

ADM-201 Dumps

Administration Essentials for New Admins

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NEW QUESTION 1

- (Topic 1)

A user with a Chatter Free User profile has access to records in Salesforce such as Accounts and Contacts.

- A. True
- B. False

Answer: B

NEW QUESTION 2

- (Topic 1)

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

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

Answer: B

NEW QUESTION 3

- (Topic 1)

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 4

- (Topic 1)

The Data Loader can de-duplicate records during import.

- A. True
- B. False

Answer: B

NEW QUESTION 5

- (Topic 1)

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

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

Answer: C

NEW QUESTION 6

- (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 7

- (Topic 1)

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

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

Answer:

B

NEW QUESTION 8

- (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 9

- (Topic 1)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 10

- (Topic 1)

An Approval Process begins when a record is:

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

Answer: D

NEW QUESTION 10

- (Topic 1)

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

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

Answer: B

NEW QUESTION 12

- (Topic 1)

Standard profile permissions cannot be edited.

- A. True
- B. False

Answer: A

NEW QUESTION 15

- (Topic 1)

If the company locale is set to US English, all users will have a default locale of US English and this cannot be changed.

- A. True
- B. False

Answer: B

NEW QUESTION 18

- (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 22

- (Topic 1)

Which of the following are true about List Views?

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

Answer: ABCD

NEW QUESTION 25

- (Topic 1)

What should a system administrator use to disable an application for a group of users?

- A. Sharing Rules
- B. Web tabs
- C. Page layouts
- D. Profiles
- E. Roles

Answer: D

NEW QUESTION 26

- (Topic 1)

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

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

Answer: A

NEW QUESTION 28

- (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 32

- (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 33

- (Topic 1)

Permission sets can replace the need for profiles.

- A. True
- B. False

Answer: B

NEW QUESTION 38

- (Topic 1)

When you Delete a lead from a campaign, it deletes the lead record itself.

- A. True
- B. False

Answer: B

NEW QUESTION 39

- (Topic 1)

Which of the following can be used to create a back up of data from Salesforce?

- A. Weekly Data Export
- B. Data Loader
- C. Import Wizard
- D. Reports
- E. Dashboards

Answer: ABD

NEW QUESTION 42

- (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 44

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 48

- (Topic 1)

You will need a security token to access Salesforce via (choose all that apply)

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

Answer: BC

NEW QUESTION 53

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 57

- (Topic 1)

Time based workflow can be triggered every time a record is created or edited

- A. True
- B. False

Answer: B

NEW QUESTION 58

- (Topic 1)

Users can post a static image of a component to the dashboard feed, a user feed or a group feed, this feature is called

- A. Dashboard Component Snapshot
- B. The Running User
- C. Chatter Groups
- D. Dashboard Component
- E. Dynamic Dashboards

Answer: A

NEW QUESTION 63

- (Topic 1)

In order to import Opportunity records into Salesforce, a system administrator may use the Import Wizard.

- A. True
- B. False

Answer: B

NEW QUESTION 65

- (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 66

- (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 67

- (Topic 1)

Queues can be made up of the following

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

Answer: ABC

NEW QUESTION 70

- (Topic 1)

A Sales VP wishes to view Dashboard data by region within his territory - what feature will allow this?

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

Answer: B

NEW QUESTION 74

- (Topic 1)

Auto response rules can be used to send an automated yet tailored response to customers based on the information they provide via the Web-to-lead form.

- A. True
- B. False

Answer: A

NEW QUESTION 79

- (Topic 1)

The following can be done by a System Admin to a standard field.

- A. Change the field label
- B. Add help text
- C. Add/edit values of a picklist
- D. Delete the field
- E. All of the above
- F. None of the above

Answer: ABC

NEW QUESTION 83

- (Topic 1)

Sales reps at AW Computing need assistance from product managers when selling certain products. Product managers do not have access to Opportunities but need to gain access when assisting on a specific deal. How can the system administrator accomplish this?

- A. Notify the product manager using opportunity update reminders
- B. Use similar opportunities to show opportunities related to the product manager
- C. Enable account teams and allow users to add the product manager
- D. Enable sales teams and allow users to add the product manager

Answer: D

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 87

- (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 91

- (Topic 1)

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

- A. True
- B. False

Answer: B

NEW QUESTION 92

- (Topic 2)

If a lead, with a single marketing campaign is converted, the campaign information will map to the newly created contact and opportunity record automatically

- A. True
- B. False

Answer: A

NEW QUESTION 94

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 99

- (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 100

- (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 102

- (Topic 2)

When are Formula Fields recalculated?

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

Answer: A

NEW QUESTION 107

- (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 110

- (Topic 2)

Name one place where inline Editing is not currently possible. (Choose 2 answers)

- A. List Views
- B. Related Lists
- C. Edit Page
- D. All of the above

Answer: BC

NEW QUESTION 114

- (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 115

- (Topic 2)

You can use a Custom Lookup field to create a relationship between an opportunity and a contact.

- A. True
- B. False

Answer: A

NEW QUESTION 119

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 120

- (Topic 2)

Which of the following are new features on Chatter tab?

- A. Like
- B. @Mention
- C. Live Updates
- D. All of the Above

Answer: D

NEW QUESTION 124

- (Topic 2)

A custom lookup field can be added to create a relationship between a standard object and which of the following objects?

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

Answer: A

NEW QUESTION 127

- (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 128

- (Topic 2)

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

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

Answer: D

NEW QUESTION 129

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 133

- (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 137

- (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 142

- (Topic 2)

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

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

Answer: ABC

NEW QUESTION 146

- (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 150

- (Topic 2)

An S-Control may be used in all of the following ways EXCEPT:

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

Answer: :D

NEW QUESTION 154

- (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 159

- (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 163

- (Topic 2)

Inline Editing is available in visual force pages?

- A. True
- B. False

Answer: A

NEW QUESTION 165

- (Topic 2)

What information may be updated on the Company Profile?

- A. Language, Locale, and Time Zone
- B. Fiscal Year
- C. Primary Contact and Address Information
- D. Forecasting
- E. All of the above

Answer: ABC

NEW QUESTION 166

- (Topic 2)

Are Tags searchable from standard Search component?

- A. Yes
- B. No

Answer: A

NEW QUESTION 170

- (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 171

- (Topic 2)

Which type of field cannot have universal requiredness?

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

Answer: A

NEW QUESTION 174

- (Topic 2)

What needs to be specified to schedule a Report?

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

Answer: :CD

NEW QUESTION 177

- (Topic 2)

A service portal user may close their cases using Suggested Solutions in the self service portal.

- A. True
- B. False

Answer: A

NEW QUESTION 178

- (Topic 2)

[106] You can set the Tab as a Landing Tab while creating the Tab for the Object?

- A. True
- B. False

Answer: B

NEW QUESTION 180

- (Topic 2)

Which of the following settings directly affects Date fields to display as MM/DD/YYYY?

- A. Local
- B. Time Zone
- C. Language
- D. Default Currency

Answer: A

NEW QUESTION 185

- (Topic 2)

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

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

Answer: B

NEW QUESTION 190

- (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 194

- (Topic 2)

Field Sets works on both Standard as well as Custom Objects?

- A. True
- B. False

Answer: A

NEW QUESTION 196

- (Topic 2)

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

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

Answer: B

NEW QUESTION 198

- (Topic 2)

What determines a unique User Record?

- A. User Name
- B. Standard Profile
- C. Custom Profile
- D. User Role

Answer: A

NEW QUESTION 203

- (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 207

- (Topic 2)

Select the best component to use if you want to list the top five sales performers on a dashboard.

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

Answer: B

NEW QUESTION 212

- (Topic 2)

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

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

Answer: C

NEW QUESTION 213

- (Topic 2)

Recent Items use the?

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

Answer: C

NEW QUESTION 214

- (Topic 2)

Is possible to view a forecast based on all of the following EXCEPT:

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

Answer: D

NEW QUESTION 218

- (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 223

- (Topic 2)

When test driving an application on the AppExchange Directory, it is not possible to view the S-Control configurations of that application

- A. True
- B. False

Answer: B

NEW QUESTION 228

- (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 231

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 233

- (Topic 2)

Folders are used to manage:

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

Answer: C

NEW QUESTION 234

- (Topic 2)

What can a Task do that an Email Alert Cannot do? Choose 2 answers.

- A. Tasks allow you to track the specific actions you plan to perform or have performed
- B. Email Alerts cannot track specific actions.
- C. Email Alerts allow you to track the specific actions you plan to perform or have performed
- D. Tasks cannot track specific actions

Answer: AB

NEW QUESTION 239

- (Topic 2)

Custom lead fields can be mapped to which sets of objects in salesforce.com?

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

Answer: B

NEW QUESTION 244

- (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 248

- (Topic 2)

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

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

Answer: :B

NEW QUESTION 252

- (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 255

- (Topic 2)

Case Assignment Rules are based on elapsed time

- A. True
- B. False

Answer: A

NEW QUESTION 259

- (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 262

- (Topic 2)

How is the expected revenue calculated in the opportunity?

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

Answer: C

NEW QUESTION 266

- (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 269

- (Topic 3)

System Administrators have this permission by default.

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

Answer: C

NEW QUESTION 270

- (Topic 3)

At this click path Setup > App Setup > Customize > Tab Names and Labels > Rename Tabs and Labels you can rename the Tab Names of standard objects.

- A. True
- B. False

Answer: A

NEW QUESTION 275

- (Topic 3)

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

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

Answer: A

NEW QUESTION 280

- (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 281

- (Topic 3)

Which Salesforce editions provide option for customizing profiles?

- A. All Editions
- B. Unlimited, Developer and Enterprise Editions
- C. Professional, Unlimited, and Developer Editions
- D. Enterprise, Unlimited, and Developer Editions
- E. All except Group Edition
- F. All except Professional Edition

Answer: BD

NEW QUESTION 286

- (Topic 3)

You can create the following Email Template Formats: Choose 4

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

Answer: ABCE

NEW QUESTION 290

- (Topic 3)

How many workflow rules can you create per entity?

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

Answer: D

NEW QUESTION 293

- (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 294

- (Topic 3)

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

- A. True
- B. False

Answer: B

NEW QUESTION 295

- (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 299

- (Topic 3)

How does Locale settings affect your exported CSV file?

- A. It doesn't affect anything.
- B. It determines the delimiter.
- C. It determines the encoding.
- D. It determines the encryption.

Answer: B

NEW QUESTION 304

- (Topic 3)

Data Validation rules is not supported in which Salesforce edition?

- A. Contact Manager
- B. Group
- C. Professional
- D. Developer
- E. Unlimited
- F. All Editions are supported

Answer: F

NEW QUESTION 306

- (Topic 3)

Which is a capability of the new Service Cloud console?

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

Answer: ABE

NEW QUESTION 308

- (Topic 3)

Are custom object reports accessible when you add a custom object tab?

- A. Yes
- B. No
- C. Only if the Object is not related to any other object

Answer: B

NEW QUESTION 312

- (Topic 3)

You must run the report before you can print or export it because the Printable View and Export details buttons are not available in the report builder.

- A. True
- B. False

Answer: A

NEW QUESTION 316

- (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 321

- (Topic 3)

Custom Picklist fields can be either controlling or dependent fields

- A. True
- B. False

Answer: A

NEW QUESTION 324

- (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 325

- (Topic 3)

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

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

Answer: A

NEW QUESTION 326

- (Topic 3)

What happens when you convert a Lead and an existing account and contact have the same name as the one specified on the lead?

- A. A new account and contact will be created with different Salesforce ID.
- B. You can choose to update the existing account and contact.
- C. The records will automatically update.
- D. The conversion will fail.
- E. The account and contact will automatically be overwritten

Answer: B

NEW QUESTION 329

- (Topic 3)

What are two sources from which cases can be created?

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

Answer: CD

NEW QUESTION 331

- (Topic 3)

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

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

Answer: B

NEW QUESTION 336

- (Topic 3)

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

- A. True
- B. False

Answer: B

NEW QUESTION 339

- (Topic 3)

A Record Owner has the following privileges:

- A. View and Edit Capabilities
- B. Transfer Capabilities
- C. Deletion Capabilities
- D. Import Leads Capabilities
- E. Import Opportunity Capabilities

Answer: ABC

NEW QUESTION 340

- (Topic 3)

What is one advantage of Salesforce CRM?

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

Answer: B

NEW QUESTION 343

- (Topic 3)

You must meet the following prerequisites before enabling territory management? Choose 2 answers

- A. Your organization must be using customizable forecasting
- B. Follow the steps in the Deploying Territory Management Guide to prepare your organization for territory management.
- C. You must have the Marketing User Profile
- D. You must have the Territory Manager Profile

Answer: AB

NEW QUESTION 347

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 351

- (Topic 3)

What is the maximum of time triggers per Workflow Rule?

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

Answer: B

NEW QUESTION 352

- (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 357

- (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 360

- (Topic 3)

When are data Validation Rules enforced?

- A. Upon opening the record
- B. Upon closing the record
- C. Upon editing a field
- D. Upon saving a record

Answer: D

NEW QUESTION 365

- (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 369

- (Topic 3)

Up to 25 custom lookup fields can be defined per object.

- A. True
- B. False

Answer: A

NEW QUESTION 371

- (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 376

- (Topic 3)

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

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

Answer: C

NEW QUESTION 380

- (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 381

- (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 384

- (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 389

- (Topic 4)

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

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

Answer: BD

NEW QUESTION 390

- (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 392

- (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 395

- (Topic 4)

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

- A. True
- B. False

Answer: A

NEW QUESTION 399

- (Topic 4)

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

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

Answer: AC

NEW QUESTION 400

- (Topic 4)

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

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

Answer: B

NEW QUESTION 403

- (Topic 4)

Documents count toward Data Storage.

- A. True
- B. False

Answer: B

NEW QUESTION 405

- (Topic 4)

The Account owner, Opportunity Owners and case owners:

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

Answer: D

NEW QUESTION 410

- (Topic 4)

Can an administrator change the profile settings of the Standard Solution Manager profile?

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

Answer: B

NEW QUESTION 413

- (Topic 4)

Which action can be performed on the Campaign Member object? Choose 3 answers MMM

- A. Relate a business account to a campaign record
- B. Create validation rules related to the campaign member record
- C. Create custom lookup field to another object
- D. Change a lead to a contact from the campaign member record

Answer: ABD

NEW QUESTION 414

- (Topic 4)

What is not true about sharing Rules?

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

Answer: C

NEW QUESTION 416

- (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 420

- (Topic 4)

Which of the following is not a Standard Salesforce.com Application?

- A. Service
- B. Sales
- C. Call Center
- D. Community
- E. Marketing

Answer: A

NEW QUESTION 422

- (Topic 4)

A role has many to many relationships with the user?

- A. True
- B. False

Answer: B

NEW QUESTION 423

- (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 425

- (Topic 4)

The SideBar search does not Search the following: Choose 3 answers

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

Answer: BCE

NEW QUESTION 428

- (Topic 4)

What would prevent a user from including fields when running a report?

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

Answer: C

NEW QUESTION 431

- (Topic 4)

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 434

- (Topic 4)

Which cannot be done on a Salesforce to Salesforce connection finder?

- A. Identify the Salesforce systems administrator at another company
- B. Custom brand an email sent to identify connections
- C. Survey partners for their use of Salesforce
- D. Survey customers for their use of Salesforce

Answer: D

NEW QUESTION 439

- (Topic 4)

Which Step is not a part of creating custom application?

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

Answer: D

NEW QUESTION 443

- (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 447

- (Topic 4)

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

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

Answer: AD

NEW QUESTION 448

- (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 451

- (Topic 4)

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

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

Answer: AD

NEW QUESTION 455

- (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 457

- (Topic 4)

Universal Containers would like their sales reps to be able to send branded email invitations to customers for business meetings and to collaborate with customers from a branded Website to find a suitable meeting time.

How can an Administrator accomplish this?

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

Answer: B

NEW QUESTION 459

- (Topic 4)

What determines the suggested criteria for lookup filter?

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

Answer: A

NEW QUESTION 461

- (Topic 4)

Which of the following is the best way to make the Field Mandatory for everyone?

- A. Page Layout
- B. Validation Rule
- C. Roles & Profiles
- D. Field Level Security

Answer: D

NEW QUESTION 464

- (Topic 4)

Which is a capability of drag-and-drop dashboards? Choose 2 answers:

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

Answer: :CD

NEW QUESTION 465

- (Topic 4)

What type of field can a lookup filter be applied to? Choose 3 answers mmm

- A. Hierarchical relationship fields

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

Answer: ABD

NEW QUESTION 469

- (Topic 4)

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

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

Answer: A

NEW QUESTION 471

- (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 473

- (Topic 4)

Field Level Security cannot be used to make a field required.

- A. True
- B. False

Answer: A

NEW QUESTION 477

- (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 479

- (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 482

- (Topic 4)

What is True about the Role Hierarchy

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

Answer: ABC

NEW QUESTION 485

- (Topic 4)

Data validation ensures the integrity of data when data is exported in SF

- A. True
- B. False

Answer: B

NEW QUESTION 487

- (Topic 4)

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

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

Answer: ABCE

NEW QUESTION 488

- (Topic 4)

A public group is a grouping of all Except?

- A. Users
- B. Public Groups
- C. Queue
- D. Roles
- E. Roles and Subordinates

Answer: C

NEW QUESTION 493

- (Topic 4)

Which of the following is NOT a Standard Salesforce.com Functionality?

- A. Email to Lead
- B. Email to Case
- C. Web to Lead
- D. Web to case

Answer: :A

NEW QUESTION 495

- (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 500

- (Topic 4)

Field-level security can be used to make a field required

- A. True
- B. False

Answer: B

NEW QUESTION 503

- (Topic 5)

Which of the following is not part of the Profile?

- A. User License
- B. Page Layout
- C. Record Types
- D. Field Level Security
- E. Roles

Answer: E

NEW QUESTION 507

- (Topic 5)

What does the dashboard snapshot on the Home Page display?

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

Answer: D

NEW QUESTION 508

- (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 fields in the junction object is deleted
- C. The master records are deleted
- D. The intersection object is deleted

Answer: B

NEW QUESTION 511

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 515

- (Topic 5)

On which OWD sharing defaults the Sharing Rules can't be defined?

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

Answer: C

NEW QUESTION 519

- (Topic 5)

Which of the following object does not support the Business process?

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

Answer: B

NEW QUESTION 520

- (Topic 5)

Which of the following feature allows you to send an email when an opportunity reaches a threshold value?

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

Answer: B

NEW QUESTION 524

- (Topic 5)

On which of these areas Data Validation rules are enforced but no feedback is given to users?

- A. Lead Convert
- B. Record Merger
- C. Web-TO-Case
- D. Salesforce Mobile
- E. Self Service Portal

Answer: C

NEW QUESTION 526

- (Topic 5)

Which of the following does not need business process?

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

Answer: C

NEW QUESTION 531

- (Topic 5)

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

- A. True
- B. False

Answer: B

NEW QUESTION 533

- (Topic 5)

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

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

Answer: ADE

NEW QUESTION 538

- (Topic 5)

Which objects can be stored in a folder?

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

Answer: BCD

NEW QUESTION 543

- (Topic 5)

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

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

Answer: C

NEW QUESTION 547

- (Topic 5)

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

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

Answer: AD

NEW QUESTION 548

- (Topic 5)

A custom field is made Read only from the Field level security and Required from Page layout. The Field will be:

- A. Read Only for the User
- B. Required for the User

- C. Throws an error and don't allow to make Read only field Mandatory from page layout
- D. User is given a choice in a pop up window

Answer: A

NEW QUESTION 552

- (Topic 5)

With sharing rules one can make automatic exceptions to the organization-wide default for defined sets of users.

- A. True
- B. False

Answer: A

NEW QUESTION 555

- (Topic 5)

Which of the following objects cannot be imported via the Salesforce.com Import Wizard?

- A. Leads
- B. Accounts
- C. Opportunities
- D. Solutions

Answer: C

NEW QUESTION 557

- (Topic 5)

How many User records can be imported via Import Wizard?

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

Answer: D

NEW QUESTION 562

- (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 564

- (Topic 5)

Is it possible for users to override their own forecasts and forecasts for users below them in the forecast hierarchy?

- A. Yes
- B. No

Answer: A

NEW QUESTION 569

- (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 571

- (Topic 5)

Which of the following is not an available function in the Formula Fields?

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

Answer: D

NEW QUESTION 572

- (Topic 5)

Which of the following cannot be used as a source report for the Analytical Snap Shot?

- A. Tabular Reports
- B. Summary Reports
- C. Matrix Reports
- D. All can be used

Answer: C

NEW QUESTION 574

- (Topic 5)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 575

- (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 580

- (Topic 5)

What are the three core building blocks of Security and Access in Salesforce?

- A. Profile Restriction
- B. Organization-wide Defaults
- C. Profiles
- D. Role Hierarchy
- E. Sharing
- F. Chatter Groups

Answer: BDE

NEW QUESTION 581

- (Topic 5)

Which types of files can be accessed from the Files tab?

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

Answer: ABC

NEW QUESTION 582

- (Topic 5)

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

- A. Yes
- B. No

Answer: B

NEW QUESTION 587

- (Topic 5)

Case escalation rules triggered on the last modification will be reset each time a user adds an activity or sends an email from the case record?

- A. True
- B. False

Answer: B

NEW QUESTION 588

- (Topic 5)

Reports show only the information you can access where as Dashboards show information which you even cannot access.

- A. True
- B. False

Answer: A

NEW QUESTION 590

- (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 595

- (Topic 5)

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

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

Answer: E

NEW QUESTION 598

- (Topic 5)

If a Report is run which returns 20,000 records then:

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

Answer: B

NEW QUESTION 603

- (Topic 5)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 604

- (Topic 5)

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

- A. Yes
- B. No

Answer: B

NEW QUESTION 605

- (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 610

- (Topic 5)
On deleting a Tab from an Application .

- A. Deletes the Tab from Salesforce.com
- B. Deletes the tab from that Application
- C. Deletes that particular Object of whose Tab is deleted
- D. All of the Above

Answer: B

NEW QUESTION 612

- (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 614

- (Topic 5)
How many Roll Up summary fields can be created in the enterprise Edition on a Custom Object?

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

Answer: A

NEW QUESTION 618

- (Topic 5)
Conditional Highlighting only applies to the first summary field column in the table?

- A. True
- B. False

Answer: A

NEW QUESTION 623

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

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

Answer: AC

NEW QUESTION 624

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

A.

Answer: SFlimitsthenumberoftimetriggersanorganizationcanexecuteperhour.Thelimitsareasfollows:

Explanation:

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

NEW QUESTION 628

- (Topic 6)
Where does Chatter Feed display?

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

Answer: ABCE

NEW QUESTION 633

- (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 634

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 636

- (Topic 6)

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

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

Answer: B

NEW QUESTION 638

- (Topic 6)

What statement is true regarding a custom field formula?

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

Answer: C

NEW QUESTION 642

- (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 647

- (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 652

- (Topic 6)

Which of the following is an example of One-to-Many Relationships between Standard objects?

- A. Opportunities to Opportunity Products
- B. Accounts to Contacts
- C. Contacts to Tickets
- D. Contacts to Accounts

Answer: B

NEW QUESTION 656

- (Topic 6)

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

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

Answer: B

NEW QUESTION 660

- (Topic 6)

Can an end user import Members into a Campaign?

- A. True
- B. False

Answer: B

NEW QUESTION 663

- (Topic 6)

You can set a default value for a custom field.

- A. True
- B. False

Answer: A

NEW QUESTION 668

- (Topic 6)

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

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

Answer: B

NEW QUESTION 669

- (Topic 6)

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

- A. True
- B. False

Answer: A

NEW QUESTION 672

- (Topic 6)

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

- A. True
- B. False

Answer: B

NEW QUESTION 677

- (Topic 6)

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

- A. Whether or not the field is required
- B. An Error Message

- C. What email gets sent if the Rule triggers
- D. Whether or not the record gets deleted

Answer: B

NEW QUESTION 682

- (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 687

- (Topic 6)

Can WF update formula fields?

- A. Yes
- B. No

Answer: B

Explanation:

Explanation/Reference:

Readonly fields like formula or auto number fields are not available for field updates.

NEW QUESTION 691

- (Topic 6)

What can users do when Chatter feed tracking is enable for dashboards? Choose 2 answers.

- A. Follow files and links for a dashboard.
- B. Follow posts and comments for a dashboard.
- C. Follow posts and comments for the dashboard source reports.
- D. Auto-follow dashboards created by the user.

Answer: BC

NEW QUESTION 693

- (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 696

- (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 697

- (Topic 6)

Custom Summary Formulas can run calculations on custom formula fields.

- A. True
- B. False

Answer: A

NEW QUESTION 702

- (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 706

- (Topic 6)

Which of the following statements are true about trusted ranges?

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

Answer: :BC

NEW QUESTION 707

- (Topic 6)

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

- A. True
- B. False

Answer: A

NEW QUESTION 709

- (Topic 6)

A sales manager would like to view a dashboard from the perspective of different users and switch between users without editing the dashboard. How would an administrator enable this?

- A. Grant the sales manager the "Drag-and-Drop Dashboard Builder" permission.
- B. Create the dashboard as dynamic dashboard.
- C. Grant the sale manager the "Manage Dynamic Dashboards" permission.
- D. Grant the sales manager the "View My Teams Dashboards" permission.

Answer: BD

NEW QUESTION 710

- (Topic 6)

Even a user with "View all data" (VAD) permission cannot view hidden folders as well as folders shared to no one.

- A. True
- B. False

Answer: B

NEW QUESTION 713

- (Topic 6)

Select the order in which the Workflow actions fire in Salesforce.

- A. Field Updates, Outbound Messages, Email Alerts, Tasks
- B. Field Updates, Tasks, Email Alerts, Outbound Messages
- C. Apex before Triggers, Apex after Triggers, Workflow Rules
- D. Email Alerts, Outbound Messages, Field updates

Answer: B

NEW QUESTION 718

- (Topic 6)

Which of the following cannot be done by a user to records owned by others when the organization wide default is set to Read / Write to an object?

- A. Add related records
- B. Search Records
- C. Delete records
- D. Change ownership
- E. Report on records

F. Edit details on records

Answer: CD

NEW QUESTION 719

- (Topic 6)

Can logins on specific days be restricted?

A. Yes

B. No

Answer: A

Explanation:

Explanation/Reference:

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

NEW QUESTION 724

- (Topic 6)

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

A. Custom Profile

B. Organization wide Defaults

C. Trusted IP Ranges

Answer: B

NEW QUESTION 729

- (Topic 6)

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

A. Click files to preview them

B. Subscribe to a user

C. Select the To: Me tab to see posts directed to you

D. Click groups and users to view their feeds

E. Post to a group or user's feed

F. Subscribe to a user feed post

Answer: ACDE

NEW QUESTION 732

- (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 736

- (Topic 6)

When a lead is converted it becomes an Account,Contact and Opportunity (unless you opt out of creating an Opportunity)

A. True

B. False

Answer: A

NEW QUESTION 738

CORRECT TEXT - (Topic 6)

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

A.

Answer: TagManager.Note:TagManagerisenabledbydefaultfortheSystemAdministratorprofile.

NEW QUESTION 743

- (Topic 6)

What are the two main parts of WF?

A. Actions and Time triggers

B. Rules and Actions

C. Email Alerts and Field updates

D. Rules and Tasks

Answer: B

NEW QUESTION 746

- (Topic 6)

Which are true about Trialforce Email Branding?

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

Answer: BD

NEW QUESTION 751

- (Topic 6)

Only users with "Create and Customize" permission can access the Report?

- A. True
- B. False

Answer: A

NEW QUESTION 753

- (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 758

CORRECT TEXT - (Topic 6)

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

A.

Answer: Theowneroftherecordthattriggeredtherulebecomesthetaskassignee.

NEW QUESTION 759

- (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 761

- (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 766

- (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 769

- (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 770

- (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 775

- (Topic 7)

A company has a custom field "Hours Worked" and the sys admin is tasked to create a validation rule so that field will not accept a negative value

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

Answer: D

NEW QUESTION 776

- (Topic 7)

Who can submit an idea to Salesforce.com IdeaExchange?

- A. Salesforce.com partners
- B. Sales force employees
- C. Salesforce.com users
- D. Anyone who has a login to Idea Exchange

Answer: D

NEW QUESTION 777

- (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 782

- (Topic 7)

A checkbox can be a controlling field in a field dependency?

- A. True
- B. False

Answer: A

NEW QUESTION 783

CORRECT TEXT - (Topic 7)

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

A.

Answer: Lookup

NEW QUESTION 788

- (Topic 7)

Each workflow rule applies to a single object, such as leads, accounts, or opportunities.

- A. True
- B. False

Answer: A

NEW QUESTION 791

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

- A.

Answer: Provides a listing of data plus sorting and subtotaling of data. May be used to support dashboard components.

NEW QUESTION 795

- (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 800

- (Topic 7)
Standard Reports May be used as a starting point for Custom Reports

- A. True
- B. False

Answer: A

NEW QUESTION 805

- (Topic 7)
Custom Summary Formulas are based on hard record values but used to create a temporary formula for custom reporting needs.

- A. True
- B. False

Answer: A

NEW QUESTION 808

- (Topic 7)
The User Interface Settings can be adjusted for individual users.

- A. True
- B. False

Answer: B

NEW QUESTION 811

CORRECT TEXT - (Topic 7)
Define the Marketing User Profile.

- A.

Answer: Standard user perm + can import leads for the Org

NEW QUESTION 813

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

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

Answer: B

NEW QUESTION 815

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

A.

Answer: Standarduserperm+canmanagersolutions&solutioncategories

NEW QUESTION 816

CORRECT TEXT - (Topic 7)

When can inactive assignment rules be run on leads?

A.

Answer: Duringleadimport

NEW QUESTION 821

- (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 826

CORRECT TEXT - (Topic 7)

Define the Tabular Report.

A.

Answer: Providesasimplelistingofyourdatawithoutsubtotals.Theonlyformatthathasafloatingreporthead.

NEW QUESTION 828

- (Topic 7)

Is the DataLoader Cloud based?

- A. No
- B. Yes

Answer: A

NEW QUESTION 831

CORRECT TEXT - (Topic 7)

Define the Contract Manager profile.

A.

Answer: Standarduserperm+editapproveactivateddeletecontracts

NEW QUESTION 832

- (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 836

CORRECT TEXT - (Topic 7)

What do Business processes do?

Business Processes track sales, support, solution, cases

A.

Answer: A

NEW QUESTION 840

CORRECT TEXT - (Topic 7)

Where do Chatter Feeds Display?

A.

Answer: On the Home tab where you can see your updates status updates of people you follow and update store records you follow and groups you're a member of:

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 845

CORRECT TEXT - (Topic 7)

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

A.

Answer: Master/Detail

NEW QUESTION 849

- (Topic 7)

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

A. True

B. False

Answer: A

NEW QUESTION 854

CORRECT TEXT - (Topic 7)

When would you choose to build a Public Group?

A.

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

NEW QUESTION 856

- (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 858

CORRECT TEXT - (Topic 7)

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

A.

Answer: Lookup

NEW QUESTION 861

CORRECT TEXT - (Topic 7)

Define the system Admin profile.

A.

Answer: "SuperUser"-Can customize & administrate the Org

NEW QUESTION 864

CORRECT TEXT - (Topic 7)

Define the Read Only Profile.

A.

Answer: Can only view records

NEW QUESTION 868

CORRECT TEXT - (Topic 7)

How are Cases assigned?

A.

Answer: Assignment Rule

NEW QUESTION 872

- (Topic 7)

Workflow rules trigger automatically and are visible to the user.

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference: Workflow rules are invisible to the end user.

NEW QUESTION 874

- (Topic 7)

How many app exchange apps can you install in PE?

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

Answer: A

NEW QUESTION 877

- (Topic 7)

There are no exceptions to the role heirarchy based sharing?

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:

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

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

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

Object permissions are set on a user's profile.

NEW QUESTION 878

CORRECT TEXT - (Topic 7)

Why utilize Account Teams and Sales Teams?

A.

Answer: Teamsareusedforcollaborationsharingandforreportingpurposes.

NEW QUESTION 880

- (Topic 7)

Do opportunities or cases have import wizards?

- A. Yes
- B. No

Answer: B

NEW QUESTION 884

- (Topic 7)

According to Sales Force, console is not for occasional users of Salesforce. The console is best set up for users who view Salesforce for 3 or more hours a day.

- A. True
- B. False

Answer: A

NEW QUESTION 887

- (Topic 7)

The running user of a dashboard overrides the sharing model to see the high-level summary data for everyone at the level of the Running User and below.

- A. True
- B. False

Answer: A

NEW QUESTION 891

CORRECT TEXT - (Topic 7)

What database actions can the DataLoader perform?

A.

Answer: InsertExtractUpdateupsertandDelete

NEW QUESTION 894

- (Topic 7)

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

A. True

B. False

Answer: A

NEW QUESTION 899

- (Topic 7)

Can the DataLoader access all objects?

A. Yes

B. No

Answer: A

NEW QUESTION 901

- (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 903

- (Topic 8)

What is the limit on the compiled size of the Formula Field Select the correct choice?

A. 1k

B. 2k

C. 3k

D. 4k

Answer: D

NEW QUESTION 904

- (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 907

- (Topic 8)

Org wants to create a follow up task based on a field change. Which is the best way to do it?

A. Workflows

B. Rollup summary

C. Assignment rules

D. Record types

E. Workflow approvals

Answer: A

NEW QUESTION 908

- (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 909

- (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 913

- (Topic 8)

Export to Excel is available for Printable Lists:

- A. True
- B. False

Answer: B

NEW QUESTION 914

- (Topic 8)

Which of the following is true about salesforce?

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

Answer: ABC

NEW QUESTION 918

- (Topic 8)

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

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

Answer: AB

NEW QUESTION 923

- (Topic 8)

Which of them is not a Standard Business Object?

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

Answer: C

NEW QUESTION 924

- (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 929

- (Topic 8)

Salesforce.com instance has Multiple Currencies as Activated. What is the maximum granularity available for tracking changes in Currency Rates

- A. 1 Week
- B. 1 Day
- C. 1 Hour
- D. 1 Minute

Answer: B

NEW QUESTION 933

- (Topic 8)

You can set up Salesforce to automatically send email alerts, assign tasks, or update field values based on your organization's workflow

- A. True
- B. False

Answer: A

NEW QUESTION 937

- (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 941

- (Topic 8)

Custom Fiscal Year works on a define once and use everywhere Rule Select

- A. True
- B. False

Answer: A

NEW QUESTION 943

- (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 948

- (Topic 8)

The size limit for documents uploaded is:

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

Answer: B

NEW QUESTION 951

- (Topic 8)

Which is true about Storage Limits?

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

Answer: B

NEW QUESTION 955

- (Topic 8)

The administrator changes the organization time zone from "pacific daylight" to "central". Which users will be affected?

- A. All users in pacific timezone
- B. All users in central timezone

- C. All users in the organization
- D. None

Answer: D

NEW QUESTION 957

- (Topic 8)

A Workflow Alert can be tracked in Activity History

- A. True
- B. False

Answer: A

NEW QUESTION 959

- (Topic 8)

Which object cannot use sharing rules to manage access?

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

Answer: D

NEW QUESTION 963

- (Topic 8)

Customizable Forecasting cannot be enabled for use with Custom Fiscal Years

- A. True
- B. False

Answer: B

NEW QUESTION 964

CORRECT TEXT - (Topic 8)

What is the Cloud Scheduler?

A.

Answer: CloudSchedulerallowsyoutorequestmeetingswithyourcustomersandhaveyourcustomersselectwhentheycanmeetbeforeyouconfirmthemeeting.

NEW QUESTION 966

- (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 968

- (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 969

- (Topic 8)

When a case is deleted, following are deleted except:

- A. Case comments
- B. Case activities
- C. Solution
- D. Case tasks

Answer: C

NEW QUESTION 973

- (Topic 8)

An administrator has given access to all users to view the public folders in solution with categories. Which permission will enable the user to create more categories?

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

Answer: A

NEW QUESTION 974

- (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 979

- (Topic 8)

What can a user do an account record that has been manually shared read/write with him/her? (Select 2)

- A. View the account
- B. Edit the account
- C. Transfer the account
- D. Delete the account
- E. Share it to other users

Answer: AB

NEW QUESTION 983

- (Topic 8)

Which statement is true about custom summary formula?

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

Answer: A

NEW QUESTION 985

- (Topic 8)

Workflow Field Updates specify the field you want updated and the new value for it. Depending on the type of field, you can do the following Except:

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

Answer: C

NEW QUESTION 989

- (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 990

- (Topic 8)

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

- A. True
- B. False

Answer:

B

NEW QUESTION 994

- (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 999

- (Topic 8)

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

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

Answer: D

NEW QUESTION 1004

- (Topic 8)

Which one of these may be a controlling field and a dependant field?

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

Answer: A

NEW QUESTION 1005

- (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 1008

- (Topic 8)

The administrator wants to create 3 custom fields: an auto-number, a text field and a picklist. Is it possible?

- A. Yes
- B. No, because auto-number is a standard field
- C. No, only multi select picklist can be custom created
- D. No, only 1 custom field can be created per object

Answer: A

NEW QUESTION 1011

- (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 1012

CORRECT TEXT - (Topic 8)

What are Chatter Groups?

- A.

Answer:

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

Chattergroupforyourteam.

Explanation:

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

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

NEW QUESTION 1016

- (Topic 8)

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

A. True

B. False

Answer: A

NEW QUESTION 1020

- (Topic 8)

The Documents tab does NOT contain version control capabilities

A. True

B. False

Answer: A

NEW QUESTION 1021

CORRECT TEXT - (Topic 8)

Which fields cannot be followed in Chatter?

A.

Answer: Auto-numberformulaandroll-upsummaryfieldsEncryptedandread-onlysystemfields

Explanation:

The Expected Revenue field on opportunities

NEW QUESTION 1023

- (Topic 8)

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

A. True

B. False

Answer: B

NEW QUESTION 1025

CORRECT TEXT - (Topic 8)

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

A.

Answer: Allusersautomaticallyfolloweachother.

NEW QUESTION 1028

- (Topic 8)

Which permission allows a user to create a new solution?

A. Edit

B. Read

C. Create

D. Delete

Answer: C

NEW QUESTION 1031

- (Topic 8)

If the data validation at web-to-lead form fails, who will get error report?

A. The lead queue

B. The lead will get created with error report in description

C. The designated weblead owner gets an email

D. Salesforce.com support group

Answer: C

NEW QUESTION 1034

- (Topic 9)

Existing records that meet the Workflow Rule criteria trigger the Rule.

- A. True
- B. False

Answer: B

NEW QUESTION 1035

- (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 1037

- (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 1039

- (Topic 9)

Who can view a Campaign in Salesforce.com

- A. Sales and Marketing User
- B. Marketing User only
- C. Campaign Manager only
- D. All users of Salesforce.com who have access to Campaigns Object

Answer: D

NEW QUESTION 1043

- (Topic 9)

Which graphs rely on grand total for dashboards?

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

Answer: B

NEW QUESTION 1046

- (Topic 9)

Sales User is a standard profile.

- A. True
- B. False

Answer: B

NEW QUESTION 1050

- (Topic 9)

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

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

Answer:

B

NEW QUESTION 1055

- (Topic 9)

Select all which are true about Contacts Objects

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

Answer: BD

NEW QUESTION 1057

- (Topic 9)

Can you include attachments in the Data Export.

- A. True
- B. False

Answer: A

NEW QUESTION 1060

- (Topic 9)

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

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

Answer: C

NEW QUESTION 1065

- (Topic 9)

Which of the statements are true for Cases:

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

Answer: ABD

NEW QUESTION 1067

- (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 1071

- (Topic 9)

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

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

Answer: A

NEW QUESTION 1073

- (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 1074

- (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 1079

- (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 1082

- (Topic 9)

What is the maximum length of the alias field?

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

Answer: C

NEW QUESTION 1085

- (Topic 9)

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

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

Answer: A

NEW QUESTION 1090

- (Topic 9)

Custom Objects are reportable.

- A. True
- B. False

Answer: A

NEW QUESTION 1093

- (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 1094

- (Topic 9)

You cannot mass remove records from an approval process; removal of records must be done one by one.

- A. True
- B. False

Answer: B

NEW QUESTION 1098

- (Topic 9)

Select all that are custom field types. (check all that apply)

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

Answer: ACDE

NEW QUESTION 1102

- (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 1106

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1111

- (Topic 9)

What is the new Chart type available after Spring 11?

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

Answer: D

NEW QUESTION 1115

- (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 1118

- (Topic 9)

A System Administrator followed the click path: Your Name ? Setup ? Customize ? Reports & Dashboards?

User Interface Settings but found no option to enable the Report Builder Upgrade. Which statements could explain this scenario?

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

Answer: AD

NEW QUESTION 1122

CORRECT TEXT - (Topic 9)

When would you choose to build a Public Group?

A.

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

NEW QUESTION 1126

- (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 1131

- (Topic 9)

The system automatically maps standard lead fields to standard account, contact, and opportunity fields

- A. True
- B. False

Answer: A

NEW QUESTION 1135

- (Topic 9)

To minimize the number of sharing rules, use "Roles and Subordinates" over "Roles" where possible.

- A. True
- B. False

Answer: A

NEW QUESTION 1137

- (Topic 9)

Which of the following statements are true about Import wizard?

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

Answer: :AC

NEW QUESTION 1141

- (Topic 9)

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

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

Answer: B

NEW QUESTION 1146

- (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 1148

- (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 1152

- (Topic 9)

Queues can be setup for which objects? (check all that apply)

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

Answer: ADE

NEW QUESTION 1156

- (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 1158

- (Topic 9)

Which is true about Salesforce Knowledge Sidebar for the Service Cloud Console?

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

Answer: B

NEW QUESTION 1162

- (Topic 9)

What is true regarding a Running User

- A. The Running User overrides the sharing model and will allow the users who see the dashboard to see high level sales data for everyone, not just their own
- B. The Running User overrides the sharing model and will allow the users who see the dashboard to see high level sales data for everyone, except their own
- C. The Running User follows the sharing model and will allow the users who see the dashboard to see high level sales data for just what they own
- D. The Running User follows the sharing model and will allow the users who see the dashboard to see high level sales data for just what they own plus role hierarchy.

Answer: A

NEW QUESTION 1165

- (Topic 9)

If the primary object on a custom report is a custom object, and the custom object is deleted, then the custom report type and any reports created from it will automatically be deleted.

- A. True
- B. False

Answer: A

NEW QUESTION 1166

- (Topic 9)

Salesforce Console only displays views that were previously created.

- A. True
- B. False

Answer: A

NEW QUESTION 1170

- (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 1173

- (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 1174

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1178

- (Topic 9)

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

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

Answer: ABCD

NEW QUESTION 1179

- (Topic 9)

If you relabel a Standard Object the standard list views on every Salesforce tab will automatically be renamed.

- A. True
- B. False

Answer: B

NEW QUESTION 1183

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1187

- (Topic 9)

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

- A. True
- B. False

Answer: B

NEW QUESTION 1191

- (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 1196

- (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 1197

- (Topic 10)

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

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

Answer: B

NEW QUESTION 1202

- (Topic 10)

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

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

Answer: A

NEW QUESTION 1207

- (Topic 10)

When importing Lead records you must use Currency

- A. An active or inactive
- B. An active
- C. An inactive

Answer: :B

NEW QUESTION 1211

- (Topic 10)

If I'm looking at a detail page, how do I know what record type it is?

- A. Yes
- B. No

Answer: B

NEW QUESTION 1213

- (Topic 10)

Which of the following are true about mapping fields for lead conversion (Multiple correct answers):

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

Answer: ACEF

NEW QUESTION 1214

- (Topic 10)

Roles are available in Personal and Group edition

A. True

B. False

Answer: B

NEW QUESTION 1219

CORRECT TEXT - (Topic 10)

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

A.

Answer: DocumentsandForecasts

NEW QUESTION 1221

- (Topic 10)

A Look-up field can look up to what?

A. An Object

B. A field

C. A record

D. A report

Answer: C

NEW QUESTION 1226

CORRECT TEXT - (Topic 10)

Relative Dates in Report

A.

Answer: TodayTomorrowYesterday

Explanation:

Last week

NEW QUESTION 1231

- (Topic 10)

Your System Administrator must reset your password for you if you lose it.

A. True

B. False

Answer: B

NEW QUESTION 1232

- (Topic 10)

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

A. True

B. False

Answer: A

NEW QUESTION 1234

- (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 1237

- (Topic 10)

What steps are part of the process to enable Multi-Currency in an organization?

- A. Create a Sandbox
- B. Contact salesforce.com to enable multiple currencies
- C. Enable Advanced Currency Management
- D. Choose a default currency

Answer: BD

NEW QUESTION 1239

- (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 1240

- (Topic 10)

Adding & Searching for Records: Which search option allows me to search across multiple fields including notes, descriptions, and comments?

- A. Advanced Search
- B. Sidebar Search
- C. Both

Answer: A

NEW QUESTION 1241

CORRECT TEXT - (Topic 10)

Before creating record types for Leads, Opportunities, Cases or Solutions, you need to create what?

A.

Answer: Businessprocesses

NEW QUESTION 1243

- (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 1247

- (Topic 10)

You are about to enter a new lead from a cold call into SFDC. What do you do first?

- A. Search to determine if the company record already exists in Salesforce because you NEVER want to add duplicate data.
- B. Start entering the new lead
- C. Import the lead into SFDC using your Outlook email account

Answer: A

NEW QUESTION 1248

- (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 1252

- (Topic 10)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 1256

- (Topic 10)

Which of the following is inline editing not supported?

- A. System Fields
- B. Case Stage
- C. Related Lists
- D. Contact Phone Number
- E. List View
- F. Read-Only Fields

Answer: ACF

NEW QUESTION 1259

- (Topic 10)

If your organization has territory management, account and opportunity list views can be restricted by (Select all that apply)

- A. My Territories
- B. My Territory Teams.
- C. My Accounts Territories

Answer: AB

NEW QUESTION 1262

- (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 1265

- (Topic 10)

When I convert a lead to an Opportunity, I must give the opportunity a unique name so I know what it is (ex: Pacific Bank – Red Package).

- A. True
- B. False

Answer: A

NEW QUESTION 1266

- (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 Attachements.
- F. Change the Activities page layout.

Answer: ACD

NEW QUESTION 1271

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1275

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1277

.....

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