: Frameslistviewdetailviewminiviewsidebarrelatedobjectsminipagelayoutsconsolelayout

NEW QUESTION 876

- (Topic 10)

Task Records are "to-do" lists, are date sensitive, and must be completed before they move to my Activity History.

- A. True
- B. False

Answer: A

NEW QUESTION 879

- (Topic 10)

What is the maximum length of the field type "Text Encrypted"?

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

Answer: B

NEW QUESTION 880

- (Topic 10)

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

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

Answer: C

NEW QUESTION 883

CORRECT TEXT - (Topic 10)

What objects in the Org Wide Defaults allow you to do a public read/write/transfer?

- A.

Answer: Leads and cases

NEW QUESTION 886

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