Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins

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

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

Answer: B

NEW QUESTION 2
- (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 3
- (Topic 1)
To prevent a user from logging into the Salesforce org outside normal business hours, the System Administrator would do this in:

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

Answer: B

NEW QUESTION 4
- (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 5
- (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 6
- (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 7
- (Topic 1)
If a company opts to use Custom Fiscal Years, they cannot use the standard forecasting option.

A. True
B. False

Answer: :A

NEW QUESTION 8
- (Topic 1)
An Approval Process begins when a record is:

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

Answer: D

NEW QUESTION 9
- (Topic 1)
Standard profile permissions cannot be edited.

A. True
B. False

Answer: A

NEW QUESTION 10
- (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 10
- (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 14
- (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 17
- (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 19
- (Topic 1)
If Field Level Security prevents a user from viewing the Credit Card field on the Opportunity record, the user will also be prevented from seeing this field (choose all that apply)

A. In a related list
B. In search results
C. In reports
D. In list views
E. All of the above
F. None of the above

Answer: E

NEW QUESTION 21
- (Topic 1)
All of the following objects may have a queue EXCEPT

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

Answer: A

NEW QUESTION 25
- (Topic 1)
Permission sets can replace the need for profiles.

A. True
B. False

Answer: B

NEW QUESTION 30
- (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 35
- (Topic 1)
Which objects support business processes?

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

Answer: ABEF

NEW QUESTION 39
- (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 43
- (Topic 1)
User interface settings are global settings and apply to all users of an org.

A. True
B. False

Answer: A

NEW QUESTION 45
- (Topic 1)
Assignment rules allow Leads and Cases to be automatically assigned to users and queues based on criteria defined by the system administrator.

A. True
B. False

Answer: A

NEW QUESTION 46
- (Topic 1)
The system administrator was testing workflow rules and needs to delete pending time- based workflow actions. How can he/she do this?

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

Answer: C

NEW QUESTION 50
- (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 54
- (Topic 1)
You will need a security token to access Salesforce via (choose all that apply)

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

Answer: BC

NEW QUESTION 56
- (Topic 1)
Time based workflow can be triggered every time a record is created or edited

A. True
B. False

Answer: B

NEW QUESTION 60
- (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 63
- (Topic 1)
Your organization is a US-based company with a default currency of US Dollars. As a sales rep, your personal currency set to British Pounds. You create an opportunity with a
currency in British Pounds. The administrator updates the currency conversion rates. Which of the following best describes what happens to the amount of your British-Pound- based opportunity?

A. The overall opportunity amount does not change but the converted amount in a report does.
B. The overall opportunity amount and converted amount in a report changes
C. Only newly created opportunities reflect the change
D. Only historically created opportunities reflect the change

Answer: A

NEW QUESTION 64
- (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 69
- (Topic 1)
Folders are used to organize the following (choose all that apply)

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

Answer: E

NEW QUESTION 74
- (Topic 1)
Where can a system administrator go if they are trying to determine why a user cannot log in to Salesforce? (Select all that apply)

A. The Login History related list on the user's record
B. The user's profile
C. Manage Users | Login History
D. Call salesforce.com Support

Answer: AC

NEW QUESTION 79
- (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 84
- (Topic 1)
A cross object formula references fields from parent objects.

A. True
B. False

Answer: A

NEW QUESTION 85
- (Topic 1)
Queues can be made up of the following

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

Answer: ABC

NEW QUESTION 86
- (Topic 1)
Which of the following are actions triggered by workflow rules?

A. Email
B. Task
C. Field update
D. Record update
E. Record creation
F. Outbound message
G. Time trigger

Answer: :ABCF

NEW QUESTION 87
- (Topic 1)
A system administrator can opt to lock users out of the Salesforce org if they exceed a certain number of failed login attempts.

A. True
B. False

Answer: A

NEW QUESTION 91
- (Topic 1)
Deleted records will be stored in the Recycle Bin for up to 15 days.

A. True
B. False

Answer: A

NEW QUESTION 95
- (Topic 1)
Auto response rules can be used to send an automated yet tailored response to customers based on the information they provide via the Web-to-lead form.

A. True
B. False

Answer: A

NEW QUESTION 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 102
- (Topic 1)
Which statement about custom summary formulas is true?

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

Answer: BD

NEW QUESTION 107
- (Topic 1)
A defines a collection of settings and permissions that determines what users can see in the user interface, and what they can do.

A. Role
B. Chatter feed
C. Profile
D. Company Profile

Answer: C

NEW QUESTION 111
- (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 113
- (Topic 2)
Customizable Forecasting must be enabled for use with Custom Fiscal years.

A. True
B. False

Answer: A

NEW QUESTION 114
- (Topic 2)

Which combination of objects is available when creating a custom report type for Chatter reports?

A. Opportunities, Followers, User Feed
B. Accounts, User Feed, Comments
C. Users, User Feed, Comments
D. Chatter Groups, Members

Answer: CD

NEW QUESTION 117
- (Topic 2)
When are Formula Fields recalculated?

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

Answer: A

NEW QUESTION 118
- (Topic 2)
An S-Control may be all of the following EXCEPT:

A. HTML
B. XML
C. URL
D. Snippet

Answer: B

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

A. True
B. False

Answer: A

NEW QUESTION 123
- (Topic 2)
Workflow Rules Consist of the following components:

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

Answer: ABCE

NEW QUESTION 125
- (Topic 2)
All of the following may be used when updating a record using the AppExchange Data Loader EXCEPT:

A. External Id
B. Parent External Id
C. Record Id
D. Record Number

Answer: D

NEW QUESTION 126

- (Topic 2)
Which of the following are new features on Chatter tab?

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

Answer: D

NEW QUESTION 130
- (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 133
- (Topic 2)
A custom lookup field can be added to create a relationship between a standard object and which of the following objects?

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

Answer: A

NEW QUESTION 137
- (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 139
- (Topic 2)
Which one does NOT apply to Custom Formula Fields?

A. Custom Formula Fields can reference other formula fields
B. Custom Formula Fields can reference standard fields
C. Custom Formula Fields can reference custom fields
D. Custom Formula Fields can calculate across objects

Answer: A

NEW QUESTION 140
- (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 145
- (Topic 2)
It is possible for a User to own a record and not see it if they don't have the Read Permission to the Object.

A. True
B. False

Answer: A

NEW QUESTION 148

- (Topic 2)
What happens when a user clicks on the Create New Apps option present in the List of Apps section?

A. User is taken to a Create new App Page in salesforce.com
B. User is taken to App Exchange
C. User is taken to developer.force.com page
D. None of the above

Answer: :C

NEW QUESTION 153
- (Topic 2)
A check box can be a controlling field in a field dependency:

A. True
B. False

Answer: A

NEW QUESTION 157
- (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 158
- (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 159
- (Topic 2)
In Spring'11 salesforce.com release Dynamic Dashboards have been launched for which edition:

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

Answer: C

NEW QUESTION 164
- (Topic 2)
Inline Editing is available in visual force pages?

A. True
B. False

Answer: A

NEW QUESTION 167
- (Topic 2)
What needs to be specified to schedule a Report?

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

Answer: :CD

NEW QUESTION 168
- (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 172
- (Topic 2)
What information does the Company Profile Hold?

A. Language, Locale, and Time Zone
B. Licenses, Storage and Used Space
C. Fiscal Year
D. Forecasting
E. None of the above

Answer: ABC

NEW QUESTION 174
- (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 176
- (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 177
- (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 178
- (Topic 2)
Searches and Filters that take a long time may be cancelled?

A. True
B. False

Answer: A

NEW QUESTION 182
- (Topic 2)
All of the following are true about Opportunity Pipeline and Forecast reporting EXCEPT:

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

Answer: A

NEW QUESTION 187
- (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 190
- (Topic 2)
When test driving an application on the AppExchange Directory, it is not possible to view the S-Control configurations of that application

A. True
B. False

Answer: B

NEW QUESTION 195
- (Topic 2)
Default values are available for standard text fields

A. True
B. False

Answer: B

NEW QUESTION 198
- (Topic 2)
For which objects you have business processes?

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

Answer: ABCE

NEW QUESTION 203
- (Topic 2)
If a profile does not have access to an application, that profile will also not have access to the tabs and objects of that application

A. True
B. False

Answer: B

NEW QUESTION 206
- (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 210
- (Topic 2)
With Client Management enabled, when a lead is converted without a value in the company field, it becomes a person account.

A. True
B. False

Answer: A

NEW QUESTION 211
- (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 214
- (Topic 2)
Custom lead fields can be mapped to which sets of objects in salesforce.com?

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

Answer: B

NEW QUESTION 218
- (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 220
- (Topic 2)
Forecasting can be used with Custom Fiscal Years.

A. True
B. False

Answer: B

NEW QUESTION 222
- (Topic 2)
Case Assignment Rules are based on elapsed time

A. True
B. False

Answer: A

NEW QUESTION 225
- (Topic 2)
When you delete a parent record, you will also delete the child record if that child record has a lookup relationship to the deleted record:

A. True
B. False

Answer: B

NEW QUESTION 228
- (Topic 2)
All of the following are types of AppExchange Applications EXCEPT:

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

Answer: C

NEW QUESTION 232
- (Topic 2)
How is the expected revenue calculated in the opportunity?

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

Answer: C

NEW QUESTION 235
- (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 236
- (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 239
- (Topic 3)
At this click path Setup > App Setup > Customize > Tab Names and Labels > Rename Tabs and Labels you can rename the Tab Names of standard objects.

A. True
B. False

Answer: A

NEW QUESTION 240
- (Topic 3)
What is the maximum number of records to be printed in the Printable View of a list view?

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

Answer: C

NEW QUESTION 245
- (Topic 3)
You can not use the browser's print function to print reports.

A. True
B. False

Answer: B

NEW QUESTION 247
- (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 251
- (Topic 3)
User A modifies a record. This modification triggers a workflow rule for immediate execution that includes a field update on the current record. After the execution is complete, what user will be listed under the Last Modified field of this record?

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

Answer: A

NEW QUESTION 255
- (Topic 3)
What is the maximum number of values you can have in a picklist?

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

Answer: A

NEW QUESTION 260
- (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 261
- (Topic 3)
What is the default report format for new reports created in report builder?

A. Summary
B. Tabular
C. Matrix

Answer: B

NEW QUESTION 263
- (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 264
- (Topic 3)
Data Validation rules is not supported in which Salesforce edition?

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

Answer: F

NEW QUESTION 265
- (Topic 3)
Which is a capability of the new Service Cloud console?

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

Answer: ABE

NEW QUESTION 268
- (Topic 3)

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

A. True
B. False

Answer: A

NEW QUESTION 272
- (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 274
- (Topic 3)
Custom formula fields can reference other custom formula fields including themselves.

A. True
B. False

Answer: B

NEW QUESTION 277
- (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 280
- (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 284
- (Topic 3)
Custom Picklist fields can be either controlling or dependent fields

A. True
B. False

Answer: A

NEW QUESTION 289
- (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 291
- (Topic 3)
Printable View does not Save all the report formatting.

A. True
B. False

Answer: B

NEW QUESTION 296
- (Topic 3)
Both accounts and users can exist in multiple territories.

A. True
B. False

Answer: A

NEW QUESTION 300
- (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 automattically update.
D. The conversion will fail.
E. The account and contact will automatically be overwritten

Answer: B

NEW QUESTION 303
- (Topic 3)
Reports and views are not renamed based on the new label value

A. True
B. False

Answer: A

NEW QUESTION 308
- (Topic 3)
Which of the following is a standard Profile?

A. Sales User
B. Marketing User
C. Invoice Manager
D. Contract Manager

Answer: :BD

NEW QUESTION 311
- (Topic 3)
Custom Report Types (CRT) allows you to build a framework from which users can create and customize reports in the report wizard but not in report builder.

A. True
B. False

Answer: B

NEW QUESTION 314
- (Topic 3)
What is the click path to enable Enhance Profile Management?

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

Answer: A

NEW QUESTION 319
- (Topic 3)
A Workflow rule can only be triggered when a record is created.

A. True
B. False

Answer: B

NEW QUESTION 324
- (Topic 3)
A Record Owner has the following privileges:

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

Answer: ABC

NEW QUESTION 327
- (Topic 3)
A Profile is a collection of settings and permissions that determine what the user can do with records they have access to and how they view those records.

A. True
B. False

Answer: A

NEW QUESTION 330
- (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 333
- (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 335
- (Topic 3)
A Profile can have many users, but a user can have only one profile.

A. True
B. False

Answer: A

NEW QUESTION 339
- (Topic 3)
The formula editor may be used all of the following places EXCEPT:

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

Answer: C

NEW QUESTION 343
- (Topic 3)
The account owner, opportunity owners, and case owners may or may not be the same user.

A. True
B. False

Answer: A

NEW QUESTION 346
- (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 350
- (Topic 3)
Universally required fields always display on edit pages regardless of field-level security.

A. True
B. False

Answer: :A

NEW QUESTION 352
- (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 354
- (Topic 3)
When are data Validation Rules enforced?

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

Answer: D

NEW QUESTION 356
- (Topic 3)
Up to 25 custom lookup fields can be defined per object.

A. True
B. False

Answer: A

NEW QUESTION 361
- (Topic 3)
Spring \'11 includes a managed version of Chatter Desktop for enterprise deployments, and administration controls for controlling access to Chatter Desktop in your organization.

A. True
B. False

Answer: A

NEW QUESTION 364
- (Topic 3)
Which type(s) of file(s) is accessible through Content?

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

Answer: C

NEW QUESTION 367

- (Topic 3)
Which of the following are setting options for the User Interface?

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

Answer: ABCE

NEW QUESTION 370
- (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 374
- (Topic 4)
Which of the following statements are true concerning email activation? (Select one)

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

Answer: :C

NEW QUESTION 376
- (Topic 4)
Which email address option is available to override the From Email Address in a Workflow Email Alert?

A. An active Administrator's email address
B. A manual entered email address
C. An active user's email address
D. An Organization -wide email address

Answer: D

NEW QUESTION 379
- (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 384
- (Topic 4)
Is it possible for a user to own a record and not see it:

A. True
B. False

Answer: A

NEW QUESTION 387
- (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 390

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

A. True
B. False

Answer: A

NEW QUESTION 394
- (Topic 4)
How many roles can you create for your org?

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

Answer: C

NEW QUESTION 399
- (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 402
- (Topic 4)
Which statement is / are false for folders?

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

Answer: BC

NEW QUESTION 404
- (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 405
- (Topic 4)
File attachments, document tabs, and sales force content count towards Data Storage:

A. True
B. False

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 412
- (Topic 4)
Which statement is TRUE regarding Dynamic Dashboard:

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

Answer: A

NEW QUESTION 415
- (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 418
- (Topic 4)
On Lead Conversion, the Close Date of the newly created opportunity is automatically set to?

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

Answer: C

NEW QUESTION 421
- (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 423
- (Topic 4)
When transferring an account from one user to another, which of the following options are selectable? (Select all that apply)

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

Answer: :AB

NEW QUESTION 426
- (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 430
- (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 435
- (Topic 4)
Marketing and Sales users at Universal Containers would like more visibility into Lead and Contact participation in this years Trade Show. How would an Administrator build this into the application? Choose 2 answers

A. Create Cross-object formula fields to display campaign member record details on a lead or a contact record
B. Alert lead and contact owners with workflow when a prospective customer regsiters for the event
C. Customize the campaign member related list on the lead or contact object
D. Create Cross-object formula fields to display lead or contact record details on a campaign member record

Answer: BC

NEW QUESTION 436
- (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 440
- (Topic 4)
What determines the suggested criteria for lookup filter?

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

Answer: A

NEW QUESTION 443
- (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 446
- (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 448
- (Topic 4)
Will data be lost in a Custom Field if Data Type is changed to Number from any other Data Type?

A. Yes
B. No

Answer: A

NEW QUESTION 451
- (Topic 4)
You must create the business process before creating record types for each of these objects Except?

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

Answer: D

NEW QUESTION 456
- (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 460
- (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 465
- (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 468
- (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)
Do Validation rules get enforced on the Lead Conversion?

A. Yes
B. No

Answer: B

NEW QUESTION 471
- (Topic 4)
Data validation ensures the integrity of data when data is exported in SF

A. True
B. False

Answer: B

NEW QUESTION 474
- (Topic 4)
Multiple record types may be created for every tab with the exception of:

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

Answer: ABCE

NEW QUESTION 476
- (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 481
- (Topic 4)
A public group is a grouping of all Except?

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

Answer: C

NEW QUESTION 486
- (Topic 4)
Is it true that campaigns and opportunities have many to many relationship?

A. True
B. False

Answer: B

NEW QUESTION 488
- (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 490
- (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 491
- (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 492
- (Topic 5)
Which of the following chart types does not support Combination Chart?

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

Answer: DE

NEW QUESTION 497
- (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 498
- (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 501
- (Topic 5)
Formatting of report is maintained when it is exported via Printable View?

A. True
B. False

Answer: A

NEW QUESTION 503
- (Topic 5)
Which Salesforce editions support Sandbox?

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

Answer: AF

NEW QUESTION 505
- (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 507

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

A. Yes
B. No

Answer: A

NEW QUESTION 511
- (Topic 5)
Customizable Forecasting is a prerequisite in order to enable territory management?

A. True
B. False

Answer: A

NEW QUESTION 514
- (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 515
- (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 518
- (Topic 5)
On which OWD sharing defaults the Sharing Rules can't be defined?

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

Answer: C

NEW QUESTION 519
- (Topic 5)
If Custom Fiscal Years are enabled then you cannot use Standard Forecasting?

A. True
B. False

Answer: A

NEW QUESTION 520
- (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 525
- (Topic 5)
Which of the following make a User record Unique?

A. Profile
B. Email Id

C. Username
D. Role

Answer: C

NEW QUESTION 528
- (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 530
- (Topic 5)
On which of these areas Data Validation rules are enforced but no feedback is given to users?

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

Answer: C

NEW QUESTION 533
- (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 534
- (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 539
- (Topic 5)
Which of the following are not controlled by the Page layouts?

A. Custom Fields
B. Sections
C. Related List
D. Custom Button
E. Validation Rule Error message

Answer: E

NEW QUESTION 542
- (Topic 5)
Which Import functionality of salesforce.com should be used if one needs to import the 30000 Cases in Salesforce.com?

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

Answer: A

NEW QUESTION 547
- (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 551
- (Topic 5)
Which of the following Collaboration Cloud Enhancements Features are automatically visible to all users after Winter 11 and no setup is required?

A. Free Chatter Users
B. Chatter Search
C. Chatter Invitations
D. Files Tab
E. Using Chatter Filters
F. View Chatter Feeds

Answer: BDE

NEW QUESTION 553
- (Topic 5)
Which of the following is an automated process your organization can use to approve records in Salesforce.com?

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

Answer: B

NEW QUESTION 557
- (Topic 5)
Which objects can be stored in a folder?

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

Answer: BCD

NEW QUESTION 562
- (Topic 5)
Custom Summary Formulas can run calculations on report calculations.

A. True
B. False

Answer: B

Explanation:
 Explanation/Reference:
Custom summary formulas support calculations on custom formula fields
Apply calculations only to summary rows can be used to calculate the summaries on numerical fields of summary and matrix reports
3900 chars per formula 5 per report Applies calc to only summary rows Custom formula fields are
Read only on record detail pages Not visible on edit pages
Are supported on std and custom objects Do not update last modified field
Can reference custom/std / other formula fields Cannot reference themselves
Cannot be deleted if they are referred in formulas Not searchable via sidebar / advanced search Not included in data export
Not available for lead conversion
Not available in Offline edition / connect for outlook Are automatically calculated
Cross object formula up to 5 levels

NEW QUESTION 563
- (Topic 5)
Which of the following are setting options for the User Interface?

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

Answer: ABCE

NEW QUESTION 564

- (Topic 5)
Case escalation rules triggered on the last modification will be reset each time a user adds a related comment to the case?

A. True
B. False

Answer: B

NEW QUESTION 569
- (Topic 5)
With sharing rules one can make automatic exceptions to the organization-wide default for defined sets of users.

A. True
B. False

Answer: A

NEW QUESTION 570
- (Topic 5)
Is it possible for users to override their own forecasts and forecasts for users below them in the forecast hierarchy?

A. Yes
B. No

Answer: A

NEW QUESTION 575
- (Topic 5)
Which of the following is not an available function in the Formula Fields?

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

Answer: D

NEW QUESTION 578
- (Topic 5)
The first approval step in a process specifies the action to take if a record does not advance to that step.

A. True
B. False

Answer: A

NEW QUESTION 583
- (Topic 5)
Which of the following cannot be used as a source report for the Analytical Snap Shot?

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

Answer: C

NEW QUESTION 587
- (Topic 5)
How many Solution records can be imported via Import Wizard?

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

Answer: C

NEW QUESTION 589
- (Topic 5)
When a field is deleted from the pagelayout, does it is also deleted from the Object?

A. Yes
B. No

Answer: B

NEW QUESTION 592
- (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 593
- (Topic 5)
Which of the following is NOT controlled by the Page Layout?

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

Answer: E

NEW QUESTION 598
- (Topic 5)
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 600
- (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 604
- (Topic 5)
On deleting a Tab from an Application .

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

Answer: B

NEW QUESTION 609
- (Topic 5)
Conditional Highlighting only applies to the first summary field column in the table?

A. True
B. False

Answer: A

NEW QUESTION 610
- (Topic 5)
How many ranges can be defined in the case of a Conditional Highlighting?

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

Answer: B

NEW QUESTION 615
- (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 618
CORRECT TEXT - (Topic 6)
Limitation for an organization related to triggers?

A.

Answer: SFlimitsthenumberoftimetriggersanorganizationcanexecuteperhour.Thelimitsareasfollows:

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

NEW QUESTION 621
- (Topic 6)
Where does Chatter Feed display?

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

Answer: ABCE

NEW QUESTION 623
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 627
- (Topic 6)
Standard picklists can be the controlling field but not the dependent in a field dependency:

A. True
B. False

Answer: A

NEW QUESTION 629
- (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 632
CORRECT TEXT - (Topic 6)
What type of relationship must exist if you would like the child record to remain if the parent is deleted?

A.

Answer: 1-1

NEW QUESTION 636
- (Topic 6)
Name the benefits of the cloud computing model?

A. Multi-tenant
B. Scales with your business
C. Modest operating expense
D. No capital expense
E. Elastic
F. Pay-as-you-go

Answer: ABCDEF

NEW QUESTION 638
- (Topic 6)
Can an end user import Members into a Campaign?

A. True
B. False

Answer: B

NEW QUESTION 642
- (Topic 6)
You can set a default value for a custom field.

A. True
B. False

Answer: A

NEW QUESTION 644
- (Topic 6)
How would you allow collaborative access to accounts , contacts, contracts, opportunities, and cases of a US Sales rep, and Asia sales rep, and an EMEA sales rep?

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

Answer: B

NEW QUESTION 649
- (Topic 6)
You can create a Lookup Relationship to link an object with itself.

A. True
B. False

Answer: A

NEW QUESTION 651
- (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 653
- (Topic 6)
Adding a user to the sales team group will give access to opportunity records that was previously a restricted account.

A. True

B. False

Answer: B

NEW QUESTION 656
- (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 659
- (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 662
- (Topic 6)
Can WF update formula fields?

A. Yes
B. No

Answer: B

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

NEW QUESTION 664
- (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 666
- (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 669
- (Topic 6)
Final reject actions can include actions such as email alerts

A. True
B. False

Answer: A

NEW QUESTION 674
- (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 676
- (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 681
- (Topic 6)
Custom Summary Formulas can run calculations on custom formula fields.

A. True
B. False

Answer: A

NEW QUESTION 684
- (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 685
- (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 688
- (Topic 6)
Can you make a standard field unique?

A. True
B. False

Answer: B

NEW QUESTION 692
- (Topic 6)
You cannot delete a standard report.

A. True
B. False

Answer: A

NEW QUESTION 694
- (Topic 6)
Data Validation Rules are executed for a field (vs. as record).

A. True
B. False

Answer: B

NEW QUESTION 697
- (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 702
- (Topic 6)
With Spring '11, a new version of Chatter Desktop is available with performance optimizations and enhancements that let you:

A. Click files to preview them
B. Subscribe to a user
C. Select the To: Me tab to see posts directed to you
D. Click groups and users to view their feeds
E. Post to a group or user\'s feed
F. Subscribe to a user feed post

Answer: ACDE

NEW QUESTION 704
- (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 705
- (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 708
- (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 712
- (Topic 6)
You can edit their user profiles and define Trusted IP ranges so that users don't have to activate new computers within this range but without blocking those that are not.

A. True
B. False

Answer: B

NEW QUESTION 713
- (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 716
- (Topic 6)
A Standard Fiscal Year can start on May 1st.

A. True
B. False

Answer: A

NEW QUESTION 718
- (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 722
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 726
- (Topic 6)
What are different Types of Sharing Rules? (Check all that apply)

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

Answer: ABDE

NEW QUESTION 729
- (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 732
CORRECT TEXT - (Topic 7)
Who can manually share records?

A.

Answer: RecordOwnerAnyoneabovetheRecordOwnerinHierarchy&theSystemAdmin

NEW QUESTION 736
- (Topic 7)
To log into the Data Loader, the IP address must be a trusted IP or the User must know their security token.

A. True
B. False

Answer: A

NEW QUESTION 740
- (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 744
- (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 746
- (Topic 7)
Can you uninstall an AppExchange application once it has been deployed?

A. Yes
B. No

Answer: A

NEW QUESTION 750
- (Topic 7)
Who can submit an idea to Salesforce.com IdeaExchange?

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

Answer: D

NEW QUESTION 751
CORRECT TEXT - (Topic 7)
How are Folders used?

A.

Answer: Toorganizereportsdashboardscommunicationtemplatesanddocuments

NEW QUESTION 752
- (Topic 7)
A checkbox can be a controlling field in a field dependency?

A. True
B. False

Answer: A

NEW QUESTION 754
- (Topic 7)
Can standard fields be removed from the Page Layout?

A. True
B. False

Answer: A

NEW QUESTION 758
CORRECT TEXT - (Topic 7)
When is it appropriate to use the Import Wizard versus the Data Loader?

A.

Answer: NeedtopreventduplicatesandwhentheAdminneedstochoosewhethertotriggerWorkflowrules(ornot)

NEW QUESTION 762
CORRECT TEXT - (Topic 7)
Who can import data for all users?

A.

Answer: SystemAdminandMarketingUserProfilecanimportLeads.

NEW QUESTION 766
- (Topic 7)
True or False, Final reject actions in a workflow approval process can include actions such as email alerts.

A. True
B. False

Answer: A

NEW QUESTION 769
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 772
- (Topic 7)
Standard Reports May be used as a starting point for Custom Reports

A. True
B. False

Answer: A

NEW QUESTION 777
- (Topic 7)
Inline Editing updates the field when

A. The field is saved/updated
B. When the record is saved/updated
C. When the return key is pressed
D. None of the above

Answer: B

NEW QUESTION 781
- (Topic 7)
Workflow rules never trigger on converted leads

A. True
B. False

Answer: A

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

NEW QUESTION 784
- (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 789
- (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 794
- (Topic 7)
The User Interface Settings can be adjusted for individual users.

A. True
B. False

Answer: B

NEW QUESTION 798
CORRECT TEXT - (Topic 7)
Define the Solution Manager Profile.

A.

Answer: Standarduserperm+canmanagersolutions&solutioncategories

NEW QUESTION 802
- (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 807
- (Topic 7)
Is the DataLoader Cloud based?

A. No
B. Yes

Answer: A

NEW QUESTION 812
- (Topic 7)
The number of business hours that can be set for the organization to operate:

A. 10
B. 20
C. 30
D. Unlimited

Answer: D

NEW QUESTION 815
CORRECT TEXT - (Topic 7)
What do Business processes do?
Business Processes track sales, support, solution, cases

A.

Answer: A

NEW QUESTION 819
- (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 822
- (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 825
- (Topic 7)
Which objects have built in import wizards?

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

Answer: ABCDE

NEW QUESTION 830
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: Child is deleted when parent is deleted.

A.

Answer: Master/Detail

NEW QUESTION 835
- (Topic 7)
Workflow rules on custom objects are automatically deleted if the custom object is deleted.

A. True
B. False

Answer: A

NEW QUESTION 838
CORRECT TEXT - (Topic 7)
When would you choose to build a Public Group?

A.

Answer: Tosimplifythenumberofsharingrulesbuiltorwhendefiningfolderorlistviewaccess.

NEW QUESTION 841
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: No inherited sharing:

A.

Answer: Lookup

NEW QUESTION 842
CORRECT TEXT - (Topic 7)
Define the system Admin profile.

A.

Answer: "SuperUser"-Cancustomize&administratetheOrg

NEW QUESTION 844
CORRECT TEXT - (Topic 7)
How are Cases assigned?

A.

Answer: AssignmentRule

NEW QUESTION 848
- (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 853
CORRECT TEXT - (Topic 7)
What do Sales Teams do?

A.

Answer: FocusesonOpportunityRecordsbeingsharedtoaspecifiedgroupofusersbasedontheOpportunityOwner.

NEW QUESTION 857
CORRECT TEXT - (Topic 7)
Why utilize Account Teams and Sales Teams?

A.

Answer: Teamsareusedforcollaborationsharingandforreportingpurposes.

NEW QUESTION 858
- (Topic 7)
Do opportunities or cases have import wizards?

A. Yes
B. No

Answer: B

NEW QUESTION 860
CORRECT TEXT - (Topic 7)
How does a Profile differ from a Role?

A.

Answer: Profilecontrolswhatausercandowithrecords(readcreateeditdelete.TheRolecontrolsthelevelofvisibilitythatusershavetoorganizationsdata.

NEW QUESTION 865
- (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 869
- (Topic 7)
Changes you make to records while using Connect Offline are lost.

A. True
B. False

Answer: B

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

NEW QUESTION 874
- (Topic 7)
How many app exchange apps can you install in EE?

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

Answer: B

NEW QUESTION 877
- (Topic 7)
What are the three editions of Salesforce?

A. PE Professional Edition EE Enterprise EditionUE Unlimited Edition

Answer: A

NEW QUESTION 879
- (Topic 7)
When you delete a product, the opportunity associated with that product will be suspended until further action is taken.

A. True
B. False

Answer: B

NEW QUESTION 884
- (Topic 7)
What are the Org Wide Default permission options?

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

Answer: ABCDE

NEW QUESTION 885
- (Topic 7)
Can the DataLoader access all objects?

A. Yes
B. No

Answer: A

NEW QUESTION 889
- (Topic 8)
How many records of a custom object can a System Admin import using the Salesforce Import Wizard?

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

Answer: C

NEW QUESTION 892
- (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 897
- (Topic 8)
Account Teams are not available for Professional Edition

A. True
B. False

Answer: A

NEW QUESTION 900
- (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 903
- (Topic 8)
You can map a custom lead field to a Case

A. True
B. False

Answer: A

NEW QUESTION 904
- (Topic 8)
Which salesforce.com feature allows the org to capture ROI on online advertising?

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

Answer: C

NEW QUESTION 908
- (Topic 8)
What is the role of "Primary Object" when creating custom report types?

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

Answer: C

NEW QUESTION 910
- (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 913
- (Topic 8)
Dated exchange rates can be set in the time range of

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

Answer: A

NEW QUESTION 916
- (Topic 8)
Report charting is only available for:

A. Summary and Matrix reports
B. Tabular and Summary Reports
C. Tabular and Matrix reports.
D. Tabular, Summary and Matrix Reports

Answer: A

NEW QUESTION 920
- (Topic 8)
What is true about Managed Packages?

A. They are not upgradeable
B. They cannot be uninstalled

C. They are upgradeable
D. They cannot be deleted

Answer: C

NEW QUESTION 923
- (Topic 8)
Which of them is not a Standard Business Object?

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

Answer: C

NEW QUESTION 924
- (Topic 8)
How many people can you send an invite to at a time using Cloud Scheduler?

A. You can invite up to 50 people to a meeting.
B. You can invite up to 20 people to a meeting.
C. You can invite up to 25 people to a meeting.
D. You can invite up to 55 people to a meeting.

Answer: :A

NEW QUESTION 927
- (Topic 8)
Salesforce.com instance has Multiple Currencies as Activated. What is the maximum granularity available for tracking changes in Currency Rates

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

Answer: B

NEW QUESTION 931
- (Topic 8)
As an Admin you can schedule regular data imports using the Data Loader

A. True
B. False

Answer: A

NEW QUESTION 936
- (Topic 8)
You can set up Salesforce to automatically send email alerts, assign tasks, or update field values based on your organization's workflow

A. True
B. False

Answer: A

NEW QUESTION 938
- (Topic 8)
What are true for the data loader?

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

Answer: CE

NEW QUESTION 940
- (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 945
CORRECT TEXT - (Topic 8)
How does Cloud Scheduler Work?

A.

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

NEW QUESTION 946
- (Topic 8)
The administrator changes the organization time zone from "pacific daylight" to "central". Which users will be affected?

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

Answer: D

NEW QUESTION 949
- (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 950
- (Topic 8)
What is true about look up relationships?

A. Object in look up relationship can link to self
B. Child in lookup gets deleted if parent gets deleted
C. The child object in lookup is a related list for the parent
D. The lookup is required always

Answer: AC

NEW QUESTION 951
- (Topic 8)
You are limited to new picklist or multi-select picklist values for any field during a single import

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

Answer: C

NEW QUESTION 955
- (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 960
- (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 965
- (Topic 8)
Identify the dashboard components from the list

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

Answer: BC

NEW QUESTION 968
- (Topic 8)
Which statement is true about custom summary formula?

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

Answer: A

NEW QUESTION 970
- (Topic 8)
Conditional formatting is available for:

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

Answer: B

NEW QUESTION 971
- (Topic 8)
If you delete a case, which two also get deleted?

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

Answer: CD

NEW QUESTION 974
- (Topic 8)
What is the use of campaign influence feature on opportunities?

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

Answer: B

NEW QUESTION 979
- (Topic 8)
Sharing rules can be formed on the following except:

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

Answer: D

NEW QUESTION 983

- (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 987
- (Topic 8)
You can only import only one language at a time per CSV file

A. True
B. False

Answer: A

NEW QUESTION 992
- (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 997
- (Topic 8)
The Create New Folder link will only be visible to users with which permission

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

Answer: A

NEW QUESTION 1001
- (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 1005
- (Topic 8)
The organization wants users to view the details of the calendar of the accounts and the ability to add events. What should be the OWD for it?

A. Hide details
B. Show details and add events
C. Hide details and add events
D. Add events

Answer: B

NEW QUESTION 1009
- (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 1012
- (Topic 8)
The Account Access, Contact Access and Opportunity Access options depend on your sharing model

A. True
B. False

Answer: A

NEW QUESTION 1013
- (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 1016
- (Topic 8)
How do you specify the following in a formula field : the year of the custom date field(date_c) should be the current year:

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

Answer: A

NEW QUESTION 1020
CORRECT TEXT - (Topic 8)
What happens if chatter is enabled in an org with 15 or fewer users?

A.

Answer: Allusersautomaticallyfolloweachother.

NEW QUESTION 1025
- (Topic 8)
If the data validation at web-to-lead form fails, who will get error report?

A. The lead queue
B. The lead will get created with error report in description
C. The designated weblead owner gets an email
D. Salesforce.com support group

Answer: C

NEW QUESTION 1026
- (Topic 9)
Which type of field could you use to create a relationship between a custom object and another object?

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

Answer: A

NEW QUESTION 1031
- (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 1036
- (Topic 9)
Sales User is a standard profile.

A. True
B. False

Answer: B

NEW QUESTION 1038
- (Topic 9)
What objects may be imported or updated using the Import Wizard? (check all that apply)

A. Accounts
B. Opportunities
C. Leads
D. Contract
E. Contact

Answer: :ACE

NEW QUESTION 1041
- (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 1046
- (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 1051
- (Topic 9)
How many External ID fields can you have per object?
External ID: When importing custom objects, solutions, or person accounts, you can use external IDs to prevent duplicate records from being created as a result of the import operation.

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

Answer: C

NEW QUESTION 1053
- (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 1054
- (Topic 9)
A solution can only belong to one category.

A. True
B. False

Answer: B

NEW QUESTION 1058
- (Topic 9)
If you delete a report and change your mind, you can retrieve it from the recycle bin.

A. True
B. False

Answer: B

NEW QUESTION 1063
- (Topic 9)
Which statements are true about business processes?

A. Each business process is associated with one or more record types
B. Each record type is associated with one or more business processes
C. For opportunity objects records are created before business processes
D. Record types implement business processes through page layouts
E. Record types help track sales lifecycle s across divisions, groups and markets.

Answer: AD

NEW QUESTION 1068
- (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 1072
- (Topic 9)
What is the maximum length of the alias field?

A. 12
B. 10
C. 8

Answer: C

NEW QUESTION 1076
- (Topic 9)
Records in the recycle bin do NOT count against your organization's storage limits

A. True
B. False

Answer: A

NEW QUESTION 1081
- (Topic 9)
You cannot mass remove records from an approval process; removal of records must be done one by one.

A. True
B. False

Answer: B

NEW QUESTION 1085
- (Topic 9)
Which of the following can NOT be edited on the Page Layout Editor?

A. Field positions
B. Buttons
C. Page sections
D. Related lists
E. Picklist values

Answer: E

NEW QUESTION 1089
- (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 1092
- (Topic 9)
Formula cannot reference any field that is restricted by Field level security

A. True
B. False

Answer: B

NEW QUESTION 1096
- (Topic 9)
You have to enable the Report Builder Upgrade first to use Master Charts.

A. True
B. False

Answer: :B

NEW QUESTION 1099
- (Topic 9)
If single sign-on is enabled for your organization, API and desktop client users cannot log in to Salesforce CRM unless their IP address is included on your organization's list of trusted IP addresses or on their profile, if their profile has IP address restrictions set.

A. True
B. False

Answer: A

NEW QUESTION 1101
- (Topic 9)
What is the new Chart type available after Spring 11?

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

Answer: D

NEW QUESTION 1104
- (Topic 9)
Custom Summary Formulas are:

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

Answer: D

NEW QUESTION 1106
- (Topic 9)
"#Error!" displays on report cells if your custom summary formula output is over 18 digits.

A. True
B. False

Answer: A

NEW QUESTION 1107
- (Topic 9)
The standard object permissions are: (check all that apply)

A. Read
B. Update

C. Create
D. Edit
E. Delete

Answer: ACDE

NEW QUESTION 1109
- (Topic 9)
You have created a custom field of the type "Number" on the Account object called "Number of Golfers at Client". You enter the following data in the field: 073. What is stored in Saleforce CRM?

A. 0073
B. 73
C. 7.3%

Answer: B

NEW QUESTION 1111
- (Topic 9)
The system automatically maps standard lead fields to standard account, contact, and opportunity fields

A. True
B. False

Answer: A

NEW QUESTION 1116
- (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 1121
- (Topic 9)
You need which permission to specify a running user other than yourself.

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

Answer: A

NEW QUESTION 1125
- (Topic 9)
Which of the following statements are true about Import wizard?

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

Answer: :AC

NEW QUESTION 1128
- (Topic 9)
Users with which Permission can install or uninstall AppExchange packages from the AppExchange

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

Answer: A

NEW QUESTION 1133
- (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 1136
- (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 1138
- (Topic 9)
Joe is attempting to import an invalid value into a picklist field. The import wizard will respond with an error message.

A. True
B. False

Answer: :B

NEW QUESTION 1143
- (Topic 9)
The Console's center frame is the detail page view of any record selected from any of the console's other frame.

A. True
B. False

Answer: A

NEW QUESTION 1144
- (Topic 9)
If the primary object on a custom report is a custom object, and the custom object is deleted, then the custom report type and any reports created from it will automatically be deleted.

A. True
B. False

Answer: A

NEW QUESTION 1147
- (Topic 9)
Salesforce Console only displays views that were previously created.

A. True
B. False

Answer: A

NEW QUESTION 1148
- (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 1151
- (Topic 9)
When creating a custom report type Making the status "In Development" hides the custom
report type and any reports created from it from all users except those with the "Manage Custom Report Types" permission. Making the status "In Development"
also prevents all users except those with the "Manage Custom Report Types" permission from creating and running reports from the report type.

A. True
B. False

Answer: A

NEW QUESTION 1154
- (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 1157
- (Topic 9)
Can I change the location of Chatter feeds? How?

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

Answer: C

NEW QUESTION 1162
- (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 1163
- (Topic 9)
Which of the following special picklist fields are not available for record types because they're used exclusively for sales processes, lead processes, support processes, and solution processes

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

Answer: ABCD

NEW QUESTION 1165
- (Topic 9)
You have to enable the Report Builder Upgrade first to use Scatter Charts.

A. True
B. False

Answer: A

NEW QUESTION 1166
- (Topic 10)
When controlling and dependent fields are available in Connect Offline...

A. You will be able to edit one, with it automatically updating the other
B. The logic between them is not available
C. You can only edit the controlling field
D. You can only edit the dependent field

Answer: B

NEW QUESTION 1171
- (Topic 10)
A manager wants to pend all task assigned to his team so that the due date will be pushed a few days forward.

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

Answer: D

NEW QUESTION 1174
- (Topic 10)
Which of the following utilize the "Automated Case User" (Select all that apply):

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

Answer: ACD

NEW QUESTION 1177
- (Topic 10)
Which administrative permissions are necessary in order to edit profiles?

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

Answer: B

NEW QUESTION 1180
- (Topic 10)
Email templates used in all of the following features must be public and active EXCEPT

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

Answer: B

NEW QUESTION 1181
- (Topic 10)
Identify the statements that define Apex data loader?

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

Answer: BD

NEW QUESTION 1185
- (Topic 10)
When importing Lead records you must use Currency

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

Answer: :B

NEW QUESTION 1189
- (Topic 10)
Formula and roll-up summary fields are included in backup exports

A. True
B. False

Answer: B

NEW QUESTION 1191

- (Topic 10)
You convert a lead that is linked to multiple campaigns what is inserted into the opportunity Campaign Source field?

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

Answer: B

NEW QUESTION 1193
- (Topic 10)
Roles are available in Personal and Group edition

A. True
B. False

Answer: B

NEW QUESTION 1197
CORRECT TEXT - (Topic 10)
You can use inline editing to maintain all detail pages in the application except for....?

A.

Answer: DocumentsandForecasts

NEW QUESTION 1200
- (Topic 10)
You can create a custom report on solution categories and solution categories are available in list views.

A. True
B. False

Answer: B

NEW QUESTION 1203
- (Topic 10)
What other permissions does the "Manage Analytic Snapshots" permission require (Select all that apply).

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

Answer: ABD

NEW QUESTION 1205
- (Topic 10)
Records & Record Detail Pages: SFDC lets me print list views for Accounts, Campaigns, Cases, Contacts, Leads, or Opportunities.

A. True
B. False

Answer: A

NEW QUESTION 1206
- (Topic 10)
Your System Administrator must reset your password for you if you lose it.

A. True
B. False

Answer: B

NEW QUESTION 1209
- (Topic 10)
SFDC allows me to add a reporting hierarchy (or organization chart) to my contacts. This way I can better understand the structural dynamics within the businesses I am selling to, and remember who to contact for certain aspects of a sale.

A. True
B. False

Answer: A

NEW QUESTION 1214
- (Topic 10)
When creating a custom report type all objects display in the Primary Object drop-down list, including those you do not have permission to view. For example, even if you don't have permission to view leads, leads are available in the Primary Object drop-down list so that you can build lead report types for other users.

A. True
B. False

Answer: :A

NEW QUESTION 1219
- (Topic 10)
When I qualify a lead, the lead then automatically becomes (select all that apply):

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

Answer: ABC

NEW QUESTION 1221
- (Topic 10)
Accounts can be created by converting a lead to an opportunity, or by manual entry.

A. True
B. False

Answer: A

NEW QUESTION 1225
- (Topic 10)
What steps are part of the process to enable Multi-Currency in an organization?

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

Answer: BD

NEW QUESTION 1228
- (Topic 10)
To track revenue gain or loss based on currency fluctuations, you must implement

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

Answer: :D

NEW QUESTION 1230
- (Topic 10)
Which of the following statements is true about transferring leads?

A. You can transfer to users, but not to queues
B. You can transfer to queues, but not to users
C. You can transfer to both queues and users

Answer: C

NEW QUESTION 1235
- (Topic 10)
Which one of these is NOT a recorded "activity" in SFDC?

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

Answer: B

NEW QUESTION 1236

- (Topic 10)
What is the max length of the field type "Text"?

A. 3200
B. 320
C. 255

Answer: :C

NEW QUESTION 1237
- (Topic 10)
You cannot delete all the record types for an object if the object is referenced in which of the following:

A. Apex Code script
B. Page layouts
C. Profiles

Answer: A

NEW QUESTION 1241
- (Topic 10)
If your org is configured for data export, you can generate backup files manually how often?

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

Answer: B

NEW QUESTION 1243
- (Topic 10)
Which of these is NOT true of "list views" in SFDC:

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

Answer: B

NEW QUESTION 1246
- (Topic 10)
Which of the following is inline editing not supported?

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

Answer: ACF

NEW QUESTION 1250
- (Topic 10)
If your organization has territory management, account and opportunity list views can be restricted by (Select all that apply)

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

Answer: AB

NEW QUESTION 1251
- (Topic 10)
When a field is deleted it sits in the recycling bin for 30 days

A. True
B. False

Answer: B

NEW QUESTION 1254

- (Topic 10)
What is the maximum length of a Text Area?

A. 32000
B. 255
C. 3200

Answer: B

NEW QUESTION 1259
- (Topic 10)
When I convert a lead to an Opportunity, I must give the opportunity a unique name so I know what it is (ex: Pacific Bank – Red Package).

A. True
B. False

Answer: A

NEW QUESTION 1262
- (Topic 10)
Editing Records: If I see a magnifying glass icon next to any field in SFDC, this means I can start typing into the field and matches will automatically appear to choose from. Or, I can click on the magnifying glass icon and look up data to fill the field with.

A. True
B. False

Answer: A

NEW QUESTION 1266
- (Topic 10)
Which of the following are true about the Default Division field on the User object?

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

Answer: B

NEW QUESTION 1270
- (Topic 10)
When creating a custom list view you can display fields that are not on your page layout for that object?

A. True
B. False

Answer: B

NEW QUESTION 1275
- (Topic 10)
You cannot change the name of the default Person Account record type, and you cannot create additional record types for Person Accounts

A. True
B. False

Answer: B

NEW QUESTION 1276
- (Topic 10)
Personalizing SFDC: If I want to update my personal info, email settings, etc. I have to:

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

Answer: B

NEW QUESTION 1280
- (Topic 10)
Does access to folders respect the role hierarchy?

A. Yes
B. No

Answer: B

NEW QUESTION 1285
CORRECT TEXT - (Topic 10)
Data validation rules impact all supported objects except for...

A.

Answer: ForecastsandTerritories

NEW QUESTION 1289
- (Topic 10)
When using Territory Management, can an opportunity be associated with multiple territories?

A. Yes
B. No

Answer: B

Explanation:
 Accounts and Users can be associated with multiple opportunities but Opportunities can only be in one territory.

NEW QUESTION 1292
CORRECT TEXT - (Topic 10)
What happens if you add a picklist value to a field when there are multiple record types?

A.

Answer: Youwillbepromtedtoselecttherecordtypethatshouldincludethenewvalue.

NEW QUESTION 1296
- (Topic 10)
Which of the following records can not be mass transferred?

A. Open Cases
B. Closed Cases
C. Open Activities
D. Closed Activities

Answer: D

NEW QUESTION 1300
- (Topic 10)
What type of relationship should be built for a one-to-one?

A. Master-Detail Relationship
B. Look-up Relationship
C. Master-Detail Field
D. Look-up Field

Answer: :BD

NEW QUESTION 1305
CORRECT TEXT - (Topic 10)
List the differences between the Jumpstart Wizard and the Standard Approval Process Wizard:

A.

Answer: JumpStartWizardonlyallowsforasingleapprover.

NEW QUESTION 1306
- (Topic 10)
Records & Record Detail Pages: I can edit data for multiple records at once by selecting each of them within a list view, Clicking on one of the records, and choosing the field to edit for all.

A. True
B. False

Answer: A

NEW QUESTION 1310
- (Topic 10)
Which option is NOT true of events?

A. Events are scheduled events or meetings
B. Events are to-do lists
C. I can invite participants to an Event (like scheduling a demo, for example)
D. Events automatically move to Activity History when the time of the Event is past.

Answer: B

NEW QUESTION 1312
- (Topic 10)
Which will appear on your pipeline report?

A. Leads
B. Opportunities
C. Accounts

Answer: B

NEW QUESTION 1315
- (Topic 10)
Lookup relationship fields are available in Personal Edition

A. True
B. False

Answer: B

NEW QUESTION 1320
- (Topic 10)
Which of following is granted by the Manage Cases Permission (Select all that apply)?

A. Set support business hours
B. Edit the Support settings
C. Set up Email-to-Case
D. Mass Transfer Cases
E. Create,Edit, and Delete custom fields on the Case Object

Answer: ABCD

NEW QUESTION 1324
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