ADM-201 Dumps

Administration Essentials for New Admins

https://www.certleader.com/ADM-201-dumps.html
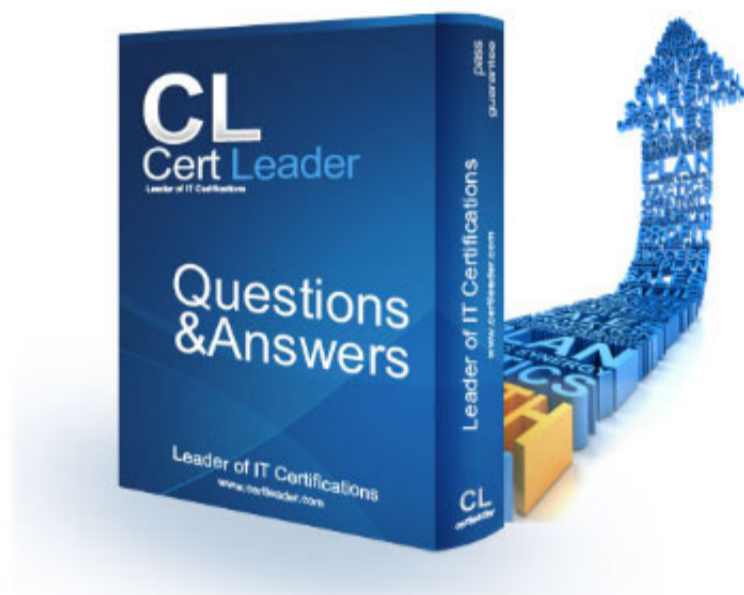
NEW QUESTION 1
- (Topic 1)
The system administrator has been asked to create a way to track Shipments of products to customers. Shipments should be closely tied to the Opportunity record and there may be more than one shipment record per Opportunity and the Opportunity should be required
(i.e. Users 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 2
- (Topic 1)
Dynamic Dashboards allow data to be displayed by the user viewing it, rather than by a specified running user - eliminating the need to create the same dashboard for multiple users.

A. True
B. False

Answer: A

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

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

Answer: B

NEW QUESTION 5
- (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 6
- (Topic 1)
In order to enable multi-currency feature in Salesforce, you must

A. Contact Salesforce.com
B. Check the Enable Multi-currency checkbox in your Chatter profile
C. Operate your business in at least two different countries
D. You cannot enable this feature once you've implemented Salesforce.

Answer: A

NEW QUESTION 7
- (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 8
- (Topic 1)
An Approval Process begins when a record is:

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

Answer: D

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

A. True
B. False

Answer: A

NEW QUESTION 10
- (Topic 1)
If the company locale is set to US English, all users will have a default locale of US English and this cannot be changed.

A. True
B. False

Answer: B

NEW QUESTION 10
- (Topic 1)
If a user tries to login outside the IP range specified in their profile, the result will be.

A. They will be logged in as normal
B. They will have to reset their password
C. They will be prompted to activate their computer
D. They will be denied access
E. None of the above

Answer: D

NEW QUESTION 15
- (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 18
- (Topic 1)
Custom Links can be used for the following:

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

Answer: D

NEW QUESTION 22
- (Topic 1)
What should a system administrator consider before importing a set of records into Salesforce.

A. The import file should include a record owner for each record
B. Validation rules are not triggered when importing data using the import wizard

C. Data should be de-duplicated in the import file prior to import
D. Currency field values will default to the personal currency of the record owner

Answer: :AC

NEW QUESTION 25
- (Topic 1)
Use Custom Summary Formulas to create calculated summaries on numerical fields in
 and reports.

A. Tabular and Summary
B. Custom and Standard
C. Summary and Matrix
D. Matrix and Tabular

Answer: C

NEW QUESTION 28
- (Topic 1)
Inline editing updates the field when

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

Answer: B

NEW QUESTION 31
- (Topic 1)
All of the following objects may have a queue EXCEPT

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

Answer: A

NEW QUESTION 32
- (Topic 1)
Permission sets can replace the need for profiles.

A. True
B. False

Answer: B

NEW QUESTION 33
- (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 37
- (Topic 1)
Locale settings control how users view date formats, time formats and number formats.

A. True
B. False

Answer: A

NEW QUESTION 40
- (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 43
- (Topic 1)
User interface settings are global settings and apply to all users of an org.

A. True
B. False

Answer: A

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

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

Answer: C

NEW QUESTION 49
- (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 53
- (Topic 1)
The support team has asked the System Administrator to automate the notification of a customer's support plan ending - they would like for the Customer Support Rep to receive an email 30 days before the Support Plan Expires (Support Plan Expiration Date is on the Account record). What will the system administrator do?

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

Answer: A

NEW QUESTION 58
- (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 a private sharing model, the following can be used when Role Hierarchy alone isn't sufficient when providing record access to users (choose all that apply)

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

Answer: BCD

NEW QUESTION 61
- (Topic 1)
YOU are working with a Professional Edition organization. They wish to install the Expense Tracker which requires the use of 4 custom tabs, 3 custom objects, and

one custom app. If the company is already using 4 applications, 36 custom objects, and 7 custom tabs, what will happen when they try to install Expense Tracker?

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

Answer: A

NEW QUESTION 63
- (Topic 1)
Will two different users get the same search results on searching for a common keyword?

A. Yes
B. No

Answer: B

NEW QUESTION 64
- (Topic 1)
Where can a system administrator go if they are trying to determine why a user cannot log in to Salesforce? (Select all that apply)

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

Answer: AC

NEW QUESTION 68
- (Topic 1)
Queues can be made up of the following

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

Answer: ABC

NEW QUESTION 73
- (Topic 1)
A Sales VP wishes to view Dashboard data by region within his territory - what feature will allow this?

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

Answer: B

NEW QUESTION 78
- (Topic 1)
Which of the following are actions triggered by workflow rules?

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

Answer: :ABCF

NEW QUESTION 83
- (Topic 1)
A system administrator can opt to lock users out of the Salesforce org if they exceed a certain number of failed login attempts.

A. True
B. False

Answer: A

NEW QUESTION 84

- (Topic 1)
An active user record consumes a license.

A. True
B. False

Answer: A

NEW QUESTION 87
- (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 89
- (Topic 1)
Sales reps at AW Computing need assistance from product managers when selling certain products. Product managers do not have access to Opportunities but need to gain access when assisting on a specific deal. How can the system administrator accomplish this?

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

Answer: D

NEW QUESTION 93
- (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 98
- (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 103
- (Topic 2)
What do you need to specify when you schedule a report?

A. You need user with Marketing Profile to "Schedule Reports"
B. You need user permission to "Schedule Reports"
C. You need user to have a Manager Role
D. Click Run Report and choose Schedule Future Runs... from the drop-down button.

Answer: D

NEW QUESTION 107
- (Topic 2)
When are Formula Fields recalculated?

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

Answer: A

NEW QUESTION 111
- (Topic 2)
The Campaign ROI Analysis Report uses which of the following calculations to determine the ROI percentage for a campaign?

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

Answer: D

NEW QUESTION 114
- (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 116
- (Topic 2)
An S-Control may be all of the following EXCEPT:

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

Answer: B

NEW QUESTION 118
- (Topic 2)
All of the following are true about Default Sales Teams EXCEPT:

A. Default Sales Teams are configured on a user record
B. Default Sales Teams may be added manually to an opportunity record
C. Default Sales Teams may be added automatically to an opportunity
D. Default Sales Teams may be added manually to an account record

Answer: A

NEW QUESTION 119
- (Topic 2)
Record Type may determine the default value of a picklist field.

A. True
B. False

Answer: A

NEW QUESTION 124
- (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 129
- (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 130
- (Topic 2)
How many fields (columns) can be displayed on a Customizable Related List?

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

Answer: B

NEW QUESTION 133
- (Topic 2)
You can customize the Opportunity Stage History related list on an Opportunity Page Layout.

A. True
B. False

Answer: B

NEW QUESTION 137
- (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 141
- (Topic 2)
Is it possible to relate a person account to a contact on a business account.

A. True
B. False

Answer: B

NEW QUESTION 142
- (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 143
- (Topic 2)
Which objects can be customized for history tracking?

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

Answer: B

NEW QUESTION 147
- (Topic 2)
What happens when a user clicks on the Create New Apps option present in the List of Apps section?

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

Answer: :C

NEW QUESTION 152
- (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 155
- (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 159
- (Topic 2)
An S-Control may be used in all of the following ways EXCEPT:

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

Answer: :D

NEW QUESTION 161
- (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 164
- (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 166
- (Topic 2)
Inline Editing is available in visual force pages?

A. True
B. False

Answer: A

NEW QUESTION 171
- (Topic 2)
A service portal user may close their cases using Suggested Solutions in the self service portal.

A. True
B. False

Answer: A

NEW QUESTION 174
- (Topic 2)
Standard Fiscal Years are periods that follow Gregorian calendar, but can start on the first day of any month of the year.

A. True
B. False

Answer: A

NEW QUESTION 177
- (Topic 2)
Which of the following settings directly affects Date fields to display as MM/DD/YYYY?

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

Answer: A

NEW QUESTION 179
- (Topic 2)
Which of the following is the new workflow feature of Spring'11 Release?

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

Answer: B

NEW QUESTION 184
- (Topic 2)
You can share the Dashboard components snapshot with everyone in the Company with chatter?

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

Answer: D

NEW QUESTION 187
- (Topic 2)
Field Sets works on both Standard as well as Custom Objects?

A. True
B. False

Answer: A

NEW QUESTION 192
- (Topic 2)
 are words or short phrases that users can associate with most Salesforce.com records to describe and organize their data in a personalized way?

A. Views
B. Tags
C. Dashboards
D. Home Pagelayout
E. Apps

Answer: B

NEW QUESTION 194
- (Topic 2)
What information does the Company Profile Hold?

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

Answer: ABC

NEW QUESTION 198
- (Topic 2)
It is possible to share a custom object record manually

A. True
B. False

Answer: A

NEW QUESTION 201
- (Topic 2)
What determines a unique User Record?

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

Answer: A

NEW QUESTION 206
- (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 208
- (Topic 2)
Is possible to view a forecast based on all of the following EXCEPT:

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

Answer: D

NEW QUESTION 212
- (Topic 2)
All of the following are true about Opportunity Pipeline and Forecast reporting EXCEPT:

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

Answer: A

NEW QUESTION 214
- (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 217
- (Topic 2)
Which of the following object relationships is NOT allowed?

A. Standard object as the "master" and a custom object as the detail
B. Custom object as the master" and a standard object as the detail
C. Custom object as a lookup to a standard object
D. Custom object as a lookup to a custom object

Answer: B

NEW QUESTION 222

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

A. True
B. False

Answer: B

NEW QUESTION 225
- (Topic 2)
Default values are available for standard text fields

A. True
B. False

Answer: B

NEW QUESTION 227
- (Topic 2)
For which objects you have business processes?

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

Answer: ABCE

NEW QUESTION 230
- (Topic 2)
If a profile does not have access to an application, that profile will also not have access to the tabs and objects of that application

A. True
B. False

Answer: B

NEW QUESTION 233
- (Topic 2)
Related Lists display the many side of a one-to-many relationship

A. True
B. False

Answer: A

NEW QUESTION 237
- (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 238
- (Topic 2)
Users can be deleted from salesforce.com

A. True
B. False

Answer: B

NEW QUESTION 239
- (Topic 2)
Fields hidden using Field Level Security are subject to Data Validation Rules.

A. True
B. False

Answer: B

NEW QUESTION 243
- (Topic 2)
Forecasting can be used with Custom Fiscal Years.

A. True
B. False

Answer: B

NEW QUESTION 248
- (Topic 2)
Case Assignment Rules are based on elapsed time

A. True
B. False

Answer: A

NEW QUESTION 252
- (Topic 3)
System Administrators have this permission by default.

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

Answer: C

NEW QUESTION 254
- (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 256
- (Topic 3)
What is not found on a Company Profile?

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

Answer: B

NEW QUESTION 261
- (Topic 3)
What can an administrator customize for the Service Cloud console?

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

Answer: ABE

NEW QUESTION 266
- (Topic 3)
Maximum number of values allowed in a controlling field is:

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

Answer: C

NEW QUESTION 269
- (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 274
- (Topic 3)
Which of the following relationships are correct?

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

Answer: :B

NEW QUESTION 276
- (Topic 3)
A Workflow Approval process may be used for all of the following objects EXCEPT:

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

Answer: B

NEW QUESTION 280
- (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 282
- (Topic 3)
How many workflow rules can you create per entity?

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

Answer: D

NEW QUESTION 285
- (Topic 3)
Is identity confirmation necessary if a user's IP address is known and browser cookie exists?

A. True
B. False

Answer: B

NEW QUESTION 286
- (Topic 3)
Data Validation rules is not supported in which Salesforce edition?

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

Answer:

F

NEW QUESTION 291
- (Topic 3)
What is a Dashboard made of?

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

Answer: ABD

NEW QUESTION 296
- (Topic 3)
The Salesforce Console is an example of what?

A. API
B. Third Party Web integration/Application
C. UI
D. Java Script

Answer: C

NEW QUESTION 301
- (Topic 3)
You must run the report before you can print or export it because the Printable View and Export details buttons are not available in the report builder.

A. True
B. False

Answer: A

NEW QUESTION 304
- (Topic 3)
A System Administrator can edit a profile to:

A. Prevent a user from viewing custom tabs
B. Prevent the use of Mass email
C. Deny a user access to other users leads

Answer: B

NEW QUESTION 308
- (Topic 3)
You must be a user of salesforce.com in order to Receive an email notification in the case escalation process:

A. True
B. False

Answer: B

NEW QUESTION 312
- (Topic 3)
Custom formula fields can reference other custom formula fields including themselves.

A. True
B. False

Answer: B

NEW QUESTION 314
- (Topic 3)
You CANNOT delete standard fields but you can remove non-required standard fields from a page layout

A. True
B. False

Answer: A

NEW QUESTION 317
- (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 320
- (Topic 3)
You can use Sharing Rules to grant wider access to data. You cannot restrict access below your OWD levels.

A. True
B. False

Answer: A

NEW QUESTION 321
- (Topic 3)
Salesforce.com archives older activities according to which of the following conditions:

A. Closed Events 180 days old
B. Events with a due date greater than 365 days old
C. Open tasks with a due date greater than 365 days old
D. Closed tasks with a due date greater than 365 days old
E. Closed tasks without a due date that were created more than 365 days ago

Answer: BDE

NEW QUESTION 323
- (Topic 3)
Custom Picklist fields can be either controlling or dependent fields

A. True
B. False

Answer: A

NEW QUESTION 328
- (Topic 3)
Which of the following is a standard Profile?

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

Answer: :BD

NEW QUESTION 330
- (Topic 3)
If you are added to a Sales Team with read/write access you then have the ability to extend sharing on the opportunity to other users.

A. True
B. False

Answer: B

NEW QUESTION 332
- (Topic 3)
Which of the following statements are true about Data Validation?

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

Answer: AC

NEW QUESTION 337
- (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 338
- (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 339
- (Topic 3)
A Workflow rule can only be triggered when a record is created.

A. True
B. False

Answer: B

NEW QUESTION 344
- (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 349
- (Topic 3)
A Record Owner has the following privileges:

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

Answer: ABC

NEW QUESTION 353
- (Topic 3)
What is one advantage of Salesforce CRM?

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

Answer: B

NEW QUESTION 357
- (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 358
- (Topic 3)

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

A. True
B. False

Answer: A

NEW QUESTION 359
- (Topic 3)
What is the maximum of time triggers per Workflow Rule?

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

Answer: B

NEW QUESTION 364
- (Topic 3)
Clients do not have to enable Customizable forecasting before they can ask salesforce to activate Territory Management.

A. True
B. False

Answer: B

NEW QUESTION 365
- (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 366
- (Topic 3)
The Report Builder is different from the Report Wizard.

A. True
B. False

Answer: A

NEW QUESTION 367
- (Topic 3)
Which can be accessed by a Chatter Free user?

A. People
B. Content
C. Profiles
D. Groups
E. Files
F. Leads

Answer: ACDE

NEW QUESTION 369
- (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 373
- (Topic 3)
This helps you manage the complete lifecycle of customer service, from logging cases to suggesting and delivering solutions across multiple channels, including Web self-service and live agent support:

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

Answer: D

NEW QUESTION 374
- (Topic 3)
All of the following are default Account record types- with Client Management EXCEPT:

A. Account Tab Default
B. Business Account Default
C. Person Account Default
D. Partner Account Default

Answer: D

NEW QUESTION 375
- (Topic 3)
Up to 25 custom lookup fields can be defined per object.

A. True
B. False

Answer: A

NEW QUESTION 377
- (Topic 3)
Spring \'11 includes a managed version of Chatter Desktop for enterprise deployments, and administration controls for controlling access to Chatter Desktop in your organization.

A. True
B. False

Answer: A

NEW QUESTION 382
- (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 386
- (Topic 3)
A new list view can be created from within the console

A. True
B. False

Answer: B

NEW QUESTION 391
- (Topic 4)
How can Chatter feed for content can be used? Choose 2 answers MMM

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

Answer: BD

NEW QUESTION 393
- (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 395
- (Topic 4)
Which two functions return the same result when used with fields of the same data type?

A. ISBLANK() and BLANKVALUE()
B. ISNULL() and LEN()
C. ISBLANK() and ISNULL()
D. ISBLANK() and ISEMPTY()

Answer: C

NEW QUESTION 397
- (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 401
- (Topic 4)
Identify the statement that correctly defines data validation

A. Data validation ensures the integrity of data before its saved in SF
B. Data validation ensures the integrity of data after its saved in SF
C. Data validation ensures the integrity of data when data is imported in SF
D. Data validation ensures the integrity of data when data is exported in SF

Answer: A

NEW QUESTION 402
- (Topic 4)
Is it possible for a user to own a record and not see it:

A. True
B. False

Answer: A

NEW QUESTION 405
- (Topic 4)
Which action type is represented by an icon in the process visualizer? Choose 2 answers

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

Answer: :CD

NEW QUESTION 409
- (Topic 4)
What happens when an email is sent to a customer from a case?

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

Answer: B

NEW QUESTION 413
- (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 417
- (Topic 4)
Dashboards can be created by using Standard Reports as Source Reports?

A. True
B. False

Answer: A

NEW QUESTION 421
- (Topic 4)
Which is a capability of the Cloud Scheduler? Choose 2 answers:

A. Allow a user to propose multiple meeting times
B. Automatic propose meeting times based on Salesforce user calendars
C. Sync a Salesforce calendar with an Outlook Calendar
D. Custom brand different invitations per customer

Answer: AB

NEW QUESTION 425
- (Topic 4)
Which is a feature of combination charts? Choose 2 answers

A. Display more than one summary value in chart
B. Add a third axis range to the chart
C. Display data from multiple reports in a chart
D. Add a second axis range to a chart

Answer: AD

NEW QUESTION 430
- (Topic 4)
Which action can be performed on the Campaign Member object? Choose 3 answers MMM

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

Answer: ABD

NEW QUESTION 434
- (Topic 4)
Which statement is TRUE regarding Dynamic Dashboard:

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

Answer: A

NEW QUESTION 438
- (Topic 4)
What is not true about sharing Rules?

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

Answer: C

NEW QUESTION 442
- (Topic 4)
The size limit for documents uploaded is:

A. 1 Megabyte
B. 3 Megabyte
C. 5 Megabyte
D. 25 Megabyte

Answer: C

NEW QUESTION 446
- (Topic 4)
Which of the following is not a Standard Salesforce.com Application?

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

Answer: A

NEW QUESTION 450
- (Topic 4)
A user successfully login's at 3:00 PM, What happens at 3:31 PM, if the Login hours for the user's Profile are set from 7:30 AM to 3:30 PM?

A. User is automatically Logged Out
B. User keeps working continuously without any issues
C. User is asked in a Popup window if he would like to extend his session
D. User is logged out once he tries to do any DML (Data Manipulation) Operation i.
E. Save, Edit etc.

Answer: D

NEW QUESTION 453
- (Topic 4)
What would prevent a user from including fields when running a report?

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

Answer: C

NEW QUESTION 457
- (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 462
- (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 467
- (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 469

CORRECT TEXT - (Topic 4)
Where would you make a field required?

A.

Answer: PageLayout

NEW QUESTION 470
- (Topic 4)
You can then associate each business process with one / more record types and make it available to users based on their:

A. Role
B. Profile
C. OWD
D. Licence Type
E. Salesforce Edition

Answer: B

NEW QUESTION 473
- (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 476
- (Topic 4)
UI component for tag Access (Choose 2)

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

Answer: B

NEW QUESTION 480
- (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 481
- (Topic 4)
Will data be lost in a Custom Field if Data Type is changed to Number from any other Data Type?

A. Yes
B. No

Answer: A

NEW QUESTION 484
- (Topic 4)
Which statement is TRUE regarding look up filters? Choose 2 answers

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

Answer: AD

NEW QUESTION 489
- (Topic 4)
You can customize to restrict users ability to log in to saleforce.

A. Profile

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

Answer: A

NEW QUESTION 493
- (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 495
- (Topic 4)
What can an agent do when resolving a case? Choose 2 answers

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

Answer: AB

NEW QUESTION 496
- (Topic 4)
A record is modified on 1/1/2008. It meets criteria for a time-based workflow rule; this rule schedules an action for 7 days after rule execution. On 1/4/2008 the record is modified and no longer meets workflow rule criteria.
On 1/5/2008 the record is modified and once again meets the initial time-based workflow rule criteria. How many workflow actions will execute and when?

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

Answer: C

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

NEW QUESTION 501
- (Topic 4)
If Phil is promoted from a Sales Associate to Senior Sales Exec, and the new sales associate is appointed to take Phil's responsibilities. What are the appropriate steps to transfer Phil's account to the new associate?

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

Answer: B

NEW QUESTION 504
- (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 506
- (Topic 4)
Do Validation rules get enforced on the Lead Conversion?

A. Yes

B. No

Answer: B

NEW QUESTION 507
- (Topic 4)
In order to implement more business process multiple record types must also be implemented:

A. True
B. False

Answer: A

NEW QUESTION 510
- (Topic 4)
Multiple record types may be created for every tab with the exception of:

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

Answer: ABCE

NEW QUESTION 513
- (Topic 4)
What is the significance of Primary Master – Detail Relationship in a Junction Object?

A. Look and Feel is inherited from Primary Master Object
B. Record Ownership is inherited from Primary Master Object
C. No such Significance
D. Both A & B

Answer: D

NEW QUESTION 514
- (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 518
- (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 521
- (Topic 4)
Is it true that campaigns and opportunities have many to many relationship?

A. True
B. False

Answer: B

NEW QUESTION 523
- (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 527
- (Topic 4)
If using Customizable forecasting there is a seperate forecast role hierarchy

A. True
B. False

Answer: A

NEW QUESTION 531
- (Topic 4)
Which of the following profile permissions will enables the User to edit any record, regardless of the Sharing Model?

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

Answer: D

NEW QUESTION 534
- (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 535
- (Topic 4)
Workflow Tasks are NOT tracked in the Activity History and can be reported on MMM?

A. True
B. False

Answer: B

NEW QUESTION 536
- (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 540
- (Topic 5)
Which of the following is not part of the Profile?

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

Answer: E

NEW QUESTION 544
- (Topic 5)
What does the dashboard snapshot on the Home Page display?

A. Only the dashboard determined by the System Administrator
B. You cannot display a dashboard on the Home Page
C. The first two rows of any of your available dashboards

D. The first row of any available dashboards
E. The Complete Dashboard set by the User himself

Answer: D

NEW QUESTION 547
- (Topic 5)
What happens when you delete an object that is related to a junction object by a lookup relationship?

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

Answer: B

NEW QUESTION 552
- (Topic 5)
Formatting of report is maintained when it is exported via Printable View?

A. True
B. False

Answer: A

NEW QUESTION 555
- (Topic 5)
Customizable Forecasting is a prerequisite in order to enable territory management?

A. True
B. False

Answer: A

NEW QUESTION 557
- (Topic 5)
Account Teams might be utilized for what?

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

Answer: AB

NEW QUESTION 559
- (Topic 5)
Which of the following Email Template cannot be used to send a mass email?

A. Text
B. HTML with Letterhead
C. Custom HTML
D. Visual force

Answer: D

NEW QUESTION 564
- (Topic 5)
Which of the following object does not support the Business process?

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

Answer: B

NEW QUESTION 567
- (Topic 5)
If Custom Fiscal Years are enabled then you cannot use Standard Forecasting?

A. True
B. False

Answer: A

NEW QUESTION 569
- (Topic 5)
How many fields can be enabled for tracking on a custom Object?

A. 10
B. 20
C. 30
D. 40

Answer: B

NEW QUESTION 573
- (Topic 5)
On which of these areas Data Validation rules are enforced but no feedback is given to users?

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

Answer: C

NEW QUESTION 576
- (Topic 5)
Which of the following does not need business process?

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

Answer: C

NEW QUESTION 578
- (Topic 5)
The opportunities fields of the campaign statistics section on a campaign detail page will
only be populated for the campaign designated as the primary campaign source?

A. True
B. False

Answer: A

NEW QUESTION 579
- (Topic 5)
All dashboard viewers see data based on the security settings of the Running User—regardless of their own personal security settings?

A. True
B. False

Answer: A

NEW QUESTION 583
- (Topic 5)
Escalation rules only run during the business hours with which they are associated?

A. True
B. False

Answer: A

NEW QUESTION 588
- (Topic 5)
You can use conditional highlighting for summary and matrix report only.

A. True
B. False

Answer: A

NEW QUESTION 590

- (Topic 5)
Salesforce.com record Id's are Identical in?

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

Answer: C

NEW QUESTION 593
- (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 594
- (Topic 5)
Which are Activity Attachment Enhancements in Spring 11?

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

Answer: :ACE

NEW QUESTION 598
- (Topic 5)
Which 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 599
- (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 600
- (Topic 5)
Which objects can be stored in a folder?

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

Answer: BCD

NEW QUESTION 604
- (Topic 5)
How do you find out that the Approval Process is edited?

A. Last Modified By Field
B. Audit trail
C. History Record on Approval page layout
D. All of the Above

Answer: D

NEW QUESTION 609
- (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 610
- (Topic 5)
Which of the following statements is/are true for sharing rules? (Check all that apply)

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

Answer: AD

NEW QUESTION 611
- (Topic 5)
A custom field is made Read only from the Field level security and Required from Page layout. The Field will be:

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

Answer: A

NEW QUESTION 613
- (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 617
- (Topic 5)
How many custom fields can be created on an object in an unlimited Edition?

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

Answer: C

NEW QUESTION 619
- (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 621
- (Topic 5)
How many User records can be imported via Import Wizard?

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

Answer: D

NEW QUESTION 626
- (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 631
- (Topic 5)
Which one is the following is a salesforce.com definition for a Lead?

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

Answer: A

NEW QUESTION 633
- (Topic 5)
Which of the following is not an available function in the Formula Fields?

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

Answer: D

NEW QUESTION 637
- (Topic 5)
How many Custom Summary Formula Fields are allowed on a single Report?

A. 5
B. 10
C. 15
D. 20
E. No limit

Answer: A

NEW QUESTION 639
- (Topic 5)
When you insert a record using the API, Do Validation rules are expected?

A. Yes
B. No

Answer: A

NEW QUESTION 640
- (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 643
- (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 648
- (Topic 5)
Which of the following is NOT controlled by the Page Layout?

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

Answer: E

NEW QUESTION 649
- (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 653
- (Topic 5)
Can a user create his or her own Default Sales Team?

A. Yes
B. No

Answer: A

NEW QUESTION 656
- (Topic 5)
Is it possible to have Sidebar search enabled with Global Search?

A. Yes
B. No

Answer: B

NEW QUESTION 659
- (Topic 5)
On deleting a Tab from an Application .

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

Answer: B

NEW QUESTION 661
- (Topic 5)
How many Roll Up summary fields can be created in the enterprise Edition on a Custom Object?

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

Answer: A

NEW QUESTION 666
- (Topic 5)
How many ranges can be defined in the case of a Conditional Highlighting?

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

Answer: B

NEW QUESTION 667
- (Topic 6)
Which report format provides a tabular listing of data with sorting and subtotalling of said data.

A. Matrix
B. Tabular
C. Summary

Answer: C

NEW QUESTION 668
CORRECT TEXT - (Topic 6)
How does a Profile differ from a Role?

A.

Answer: Profilecontrolswhatausercando(readcreateeditdelete)withrecords

NEW QUESTION 671
CORRECT TEXT - (Topic 6)
What happens when a user is already logged in when restricted hours start?

A.

Answer: Thesystemimmediatelyendstheuser'ssession.

NEW QUESTION 674
CORRECT TEXT - (Topic 6)
Why are Sharing Rules used?

A.

Answer:
Toopenupaccesstorecordsyouwouldn'tnaturallygetthroughOrganizationWideDefaultsandRoleHierarchy.TheyaretheexceptionstotheOrganizationWideDefaults.

NEW QUESTION 678
- (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 680
CORRECT TEXT - (Topic 6)
How can users obtain a security token?

A.

Answer: 1.Bychangingtheirpassword

Explanation:
2. By resetting their security token via the Salesforce UI

NEW QUESTION 682
- (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 686
- (Topic 6)
What statement is true regarding a custom field formula?

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

Answer: C

NEW QUESTION 691
- (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 692
- (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 696
- (Topic 6)
Can a delegated approver revoke a previously approved process?

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

Answer: A

NEW QUESTION 699
- (Topic 6)
Can an end user import Members into a Campaign?

A. True
B. False

Answer: B

NEW QUESTION 701
- (Topic 6)
You can set a default value for a custom field.

A. True
B. False

Answer: A

NEW QUESTION 705
CORRECT TEXT - (Topic 6)
Which report type must be used to create dashboard components?

A.

Answer: Summary/matrix

NEW QUESTION 708
- (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 712
- (Topic 6)
An admin changed the org default language from English to spanish. What must end users do to see this change?

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

Answer: D

NEW QUESTION 713
- (Topic 6)
Adding a user to the sales team group will give access to opportunity records that was previously a restricted account.

A. True
B. False

Answer: B

NEW QUESTION 715
- (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 718
- (Topic 6)
The org wide default is set to private. Phil smith the owner of ABC account is a US Sales
Rep reporting to the US Sales Director. The users in the US sales rep role can edit ALL opportunities associated with the accounts they own. Tim an EMEA sales rep owns an opportunity associated with the ABC account. Identify the correct role access.

A. Phil can view but cannot edit Tims ABC opportunity
B. TIM cannot VIEW / EDIT phils account
C. Phil can EDIT and VIEW Tims ABC opportunity
D. Tim can VIEW and EDIT Phils account
E. Tim can VIEW but cannot EDIT phils account.

Answer: CE

NEW QUESTION 722
- (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 726
- (Topic 6)
Standard Fiscal Years are for companies that break down their fiscal years,quarters and weeks in to fiscal periods.

A. True
B. False

Answer: A

NEW QUESTION 727
- (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 732
- (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 734
- (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 735
- (Topic 6)
Will WF evaluate rules retroactively?

A. Yes
B. No

Answer: B

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

NEW QUESTION 738
- (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 741
- (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 746
- (Topic 6)
Mass Mail Contacts option doesn't appear under the Tools section in the Contacts tab, what could have caused this?

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

E. Mass mail is not checked in FLS

Answer: BD

NEW QUESTION 748
- (Topic 6)
Even a user with "View all data" (VAD) permission cannot view hidden folders as well as folders shared to no one.

A. True
B. False

Answer: B

NEW QUESTION 752
- (Topic 6)
Can you make a standard field unique?

A. True
B. False

Answer: B

NEW QUESTION 757
- (Topic 6)
Active Currencies live in Company Profile, user record (Personal Setup) and in Opportunity (Record).

A. True
B. False

Answer: :A

NEW QUESTION 760
- (Topic 6)
Select the order in which the Workflow actions fire in Salesforce.

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

Answer: B

NEW QUESTION 764
- (Topic 6)
Which of the following cannot be done by a user to records owned by others when the organization wide default is set to Read / Write to an object?

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

Answer: CD

NEW QUESTION 767
- (Topic 6)
Can logins on specific days be restricted?

A. Yes
B. No

Answer: A

Explanation:
 Explanation/Reference:
By setting the start and end times on the profile login hours to the same value.

NEW QUESTION 771
- (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 773
- (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 778
- (Topic 6)
What are the two main parts of WF?

A. Actions and Time triggers
B. Rules and Actions
C. Email Alerts and Field updates
D. Rules and Tasks

Answer: B

NEW QUESTION 783
- (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 Outloook 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 786
- (Topic 6)
Which are true about Trialforce Email Branding?

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

Answer: BD

NEW QUESTION 789
- (Topic 6)
Only users with "Create and Customize" permission can access the Report?

A. True
B. False

Answer: A

NEW QUESTION 793
- (Topic 6)
List view can (Choose all that apply)

A. Show up to 2000 records in the record count display
B. Print up to 1000 records in print view
C. Be enabled and disabled by individual users
D. Print list can be exported to excel

Answer: AB

NEW QUESTION 796
- (Topic 6)
Data Validation rules are also enforced using the API and Import Wizards.

A. True
B. False

Answer: A

NEW QUESTION 800
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 805
- (Topic 6)
How many Solution records can be imported via Import Wizard?

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

Answer: A

NEW QUESTION 808
- (Topic 7)
To log into the Data Loader, the IP address must be a trusted IP or the User must know their security token.

A. True
B. False

Answer: A

NEW QUESTION 810
- (Topic 7)
Workflow rules are triggered when a standard object in a master-detail relationship is re- parented, even if the object's evaluation criteria is set to When a record is created, or when a record is edited and did not previously meet the rule criteria.

A. True
B. False

Answer: :A

NEW QUESTION 815
CORRECT TEXT - (Topic 7)
Where are Cases created?

A.

Answer: OntheCasesObjectandAccountorContactRelatedLists.

NEW QUESTION 819
- (Topic 7)
Can you uninstall an AppExchange application once it has been deployed?

A. Yes
B. No

Answer: A

NEW QUESTION 823
CORRECT TEXT - (Topic 7)
How are Folders used?

A.

Answer: Toorganizereportsdashboardscommunicationtemplatesanddocuments

NEW QUESTION 825
- (Topic 7)
Saving or creating records can trigger one rule.

A. True
B. False

Answer: B

Explanation:
 Explanation/Reference:

Saving or creating records can trigger more than one rule.

NEW QUESTION 829
- (Topic 7)
A checkbox can be a controlling field in a field dependency?

A. True
B. False

Answer: A

NEW QUESTION 833
CORRECT TEXT - (Topic 7)
When is it appropriate to use the Import Wizard versus the Data Loader?

A.

Answer: NeedtopreventduplicatesandwhentheAdminneedstochoosewhethertotriggerWorkflowrules(ornot)

NEW QUESTION 836
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: Up to 25 such relationships

A.

Answer: Lookup

NEW QUESTION 838
- (Topic 7)
Each workflow rule applies to a single object, such as leads, accounts, or opportunities.

A. True
B. False

Answer: A

NEW QUESTION 843
- (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 844
CORRECT TEXT - (Topic 7)
What are Standard Reports?

A.

Answer: OutoftheboxreportsfromSF

NEW QUESTION 846
CORRECT TEXT - (Topic 7)
Who can import data for all users?

A.

Answer: SystemAdminandMarketingUserProfilecanimportLeads.

NEW QUESTION 847
CORRECT TEXT - (Topic 7)
How does the Import Wizard perform matching when updating records?

A.

Answer: BySalesforceID

NEW QUESTION 849
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 852
- (Topic 7)
As a system administrator you can create page layout in the console and assign it to profiles.

A. True
B. False

Answer: A

NEW QUESTION 853
CORRECT TEXT - (Topic 7)
Define the Solution Manager Profile.

A.

Answer: Standarduserperm+canmanagersolutions&solutioncategories

NEW QUESTION 856
- (Topic 7)
The Director of Sales wants a report that shows the Opportunity pipeline for the current and next fiscal quarters. This report should be grouped by Sales Rep and Opportunity Stage. Which report format would you use to create this custom report?

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

Answer: A

NEW QUESTION 857
- (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 858
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 862
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 867
- (Topic 7)
What is a roll-up summary field?

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

Answer: B

NEW QUESTION 872
- (Topic 7)
When are data validation rules executed?

A. A User Saves a Record
B. Before records are imported
C. Using the Data Loader and/or other API tools

Answer: :ABC

NEW QUESTION 877
CORRECT TEXT - (Topic 7)
Define the system Admin profile.

A.

Answer: "SuperUser"-Cancustomize&administratetheOrg

NEW QUESTION 878
CORRECT TEXT - (Topic 7)
When you define a Data Validation Rule, what must you also define?

A.

Answer: Theerrormessage.

NEW QUESTION 880
- (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 884
CORRECT TEXT - (Topic 7)
What do Sales Teams do?

A.

Answer: FocusesonOpportunityRecordsbeingsharedtoaspecifiedgroupofusersbasedontheOpportunityOwner.

NEW QUESTION 885
- (Topic 7)
How many app exchange apps can you install in PE?

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

Answer: A

NEW QUESTION 887
- (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 889

CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: Lookup field on child is always required.

A.

Answer: Master/Detail

NEW QUESTION 893
- (Topic 7)
Do opportunities or cases have import wizards?

A. Yes
B. No

Answer: B

NEW QUESTION 896
- (Topic 7)
When you delete a product, the opportunity associated with that product will be suspended until further action is taken.

A. True
B. False

Answer: B

NEW QUESTION 901
- (Topic 7)
According to Sales Force, console is not for occasional users of SalesForce. The console is best set up for users who view SalesForce for 3 or more hours a day.

A. True
B. False

Answer: A

NEW QUESTION 905
- (Topic 7)
Can the DataLoader access all objects?

A. Yes
B. No

Answer: A

NEW QUESTION 907
CORRECT TEXT - (Topic 7)
What do Account Teams do?

A.

Answer: FocusesonAccountRecordsbeingsharedtoaspecifiedgroupofusersbasedontheAccountOwner

NEW QUESTION 912
- (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 917
- (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 922
- (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 924
- (Topic 8)
Account Teams are not available for Professional Edition

A. True
B. False

Answer: A

NEW QUESTION 925
- (Topic 8)
If a Standard Object is Renamed, the Reports are Renamed based on the new label value

A. True
B. False

Answer: A

NEW QUESTION 930
- (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 932
- (Topic 8)
Which salesforce.com feature allows the org to capture ROI on online advertising?

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

Answer: C

NEW QUESTION 936
- (Topic 8)
What is the role of "Primary Object" when creating custom report types?

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

Answer: C

NEW QUESTION 939
- (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 942
- (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 944
- (Topic 8)
You can map a single column from the CSV file to multiple fields in Salesforce SFA.

A. True
B. False

Answer: A

NEW QUESTION 947
- (Topic 8)
Which information not captured on user record in Salesforce?

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

Answer: B

NEW QUESTION 948
- (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 952
- (Topic 8)
What is true about Managed Packages?

A. They are not upgradeable
B. They cannot be uninstalled
C. They are upgradeable
D. They cannot be deleted

Answer: C

NEW QUESTION 954
- (Topic 8)
How many people can you send an invite to at a time using Cloud Scheduler?

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

Answer: :A

NEW QUESTION 958
- (Topic 8)
Salesforce.com instance has Multiple Currencies as Activated. What is the maximum granularity available for tracking changes in Currency Rates

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

Answer: B

NEW QUESTION 963
- (Topic 8)
You can set up Salesforce to automatically send email alerts, assign tasks, or update field values based on your organization's workflow

A. True
B. False

Answer: A

NEW QUESTION 968
- (Topic 8)
Custom Fiscal Year works on a define once and use everywhere Rule Select

A. True
B. False

Answer: A

NEW QUESTION 969
- (Topic 8)
A particular team needs to track individuals working on cases and the individual roles of the people working on cases. Which is the best way to do it?

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

Answer: D

NEW QUESTION 974
- (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 976
- (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 977
- (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 980
- (Topic 8)
A Workflow Alert can be tracked in Activity History

A. True
B. False

Answer: A

NEW QUESTION 984
- (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 989
- (Topic 8)
You cannot delete a product that is used on an opportunity

A. True
B. False

Answer: A

NEW QUESTION 990
- (Topic 8)
You can use cloud scheduler to send meeting invites to contacts or leads or person accounts you don't have visibility to.

A. True
B. False

Answer: B

Explanation:
 Explanation/Reference:
You must have at least read access to the contacts, leads and person accounts that you request a meeting with.

NEW QUESTION 993
- (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 997
- (Topic 8)
How many Editions are there in Salesforce.com

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

Answer: :D

NEW QUESTION 999
- (Topic 8)
Which statement is true about custom summary formula?

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

Answer: A

NEW QUESTION 1000
- (Topic 8)
When a user refreshes a dashboard, who does the dashboard get refreshed for?

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

Answer: A

NEW QUESTION 1003
- (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 1008
- (Topic 8)
An account team can be added by all Except:

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

Answer: B

NEW QUESTION 1012
- (Topic 8)
All of the following are true about Validation Rules EXCEPT:

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

Answer: C

NEW QUESTION 1013
- (Topic 8)
Which one of these may be a controlling field and a dependant field?

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

Answer: A

NEW QUESTION 1018
CORRECT TEXT - (Topic 8)
What are Chatter Groups?

A.

Answer:
Chattergroupsletyoushareinformationwithspecificpeople.Forexampleifyou'reworkingonaprojectandwanttoshareinformationonlywithyourteammembersyoucancreatea
Chattergroupforyourteam.

Explanation:
Chatter groups include a list of members, a Chatter feed, and a photo. You can create the following types of Chatter groups:
• Public: Anyone can see the group's updates, but only members can post updates. Anyone can join a public group.
• Private: Only members can see and post updates. The group's owner or managers must add members.

NEW QUESTION 1020
- (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 1021
- (Topic 8)
Users can search for Public Tags from the Sidebar and Advanced Search

A. True
B. False

Answer: :A

NEW QUESTION 1022
- (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 1025
- (Topic 8)
The Account Access, Contact Access and Opportunity Access options depend on your sharing model

A. True
B. False

Answer: A

NEW QUESTION 1027
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 1032
- (Topic 8)
Which of them is NOT a Profile Component? Select all which are applicable

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

Answer: GIJ

NEW QUESTION 1033
- (Topic 9)
When using advanced currency management, can a past exchange rate be changes?

A. Yes
B. No

Answer: A

NEW QUESTION 1035
- (Topic 9)
A lead has been converted. Where can we find the campaigns associated with it? Select 2.

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

Answer: :BC

NEW QUESTION 1039
- (Topic 9)
What is true about a Web-to-Lead?

A. An online form to capture lead information
B. Determines which Email Template to send to leads generated via Web-to-Lead

C. Contains Rule Entries that determine criteria for determining
D. Email Template response content published on your web site

Answer: AD

NEW QUESTION 1040
- (Topic 9)
Which graphs rely on grand total for dashboards?

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

Answer: B

NEW QUESTION 1044
- (Topic 9)
Data storage include the following: (check all that apply)

A. Salesforce Chatter
B. Files in attachments
C. Cases
D. Email Messages
E. Ideas

Answer: CDE

NEW QUESTION 1045
- (Topic 9)
Recent item and Lookup Hovers use the Record Mini Page.

A. True
B. False

Answer: A

NEW QUESTION 1046
- (Topic 9)
When you transfer an Account which of the following objects are automatically transferred?

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

Answer: B

NEW QUESTION 1051
- (Topic 9)
What objects may be imported or updated using the Import Wizard? (check all that apply)

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

Answer: :ACE

NEW QUESTION 1052
- (Topic 9)
Which of the following are reasons for creating a Validation Rule?

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

Answer: C

NEW QUESTION 1053

- (Topic 9)
Joe imports records for Sara, a non-active user. Sara's records will be assigned to Joe.

A. True
B. False

Answer: A

NEW QUESTION 1057

- (Topic 9)
When setting up an user, the first name of the user is not required.

A. True
B. False

Answer: A

NEW QUESTION 1062

- (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 1064

- (Topic 9)
A solution can only belong to one category.

A. True
B. False

Answer: B

NEW QUESTION 1069

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

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

Answer: AD

NEW QUESTION 1070

- (Topic 9)
Which of the following was NOT a new feature in Summer 09?

A. Workflow Visualizer
B. Enhanced Chart Analytics
C. List Views for Sales Teams
D. Enhanced Page Layout Editor

Answer: D

NEW QUESTION 1074

- (Topic 9)
The company wants all opportunities associated with an account to be added in and displayed on the account record detail page. Is it possible?

A. Yes, workflow rule
B. Yes, custom summary field
C. Yes, roll up summary field
D. No, accounts cannot be edited

Answer: C

NEW QUESTION 1079

- (Topic 9)
What is the maximum length of the alias field?

A. 12
B. 10
C. 8

Answer: C

NEW QUESTION 1083
- (Topic 9)
Records in the recycle bin do NOT count against your organization's storage limits

A. True
B. False

Answer: A

NEW QUESTION 1084
- (Topic 9)
Select all that are custom field types. (check all that apply)

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

Answer: ACDE

NEW QUESTION 1088
- (Topic 9)
Formula cannot reference any field that is restricted by Field level security

A. True
B. False

Answer: B

NEW QUESTION 1089
- (Topic 9)
What is true about Lead Assignment Rule?

A. Determines how Leads are automatically routed to User or Queue
B. Contains Rule Entries, pre-defined business rules, that determine lead routing
C. Virtual storage bin used to group leads based on criteria (e.g., industry, campaign)
D. Users have visibility into the Lead Queues to which they are members

Answer: AB

NEW QUESTION 1090
- (Topic 9)
You have to enable the Report Builder Upgrade first to use Master Charts.

A. True
B. False

Answer: :B

NEW QUESTION 1094
- (Topic 9)
Can you uninstall an AppExchange application once it has been deployed.

A. True
B. False

Answer: A

NEW QUESTION 1095
- (Topic 9)
Roll-up summary and formula fields are always read-only on detail pages.

A. True
B. False

Answer: A

NEW QUESTION 1100
- (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 1105
- (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 1110
- (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 1111
- (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 1115
- (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 1117
- (Topic 9)
Custom Summary Formulas are:

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

Answer: D

NEW QUESTION 1121
- (Topic 9)
"#Error!" displays on report cells if your custom summary formula output is over 18 digits.

A. True
B. False

Answer: A

NEW QUESTION 1123
- (Topic 9)

The standard object permissions are: (check all that apply)

A. Read
B. Update
C. Create
D. Edit
E. Delete

Answer: ACDE

NEW QUESTION 1127
- (Topic 9)
Formula fields can be converted from or to other field types.

A. True
B. False

Answer: B

NEW QUESTION 1130
- (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 1131
- (Topic 9)
You have created a custom field of the type "Number" on the Account object called "Number of Golfers at Client". You enter the following data in the field: 073.
What is stored in Saleforce CRM?

A. 0073
B. 73
C. 7.3%

Answer: B

NEW QUESTION 1135
- (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 1138
- (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 1140
- (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 1142
- (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 1143
- (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 1145
- (Topic 9)
You can enable field encryption by:

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

Answer: B

NEW QUESTION 1150
- (Topic 9)
Joe is attempting to import an invalid value into a picklist field. The import wizard will respond with an error message.

A. True
B. False

Answer: :B

NEW QUESTION 1152
- (Topic 9)
What is true regarding a Running User

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

Answer: A

NEW QUESTION 1155
- (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 1158
- (Topic 9)
You have a custom object called "Widgits" which has a Master-Detail Relationship with Accounts. What happens when you delete an account with associated Widgits?

A. You cannot delete the account without first deleting the associated "Widgits"
B. The Widgits are deleted
C. The account is deleted, but the Widgits remain in Salesforce CRM

Answer: B

NEW QUESTION 1161
- (Topic 9)
Salesforce Console only displays views that were previously created.

A. True
B. False

Answer: A

NEW QUESTION 1162
- (Topic 9)
If you give a user the "Weekly Data Export" permission, which is needed to export data, he or she has view access to all data that is exported and can see all custom objects and fields in the Weekly Export Service regardless of their other profile settings.

A. True
B. False

Answer: A

NEW QUESTION 1166
- (Topic 9)
Can I change the location of Chatter feeds? How?

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

Answer: C

NEW QUESTION 1169
- (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 1170
- (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 1172
- (Topic 10)
When controlling and dependent fields are available in Connect Offline...

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

Answer: B

NEW QUESTION 1175
- (Topic 10)
Which administrative permissions are necessary in order to edit profiles?

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

Answer: B

NEW QUESTION 1179
- (Topic 10)
Email templates used in all of the following features must be public and active EXCEPT

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

Answer: B

NEW QUESTION 1182
- (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 dat
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 dat
E. The export includes all fields from person accounts.

Answer: A

NEW QUESTION 1184
- (Topic 10)
Which definition best describes "accounts" and their relationships with other record types in SFDC?

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

Answer: B

NEW QUESTION 1188
- (Topic 10)
Identify the statements that define Apex data loader?

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

Answer: BD

NEW QUESTION 1193
CORRECT TEXT - (Topic 10)
If I'm looking at a detail page, how do I know what record type it is?

A.

Answer: FortabsthathavemultiplerecordtypesdefinedyoucanlookattheRecordTypefieldonthepage.Howeverthisfieldmustbeaddedtothepagelayout.

NEW QUESTION 1195
- (Topic 10)
When importing Lead records you must use Currency

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

Answer: :B

NEW QUESTION 1197
- (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 1200
- (Topic 10)
Formula and roll-up summary fields are included in backup exports

A. True
B. False

Answer: B

NEW QUESTION 1203
- (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 1206
CORRECT TEXT - (Topic 10)
You can use inline editing to maintain all detail pages in the application except for....?

A.

Answer: DocumentsandForecasts

NEW QUESTION 1208
- (Topic 10)
What would you change if all of your online help was displayed in English and you wanted it to be German?

A. Default Language
B. Default Locale
C. Time Zone
D. Default Currency

Answer: A

NEW QUESTION 1210
- (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 1215
- (Topic 10)
Editing Records: Which of these is NOT true? I can edit fields by:

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

Answer: D

NEW QUESTION 1219
- (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 1224
- (Topic 10)
SFDC allows me to add a reporting hierarchy (or organization chart) to my contacts. This way I can better understand the structural dynamics within the businesses I am selling to, and remember who to contact for certain aspects of a sale.

A. True
B. False

Answer: A

NEW QUESTION 1225
- (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 1230
- (Topic 10)
What is the purpose API Token field on the User object?

A. Displays the users API token
B. Indicates whether an API token has ever been reset.
C. Enables users to receive an API token

Answer: B

NEW QUESTION 1235
- (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 1240
- (Topic 10)
Adding & Searching for Records: Which search option allows me to search across multiple fields including notes, descriptions, and comments?

A. Advanced Search
B. Sidebar Search
C. Both

Answer: A

NEW QUESTION 1245
- (Topic 10)
If a user's profile contains log in hour restrictions which of the following time zones is used to calculate the hours they have access to Salesforce.com CRM?

A. Organization wide default time zone
B. User's time zone
C. Time zone set in the user's profile

Answer: A

NEW QUESTION 1249
CORRECT TEXT - (Topic 10)
Before creating record types for Leads, Opportunities, Cases or Solutions, you need to create what?

A.

Answer: Businessprocesses

NEW QUESTION 1251
- (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 1256
- (Topic 10)
The Marketing User checkbox on a user record allows users to do which of the follow actions (Multiple correct answers):

A. Create campaigns
B. Edit campaigns
C. Delete campaigns
D. Configure advanced campaign setup
E. Use the campaign import wizard

Answer: ABCD

NEW QUESTION 1261
- (Topic 10)
You are about to enter a new lead from a cold call into SFDC. What do you do first?

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

Answer: A

NEW QUESTION 1263
......

Thank You for Trying Our Product

* 100% Pass or Money Back

All our products come with a 90-day Money Back Guarantee.

* One year free update

You can enjoy free update one year. 24x7 online support.

* Trusted by Millions

We currently serve more than 30,000,000 customers.

* Shop Securely

All transactions are protected by VeriSign!

100% Pass Your ADM-201 Exam with Our Prep Materials Via below:

https://www.certleader.com/ADM-201-dumps.html