



# Salesforce

## Exam Questions ADM-201

Administration Essentials for New Admins

#### NEW QUESTION 1

- (Topic 1)

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

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

**Answer: C**

#### NEW QUESTION 2

- (Topic 1)

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

- A. True
- B. False

**Answer: B**

#### NEW QUESTION 3

- (Topic 1)

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

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

**Answer: B**

#### NEW QUESTION 4

- (Topic 1)

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

- A. True
- B. False

**Answer: A**

#### NEW QUESTION 5

- (Topic 1)

The following are true about scheduling and emailing reports.

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

**Answer: E**

#### NEW QUESTION 6

- (Topic 1)

Which of the following are true about formula fields?

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

**Answer: ABD**

#### NEW QUESTION 7

- (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 8**

- (Topic 1)

Record types specify the following elements.

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

**Answer:** D

**NEW QUESTION 9**

- (Topic 1)

Who can invite Chatter customers into a Chatter group?

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

**Answer:** AB

**NEW QUESTION 10**

- (Topic 1)

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 10**

- (Topic 1)

When a user logs in the first time to Salesforce, the following takes place (check all that apply)

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

**Answer:** AC

**NEW QUESTION 15**

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 16**

- (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 21**

- (Topic 1)

If a user has public read-only access to records [that he/she does not own], the following are true.

- A. The user can view the record but not edit it
- B. The user can view and delete the record, but not edit it
- C. The user can change the owner of the record

- D. The user can search for the record
- E. The user can report on the record

**Answer:** ADE

#### NEW QUESTION 25

- (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 26

- (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 30

- (Topic 1)

Custom Links can be used for the following:

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

**Answer:** D

#### NEW QUESTION 34

- (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 35

- (Topic 1)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 36

- (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 37

- (Topic 1)

Permission sets can replace the need for profiles.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 40**

- (Topic 1)

When a Lead is converted, an Account, Contact and record are created.

- A. Lead
- B. Case
- C. Campaign
- D. Opportunity

**Answer:** D

**NEW QUESTION 41**

- (Topic 1)

In order to create a many-to-many relationship between two objects, a junction object must be created. This junction object will have a Master-Detail relationship to both objects.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 45**

- (Topic 1)

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

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

**Answer:** ABD

**NEW QUESTION 47**

- (Topic 1)

When you add a custom object tab, all of the following will be accessible with the object EXCEPT

- A. Recent Items
- B. Sidebar Search
- C. Added to New Link/Create New Object Drop Down
- D. Custom Object Reports

**Answer:** D

**NEW QUESTION 49**

- (Topic 1)

Use to filter or segment picklist values based on the user's profile.

- A. Record Types
- B. User Profiles
- C. Role Hierarchy
- D. Business Processes
- E. Field Level Security

**Answer:** A

**NEW QUESTION 52**

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 55**

- (Topic 1)

Which report type provides a simple list of data with no subtotals?

- A. Matrix

- B. Summary
- C. Tabular
- D. Custom
- E. Standard

**Answer:** C

#### NEW QUESTION 56

- (Topic 1)

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

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

**Answer:** A

#### NEW QUESTION 61

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 65

- (Topic 1)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 70

- (Topic 1)

In a private sharing model, the following can be used when Role Hierarchy alone isn't sufficient when providing record access to users (choose all that apply)

- A. Forecasting
- B. Sharing rules
- C. Manual Sharing
- D. Teams (Account, Sales and Case)
- E. Apex Triggers

**Answer:** BCD

#### NEW QUESTION 73

- (Topic 1)

YOU are working with a Professional Edition organization. They wish to install the Expense Tracker which requires the use of 4 custom tabs, 3 custom objects, and one custom app. If the company is already using 4 applications, 36 custom objects, and 7 custom tabs, what will happen when they try to install Expense Tracker?

- A. They will not be able to complete the installation process as they have reached the maximum number of custom tabs
- B. They will not be able to complete the installation process as they have reached the maximum number of custom objects
- C. The installation will succeed
- D. The installation will succeed, but only the reports,

**Answer:** A

#### NEW QUESTION 75

- (Topic 1)

Lookup fields allow users to select a record from another object during data entry, creating a parent-child relationship.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 77

- (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 81**

- (Topic 1)

If a user leaves your company, the system administrator should do the following to prevent future access to the Salesforce org.

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

**Answer:** B

**NEW QUESTION 84**

- (Topic 1)

If a lead is converted without a value in the company field, what happens?

- A. A Business Account is created
- B. A Person Account is created
- C. You will be prompted to decide whether to create a Person or a Business Account
- D. Nothing

**Answer:** B

**NEW QUESTION 89**

- (Topic 1)

A cross object formula references fields from parent objects.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 90**

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 95**

- (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 96**

- (Topic 1)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 97**

- (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 98**

- (Topic 1)

The system administrator needs to prevent telesales teams from logging into Salesforce outside of the office. How will he/she do this?

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

**Answer:** C

**NEW QUESTION 103**

- (Topic 1)

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

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

**Answer:** BC

**NEW QUESTION 107**

- (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 112**

- (Topic 1)

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

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

**Answer:** :D

**NEW QUESTION 114**

- (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 118**

- (Topic 2)

The formula editor may be used all of the following places EXCEPT:

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

**Answer:** C

**NEW QUESTION 120**

- (Topic 2)

Based solely on the role hierarchy a manager can do all of the following EXCEPT:

- A. View, edit, delete, and transfer his/her and his/her subordinates records

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

**Answer: C**

**NEW QUESTION 122**

- (Topic 2)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 124**

- (Topic 2)

When configuring Customizable Forecasting, you can set which of the following Forecast Dates for determining which opportunities contribute to the forecast?

- A. Opportunity Close Date Only
- B. Product Date Only
- C. Schedule Date Only
- D. Commit Date
- E. Opportunity Close Date, Product Date, Schedule Date

**Answer: A**

**NEW QUESTION 128**

- (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 130**

- (Topic 2)

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

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

**Answer: B**

**NEW QUESTION 133**

- (Topic 2)

Once a field is hidden from a Profile using 'Field Level Security', a User associated to that Profile can still see the field using the following:

- A. List Views
- B. Reports
- C. Search
- D. None of the above, the user cannot see the field at all

**Answer: D**

**NEW QUESTION 136**

- (Topic 2)

Is it possible to relate a person account to a contact on a business account.

- A. True
- B. False

**Answer: B**

**NEW QUESTION 141**

- (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 143**

- (Topic 2)

A check box can be a controlling field in a field dependency:

- A. True
- B. False

**Answer:** A

**NEW QUESTION 146**

- (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 150**

- (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 152**

- (Topic 2)

You can use standard reports when creating

- A. True
- B. False

**Answer:** B

**NEW QUESTION 156**

- (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 159**

- (Topic 2)

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

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

**Answer:** D

**NEW QUESTION 163**

- (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 167**

- (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 172**

- (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 176**

- (Topic 2)

Inline Editing is available in visual force pages?

- A. True
- B. False

**Answer:** A

**NEW QUESTION 181**

- (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 182**

- (Topic 2)

What needs to be specified to schedule a Report?

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

**Answer:** :CD

**NEW QUESTION 186**

- (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 190**

- (Topic 2)

Standard Fiscal Years are periods that follow Gregorian calendar, but can start on the first day of any month of the year.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 195**

- (Topic 2)

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

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 200**

- (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 201**

- (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 202**

- (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 205**

- (Topic 2)

Validation rules may evaluate an opportunity line item against the opportunity it's associated with

- A. True
- B. False

**Answer:** A

**NEW QUESTION 210**

- (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 214**

- (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 218**

- (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 221**

- (Topic 2)

5 dynamic dashboards for Enterprise Edition

10 for Unlimited Edition 3 Developer Edition.

To create, edit, and delete dynamic dashboards: "Run Reports" AND "Manage Dynamic Dashboards"

Which of the following events are allowed while writing a trigger on feeds item and feed Comment object?

- A. Insert, Update
- B. Insert, Delete
- C. Insert, Undelete
- D. Update, Undelete
- E. Insert, Update, Delete

**Answer: B**

**NEW QUESTION 223**

- (Topic 2)

Default values are available for standard text fields

- A. True
- B. False

**Answer: B**

**NEW QUESTION 224**

- (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 227**

- (Topic 2)

For which objects you have business processes?

- A. Lead
- B. Opportunity
- C. Case
- D. Account / Contact
- E. Solutions

**Answer: ABCE**

**NEW QUESTION 231**

- (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 235**

- (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 237**

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 240**

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 243**

- (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 246**

- (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 250**

- (Topic 2)  
Case Assignment Rules are based on elapsed time

- A. True
- B. False

**Answer:** A

**NEW QUESTION 253**

- (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 255**

- (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 258**

- (Topic 3)

What is not found on a Company Profile?

- A. Language, Locale, and Time Zone
- B. Profiles
- C. Licenses
- D. Storage and Used Space
- E. Manage Currencies
- F. Fiscal Years

**Answer:** B

**NEW QUESTION 261**

- (Topic 3)

What can an administrator customize for the Service Cloud console?

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

**Answer:** ABE

**NEW QUESTION 262**

- (Topic 3)

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

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

**Answer:** ACDEF

**NEW QUESTION 263**

- (Topic 3)

Following are the Custom Business Objects EXCEPT:

- A. Use Force.com builder to build your own objects
- B. Standard Salesforce.com Objects
- C. Capture key, related information that applies to your business
- D. Correlate to tables in the database
- E. All of the above

**Answer:** B

**NEW QUESTION 264**

- (Topic 3)

Which of the following relationships are correct?

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

**Answer:** :B

**NEW QUESTION 269**

- (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 273**

- (Topic 3)

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

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

**Answer:** B

**NEW QUESTION 275**

- (Topic 3)

How many workflow rules can you create per entity?

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

**Answer:** D

**NEW QUESTION 280**

- (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 284**

- (Topic 3)

If you change the data type of any custom field used for lead conversion, that lead field mapping will be deleted:

- A. True
- B. False

**Answer:** A

**NEW QUESTION 289**

- (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 292**

- (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 294**

- (Topic 3)

Which statements are true about Cloud Scheduler?

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

**Answer:** BCE

**NEW QUESTION 298**

- (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 302

- (Topic 3)

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

- A. True
- B. False

**Answer: A**

#### NEW QUESTION 304

- (Topic 3)

Mail Merge is available in which Salesforce Editions?

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

**Answer: F**

#### NEW QUESTION 305

- (Topic 3)

You can use Sharing Rules to grant wider access to data. You cannot restrict access below your OWD levels.

- A. True
- B. False

**Answer: A**

#### NEW QUESTION 310

- (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 315

- (Topic 3)

Both accounts and users can exist in multiple territories.

- A. True
- B. False

**Answer: A**

#### NEW QUESTION 316

- (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 318

- (Topic 3)

If you are added to a Sales Team with read/write access you then have the ability to extend sharing on the opportunity to other users.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 321**

- (Topic 3)

Which of the following statements are true about Data Validation?

- A. Validation rules apply to all new and updated records for an object.
- B. Validation rules can update fields which are not included in a page layout.
- C. Validation rules can reference fields which are not included in a page layout.
- D. If an error message is not set, a default message will be prompted instead.
- E. All of the above.
- F. None of the Above.

**Answer:** AC

**NEW QUESTION 326**

- (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 327**

- (Topic 3)

What is Salesforce.com Partner Portal? Choose 2 answers:

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

**Answer:** AC

**NEW QUESTION 330**

- (Topic 3)

Which report format summarizes data in a grid against horizontal and vertical criteria and provides totals for both rows and columns?

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

**Answer:** B

**NEW QUESTION 333**

- (Topic 3)

What type of information can NOT be shown with an S-Control Dashboard component?

- A. Combination of two other Dashboard components
- B. External feed of data
- C. Data Warehouse information
- D. Flash representations of data

**Answer:** B

**NEW QUESTION 334**

- (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 335**

- (Topic 3)

Can a Standard User Profile import members into a campaign?

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

**Answer: B**

**NEW QUESTION 337**

- (Topic 3)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 340**

- (Topic 3)

Which of the following fields CAN NOT be a controlling field for Dependent Picklists?

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

**Answer: C**

**NEW QUESTION 342**

- (Topic 3)

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

- A. True
- B. False

**Answer: :A**

**NEW QUESTION 347**

- (Topic 3)

Which of the following is part of the Sales Cloud 2?

- A. Accounts and Contacts
- B. Cases
- C. Marketing and Leads
- D. Solutions
- E. Content Library
- F. Opportunities and Quotes

**Answer: ACEF**

**NEW QUESTION 350**

- (Topic 3)

This helps you manage the complete lifecycle of customer service, from logging cases to suggesting and delivering solutions across multiple channels, including Web self-service and live agent support:

- A. Ideas
- B. Community
- C. Sales Cloud
- D. Service Cloud2
- E. Sales Cloud2
- F. None of the Above

**Answer: D**

**NEW QUESTION 355**

- (Topic 3)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 358**

- (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 362

- (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 367

- (Topic 4)

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

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

**Answer: BDE**

#### NEW QUESTION 372

- (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 375

- (Topic 4)

A company that uses custom fiscal year: A standard forecast option is unavailable. Administrator will have to build a custom forecast for the same.

- A. True
- B. False

**Answer: A**

#### NEW QUESTION 376

- (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 377

- (Topic 4)

Which action type is represented by an icon in the process visualizer? Choose 2 answers

- A. Request rejection details
- B. View recall details
- C. Start a new task
- D. Send an email alert

**Answer: :CD**

#### NEW QUESTION 382

- (Topic 4)

Which of the field types cannot be used as an External Id?

- A. Text Field
- B. Number Field
- C. Picklist Field
- D. Email Id Field

**Answer: C**

#### NEW QUESTION 383

- (Topic 4)

What happens when an email is sent to a customer from a case?

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

**Answer: B**

#### NEW QUESTION 385

- (Topic 4)

Which statement is TRUE regarding dependent lookups? Choose 2 answers:

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

**Answer: AB**

#### NEW QUESTION 390

- (Topic 4)

How many roles can you create for your org?

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

**Answer: C**

#### NEW QUESTION 393

- (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 398

- (Topic 4)

Documents count toward Data Storage.

- A. True
- B. False

**Answer: B**

#### NEW QUESTION 400

- (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 402

- (Topic 4)

File attachments, document tabs, and sales force content count towards Data Storage:

- A. True
- B. False

**Answer: B**

#### NEW QUESTION 405

- (Topic 4)

Which tool should be used to Import more then 65000 records in Salesforce.com?

- A. SFDC Import Wizard
- B. Data Loader

**Answer: B**

#### NEW QUESTION 407

- (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 408

- (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 410

- (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 415

- (Topic 4)

How does an agent submit an article for publishing? Choose 3 answers:

- A. Promote an Answer for consideration
- B. Re-assign an article to the publishing queue
- C. Publish an article to the solution category
- D. Submit an article upon closing a case
- E. Publish at-will, with "Manage Articles" profile permission

**Answer: ADE**

#### NEW QUESTION 420

- (Topic 4)

You can update licenses on the Company Profile.

- A. True
- B. False

**Answer: B**

#### NEW QUESTION 421

- (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)

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 429

- (Topic 4)

What is the Impact on a User of the Organization level Locale Changes?

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

**Answer: C**

#### NEW QUESTION 430

- (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 434

- (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 438

- (Topic 4)

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

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

**Answer: BD**

#### NEW QUESTION 441

- (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 446

- (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 448

- (Topic 4)

What determines the suggested criteria for lookup filter?

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

**Answer:** A

#### NEW QUESTION 449

- (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 453

- (Topic 4)

Author and the owner have same access to the document

- A. True
- B. False
- C. Neither True nor False

**Answer:** B

#### NEW QUESTION 457

- (Topic 4)

How would an Administrator ensure that specific field values are always represented by the same color each time the value is displayed on any dashboard component?

- A. Customize dashboard components
- B. Customize dashboard settings
- C. Customize source reports
- D. Customize field settings

**Answer:** D

#### NEW QUESTION 461

- (Topic 4)

A record is modified on 1/1/2008. It meets criteria for a time-based workflow rule; this rule schedules an action for 7 days after rule execution. On 1/4/2008 the record is modified and no longer meets workflow rule criteria.

On 1/5/2008 the record is modified and once again meets the initial time-based workflow rule criteria. How many workflow actions will execute and when?

- A. 1 on 1/8/2008
- B. 2 on 1/8/2008 and 1/12/2008
- C. 1 on 1/12/2008

**Answer:** C

#### Explanation:

Explanation/Reference:

When the record is modified and no longer meets criteria on 1/4 the initial workflow action is dropped from the queue. The workflow action created on 1/5 is scheduled for 7 days after rule execution (which is 1/5), therefore the only rule that would be executed is on 1/12.

#### NEW QUESTION 463

- (Topic 4)

If Phil is promoted from a Sales Associate to Senior Sales Exec, and the new sales associate is appointed to take Phil's responsibilities. What are the appropriate steps to transfer Phil's account to the new associate?

- A. Overwrite Phil's User Profile with the new associates information and create a new profile for Phil.
- B. Create a new profile for Phil as well as new associat
- C. Deactivate Phil's profile with Sales Associate role and transfer all the accounts, opportunities and leads to the new associate.
- D. Associate the new role to Phil's existing profile and Transfer all the accounts, opportunities and leads to the new associate.
- E. None of the above

**Answer:** B

#### NEW QUESTION 465

- (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 470

- (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 472

- (Topic 4)

What is True about the Role Hierarchy

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

**Answer:** ABC

#### NEW QUESTION 475

- (Topic 4)

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

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 478

- (Topic 4)

Using the following hierarchy, if a sharing rule exists granting Operations Person Read/Write access to Sales Management on the Account Object, what access does Operations Management have to Sales Management's accounts?

Default access for the

Account object is Public Read Only. Executive Management

Sales Management

Sales Person Operations Management Operations Person

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

**Answer:** C

#### Explanation:

Explanation/Reference:

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

#### NEW QUESTION 482

- (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 484**

- (Topic 4)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 489**

- (Topic 4)

Is it true that campaigns and opportunities have many to many relationship?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 492**

- (Topic 4)

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

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

**Answer:** ABCD

**NEW QUESTION 495**

- (Topic 4)

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

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

**Answer:** D

**NEW QUESTION 500**

- (Topic 4)

Which is a capability of a campaign? Choose 2 answers MMM

- A. Add campaign members to other related campaigns using an Apex trigger
- B. Convert leads to contacts from the campaign record
- C. Update the campaign member status of a lead using the manage campaign members feature
- D. Track the number of business accounts related to a campaign

**Answer:** AC

**NEW QUESTION 501**

- (Topic 4)

Which of the statements is/are true for data validation?

- A. Data Validation can enforce data integrity as well as make a field required in the page layout
- B. Data Validation can prevent duplication of records
- C. Data Validation run on the client machine after the user clicks the Save button
- D. Data Validation rules are not enforced when using API & import operations
- E. Validation rules can be activated / deactivated by the user

**Answer:** AB

**NEW QUESTION 504**

- (Topic 4)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 506**

- (Topic 4)

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

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

**Answer:** B

**NEW QUESTION 507**

- (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 511**

- (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 516**

- (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 518**

- (Topic 5)

Which Salesforce editions support Sandbox?

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

**Answer:** AF

**NEW QUESTION 521**

- (Topic 5)

If you delete an email from a case and then delete the case, you will not be able to retrieve the deleted email from the Recycle Bin

- A. True
- B. False

**Answer:** A

**NEW QUESTION 526**

- (Topic 5)

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

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 527**

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 529**

- (Topic 5)

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

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

**Answer:** A

**NEW QUESTION 534**

- (Topic 5)

Is it possible for a user to see different Set of data in Report and in a Dashboard based on the same Report?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 539**

- (Topic 5)

Account Teams might be utilized for what?

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

**Answer:** AB

**NEW QUESTION 544**

- (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 548**

- (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 550**

- (Topic 5)

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

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

**Answer:** D

**NEW QUESTION 553**

- (Topic 5)

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

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 555**

- (Topic 5)

Which of the following make a User record Unique?

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

**Answer:** C

**NEW QUESTION 560**

- (Topic 5)

You can only use standard fields when generating email and mail merge documents for leads or contacts.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 564**

- (Topic 5)

For custom object records to appear in search results associated tab only needs to exist; the tab does not have to be visible to users.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 566**

- (Topic 5)

Which of the following does not need business process?

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

**Answer:** C

**NEW QUESTION 570**

- (Topic 5)

Record type picklist filtering applies to dependent picklists.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 572**

- (Topic 5)

Which of the following is true about Page layouts?

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

**Answer:** E

**NEW QUESTION 573**

- (Topic 5)

Escalation rules only run during the business hours with which they are associated?

- A. True
- B. False

**Answer:** A

**NEW QUESTION 574**

- (Topic 5)

You can use conditional highlighting for summary and matrix report only.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 579**

- (Topic 5)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 584**

- (Topic 5)

Salesforce.com record Id's are identical in?

- A. Production and Config Only Sandbox
- B. Production and Developer Sandbox
- C. Production and Full Copy Sandbox
- D. Record Id's are always different in different environment

**Answer:** C

**NEW QUESTION 586**

- (Topic 5)

A user who has access to formula field can reference fields to which he or she doesn't have access to allowing him or her to view restricted data.

- A. True
- B. False

**Answer:** :A

**NEW QUESTION 590**

- (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 593**

- (Topic 5)

Which are Activity Attachment Enhancements in Spring 11?

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

**Answer:** :ACE

**NEW QUESTION 598**

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

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

**Answer:** BCD

#### NEW QUESTION 601

- (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 603

- (Topic 5)  
How many custom fields can be created on an object in an unlimited Edition?

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

**Answer:** C

#### NEW QUESTION 605

- (Topic 5)  
What does a profile control?

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

**Answer:** AC

#### NEW QUESTION 607

- (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 608

- (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 612

- (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 614

- (Topic 5)

What happens when a user owns an opportunity record but does not have the Read permission on Opportunity Object?

- A. He still sees the Opportunity record
- B. He is not able to see the Opportunity Record
- C. This case can never arise

**Answer: B**

#### NEW QUESTION 619

- (Topic 5)

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

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

**Answer: A**

#### NEW QUESTION 622

- (Topic 5)

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

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

**Answer: AD**

#### NEW QUESTION 624

- (Topic 5)

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

- A. Yes
- B. No

**Answer: A**

#### NEW QUESTION 628

- (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 631

- (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 633

- (Topic 5)

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

- A. True
- B. False

**Answer: :A**

**NEW QUESTION 636**

- (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 637**

- (Topic 5)

A controlling picklist can have up to how many values?

- A. 399
- B. 500
- C. 400
- D. 350
- E. 450
- F. 300

**Answer: F**

**NEW QUESTION 638**

- (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 639**

- (Topic 5)

To email a report to other users, the report must be in a public folder with access granted to the other users?

- A. True
- B. False

**Answer: A**

**NEW QUESTION 644**

- (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 645**

- (Topic 5)

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

- A. Yes
- B. No

**Answer: B**

**NEW QUESTION 646**

- (Topic 5)

Which of the following is not a Roll Up summary field operation?

- A. SUM
- B. MAX
- C. MIN
- D. COUNT
- E. Average

**Answer: E**

**NEW QUESTION 650**

- (Topic 5)

Can the User Records be permanently deleted from the Salesforce.com?

- A. Yes
- B. No
- C. Depends on Profile Settings of the Administrator
- D. User Records can be archived so that they are available on request

**Answer:** B

**NEW QUESTION 651**

- (Topic 5)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 656**

- (Topic 6)

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

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

**Answer:** C

**NEW QUESTION 657**

- (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 658**

- (Topic 6)

What is the maximum number of actions you can have per Workflow Rule?

- A. 10
- B. 20
- C. 30
- D. 40
- E. 70
- F. 80

**Answer:** F

**NEW QUESTION 660**

CORRECT TEXT - (Topic 6)

How does a Profile differ from a Role?

A.

**Answer:** Profilecontrolswhatausercando(readcreateeditdelete)withrecords

**NEW QUESTION 661**

CORRECT TEXT - (Topic 6)

What happens when a user is already logged in when restricted hours start?

A.

**Answer:** Thesystemimmediatelyendstheuser'ssession.

**NEW QUESTION 665**

- (Topic 6)

From the below ...identify the WF action?

- A. Create inbound messages

- B. Create tasks
- C. Create mobile alerts
- D. Create section updates

**Answer:** B

**Explanation:**

Explanation/Reference:  
Match the WF steps to setup the requirement Task: set up  
Email Alert: Templates Field Update: Field Rule: criteria

**NEW QUESTION 668**

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 669**

- (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 674**

CORRECT TEXT - (Topic 6)  
Match the workflow steps with the setup requirement

A.

**Answer:** Task-SelecttheSubjectstatusandpriorityEmailAlert-Selectatemplate

**Explanation:**

Field Update - Select a field  
Rule - Select the subject status and priority

**NEW QUESTION 676**

- (Topic 6)  
All personalization made to the Reports tab (expanding and collapsing of folders) is saved automatically. When a user returns to the Reports Tab in future sessions, the settings will remain intact until they are changed:

- A. True
- B. False

**Answer:** :A

**NEW QUESTION 678**

- (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 680**

- (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 685**

- (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 689**

- (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 691**

- (Topic 6)

Can a delegated approver revoke a previously approved process?

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

**Answer:** A

**NEW QUESTION 694**

- (Topic 6)

Can an end user import Members into a Campaign?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 698**

- (Topic 6)

You can set a default value for a custom field.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 702**

- (Topic 6)

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

- A. Yes
- B. No

**Answer:** A

**Explanation:**

Explanation/Reference:

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

**NEW QUESTION 704**

CORRECT TEXT - (Topic 6)

Which report type must be used to create dashboard components?

A.

**Answer:** Summary/matrix

**NEW QUESTION 709**

- (Topic 6)

An admin changed the org default language from English to spanish. What must end users do to see this change?

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

**Answer:** D

**NEW QUESTION 712**

- (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 713**

- (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 718**

- (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 722**

- (Topic 6)

What is conditional highlighting for reports?

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

**Answer:** B

**NEW QUESTION 724**

- (Topic 6)

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

- A. Yes
- B. No

**Answer:** B

**Explanation:**

Explanation/Reference:

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

**NEW QUESTION 726**

- (Topic 6)

Final reject actions can include actions such as email alerts

- A. True
- B. False

**Answer:** A

**NEW QUESTION 727**

- (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 729**

- (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 731**

- (Topic 6)

Custom Summary Formulas can run calculations on custom formula fields.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 733**

- (Topic 6)

Enterprise, Developer and Unlimited System Administrators can create an unlimited number of Custom Profiles from scratch.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 736**

- (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 740**

- (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 741**

- (Topic 6)

Mass Mail Contacts option doesn't appear under the Tools section in the Contacts tab, what could have caused this?

- A. The user Role is insufficient to view this tool
- B. Email is unchecked for that profile in FLS
- C. This is a bug and must be escalated
- D. Mass mail is not enabled for the profile.
- E. Mass mail is not checked in FLS

**Answer:** BD

**NEW QUESTION 746**

- (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 751**

- (Topic 6)

Can you make a standard field unique?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 753**

- (Topic 6)

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

- A. True
- B. False

**Answer:** :A

**NEW QUESTION 756**

- (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 760**

- (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 763**

- (Topic 6)

With Spring 11 release, you can now sort line items in the Quote Line Items related list on a quote. Syncing a quote with an opportunity also syncs product sort order.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 767**

- (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 768**

- (Topic 6)

Identify the correct statement from the given list.

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

**Answer:** A

**NEW QUESTION 771**

- (Topic 6)

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

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

**Answer:** B

**NEW QUESTION 775**

- (Topic 6)

When are WF rules evaluated?

- A. Before a record is deleted
- B. When a record is created/updated
- C. After a record is created
- D. When a record is cloned

**Answer:** B

**NEW QUESTION 779**

- (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 784**

- (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 789**

- (Topic 6)

Which statements are true for the integrated campaign builder?

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

**Answer:** ABCE

**NEW QUESTION 794**

CORRECT TEXT - (Topic 6)

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

A.

**Answer:** TagManager.Note:TagManagerisenabledbydefaultfortheSystemAdministratorprofile.

**NEW QUESTION 797**

- (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 801**

- (Topic 6)

Customer Portal users can view the tags section of a page, if it is included in a page layout.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 803**

- (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 808**

- (Topic 6)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 809**

- (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 810**

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 813**

- (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 817**

- (Topic 6)

Users can be restricted to view a particular field in views, searches and reports by hiding the field at

- A. Page Layout
- B. Field Level Security
- C. User Profile
- D. None of the Above

**Answer:** B

**NEW QUESTION 819**

CORRECT TEXT - (Topic 7)

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

A.

**Answer:** TabularSummaryandMatrix

**NEW QUESTION 820**

- (Topic 7)

You can create email alerts for workflow rules on activities.

- A. True
- B. False

**Answer:** A

**Explanation:**

Explanation/Reference:

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

**NEW QUESTION 821**

- (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 824**

CORRECT TEXT - (Topic 7)

Determine if the description is Master/Detail or Lookup: For reporting parent and child fields available

A.

**Answer:** Master/Detail

**NEW QUESTION 829**

- (Topic 7)

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

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 830**

- (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 834**

CORRECT TEXT - (Topic 7)

How are Folders used?

A.

**Answer:** Toorganizereportsdashboardscommunicationtemplatesanddocuments

**NEW QUESTION 837**

- (Topic 7)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 840**

CORRECT TEXT - (Topic 7)

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

- A.

**Answer:** NeedtopreventduplicatesandwhentheAdminneedstochoosewhethertotriggerWorkflowrules(ornot)

**NEW QUESTION 842**

CORRECT TEXT - (Topic 7)

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

- A.

**Answer:** Lookup

**NEW QUESTION 847**

- (Topic 7)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 851**

CORRECT TEXT - (Topic 7)

What are Public Groups?

- A.

**Answer:** SharingbetweenUsersotherPublicGroupsRolesandRoles/Subordinates

**NEW QUESTION 852**

CORRECT TEXT - (Topic 7)

Who can import data for all users?

- A.

**Answer:** SystemAdminandMarketingUserProfilecanimportLeads.

**NEW QUESTION 857**

CORRECT TEXT - (Topic 7)

Define the Summary Report.

- A.

**Answer:** Providesalistingofdataplussortingandsubtotalingofdata.Maybeusedtosupportdashboardcomponents.

**NEW QUESTION 859**

CORRECT TEXT - (Topic 7)

How does the Import Wizard perform matching when updating records?

- A.

**Answer:** BySalesforceID

**NEW QUESTION 861**

CORRECT TEXT - (Topic 7)

Salesforce.com processes any rules in what order?

- A.

**Answer:** 1.Validationrules

**Explanation:**

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

**NEW QUESTION 863**

- (Topic 7)

Standard Reports May be used as a starting point for Custom Reports

- A. True
- B. False

**Answer:** A

**NEW QUESTION 864**

- (Topic 7)

Workflow rules can be triggered any time a record is saved or created, depending on your rule criteria:

- A. True
- B. False

**Answer:** A

**NEW QUESTION 869**

- (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 871**

- (Topic 7)

What is required to create a new user?

- A. Unique Username in email format.
- B. Locale Settings
- C. Profile - Standard or Custom
- D. Role

**Answer:** ABCD

**NEW QUESTION 873**

CORRECT TEXT - (Topic 7)

Define the Marketing User Profile.

A.

**Answer:** Standarduserperm+canimportleadsfortheOrg

**NEW QUESTION 874**

- (Topic 7)

As a system administrator you can create page layout in the console and assign it to profiles.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 877**

- (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 879**

- (Topic 7)

What objects have standard business processes?

- A. Leads
- B. Opportunity
- C. Cases
- D. Contacts
- E. Sales (Opportunities)
- F. Solutions

**Answer:** ACEF

**NEW QUESTION 880**

- (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 884**

- (Topic 7)

Is the DataLoader Cloud based?

- A. No
- B. Yes

**Answer:** A

**NEW QUESTION 886**

CORRECT TEXT - (Topic 7)

Define the Contract Manager profile.

A.

**Answer:** Standarduserperm+editapproveactivatedeletecontracts

**NEW QUESTION 891**

CORRECT TEXT - (Topic 7)

What do Business processes do?

Business Processes track sales, support, solution, cases

A.

**Answer:** A

**NEW QUESTION 893**

- (Topic 7)

Based on existing Master-Detail and Lookup relationships between objects, Sys Admins can create Custom Report Types to:

- A. Choose which standard and custom objects to display
- B. Select which fields can be used as columns
- C. Define both inner and outer joins

**Answer:** ABC

**NEW QUESTION 897**

- (Topic 7)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 902**

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 to 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 907**

CORRECT TEXT - (Topic 7)

What can Delegated Admins do?

A.

**Answer:** View All & Modify All Access by Object

**NEW QUESTION 909**

- (Topic 7)

Which objects have built-in import wizards?

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

**Answer:** ABCDE

**NEW QUESTION 910**

CORRECT TEXT - (Topic 7)

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

A.

**Answer:** User's language setting.

**NEW QUESTION 915**

- (Topic 7)

You can't package workflow rules with time triggers.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 918**

- (Topic 7)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 923**

- (Topic 7)

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

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 925**

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 926**

- (Topic 7)

What is a roll-up summary field?

- A. A roll-up summary fields lets you rollback the data that was changed last week.
- B. The roll-up summary field is a custom field that aggregates child record information in to parent record
- C. The roll up summary field is only accessible via API.
- D. The roll up summary field gives you a summary of the data type and object relationship

**Answer:** B

**NEW QUESTION 929**

- (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 934**

- (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 938**

CORRECT TEXT - (Topic 7)

What do Sales Teams do?

A.

**Answer:** FocusesonOpportunityRecordsbeingsharedtoaspecifiedgroupofusersbasedontheOpportunityOwner.

**NEW QUESTION 943**

CORRECT TEXT - (Topic 7)

What does a workflow approval process do?

A.

**Answer:** ItelectronicallycapturesabusinessapprovalonaSFdatarecord.

**NEW QUESTION 947**

CORRECT TEXT - (Topic 7)

Why utilize Account Teams and Sales Teams?

A.

**Answer:** Teamsareusedforcollaborationsharingandforreportingpurposes.

**NEW QUESTION 951**

- (Topic 7)

Do opportunities or cases have import wizards?

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 955**

- (Topic 7)

Describe the methods to allow access to the application?

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

**Answer:** ABC

**NEW QUESTION 956**

- (Topic 7)

What are the three editions of Salesforce?

A. PE Professional Edition EE Enterprise Edition UE Unlimited Edition

**Answer:** A

**NEW QUESTION 961**

- (Topic 7)

The number of calculated values per report:

- A. 5
- B. 10
- C. 20
- D. 2
- E. 15
- F. 6

**Answer:** A

**NEW QUESTION 964**

- (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 968**

- (Topic 7)

Standard Reports can be deleted?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 972**

- (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 977**

- (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 978**

- (Topic 8)

Select which is Not Applicable. What does a Page Layout control Select the choice which in NOT applicable

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

**Answer:** D

**NEW QUESTION 982**

- (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 984**

- (Topic 8)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 985**

- (Topic 8)

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

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

**Answer:** B

**NEW QUESTION 988**

- (Topic 8)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 991**

- (Topic 8)

Which of these are inherited from objects on homepage in a console layout?

- A. Related lists
- B. Custom objects
- C. Field level security
- D. Page layout

**Answer:** BC

**NEW QUESTION 992**

- (Topic 8)

Difference between workflow rule and workflow approval process is:

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

**Answer:** D

**NEW QUESTION 993**

- (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 996**

- (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 997**

- (Topic 8)

The user default login hours are 8:00 AM - 5:00 PM. The user logs in at 4:30 PM and stays on till 5:01 PM. What happens?

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

**Answer: B**

**NEW QUESTION 1002**

- (Topic 8)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 1003**

- (Topic 8)

Export to Excel is available for Printable Lists:

- A. True
- B. False

**Answer: B**

**NEW QUESTION 1004**

- (Topic 8)

Which information not captured on user record in Salesforce?

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

**Answer: B**

**NEW QUESTION 1009**

- (Topic 8)

What is the process to create a custom app?

- A. Create new App, select logo, assign profile
- B. Create new object, select logo, create profile

**Answer: A**

**NEW QUESTION 1011**

- (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 1014**

- (Topic 8)

Which is not true about enhanced list views? (Choose 2)

- A. Multiple records can be edited in list views
- B. Dependent picklist can be edited with inline editing in list views
- C. Inline editing is possible with list views
- D. Record types can be changed in list views

**Answer: BD**

**NEW QUESTION 1017**

- (Topic 8)

Which of them is not a Standard Business Object?

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

**Answer: C**

**NEW QUESTION 1022**

- (Topic 8)

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

- A. True
- B. False

**Answer: A**

**NEW QUESTION 1023**

- (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 1026**

- (Topic 8)

What is Not True About Formulas Select the correct choice?

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

**Answer: D**

**NEW QUESTION 1027**

CORRECT TEXT - (Topic 8)

How does Cloud Scheduler Work?

A.

**Answer:**

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

**NEW QUESTION 1030**

- (Topic 8)

A custom lead field can be mapped to:

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

**Answer: C**

**NEW QUESTION 1031**

- (Topic 8)

When is a custom object created?

- A. When there is a need to create a custom field
- B. To enhance the look of the application
- C. To capture unique data of the business
- D. When there is a need to add custom tabs

**Answer: C**

**NEW QUESTION 1032**

- (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 1036

- (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 1038

- (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 1043

- (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 1048

- (Topic 8)

When a user refreshes a dashboard, who does the dashboard get refreshed for?

- A. The user and all those who have access to the dashboard
- B. Only the user who refreshed the dashboard.
- C. The running user only
- D. The administrator.

**Answer: A**

#### NEW QUESTION 1049

- (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 1052

- (Topic 8)

If you delete a case, which two also get deleted?

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

**Answer:** CD

**NEW QUESTION 1053**

- (Topic 8)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 1055**

- (Topic 8)

Chatter is not available for Mobile Users?

- A. True
- B. False

**Answer:** B

**Explanation:**

Explanation/Reference:

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

**NEW QUESTION 1059**

- (Topic 8)

An account team can be added by all Except:

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

**Answer:** B

**NEW QUESTION 1060**

- (Topic 8)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1061**

- (Topic 8)

What is a Record Type? Select the right choice

- A. Allows you to define different sets of picklist values for both standard and custom picklist
- B. Allows you to define different sets of picklist values only for standard picklist
- C. Allows you to define different sets of picklist values only for custom picklist
- D. Allows you to define different sets of picklist values only for new picklist

**Answer:** A

**NEW QUESTION 1064**

- (Topic 8)

All of the following are true about Validation Rules EXCEPT:

- A. All active validation rules are run each time at save
- B. Validation rules are not enforced on existing dat
- C. They only run during subsequent record creation / updates
- D. You can enter records through Data Loader bypassing the Validation Rules
- E. Multiple error messages may be displayed at one time
- F. Validation rules can be activated / deactivated by admin

**Answer:** C

**NEW QUESTION 1066**

- (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 1067**

- (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 1068**

- (Topic 8)

Page layouts are assigned to users based on Select the correct choice

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

**Answer:** E

**NEW QUESTION 1071**

- (Topic 8)

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

- A. True
- B. False

**Answer:** :A

**NEW QUESTION 1074**

- (Topic 8)

You can enable Chatter in your organization without updating to the new look and feel?

- A. True
- B. False

**Answer:** B

**Explanation:**

Explanation/Reference:

Enabling Salesforce Chatter also enables the new user interface theme, which updates the look and feel of Salesforce.com.

**NEW QUESTION 1079**

- (Topic 8)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1082**

- (Topic 8)

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

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

**Answer:** GIJ

**NEW QUESTION 1085**

CORRECT TEXT - (Topic 8)

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

A.

**Answer:** Allusersautomaticallyfolloweachother.

**NEW QUESTION 1090**

- (Topic 9)

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

A. Yes

B. No

**Answer:** A

**NEW QUESTION 1095**

- (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 1097**

- (Topic 9)

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

A. 12 hours

B. 24 hours

C. 48 hours

**Answer:** B

**NEW QUESTION 1102**

- (Topic 9)

When creating a recurring event what are the maximum occurrences by interval?

A. Daily: 100 Weekly: 52 Monthly: 60 Yearly: 10

B. Daily: 100 Weekly: 53 Monthly: 60 Yearly: 10

C. Daily: 100 Weekly: 52 Monthly: 60 Yearly: 5

D. Daily: 365 Weekly: 52 Monthly: 12 Yearly: 1

**Answer:** B

**NEW QUESTION 1105**

- (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 1107**

- (Topic 9)

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

A. True

B. False

**Answer:** A

**NEW QUESTION 1108**

- (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 1112**

- (Topic 9)

Recent item and Lookup Hovers use the Record Mini Page.

- A. True
- B. False

**Answer: A**

**NEW QUESTION 1113**

- (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 1115**

- (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 1119**

- (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 1123**

- (Topic 9)

Joe imports records for Sara, a non-active user. Sara's records will be assigned to Joe.

- A. True
- B. False

**Answer: A**

**NEW QUESTION 1128**

- (Topic 9)

What happens when you delete a custom field?

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

**Answer: D**

**NEW QUESTION 1132**

- (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 1133

- (Topic 9)

Record types are used to implement custom business processes by associating them to specific

- A. Objects
- B. Page Layouts
- C. Records
- D. Campaigns

**Answer:** B

#### NEW QUESTION 1134

- (Topic 9)

When do scheduled dashboard refreshes occur?

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

**Answer:** A

#### NEW QUESTION 1135

- (Topic 9)

What is the maximum length of the alias field?

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

**Answer:** C

#### NEW QUESTION 1139

- (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 1142

- (Topic 9)

Custom Objects are reportable.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 1144

- (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 1149

- (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 1150**

- (Topic 9)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 1155**

- (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 1158**

- (Topic 9)

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

- A. True
- B. False

**Answer:** :B

**NEW QUESTION 1159**

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1164**

- (Topic 9)

The mini view does not display if the record in the detail view does not have records associated with it.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1167**

- (Topic 9)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1171**

- (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 1176**

- (Topic 9)

Who can view campaigns?

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

**Answer:** D

**NEW QUESTION 1178**

- (Topic 9)

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

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

**Answer:** A

**NEW QUESTION 1179**

- (Topic 9)

If the lead has a record type, the default record type of the new owner is assigned to records created during lead conversion.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1181**

- (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 1184**

- (Topic 9)

You can enable field encryption by:

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

**Answer:** B

**NEW QUESTION 1186**

- (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 1190**

- (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 1191**

- (Topic 9)

Salesforce Console only displays views that were previously created.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1194**

- (Topic 9)

If you give a user the “Weekly Data Export” permission, which is needed to export data, he or she has view access to all data that is exported and can see all custom objects and fields in the Weekly Export Service regardless of their other profile settings.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 1199**

- (Topic 9)

Why would you create different Record Types?

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

**Answer:** D

**NEW QUESTION 1200**

- (Topic 9)

Which of following is granted by the Manage Territories Permission (Select all that apply)?

- A. Create and edit territories
- B. Add and remove users from territories
- C. Create and Edit Forecasts
- D. Create and edit account assignment rules
- E. Manually assign accounts to territories
- F. Configure organization-wide territory management settings

**Answer:** ABDEF

**NEW QUESTION 1201**

- (Topic 9)

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

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

**Answer:** A

**NEW QUESTION 1206**

- (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 1208**

- (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 1211

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