

Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins



NEW QUESTION 1

- (Topic 1)

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

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

Answer: C

NEW QUESTION 2

- (Topic 1)

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 3

- (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 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 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 7

- (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 8

- (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 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)

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

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

Answer: B

NEW QUESTION 10

- (Topic 1)

Use a picklist to filter the values of one picklist based on the value of another picklist.

- A. Controlling
- B. Multi-select
- C. Dependent
- D. Independent

Answer: A

NEW QUESTION 11

- (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 16

- (Topic 1)

Lead assignment rules assign leads to owners and queues based on the criteria the system admin specifies within the rule.

- A. True
- B. False

Answer: A

NEW QUESTION 20

- (Topic 1)

You can use standard reports when creating Dashboards

- A. True
- B. False

Answer: B

NEW QUESTION 23

- (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 27

- (Topic 1)

Which of the following objects support business processes?

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

Answer: AB

NEW QUESTION 31

- (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 35

- (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 37

- (Topic 1)

Manual sharing allows administrators to grant one-off access to individual records, users cannot grant this access even if they own the record.

- A. True
- B. False

Answer: B

NEW QUESTION 39

- (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 44

- (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 49

- (Topic 1)

Permission sets can replace the need for profiles.

- A. True
- B. False

Answer: B

NEW QUESTION 52

- (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 53

- (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 54

- (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 56

- (Topic 1)

Locale settings control how users view date formats, time formats and number formats.

- A. True
- B. False

Answer: A

NEW QUESTION 61

- (Topic 1)

The system administrator was testing workflow rules and needs to delete pending time- based workflow actions. How can he/she do this?

- A. Delete the workflow rule
- B. Deactivate the workflow rule
- C. Delete the actions in the Time-based Workflow queue
- D. Reset passwords for all users of the org
- E. None of the above

Answer: C

NEW QUESTION 63

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 66

- (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 69

- (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 70

- (Topic 1)

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

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

Answer: E

NEW QUESTION 72

- (Topic 1)

An active user record consumes a license.

- A. True
- B. False

Answer: A

NEW QUESTION 76

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 78

- (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 83

- (Topic 1)

Which of the following are part of the Service Cloud offering?

- A. Opportunities
- B. Knowledge
- C. Entitlements
- D. Campaigns
- E. Quotes

Answer: BC

NEW QUESTION 84

- (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 89

- (Topic 1)

Which statement about custom summary formulas is true?

- A. Reports can be grouped by a custom summary formula result
- B. Custom summary formulas can reference a formula field within a report
- C. Custom summary formulas can reference another custom summary formula
- D. Custom summary formulas can be used in a report built from a custom report type

Answer: BD

NEW QUESTION 92

- (Topic 1)

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

- A. True
- B. False

Answer: B

NEW QUESTION 94

- (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 95

- (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 98

- (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 100

- (Topic 2)

The Campaign ROI Analysis Report uses which of the following calculations to determine the ROI percentage for a campaign?

- A. Total Amount of Opportunities / Expected Revenue
- B. Amount of Won Opportunities / Budgeted Cost
- C. Expected Revenue / Budgeted Cost
- D. (Amount of Won Opportunities minus Actual Cost) / Actual Cost

Answer: D

NEW QUESTION 102

- (Topic 2)

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

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

Answer: C

NEW QUESTION 106

- (Topic 2)

Record Type may determine the default value of a picklist field.

- A. True
- B. False

Answer: A

NEW QUESTION 108

- (Topic 2)

Workflow Rules Consist of the following components:

- A. Workflow Task
- B. Workflow Outbound Message
- C. Workflow Field Updates
- D. Workflow Actions
- E. Workflow Email Alerts

Answer: ABCE

NEW QUESTION 111

- (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 116

- (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 117

- (Topic 2)

You can customize the Opportunity Stage History related list on an Opportunity Page Layout.

- A. True
- B. False

Answer: B

NEW QUESTION 121

- (Topic 2)

Which objects can be customized for history tracking?

- A. Solutions, Cases, Leads and Opportunities
- B. Cases, Leads, Solutions, Contracts, and Custom Objects
- C. Campaigns, Contracts, Custom Objects, and Solutions
- D. Opportunities, Leads, and Contracts

Answer: B

NEW QUESTION 122

- (Topic 2)

You can map a custom lead field to only one of the following objects at a single instance (check all that apply)?

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

Answer: ABD

NEW QUESTION 123

- (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 126

- (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)

Is it possible for a Page layout to be associated with a Record Type.

- A. True
- B. False

Answer: A

NEW QUESTION 130

- (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 131

- (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 133

- (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 135

- (Topic 2)

Inline Editing is available in visual force pages?

- A. True
- B. False

Answer: A

NEW QUESTION 139

- (Topic 2)

Are Tags searchable from standard Search component?

- A. Yes
- B. No

Answer: A

NEW QUESTION 143

- (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 144

- (Topic 2)

What needs to be specified to schedule a Report?

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

Answer: :CD

NEW QUESTION 147

- (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 148

- (Topic 2)

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

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

Answer: D

NEW QUESTION 149

- (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 153

- (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 157

- (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 162

- (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 164

- (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 165

- (Topic 2)

Default values are available for standard text fields

- A. True
- B. False

Answer: B

NEW QUESTION 170

- (Topic 2)

Custom formula fields are recalculated:

- A. Nightly
- B. Every twenty minutes
- C. Once per user session
- D. Each time a user views the record

Answer: D

NEW QUESTION 173

- (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 175

- (Topic 2)

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

- A. True
- B. False

Answer: B

NEW QUESTION 180

- (Topic 2)

Forecasting can be used with Custom Fiscal Years.

- A. True
- B. False

Answer: B

NEW QUESTION 185

- (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 189

- (Topic 2)

All of the following are types of AppExchange Applications EXCEPT:

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

Answer: C

NEW QUESTION 190

- (Topic 2)

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

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

Answer: B

NEW QUESTION 191

- (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 194

- (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 196

- (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 199

- (Topic 3)

What is parallel approval Routing?

- A. When you can mass assign your locked records to users in your same Role
- B. The ability to send approval requests to yourself multiple times, so you can approve a record
- C. The ability to take back approval requests once you have sent them
- D. The ability to send approval requests to multiple approvers in a single step

Answer: D

NEW QUESTION 203

- (Topic 3)

What can an administrator customize for the Service Cloud console?

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

Answer: ABE

NEW QUESTION 205

- (Topic 3)

Maximum number of values allowed in a controlling field is:

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

Answer: C

NEW QUESTION 207

- (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 210

- (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 215

- (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 220

- (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 224

- (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 226

- (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 229

- (Topic 3)

What is the default report format for new reports created in report builder?

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

Answer: B

NEW QUESTION 230

- (Topic 3)

Standard reports are visible through the Reports search.

- A. True
- B. False

Answer: B

NEW QUESTION 233

- (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 234

- (Topic 3)

What is a Dashboard made of?

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

Answer: ABD

NEW QUESTION 236

- (Topic 3)

Which statements are true about Cloud Scheduler?

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

Answer: BCE

NEW QUESTION 238

- (Topic 3)

IF(ISPICKVAL(picklist_field)) has the same output as:

- A. VAL(picklist_field)
- B. CASE(picklist_field)
- C. CASE("picklist_field")
- D. Picklist_field(VALUE)

Answer: B

NEW QUESTION 240

- (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 244

- (Topic 3)

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

- A. True
- B. False

Answer: B

NEW QUESTION 247

- (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 248

- (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 251

- (Topic 3)

Printable View does not Save all the report formatting.

- A. True
- B. False

Answer: B

NEW QUESTION 256

- (Topic 3)

Both accounts and users can exist in multiple territories.

- A. True
- B. False

Answer: A

NEW QUESTION 257

- (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 258

- (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 262

- (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 264

- (Topic 3)

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

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

Answer: ABC

NEW QUESTION 265

- (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 268

- (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 271

- (Topic 3)

What is Force.com Builder? Choose 3 answers:

- A. Point-and-click customization tool

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

Answer: ACE

NEW QUESTION 273

- (Topic 3)

Can a Standard User Profile import members into a campaign?

- A. Yes.
- B. No.
- C. Only if they have "Import Campaign Members" permission checked.
- D. Only if they have "Modify All Data" permission checked.

Answer: B

NEW QUESTION 274

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 278

- (Topic 3)

What is the maximum of time triggers per Workflow Rule?

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

Answer: B

NEW QUESTION 279

- (Topic 3)

Clients do not have to enable Customizable forecasting before they can ask salesforce to activate Territory Management.

- A. True
- B. False

Answer: B

NEW QUESTION 283

- (Topic 3)

The Report Builder is different from the Report Wizard.

- A. True
- B. False

Answer: A

NEW QUESTION 284

- (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 287

- (Topic 3)

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

- A. 300
- B. 500

- C. 200
- D. 1.000

Answer: C

NEW QUESTION 292

- (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 296

- (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 299

- (Topic 3)

Which of the following are setting options for the User Interface?

- A. Enable Collapsible Sections
- B. Show Quick Create
- C. Show customer Sidebar Components on All Pages
- D. Transfer all Open Opportunities
- E. Enable Drag-and-drop scheduling on List Views

Answer: ABCE

NEW QUESTION 302

- (Topic 3)

A new list view can be created from within the console

- A. True
- B. False

Answer: B

NEW QUESTION 307

- (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 312

- (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 314

- (Topic 4)

Which of the following statements are true concerning email activation? (Select one)

- A. The email activation feature requires that the user click an activation link before logging onto a new computer.
- B. The email activation feature cannot be disabled.
- C. The email activation feature can be disabled by request to Salesforce.com support.

D. The email activation feature can be disabled through the UI.

Answer: :C

NEW QUESTION 316

- (Topic 4)

When looking at a vertical column chart, what can a user click on to drill down to a filtered source report? Choose 3 answers

- A. Component header
- B. Individual groups
- C. The Y - axis
- D. Legend entries
- E. The X- axis

Answer: BDE

NEW QUESTION 320

- (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 321

- (Topic 4)

Activities are both Tasks and Calendars

- A. True
- B. False

Answer: A

NEW QUESTION 323

- (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 326

- (Topic 4)

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

- A. True
- B. False

Answer: A

NEW QUESTION 329

- (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 333

- (Topic 4)

How many roles can you create for your org?

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

Answer: C

NEW QUESTION 338

- (Topic 4)

Documents count toward Data Storage.

- A. True
- B. False

Answer: B

NEW QUESTION 341

- (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 344

- (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 rule
- 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 349

- (Topic 4)

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

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

Answer: B

NEW QUESTION 350

- (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 354

- (Topic 4)

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

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

Answer: B

NEW QUESTION 357

- (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 361

- (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 363

- (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 368

- (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 registers 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 369

- (Topic 4)

UI component for tag Access (Choose 2)

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

Answer: B

NEW QUESTION 373

- (Topic 4)

Time-Dependent Workflow – Maximum Triggers Allowed Per Rule:

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

Answer: A

NEW QUESTION 376

- (Topic 4)

Which statement is TRUE regarding look up filters? Choose 2 answers

- A. Lookup filters are available in the Partner and Customer Portals
- B. Lookup filters can restrict lookup dialog results based on fields on the source object
- C. The special date values "Today" and "This Month" are valid criteria options.
- D. Lookup filters are case sensitive

Answer: AD

NEW QUESTION 380

- (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 381

- (Topic 4)

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

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

Answer: AB

NEW QUESTION 385

- (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 386

- (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 388

- (Topic 4)

Which is a capability of Chatter? Choose 3 answers:

- A. Receive updates related to records followed by a user
- B. Share updates, files, and links with Leads and Contacts
- C. Receive recommendations for users and records to follow
- D. Follow people within Salesforce organization
- E. Post updates, files, links to Chatter pages

Answer: ADE

NEW QUESTION 393

- (Topic 4)

If using Customizable forecasting there is a separate forecast role hierarchy

- A. True
- B. False

Answer: A

NEW QUESTION 397

- (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 400

- (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 404

- (Topic 5)

Account Teams might be utilized for what?

- A. Sharing
- B. Reporting
- C. Private Sharing Model
- D. Activities

Answer: AB

NEW QUESTION 405

- (Topic 5)

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

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

Answer: D

NEW QUESTION 408

- (Topic 5)

Which Type of Reports can't be used to create groups of data or charts?

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

Answer: A

NEW QUESTION 412

- (Topic 5)

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

- A. Yes
- B. No

Answer: B

NEW QUESTION 416

- (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 419

- (Topic 5)

Which of the following does not need business process?

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

Answer: C

NEW QUESTION 420

- (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 423

- (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 425

- (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 430

- (Topic 5)

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

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

Answer: B

NEW QUESTION 434

- (Topic 5)

Which objects can be stored in a folder?

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

Answer: BCD

NEW QUESTION 439

- (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 440

- (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 443

- (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 445

- (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 447

- (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 450

- (Topic 5)

Opportunity products can be linked in a Lookup Relationship:

- A. True
- B. False

Answer: B

NEW QUESTION 453

- (Topic 5)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 454

- (Topic 5)

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

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

Answer: C

NEW QUESTION 456

- (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 459

- (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 460

- (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 463

- (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 465

- (Topic 5)

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

- A. Yes
- B. No

Answer: B

NEW QUESTION 469

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 472

- (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 474

- (Topic 5)

Auto Response rules work on which objects?

- A. Leads and Cases
- B. Leads and Accounts
- C. Accounts and Opportunity
- D. Account and Cases

Answer: A

NEW QUESTION 476

- (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 479

CORRECT TEXT - (Topic 6)
How does a Profile differ from a Role?

A.

Answer: Profilecontrolswhatausercando(readcreateeditdelete)withrecords

NEW QUESTION 481

- (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 485

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

A.

Answer: 1.Bychangingtheirpassword

Explanation:

2. By resetting their security token via the Salesforce UI

NEW QUESTION 486

- (Topic 6)
What is the maximum number of records that return in a report without exporting the results?

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

Answer: D

NEW QUESTION 489

- (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 492

- (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 496

CORRECT TEXT - (Topic 6)

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

A.

Answer: 1-1

NEW QUESTION 500

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 502

- (Topic 6)

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

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

Answer: B

NEW QUESTION 506

- (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 509

- (Topic 6)

Can an end user import Members into a Campaign?

- A. True
- B. False

Answer: B

NEW QUESTION 514

- (Topic 6)

You can set a default value for a custom field.

- A. True
- B. False

Answer: A

NEW QUESTION 518

- (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 523

- (Topic 6)

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

- A. True
- B. False

Answer: A

NEW QUESTION 527

- (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 529

- (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 533

- (Topic 6)

If your company's fiscal year begins on February 1st and contains the 12 gregorian months, do you need to enable custom fiscal years?

- A. Yes
- B. No

Answer: B

Explanation:

Explanation/Reference:

As long as the fiscal year begins on the 1st of any month and follows the standard months, then custom fiscal years are not required.

NEW QUESTION 534

- (Topic 6)

Final reject actions can include actions such as email alerts

- A. True
- B. False

Answer: A

NEW QUESTION 539

- (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 541

- (Topic 6)

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

- A. True
- B. False

Answer:

A

NEW QUESTION 542

- (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 545

- (Topic 6)

Will WF evaluate rules retroactively?

- A. Yes
- B. No

Answer: B

Explanation:

Explanation/Reference:

When a WF is created, SF will only evaluate the rule for records created / edited from that moment forward, it will not evaluate workflow rules retroactively. That's tasks/emails will not be created for existing records in the DB that already meet the criteria necessary for the rule to trigger.

NEW QUESTION 550

- (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 552

- (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 557

- (Topic 6)

Can you make a standard field unique?

- A. True
- B. False

Answer: B

NEW QUESTION 558

- (Topic 6)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 561

- (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 564

- (Topic 6)

The number of formulas in a Custom summary formula is limited to:

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

Answer: B

NEW QUESTION 567

- (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 570

- (Topic 6)

The running user doesn't override the sharing role while allowing users to see high-level sales data for everyone, not just

- A. True
- B. False

Answer: B

NEW QUESTION 573

- (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 575

- (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 576

- (Topic 6)

What are different Types of Sharing Rules? (Check all that apply)

- A. Case Sharing Rules
- B. Lead Sharing Rules
- C. Solution Sharing Rules
- D. Campaign Sharing Rules
- E. Custom Object Sharing Rules

Answer: ABDE

NEW QUESTION 580

- (Topic 6)

Will users have to use their security token when logging into connect for outlook if their IP range has already been added to a trusted IP range?

- A. True
- B. False

Answer: B

NEW QUESTION 585

- (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 589

- (Topic 6)

How many Solution records can be imported via Import Wizard?

- A. 50.000
- B. 5.000
- C. 500
- D. 50

Answer: A

NEW QUESTION 590

- (Topic 6)

Which statements are true about standard fields?

- A. Std fields are created by Admin
- B. You can delete std fields
- C. You can change the std field labels
- D. You can remove required std fields from a page layout

Answer: C

NEW QUESTION 594

- (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 599

- (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 600

CORRECT TEXT - (Topic 7)

How are Folders used?

- A.

Answer: Toorganizereportsdashboardscommunicationtemplatesanddocuments

NEW QUESTION 605

- (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 607

- (Topic 7)

Can standard fields be removed from the Page Layout?

- A. True
- B. False

Answer: A

NEW QUESTION 610

CORRECT TEXT - (Topic 7)

When is it appropriate to use the Import Wizard versus the Data Loader?

A.

Answer: Need to prevent duplicates and when the Admin needs to choose whether to trigger Workflow rules (or not)

NEW QUESTION 612

- (Topic 7)

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

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

Answer: C

NEW QUESTION 617

CORRECT TEXT - (Topic 7)

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

A.

Answer: Lookup

NEW QUESTION 618

- (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 621

CORRECT TEXT - (Topic 7)

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

A.

Answer: InSFDocuments

NEW QUESTION 625

- (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 629

CORRECT TEXT - (Topic 7)

How does the Import Wizard perform matching when updating records?

A.

Answer: BySalesforceID

NEW QUESTION 633

CORRECT TEXT - (Topic 7)

Salesforce.com processes any rules in what order?

A.

Answer: 1.Validationrules

Explanation:

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

NEW QUESTION 637

- (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 642

- (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 643

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 648

CORRECT TEXT - (Topic 7)

Define the Marketing User Profile.

A.

Answer: Standarduserperm+canimportleadsfortheOrg

NEW QUESTION 652

- (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 655

- (Topic 7)

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

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

Answer: A

NEW QUESTION 656

- (Topic 7)

Is the DataLoader Cloud based?

- A. No
- B. Yes

Answer: A

NEW QUESTION 658

CORRECT TEXT - (Topic 7)

Define the Contract Manager profile.

A.

Answer: Standarduserperm+editapproveactivatedeletecontracts

NEW QUESTION 662

- (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 667

CORRECT TEXT - (Topic 7)

What does the default locale impact?

A.

Answer: Theformatofdateandnumberfields.

NEW QUESTION 668

- (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 670

CORRECT TEXT - (Topic 7)

Where do Chatter Feeds Display?

A.

Answer: OntheHometabwhereyoucanseeyourupdatesstatusupdatesofpeopleyoufollowandupdatestorecordsyoufollowandgroupsyou'reamemberof:

Explanation:

- On profiles, where you can see updates made by the person whose profile you're viewing
- On records, where you can see updates to the record you're viewing
- On Chatter groups, where you can see updates to the group you're viewing

NEW QUESTION 672

- (Topic 7)

Which objects have built in import wizards?

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

Answer: ABCDE

NEW QUESTION 674

- (Topic 7)

You can't package workflow rules with time triggers.

- A. True
- B. False

Answer: A

NEW QUESTION 678

CORRECT TEXT - (Topic 7)

When would you choose to build a Public Group?

A.

Answer: Tosimplifythenumberofsharingrulesbuiltorwhendefiningfolderorlistviewaccess.

NEW QUESTION 679

- (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 681

CORRECT TEXT - (Topic 7)

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

A.

Answer: Lookup

NEW QUESTION 683

CORRECT TEXT - (Topic 7)

Define the system Admin profile.

A.

Answer: "SuperUser"-Cancustomize&administratetheOrg

NEW QUESTION 688

CORRECT TEXT - (Topic 7)

Who can delete records?

A.

Answer:

Theabilitytodeleteindividualrecordsiscontrolledbyadministratorstherecordownerusersinarolehierarchyabovethecordownerandanyuserthathasbeengranted"FullAccess."

NEW QUESTION 691

CORRECT TEXT - (Topic 7)

How are Cases assigned?

A.

Answer: AssignmentRule

NEW QUESTION 696

CORRECT TEXT - (Topic 7)

What do Sales Teams do?

A.

Answer: FocusesonOpportunityRecordsbeingsharedtoaspecifiedgroupofusersbasedontheOpportunityOwner.

NEW QUESTION 700

CORRECT TEXT - (Topic 7)

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

A.

Answer: Noonlycustomfields.

NEW QUESTION 704

CORRECT TEXT - (Topic 7)

What are the field property options for Custom Fields?

A.

Answer: RequiredRead-OnlyExternalIDUnique

NEW QUESTION 707

- (Topic 7)

Describe the methods to allow access to the application?

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

Answer: ABC

NEW QUESTION 710

- (Topic 7)

How many app exchange apps can you install in EE?

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

Answer: B

NEW QUESTION 713

- (Topic 7)

What are the three editions of Salesforce?

- A. PE Professional Edition EE Enterprise EditionUE Unlimited Edition

Answer: A

NEW QUESTION 715

- (Topic 7)

Standard Reports can be deleted?

- A. True
- B. False

Answer: B

NEW QUESTION 717

- (Topic 7)

What are the Org Wide Default permission options?

- A. Public, Read, Write (Transfer on Leads/Cases)
- B. Public Read, Write
- C. Public Read Only
- D. Private
- E. Controlled by Parent (on Master-Detail Relationships).

Answer: ABCDE

NEW QUESTION 722

- (Topic 7)

Can the DataLoader access all objects?

- A. Yes
- B. No

Answer: A

NEW QUESTION 723

- (Topic 8)

How many records of a custom object can a System Admin import using the Salesforce Import Wizard?

- A. 500
- B. 5000
- C. 50000

D. 500000

Answer: C

NEW QUESTION 725

- (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 730

- (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 734

- (Topic 8)

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

- A. True
- B. False

Answer: A

NEW QUESTION 735

- (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 738

- (Topic 8)

What is the role of "Primary Object" when creating custom report types?

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

Answer: C

NEW QUESTION 740

- (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 742

- (Topic 8)

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

- A. True
- B. False

Answer: A

NEW QUESTION 743

- (Topic 8)

Dated exchange rates can be set in the time range of

- A. As short as a day and as long as a forever
- B. As short as a minute and as long as a day
- C. As short as an hour and as long as a month
- D. As short as a month and as long as an year
- E. As short as a month and as long as a quarter

Answer: A

NEW QUESTION 748

- (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 749

- (Topic 8)

Which of them is not a Standard Business Object?

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

Answer: C

NEW QUESTION 750

- (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 751

- (Topic 8)

A Lookup Field Relationship Select the correct choice

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

Answer: A

NEW QUESTION 756

- (Topic 8)

A particular team needs to track individuals working on cases and the individual roles of the people working on cases. Which is the best way to do it?

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

Answer: D

NEW QUESTION 758

- (Topic 8)

What are true for the data loader?

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

Answer: CE

NEW QUESTION 763

- (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 764

- (Topic 8)

What is Not True About Formulas Select the correct choice?

- A. Formulas cannot reference themselves
- B. Fields that are used in formulas cannot be deleted
- C. Can reference standard, custom, or other formula fields
- D. You cannot use Case statement in a Formula Field

Answer: D

NEW QUESTION 768

- (Topic 8)

A Workflow Alert can be tracked in Activity History

- A. True
- B. False

Answer: A

NEW QUESTION 770

- (Topic 8)

A custom lead field can be mapped to:

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

Answer: C

NEW QUESTION 771

- (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 773

- (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 775

- (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 779

- (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 783

- (Topic 8)

Identify the dashboard components from the list

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

Answer: BC

NEW QUESTION 784

- (Topic 8)

How many Editions are there in Salesforce.com

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

Answer: :D

NEW QUESTION 785

- (Topic 8)

Conditional formatting is available for:

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

Answer: B

NEW QUESTION 787

- (Topic 8)

What is the use of campaign influence feature on opportunities?

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

Answer: B

NEW QUESTION 789

- (Topic 8)

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

- A. True
- B. False

Answer: B

NEW QUESTION 793

- (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 794

- (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 799

- (Topic 8)

An account team can be added by all Except:

- A. Owner
- B. Anyone in the team
- C. Anyone above owner in role hierarchy
- D. Administrator

Answer: B

NEW QUESTION 801

- (Topic 8)

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

- A. True
- B. False

Answer: A

NEW QUESTION 802

- (Topic 8)

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

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

Answer: A

NEW QUESTION 806

- (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 810

- (Topic 8)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 813

- (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 815

- (Topic 9)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 818

- (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 822

- (Topic 9)

A lead has been converted. Where can we find the campaigns associated with it? Select 2.

- A. Campaign history list
- B. Opportunity campaign related list
- C. Contact campaign related list
- D. Campaign history report
- E. Campaign related list on account

Answer: :BC

NEW QUESTION 823

- (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 826

- (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 829

- (Topic 9)

Sales User is a standard profile.

- A. True
- B. False

Answer: B

NEW QUESTION 831

- (Topic 9)

Recent item and Lookup Hovers use the Record Mini Page.

- A. True
- B. False

Answer: A

NEW QUESTION 833

- (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 838

- (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 840

- (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 841

- (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 843

- (Topic 9)

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

- A. True
- B. False

Answer: B

NEW QUESTION 847

- (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 848

- (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 852

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 856

- (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 857

- (Topic 9)

Formula cannot reference any field that is restricted by Field level security

- A. True
- B. False

Answer: B

NEW QUESTION 861

- (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 866

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 871

- (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 872

- (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 876

- (Topic 9)

When transferring leads to a queue open activities are also transferred?

- A. True
- B. False

Answer: B

NEW QUESTION 881

- (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 883

- (Topic 9)

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

- A. True
- B. False

Answer: B

NEW QUESTION 884

- (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 885

- (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 887

- (Topic 9)

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

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

Answer: A

NEW QUESTION 891

- (Topic 9)

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

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

type will not be visible

Answer: B

NEW QUESTION 894

- (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 896

- (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 901

- (Topic 9)

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

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

Answer: A

NEW QUESTION 903

- (Topic 9)

Joe is attempting to import an invalid value into a picklist field. The import wizard will respond with an error message.

- A. True
- B. False

Answer: :B

NEW QUESTION 907

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 911

- (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 915

- (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 918

- (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 919

- (Topic 9)

Why would you create different Record Types?

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

Answer: D

NEW QUESTION 924

- (Topic 9)

Can I change the location of Chatter feeds? How?

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

Answer: C

NEW QUESTION 927

- (Topic 9)

While Scheduling an email reports user specifies all except

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

Answer: :B

NEW QUESTION 930

- (Topic 10)

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

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

Answer: ABDF

NEW QUESTION 935

- (Topic 10)

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

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

Answer: D

NEW QUESTION 936

- (Topic 10)

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

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

Answer: D

NEW QUESTION 937

- (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 938

- (Topic 10)

Email templates used in all of the following features must be public and active EXCEPT

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

Answer: B

NEW QUESTION 941

- (Topic 10)

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

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

Answer: A

NEW QUESTION 945

- (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 946

- (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 pursuing
- 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 deal
- F. An account must have a closed opportunity associated with it.

Answer: B

NEW QUESTION 948

- (Topic 10)

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

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

Answer: B

NEW QUESTION 952

- (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 955

- (Topic 10)

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

- A. True
- B. False

Answer: B

NEW QUESTION 957

CORRECT TEXT - (Topic 10)

You can use inline editing to maintain all detail pages in the application except for....?

- A.

Answer: DocumentsandForecasts

NEW QUESTION 958

- (Topic 10)

Editing Records: Which of these is NOT true? I can edit fields by:

- A. Clicking the "edit" button within a record detail page
- B. Double clicking within a field to add or edit data
- C. Selecting multiple records within a list view and editing them all at once
- D. Calling Bill and making him edit my fields for me

Answer: D

NEW QUESTION 961

- (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 965

- (Topic 10)

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

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

Answer: D

NEW QUESTION 968

- (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 972

- (Topic 10)

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

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

Answer: ABC

NEW QUESTION 975

- (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 977

- (Topic 10)

To track revenue gain or loss based on currency fluctuations, you must implement

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

Answer: :D

NEW QUESTION 979

- (Topic 10)

Which one of these is NOT a recorded "activity" in SFDC?

- A. Emails
- B. Dials
- C. Events
- D. Tasks
- E. Log a Call (after call completion)

Answer: B

NEW QUESTION 981

- (Topic 10)

If your org is configured for data export, you can schedule automatic backup files at what intervals?

- A. Daily, Weekly, and Monthly
- B. Daily and Weekly
- C. Weekly and Monthly

Answer: C

NEW QUESTION 985

- (Topic 10)

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

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

Answer: :C

NEW QUESTION 988

- (Topic 10)
Report are available on the following tabs

- A. Home tab
- B. Report Tab
- C. Opp Tab
- D. Account tab
- E. Contacts Tab

Answer: B

NEW QUESTION 993

- (Topic 10)
Adding Records: I must always search for a company or contact record BEFORE adding a new lead, opportunity, contact, or account into Salesforce.

- A. True
- B. False

Answer: A

NEW QUESTION 996

- (Topic 10)
Roll-up summary fields are not visible to users if they reference fields the user can't see.

- A. True
- B. False

Answer: B

NEW QUESTION 998

- (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 1002

- (Topic 10)
Select the option that is NOT true of opportunities:

- A. I should use consistent naming conventions when identifying my opportunities (ex: Account Name –Package offered)
- B. Expected Revenue is automatically generated by multiplying the Amount field by the Probability Field (I do not need to add this figure)
- C. Close Date should be the "best" guess as to when I will close a deal
- D. The amount field is not for the estimated amount of the sale, but dollar amount I will pay Bill Nuttall for processing my order.
- E. Probability is the confidence factor that I will win the Opportunity, and is typically based on the Stage Value

Answer: D

NEW QUESTION 1004

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

- A. True
- B. False

Answer: B

NEW QUESTION 1008

- (Topic 10)
For each profile, you can set the hours when users can log in and the IP addresses from which they can log in.

- A. True
- B. False

Answer: A

NEW QUESTION 1011

- (Topic 10)
If you defined a custom fiscal year structure, your company can not revert to the Gregorian calendar for fiscal purposes.

- A. True
- B. False

Answer: A

NEW QUESTION 1015

- (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 1017

- (Topic 10)

Editing Records: If I see a magnifying glass icon next to any field in SFDC, this means I can start typing into the field and matches will automatically appear to choose from. Or, I can click on the magnifying glass icon and look up data to fill the field with.

- A. True
- B. False

Answer: A

NEW QUESTION 1018

- (Topic 10)

Which of the following can be done on the Activity Settings page at Your Name | Setup | Customize | Activities | Activity Settings?

- A. Enable Group Tasks.
- B. Mass transfer activities.
- C. Enable Email Tracking.
- D. Show Event Details on Multi-User Calendar View.
- E. Enable Email Attachments.
- F. Change the Activities page layout.

Answer: ACD

NEW QUESTION 1023

- (Topic 10)

Which of the following are true about the Default Division field on the User object?

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

Answer: B

NEW QUESTION 1028

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1029

- (Topic 10)

When creating a custom list view you can display fields that are not on your page layout for that object?

- A. True
- B. False

Answer: B

NEW QUESTION 1031

- (Topic 10)

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

- A. Yes
- B. No

Answer: B

NEW QUESTION 1036

- (Topic 10)

You cannot change the name of the default Person Account record type, and you cannot create additional record types for Person Accounts

- A. True
- B. False

Answer: B

NEW QUESTION 1041

- (Topic 10)

Does access to folders respect the role hierarchy?

- A. Yes
- B. No

Answer: B

NEW QUESTION 1043

- (Topic 10)

When are custom fields removed from the recycle bin?

- A. 45 days
- B. 30 days
- C. 60 days
- D. 90 days

Answer: A

NEW QUESTION 1048

- (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 1049

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1050

- (Topic 10)

Lookup relationship fields are available in Personal Edition

- A. True
- B. False

Answer: B

NEW QUESTION 1055

- (Topic 10)

Which of the following are options when transferring accounts (Multiple correct answers)

- A. Transfer open opportunities
- B. Transfer closed opportunities
- C. Transfer closed cases
- D. Transfer open cases
- E. Keep Account Teams
- F. Transfer custom objects

Answer: ABCDE

NEW QUESTION 1059

CORRECT TEXT - (Topic 10)

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

A.

Answer: Leadsandcases

NEW QUESTION 1062

- (Topic 10)

A default person account record type named "Person Account" is automatically created when person accounts are enabled for your organization.

- A. True
- B. False

Answer: A

NEW QUESTION 1065

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