

Exam Questions ADM-201

Administration Essentials for New Admins

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NEW QUESTION 1

- (Topic 1)

Who can select the "sharing" button on Account and Opportunity records?

- A. The Record Owner, System Administrator, and a User shared to the record
- B. The Record Owner, a User shared to the record, and any User above the Record Owner in the RoleHierarchy
- C. The Record Owner, a User above the Record Owner, and the System Administrator
- D. The Record Owner and System Administrator

Answer: C

NEW QUESTION 2

- (Topic 1)

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

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

Answer: B

NEW QUESTION 3

- (Topic 1)

The Chatter Free license gives users the ability to access People, Profiles, Groups and Files as well as (choose all that apply)

- A. Make posts
- B. View comments
- C. Upload files
- D. Join groups
- E. View records

Answer: ABCD

NEW QUESTION 4

- (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 5

- (Topic 1)

The following are true about scheduling and emailing reports.

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

Answer: E

NEW QUESTION 6

- (Topic 1)

Which of the following are true about formula fields?

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

Answer: ABD

NEW QUESTION 7

- (Topic 1)

Record types specify the following elements.

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

Answer: D

NEW QUESTION 8

- (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 9

- (Topic 1)

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

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

Answer: A

NEW QUESTION 10

- (Topic 1)

If there are any users in the organization that shouldn't have view access to Account records, the OWD for Accounts should be set to

- A. Public Read Only
- B. Public Read/Write/Transfer
- C. Private
- D. None of the above

Answer: C

NEW QUESTION 10

- (Topic 1)

AW Computing needs to track the manufacturer and model for specific computers and laptops. How can the system administrator ensure that manufacturer selected influences the values available for model.

- A. Create a multi-select picklist field that includes both manufacturers and models.
- B. Create a lookup field from the manufacturer object to the model object
- C. Create a manufacturer field as a controlling picklist and the model as a dependent picklist
- D. Create a manufacturer field as the dependent picklist and the model as the controlling picklist.

Answer: C

NEW QUESTION 15

- (Topic 1)

You can use standard reports when creating Dashboards

- A. True
- B. False

Answer: B

NEW QUESTION 17

- (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 22

- (Topic 1)

Which of the following objects support business processes?

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

Answer: AB

NEW QUESTION 23

- (Topic 1)

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

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

Answer: D

NEW QUESTION 28

- (Topic 1)

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

- A. True
- B. False

Answer: B

NEW QUESTION 29

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 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 31

- (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 35

- (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 40

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 41

- (Topic 1)

Who can manually share records?

- A. The record owner
- B. The record owner's manager
- C. The record owner's manager's manager
- D. The system administrator
- E. All of the above
- F. None of the above

Answer: E

NEW QUESTION 46

- (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 50

- (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 53

- (Topic 1)

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

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

Answer: C

NEW QUESTION 56

- (Topic 1)

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

- A. True
- B. False

Answer: B

NEW QUESTION 59

- (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 64

- (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 69

- (Topic 1)

An active user record consumes a license.

- A. True
- B. False

Answer: A

NEW QUESTION 71

- (Topic 1)

Which of the following SF applications enables organizations to speed and streamline all phases of sales?

- A. SF ideas
- B. SF content
- C. SF Automation
- D. SF Customer service and support

Answer: C

NEW QUESTION 73

- (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 78

- (Topic 1)

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

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

Answer: ABC

NEW QUESTION 82

- (Topic 1)

Which feature effectively allows you to "lock" the converted amount on closed opportunities?

- A. Locale
- B. Company Profile
- C. Multi-currency
- D. Advanced Currency Management
- E. None of the above

Answer: D

NEW QUESTION 85

- (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 89

- (Topic 2)

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

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

Answer: C

NEW QUESTION 94

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 97

- (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 99

- (Topic 2)

When are Formula Fields recalculated?

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

Answer: A

NEW QUESTION 104

- (Topic 2)

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

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

Answer: BC

NEW QUESTION 105

- (Topic 2)

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

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

Answer: B

NEW QUESTION 110

- (Topic 2)

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

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

Answer: C

NEW QUESTION 111

- (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 115

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 117

- (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 119

- (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 123

- (Topic 2)

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

- A. True
- B. False

Answer: A

NEW QUESTION 125

- (Topic 2)

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

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

Answer: A

NEW QUESTION 128

- (Topic 2)

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 132

- (Topic 2)

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

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

Answer: D

NEW QUESTION 137

- (Topic 2)

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

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

Answer: D

NEW QUESTION 139

- (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 141

- (Topic 2)

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

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

Answer: C

NEW QUESTION 142

- (Topic 2)

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

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

Answer: ABC

NEW QUESTION 146

- (Topic 2)

What are the opportunity defaults when converting a lead to an opportunity?

- A. Stage Defaults to first option in the picklist, close date defaults to the last day in the quarter, and the amount defaults to blank
- B. Stage defaults to first option in the picklist, close date defaults to 3 months from conversion date, and amount defaults to blank
- C. User defines amount, close date, and stage upon conversion
- D. None of the above

Answer: A

NEW QUESTION 150

- (Topic 2)

You can use standard reports when creating

- A. True
- B. False

Answer: B

NEW QUESTION 154

- (Topic 2)

Where will a Campaign associated with a Lead be visible? Choose 2 answers

- A. Campaign Related List
- B. Campaign History Report
- C. Lead History Report
- D. Opportunity Related List

Answer: BC

NEW QUESTION 155

- (Topic 2)

Which of the following does a Profile control?

- A. Username and Password
- B. Role level access
- C. Read, Create, Edit, and Delete permissions
- D. Sharing rules

Answer: C

NEW QUESTION 157

- (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 162

- (Topic 2)

Are Tags searchable from standard Search component?

- A. Yes
- B. No

Answer: A

NEW QUESTION 165

- (Topic 2)

It is possible to share a custom object record manually

- A. True
- B. False

Answer: A

NEW QUESTION 166

- (Topic 2)

What determines a unique User Record?

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

Answer: A

NEW QUESTION 169

- (Topic 2)

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

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

Answer: C

NEW QUESTION 174

- (Topic 2)

The difference between an opportunity record type and a sales process is:

- A. The sales process controls the stage field, the record type controls all other picklist fields
- B. The record type controls the stage field, the sales process controls all other picklist fields

- C. The record type controls the picklist fields
- D. The sales process controls all picklist fields

Answer: A

NEW QUESTION 179

- (Topic 2)

Searches and Filters that take a long time may be cancelled?

- A. True
- B. False

Answer: A

NEW QUESTION 181

- (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 183

- (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 186

- (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 187

- (Topic 2)

Fields hidden using Field Level Security are subject to Data Validation Rules.

- A. True
- B. False

Answer: B

NEW QUESTION 191

- (Topic 2)

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

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

Answer: :B

NEW QUESTION 194

- (Topic 2)

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

- A. True
- B. False

Answer: B

NEW QUESTION 199

- (Topic 2)

Forecasting can be used with Custom Fiscal Years.

- A. True
- B. False

Answer: B

NEW QUESTION 201

- (Topic 2)

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

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

Answer: :B

NEW QUESTION 205

- (Topic 3)

To make a field required, which of the following is used) (Pick the best possible answer)

- A. Page Layout
- B. Field Level Security
- C. Profile
- D. Both Page Layout and Field Level Security

Answer: A

NEW QUESTION 206

- (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 210

- (Topic 3)

If the System Administrator set a user to create only a certain record type, this user's ability to view other record types is affected.

- A. True
- B. False

Answer: B

NEW QUESTION 215

- (Topic 3)

What is not found on a Company Profile?

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

Answer: B

NEW QUESTION 216

- (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 220

- (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 223

- (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 226

- (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 231

- (Topic 3)

You can create the following Email Template Formats: Choose 4

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

Answer: ABCE

NEW QUESTION 233

- (Topic 3)

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

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

Answer: E

NEW QUESTION 235

- (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 238

- (Topic 3)
What is a Dashboard made of?

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

Answer: ABD

NEW QUESTION 241

- (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 243

- (Topic 3)
IF(ISPICKVAL(picklist_field)) has the same output as:

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

Answer: B

NEW QUESTION 248

- (Topic 3)
The record owner is a user or a queue that has control or rights to a particular data record.

- A. True
- B. False

Answer: A

NEW QUESTION 251

- (Topic 3)
When converting a lead, what values are transferred to the opportunity?

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

Answer: CD

NEW QUESTION 256

- (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 261

- (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 266

- (Topic 3)

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

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

Answer: A

NEW QUESTION 271

- (Topic 3)

Identify the true statements about the workflow approval process?

- A. When a record is submitted for approval the Admin can edit the record
- B. You can forward an email approval request to another email address
- C. The approvers delegate can also approve a request
- D. Approvers can view an approval request from their home page
- E. Approvers can only access an approval page from the application

Answer: AD

NEW QUESTION 274

- (Topic 3)

Both accounts and users can exist in multiple territories.

- A. True
- B. False

Answer: A

NEW QUESTION 278

- (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 283

- (Topic 3)

What are two sources from which cases can be created?

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

Answer: CD

NEW QUESTION 286

- (Topic 3)

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

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

Answer: AC

NEW QUESTION 291

- (Topic 3)

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

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

Answer: ABC

NEW QUESTION 295

- (Topic 3)

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

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

Answer: B

NEW QUESTION 296

- (Topic 3)

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

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

Answer: :D

NEW QUESTION 299

- (Topic 3)

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

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

Answer: B

NEW QUESTION 302

- (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 307

- (Topic 3)

What is Force.com Builder? Choose 3 answers:

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

Answer: ACE

NEW QUESTION 308

- (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 309

- (Topic 3)

What is the maximum of time triggers per Workflow Rule?

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

Answer:

B

NEW QUESTION 311

- (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 314

- (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 317

- (Topic 3)

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

- A. Home
- B. Accounts
- C. Forecasting
- D. Opportunity
- E. Reports

Answer: ACE

NEW QUESTION 320

- (Topic 3)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 324

- (Topic 3)

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

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

Answer: ACEF

NEW QUESTION 326

- (Topic 3)

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

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:

Record Locking is a process of preventing users from editing a record regardless of field level security / sharing settings

NEW QUESTION 330

- (Topic 3)

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

- A. 300
- B. 500
- C. 200
- D. 1.000

Answer: C

NEW QUESTION 331

- (Topic 3)

When you have exceeded your general storage limit, you can use your complimentary document storage for additional space.

- A. True
- B. False

Answer: A

NEW QUESTION 334

- (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 337

- (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 340

- (Topic 4)

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

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

Answer: BDE

NEW QUESTION 344

- (Topic 4)

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

- A. True
- B. False

Answer: A

NEW QUESTION 348

- (Topic 4)

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

- A. True
- B. False

Answer: A

NEW QUESTION 350

- (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 353

- (Topic 4)

Which of the following is Not a Mandatory Field while creating a User Record?

- A. Profile
- B. Role
- C. Alias
- D. Community Nickname

Answer: B

NEW QUESTION 357

- (Topic 4)

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

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

Answer: AB

NEW QUESTION 358

- (Topic 4)

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

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

Answer: AC

NEW QUESTION 359

- (Topic 4)

What can be reviewed using the process visualizer?

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

Answer: B

NEW QUESTION 362

- (Topic 4)

How many roles can you create for your org?

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

Answer: C

NEW QUESTION 365

- (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 370

- (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 373

- (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 378

- (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 382

- (Topic 4)

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

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

Answer: C

NEW QUESTION 384

- (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 388

- (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 393

- (Topic 4)

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

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

Answer: AD

NEW QUESTION 398

- (Topic 4)

Marketing and Sales users at Universal Containers would like more visibility into Lead and Contact participation in this years Trade Show. How would an Administrator build this into the application? Choose 2 answers

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

Answer: BC

NEW QUESTION 399

- (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 400

- (Topic 4)

What determines the suggested criteria for lookup filter?

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

Answer: A

NEW QUESTION 405

- (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 406

- (Topic 4)

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

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

Answer: ABD

NEW QUESTION 408

- (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 413

- (Topic 4)

On Lead Conversion a Lead Object Custom field cannot be mapped to Which Object custom field?

- A. Account
- B. Contacts
- C. Case
- D. Opportunity

Answer: C

NEW QUESTION 417

- (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 420

- (Topic 4)

What is True about the Role Hierarchy

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

Answer: ABC

NEW QUESTION 421

- (Topic 4)

Do Validation rules get enforced on the Lead Conversion?

- A. Yes
- B. No

Answer: B

NEW QUESTION 424

- (Topic 4)

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

- A. True
- B. False

Answer: A

NEW QUESTION 428

- (Topic 4)

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

- A. True
- B. False

Answer: B

NEW QUESTION 430

- (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 435

- (Topic 4)

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

- A. True
- B. False

Answer: A

NEW QUESTION 439

- (Topic 4)

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

- A. True
- B. False

Answer: B

NEW QUESTION 441

- (Topic 4)

Which is a capability of Chatter? Choose 3 answers:

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

Answer: ADE

NEW QUESTION 444

- (Topic 4)

If using Customizable forecasting there is a separate forecast role hierarchy

- A. True
- B. False

Answer: A

NEW QUESTION 447

- (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 448

- (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 453

- (Topic 4)

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

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

Answer: B

NEW QUESTION 455

- (Topic 4)

What objects are cases related to?

- A. Accounts
- B. Forecast
- C. Contacts
- D. Campaign

Answer: AC

NEW QUESTION 457

- (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 459

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 461

- (Topic 5)

Which Salesforce editions support Sandbox?

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

Answer: AF

NEW QUESTION 463

- (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 465

- (Topic 5)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 469

- (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 472

- (Topic 5)

Account Teams might be utilized for what?

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

Answer: AB

NEW QUESTION 476

- (Topic 5)

What should be the Advanced filter Conditions to meet the requirement “Find contacts owned by Poo that have a title of CFO, functional role of CFO, or reports to the CFO?

- 1) Title equals CFO
- 2) Functional Role equals CFO
- 3) Reports To equals CFO
- 4) Contact Owner contains Poo
- 1) A. (1 OR 2 OR 3) AND 4

- A. (4 AND (2 OR 3)) OR 1
- B. (1 OR 2 OR (3 AND 4))
- C. (1 AND (2 OR 3)) OR 4

Answer: A

NEW QUESTION 478

- (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 481

- (Topic 5)

If Custom Fiscal Years are enabled then you cannot use Standard Forecasting?

- A. True
- B. False

Answer: A

NEW QUESTION 483

- (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 485

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 486

- (Topic 5)

Which of the following types of packages can be upgraded?

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

Answer: A

NEW QUESTION 490

- (Topic 5)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 492

- (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 495

- (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 496

- (Topic 5)

Conditional highlighting can not be used for?

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

Answer: :A

NEW QUESTION 500

- (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 502

- (Topic 5)

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

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

Answer: C

NEW QUESTION 506

- (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 509

- (Topic 5)

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

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

Answer: C

NEW QUESTION 511

- (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 516

- (Topic 5)

What happens when you delete an object that is related to a junction object by a lookup relationship?

- A. The junction object is deleted
- B. The related field in the junction object is deleted
- C. The master records are deleted
- D. The intersection object is deleted

Answer: B

NEW QUESTION 520

- (Topic 5)

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

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

Answer: B

NEW QUESTION 522

- (Topic 5)

Opportunity products can be linked in a Lookup Relationship:

- A. True
- B. False

Answer: B

NEW QUESTION 523

- (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 527

- (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 531

- (Topic 5)

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

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

Answer: BDE

NEW QUESTION 533

- (Topic 5)

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

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

Answer: ABC

NEW QUESTION 538

- (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 541

- (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 545

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 547

- (Topic 5)

Users with access to opportunities as sales team members cannot extend sharing for those records:

- A. True
- B. False

Answer: A

NEW QUESTION 548

- (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 549

- (Topic 5)

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

- A. All 20K records are displayed in the UI

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

Answer: B

NEW QUESTION 550

- (Topic 5)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 552

- (Topic 5)

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

- A. Yes
- B. No

Answer: B

NEW QUESTION 555

- (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 557

- (Topic 5)

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

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

Answer: B

NEW QUESTION 561

- (Topic 5)

Conditional Highlighting only applies to the first summary field column in the table?

- A. True
- B. False

Answer: A

NEW QUESTION 562

- (Topic 6)

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

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

Answer: C

NEW QUESTION 565

- (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 566

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 571

- (Topic 6)

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

A. True

B. False

Answer: B

NEW QUESTION 574

- (Topic 6)

On Lead Conversion a Lead Object Custom field can not be mapped to Which Object custom field?

A. Account

B. Contacts

C. Case

D. Opportunity

Answer: C

NEW QUESTION 578

- (Topic 6)

Record Types are not available in Select the right choice

A. Developer Edition

B. Enterprise Edition

C. Unlimited Edition

D. Professional Edition

Answer: D

NEW QUESTION 581

- (Topic 6)

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

A. True

B. False

Answer: :A

NEW QUESTION 582

- (Topic 6)

What is the maximum number of records that return in a report without exporting the results?

A. 6500

B. 5000

C. 3000

D. 2000

E. 4000

F. 3900

Answer: D

NEW QUESTION 583

- (Topic 6)

After Spring &39; 11 upgrade the System Administrator noticed that he can no longer see the "Report Builder" permission on profiles. Which of the following explains the scenario?

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

Answer: B

NEW QUESTION 584

- (Topic 6)

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

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

Answer: B

NEW QUESTION 585

- (Topic 6)

Can an end user import Members into a Campaign?

- A. True
- B. False

Answer: B

NEW QUESTION 586

- (Topic 6)

You can set a default value for a custom field.

- A. True
- B. False

Answer: A

NEW QUESTION 588

- (Topic 6)

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

- A. Yes
- B. No

Answer: A

Explanation:

Explanation/Reference:

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

NEW QUESTION 591

CORRECT TEXT - (Topic 6)

What does the Role Hierarchy control?

A.

Answer: Controls data visibility and record rollup

NEW QUESTION 592

- (Topic 6)

Which of the following needs to be specified in order to schedule a report?

- A. The Running User
- B. Start Date
- C. Email Report
- D. Preferred Start Time

Answer: ABCD

NEW QUESTION 595

- (Topic 6)

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

- A. True
- B. False

Answer: A

NEW QUESTION 597

- (Topic 6)

Which of the following statements is true about computer activation?

- A. It is required to activate additional IP addresses for accessing SF.
- B. It is required for all IP addresses and browsers.
- C. It is required to access SF online.
- D. It is required to identify regular SF users.

Answer: A

NEW QUESTION 601

- (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 605

- (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 607

- (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 611

- (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 616

- (Topic 6)

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

- A. Yes
- B. No

Answer: B

Explanation:

Explanation/Reference:

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

NEW QUESTION 620

- (Topic 6)

Final reject actions can include actions such as email alerts

- A. True
- B. False

Answer: A

NEW QUESTION 621

- (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 626

- (Topic 6)

Multiple Approvers have received your request for approving a discount that was invoked by the approval process? Approver A rejects your request. Approver B accepts your request after Approver A rejects it. Is your request approved or denied. (Assume you need only one person to approve out of all the approvers)

- A. Approved
- B. Denied
- C. Approval process is revoked
- D. Approval changes to pending stage due to conflict within approvers

Answer: B

NEW QUESTION 629

- (Topic 6)

Custom Summary Formulas can run calculations on custom formula fields.

- A. True
- B. False

Answer: A

NEW QUESTION 630

- (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 631

- (Topic 6)

The maximum number of values in controlling picklists is the same as in dependent picklists.

- A. True
- B. False

Answer: B

NEW QUESTION 634

- (Topic 6)

How many Custom Summary Formulas can you have per report?

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

Answer: E

NEW QUESTION 635

- (Topic 6)

Data Validation Rules are executed for a field (vs. as record).

- A. True
- B. False

Answer: B

NEW QUESTION 637

- (Topic 6)

When you click Printable view , the report will display in a print ready format in Excel?

- A. True
- B. False

Answer: A

NEW QUESTION 640

- (Topic 6)

When are WF rules evaluated?

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

Answer: B

NEW QUESTION 645

- (Topic 6)

When is a workflow rule triggered?

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

Answer: D

NEW QUESTION 648

- (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 652

- (Topic 6)

Which statements are true for the integrated campaign builder?

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

Answer: ABCE

NEW QUESTION 657

- (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 659

- (Topic 6)

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

- A. Since there is no Weekly Export in contact manager, you can instead install Salesforce for outlook.

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

Answer: B

NEW QUESTION 660

- (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 661

- (Topic 6)

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

- A. True
- B. False

Answer: A

NEW QUESTION 665

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 668

- (Topic 6)

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

- A. True
- B. False

Answer: B

NEW QUESTION 672

- (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 676

- (Topic 6)

Which statements are true about standard fields?

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

Answer: C

NEW QUESTION 679

CORRECT TEXT - (Topic 7)

Who can manually share records?

A.

Answer: RecordOwnerAnyoneabovetheRecordOwnerinHierarchy&theSystemAdmin

NEW QUESTION 680

- (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 681

- (Topic 7)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 685

- (Topic 7)

The Director of Sales wants a report that meets the following criteria:

All accounts in NY, MA, PA and NJ Account rating of "Hot" or Annual Rev over \$8M .The report must meet the state criteria but can optionally meet the account rating or the annual revenue.

Which report format would you use to create this custom report?

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

Answer: A

NEW QUESTION 688

CORRECT TEXT - (Topic 7)

What are Standard Reports?

A.

Answer: OutoftheboxreportsfromSF

NEW QUESTION 693

CORRECT TEXT - (Topic 7)

What are Public Groups?

A.

Answer: SharingbetweenUsersotherPublicGroupsRolesandRoles/Subordinates

NEW QUESTION 695

- (Topic 7)

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

- A. True
- B. False

Answer: A

NEW QUESTION 698

- (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 700

- (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 702

CORRECT TEXT - (Topic 7)

Dashboard components can consist of:

A.

Answer: Chart

Explanation:

Tables - As of Spring '10, Tables can have 4 columns Metric

Gauge

Custom S-Control Visual force Page Not graphs

NEW QUESTION 703

- (Topic 7)

What objects have standard business processes?

A. Leads

B. Opportunity

C. Cases

D. Contacts

E. Sales (Opportunities)

F. Solutions

Answer: ACEF

NEW QUESTION 704

CORRECT TEXT - (Topic 7)

When can inactive assignment rules be run on leads?

A.

Answer: Duringleadimport

NEW QUESTION 705

CORRECT TEXT - (Topic 7)

What do Business processes do?

Business Processes track sales, support, solution, cases

A.

Answer: A

NEW QUESTION 707

- (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 710

CORRECT TEXT - (Topic 7)

Where do Chatter Feeds Display?

A.

Answer: OntheHometabwhereyoucanseeyourupdatesstatusupdatesofpeopleyoufollowandupdatestorecordsyoufollowandgroupsyou'reamemberof:

Explanation:

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

NEW QUESTION 715

CORRECT TEXT - (Topic 7)
What can Delegated Admins do?

A.

Answer: ViewAll&ModifyALLAccessbyObject

NEW QUESTION 720

- (Topic 7)
Which objects have built in import wizards?

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

Answer: ABCDE

NEW QUESTION 722

CORRECT TEXT - (Topic 7)
Which takes precedence: User's language setting or Company profile default language?

A.

Answer: User'slanguagesetting.

NEW QUESTION 724

- (Topic 7)
You can't package workflow rules with time triggers.

- A. True
- B. False

Answer: A

NEW QUESTION 725

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 726

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

A.

Answer: Lookup

NEW QUESTION 728

CORRECT TEXT - (Topic 7)
Define the Read Only Profile.

A.

Answer: Canonlyviewrecords

NEW QUESTION 730

CORRECT TEXT - (Topic 7)
When you define a Data Validation Rule, what must you also define?

A.

Answer: Theerrormessage.

NEW QUESTION 731

- (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 732

- (Topic 7)

There are many dashboard components from SF Labs including the Apex Dashboard Kit which can be installed:

- A. True
- B. False

Answer: A

NEW QUESTION 733

- (Topic 7)

There are no exceptions to the role heirarchy based sharing?

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:

Contact sharing rules do not apply to private contacts. Notes and attachments marked as private via the Private checkbox are accessible only to the owner and administrators. n option on your organization-wide default allows you to ignore the hierarchies when determining access to data. Events marked as private via the Private checkbox are accessible only by the event owner. Managers in the role hierarchy cannot view or edit their subordinate's records if they do not have the “Read” or “Edit” user permissions for the type of record. Object permissions are set on a user's profile.

NEW QUESTION 738

CORRECT TEXT - (Topic 7)

Why utilize Account Teams and Sales Teams?

A.

Answer: Teamsareusedforcollaborationsharingandforreportingpurposes.

NEW QUESTION 741

- (Topic 7)

Do opportunities or cases have import wizards?

- A. Yes
- B. No

Answer: B

NEW QUESTION 744

- (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 745

CORRECT TEXT - (Topic 7)

Standard Fields are?

A.

Answer: CreatedbySFandcomesinOrg.Fieldpropertiesnoteditable.

NEW QUESTION 747

- (Topic 7)

How many app exchange apps can you install in EE?

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

Answer: B

NEW QUESTION 750

- (Topic 7)

What are the three editions of Salesforce?

A. PE Professional Edition EE Enterprise EditionUE Unlimited Edition

Answer: A

NEW QUESTION 752

- (Topic 7)

Data Validation Rules are formulas that evaluate, "True".

A. True

B. False

Answer: A

NEW QUESTION 754

CORRECT TEXT - (Topic 7)

What do Account Teams do?

A.

Answer: FocusesonAccountRecordsbeingsharedtoaspecifiedgroupofusersbasedontheAccountOwner

NEW QUESTION 756

- (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 761

- (Topic 8)

If a field on page layout is required and is read-only on FLS, what would the user experience on UI?

A. The user is able to enter value because it is required

B. The user is not able to edit it because it is read only

C. The user is not able to see it

D. The user is able to edit it but not able to save it

Answer: B

NEW QUESTION 764

- (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 769

- (Topic 8)

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

A. 1k

B. 2k

C. 3k

D. 4k

Answer: D

NEW QUESTION 770

- (Topic 8)

Account Teams are not available for Professional Edition

- A. True
- B. False

Answer: A

NEW QUESTION 772

- (Topic 8)

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

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

Answer: BC

NEW QUESTION 775

- (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 779

- (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 780

- (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 784

- (Topic 8)

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

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

Answer: AB

NEW QUESTION 789

- (Topic 8)

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

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

Answer: BD

NEW QUESTION 792

- (Topic 8)

Which of them is not a Standard Business Object?

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

Answer: C

NEW QUESTION 796

- (Topic 8)

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

- A. True
- B. False

Answer: A

NEW QUESTION 801

- (Topic 8)

Which is true about Storage Limits?

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

Answer: B

NEW QUESTION 804

- (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 808

- (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 813

- (Topic 8)

Customizable Forecasting cannot be enabled for use with Custom Fiscal Years

- A. True
- B. False

Answer: B

NEW QUESTION 814

- (Topic 8)

A custom lead field can be mapped to:

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

Answer: C

NEW QUESTION 819

- (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 821

- (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 824

- (Topic 8)

Specifying a "running user" in dashboard means:

- A. Any user above running user can edit and delete the dashboard
- B. Any user below running user can view only their own records
- C. Any user can view all records that the running user role can view
- D. Only the running user can view the dashboard

Answer: C

NEW QUESTION 827

- (Topic 8)

During a lead import, you can choose to enable active assignment rules as part of the import

- A. True
- B. False

Answer: A

NEW QUESTION 829

- (Topic 8)

You cannot delete a product that is used on an opportunity

- A. True
- B. False

Answer: A

NEW QUESTION 834

- (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 838

- (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 842

- (Topic 8)

How many Editions are there in Salesforce.com

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

Answer: :D

NEW QUESTION 843

- (Topic 8)

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

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

Answer: C

NEW QUESTION 844

- (Topic 8)

If territory management is enabled for your organization and a lead is converted, how does it get assigned?

- A. Gets assigned to lead owner's territory
- B. Based on assignment rule
- C. Get assigned to the user's territory
- D. Based on territory field

Answer: A

NEW QUESTION 847

- (Topic 8)

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

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

Answer: CD

NEW QUESTION 852

- (Topic 8)

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

- A. True
- B. False

Answer: B

NEW QUESTION 853

- (Topic 8)

Chatter is not available for Mobile Users?

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:

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

NEW QUESTION 855

- (Topic 8)

When you configure Search Settings for Your Organization, the new value must be between 5 and 50

- A. True
- B. False

Answer: A

NEW QUESTION 856

- (Topic 8)

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

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

Answer: AD

NEW QUESTION 861

- (Topic 8)

What is a Record Type? Select the right choice

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

Answer: A

NEW QUESTION 864

- (Topic 8)

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

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

Answer: D

NEW QUESTION 865

- (Topic 8)

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

- A. True
- B. False

Answer: A

NEW QUESTION 867

- (Topic 8)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 871

- (Topic 8)

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

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:

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

NEW QUESTION 876

- (Topic 8)

What data can you request for in the weekly data export?

- A. Only account data
- B. Only report data
- C. Accounts, opportunities, contacts, cases and solutions
- D. All organization data

Answer: D

NEW QUESTION 878

CORRECT TEXT - (Topic 8)

Which fields cannot be followed in Chatter?

A.

Answer: Auto-numberformulaandroll-upsummaryfieldsEncryptedandread-onlysystemfields

Explanation:

The Expected Revenue field on opportunities

NEW QUESTION 879

- (Topic 8)

Personal Tags can not be shared

A. True

B. False

Answer: A

NEW QUESTION 882

CORRECT TEXT - (Topic 8)

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

A.

Answer: Allusersautomaticallyfolloweachother.

NEW QUESTION 884

- (Topic 8)

Which permission allows a user to create a new solution?

A. Edit

B. Read

C. Create

D. Delete

Answer: C

NEW QUESTION 888

- (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 889

- (Topic 9)

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

A. Yes

B. No

Answer: A

NEW QUESTION 892

- (Topic 9)

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

A. True

B. False

Answer: B

NEW QUESTION 895

- (Topic 9)

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

A. Hierarchical

B. Matrix

C. Summary

D. Tabular

E. A, B, C

F. B, C, D

G. A, C, D

H. A, B, D

Answer: B

NEW QUESTION 897

- (Topic 9)

Sales User is a standard profile.

A. True

B. False

Answer: B

NEW QUESTION 900

- (Topic 9)

Recent item and Lookup Hovers use the Record Mini Page.

A. True

B. False

Answer: A

NEW QUESTION 902

- (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 903

- (Topic 9)

Can you include attachments in the Data Export.

A. True

B. False

Answer: A

NEW QUESTION 904

- (Topic 9)

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

A. True

B. False

Answer: A

NEW QUESTION 905

- (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 909

- (Topic 9)

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

A. Case Queue

B. Case Assignment Rule

C. Solutions Queue

D. None of the above

Answer: A

NEW QUESTION 910

- (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 913

- (Topic 9)

Select the user permissions which override field-level security (Select all that apply):

- A. Modify All Data
- B. View All Data
- C. Configure UI
- D. View Encrypted Data

Answer: ABD

NEW QUESTION 916

- (Topic 9)

What is the maximum length of the alias field?

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

Answer: C

NEW QUESTION 918

- (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 922

- (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 925

- (Topic 9)

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

- A. True
- B. False

Answer: B

NEW QUESTION 930

- (Topic 9)

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

- A. True
- B. False

Answer: :B

NEW QUESTION 934

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 938

- (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 940

- (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 944

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 947

- (Topic 9)

Deleting a lead from a campaign does not delete the lead itself, but it is no longer a campaign member.

- A. True
- B. False

Answer: A

NEW QUESTION 950

- (Topic 9)

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

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

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

Answer: AD

NEW QUESTION 953

- (Topic 9)

Partner portal and customer portal users aren't required to activate computers to log in.

- A. True
- B. False

Answer: A

NEW QUESTION 957

- (Topic 9)

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

- A. True
- B. False

Answer: B

NEW QUESTION 960

- (Topic 9)

Who can view campaigns?

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

Answer: D

NEW QUESTION 961

- (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 Salesforce CRM?

- A. 0073
- B. 73
- C. 7.3%

Answer: B

NEW QUESTION 962

- (Topic 9)

When you delete a case:

- A. All related events, tasks, case comments, attachments, and associated solutions are deleted
- B. All related events, tasks , case comments, and attachments are deleted.
- C. All related events, tasks, case comments, attachments, associated solutions, contacts, and accounts are deleted.
- D. Cases can never be deleted
- E. All related tasks and case comments are deleted.

Answer: B

NEW QUESTION 965

- (Topic 9)

Roll-up Summary fields and formula fields are always read only on detail pages and are available on edit pages.

- A. True
- B. False

Answer: B

NEW QUESTION 970

- (Topic 9)

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

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

Answer: A

NEW QUESTION 971

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 976

- (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 978

- (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 980

- (Topic 9)

Which field on the user record controls the currency for quotas, forecasts, and reports?

- A. Default Currency ISO code
- B. Locale
- C. Currency
- D. Information Currency

Answer: C

NEW QUESTION 984

- (Topic 9)

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

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

Answer: A

NEW QUESTION 989

- (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 994

- (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 995

- (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 1000

- (Topic 9)

Salesforce Console only displays views that were previously created.

- A. True
- B. False

Answer: A

NEW QUESTION 1001

- (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 1004

- (Topic 9)

Which Sales Cloud Enhancements in Spring 11 are Automatically visible to all Administrators without any setup required?

- A. Cloud Scheduler Enhancements.
- B. Email Attachment Enhancements
- C. Activity Attachment Enhancements
- D. Email Association Enhancements.
- E. Salesforce Mobile Usage Data in Custom Report Types.
- F. Email to Salesforce Enhancements.

Answer: AE

NEW QUESTION 1006

- (Topic 9)

Can I change the location of Chatter feeds? How?

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

Answer: C

NEW QUESTION 1007

- (Topic 9)

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

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

Answer: ABDEF

NEW QUESTION 1010

- (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 1011

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1015

- (Topic 9)

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

- A. True
- B. False

Answer: B

NEW QUESTION 1017

- (Topic 9)

While Scheduling an email reports user specifies all except

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

Answer: :B

NEW QUESTION 1022

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1023

- (Topic 10)

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

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

Answer: ABDF

NEW QUESTION 1026

- (Topic 10)

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

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

Answer: A

NEW QUESTION 1031

- (Topic 10)

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

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

Answer: B

NEW QUESTION 1036

- (Topic 10)

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

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

Answer: B

NEW QUESTION 1037

- (Topic 10)

Which of these is NOT true: it is possible to import my existing contacts from Outlook by:

- A. Clicking "set-up" and using the import wizard
- B. Sending emails to myself
- C. Connecting SFDC with Outlook and submitting contacts and leads to SFDC directly from my email

Answer: B

NEW QUESTION 1042

- (Topic 10)

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

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

Answer: ACEF

NEW QUESTION 1046

CORRECT TEXT - (Topic 10)

Methods to automate leads?

A.

Answer: Web-To-LeadEmailTemplates

Explanation:

Auto response rules

NEW QUESTION 1050

- (Topic 10)

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

- A. True
- B. False

Answer: B

NEW QUESTION 1052

- (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 1053

- (Topic 10)

Roles are available in Personal and Group edition

- A. True
- B. False

Answer: B

NEW QUESTION 1058

CORRECT TEXT - (Topic 10)

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

A.

Answer: DocumentsandForecasts

NEW QUESTION 1059

- (Topic 10)

A Look-up field can look up to what?

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

Answer: C

NEW QUESTION 1064

CORRECT TEXT - (Topic 10)
Relative Dates in Report

A.

Answer: TodayTomorrowYesterday

Explanation:
Last week

NEW QUESTION 1067

- (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 1071

- (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 1073

- (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 1077

- (Topic 10)

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

- A. True
- B. False

Answer: B

NEW QUESTION 1079

- (Topic 10)

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

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

Answer: D

NEW QUESTION 1084

- (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 1087

- (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 1091

- (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 1096

- (Topic 10)

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

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

Answer: A

NEW QUESTION 1099

- (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 1101

- (Topic 10)

Report are available on the following tabs

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

Answer: B

NEW QUESTION 1103

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1105

- (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 1108

- (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 1113

- (Topic 10)

Which of the following are possible with a Master-Detail-Relationship (Multiple Correct Answers):

- A. You can create a Master-Detail Relationship field on a Custom object that references as a Standard Object
- B. You can create a Master-Detail Relationship between two standard objects?
- C. You can create a Master-Detail Relationship between two Custom Objects?

Answer: AC

NEW QUESTION 1116

- (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 1117

- (Topic 10)

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

- A. True
- B. False

Answer: B

NEW QUESTION 1121

CORRECT TEXT - (Topic 10)

Which tabs are restricted from multiple record types?

A.

Answer: HomeForecastsDocumentsReportsConsolesandWebtabs

NEW QUESTION 1124

- (Topic 10)

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

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

Answer: B

NEW QUESTION 1128

- (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 1133

- (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 1134

- (Topic 10)

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

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

Answer: B

NEW QUESTION 1136

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1139

- (Topic 10)

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

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

Answer: AB

NEW QUESTION 1143

- (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 1147

- (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 1148

- (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 1153

- (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 1156

CORRECT TEXT - (Topic 10)

Describe the components of the Console tab:

A.

Answer: Frameslistviewdetailviewminiviewsidebarrelatedobjectsminipagelayoutsconsolelayout

NEW QUESTION 1159

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 1164

- (Topic 10)

You can rename standard Tabs and Objects. 9962077244

- A. True
- B. False

Answer: A

NEW QUESTION 1169

- (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 1172

CORRECT TEXT - (Topic 10)

List the differences between the Jumpstart Wizard and the Standard Approval Process Wizard:

A.

Answer: JumpStartWizardonlyallowsforasingleapprover.

NEW QUESTION 1175

- (Topic 10)

The "Open Calendar" link below any list view can be clicked to display a view of my calendar. But, can I drag records from the list to time slots on the calendar to create events (sales calls, etc) for these records?

- A. Yes
- B. No

Answer: A

NEW QUESTION 1180

- (Topic 10)

Which will appear on your pipeline report?

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

Answer: B

NEW QUESTION 1181

- (Topic 10)

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

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

Answer: C

NEW QUESTION 1182

- (Topic 10)

When users log in to Salesforce, either via the user interface, the API, or a desktop client Salesforce CRM confirms the log in is authorized using all of the following EXCEPT:

- A. Salesforce CRM then checks whether the user’s profile has IP address restriction
- B. If IP address restrictions are defined for the user’s profile, any login from an undesignated IP address is denied and any login from a specified IP address is allowed
- C. If profile-based IP address restrictions aren’t set, then Salesforce CRM checks whether the user is logging in from an IP address she or he hasn’t used to access Salesforce CRM before
- D. Salesforce CRM checks whether the organization has login hour restriction
- E. If login hour restrictions are specified, any login outside the specified hours is denied.
- F. Salesforce CRM checks whether the user’s profile has login hour restriction
- G. If login hour restrictions are specified for the user’s profile, any login outside the specified hours is denied.

Answer: C

NEW QUESTION 1184

- (Topic 10)

I can email opportunities, accounts, leads, or contacts directly from SFDC, and all of these communications will be automatically saved in my activity history.

- A. True
- B. False

Answer: A

NEW QUESTION 1187

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