Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins

NEW QUESTION 1
- (Topic 1)
Who can select the "sharing" button on Account and Opportunity records?

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

Answer: C

NEW QUESTION 2
- (Topic 1)
When Chatter is enabled in an org, the following happens (choose all that apply).

A. The Chatter app is added to the Force.com app menu
B. The Chatter tab is added to all standard apps
C. Accounts, Contacts, Cases, Leads and Opportunities are enabled for Chatter
D. All users are added to the All Chatter group
E. All of the above

Answer: :ABC

NEW QUESTION 3
- (Topic 1)
The Chatter Free license gives users the ability to access People, Profiles, Groups and Files as well as (choose all that apply)

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

Answer: ABCD

NEW QUESTION 4
- (Topic 1)
When creating a sales process, the System Administrator will be modifying/filtering the values of the field.

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

Answer: B

NEW QUESTION 5
- (Topic 1)
Which of the following are true about formula fields?

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

Answer: ABD

NEW QUESTION 6
- (Topic 1)
The System Administrator has been asked to ensure an email goes out to Sales Ops when an opportunity is closed notifying them of the closed deal. What evaluation criteria will the system admin use for the workflow rule?

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

Answer: C

NEW QUESTION 7
- (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 8
- (Topic 1)
Use a picklist to filter the values of one picklist based on the value of another picklist.

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

Answer: A

NEW QUESTION 9
- (Topic 1)
Lead assignment rules assign leads to owners and queues based on the criteria the system admin specifies within the rule.

A. True
B. False

Answer: A

NEW QUESTION 10
- (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 14
- (Topic 1)
If a user has public read-only access to records [that he/she does not own], the following are true.

A. The user can view the record but not edit it
B. The user can view and delete the record, but not edit it
C. The user can change the owner of the record
D. The user can search for the record
E. The user can report on the record

Answer: ADE

NEW QUESTION 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 17
- (Topic 1)
System administrators can modify tab settings for custom profiles (Default On, Default Off and Hidden).

A. True
B. False

Answer: A

NEW QUESTION 20
- (Topic 1)
The page layout allows users to see the Next Steps field on an Opportunity record, Field Level Security dictates that the field is hidden, how will the field appear to the user?

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

Answer: A

NEW QUESTION 22
- (Topic 1)
If your company's fiscal year follows the Gregorian calendar, you must use Custom Fiscal Years.

A. True
B. False

Answer: B

NEW QUESTION 26
- (Topic 1)
Manual sharing allows administrators to grant one-off access to individual records, users cannot grant this access even if they own the record.

A. True
B. False

Answer: B

NEW QUESTION 30
- (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 35
- (Topic 1)
When a Lead is converted, an Account, Contact and record are created.

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

Answer: D

NEW QUESTION 40
- (Topic 1)
In order to create a many-to-many relationship between two objects, a junction object must be created. This junction object will have a Master-Detail relationship to both objects.

A. True
B. False

Answer: A

NEW QUESTION 45
- (Topic 1)
Which objects support business processes?

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

G. Contacts

Answer: ABEF

NEW QUESTION 48
- (Topic 1)
Which of the following can be used to create a back up of data from Salesforce?

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

Answer: ABD

NEW QUESTION 53
- (Topic 1)
When you add a custom object tab, all of the following will be accessible with the object EXCEPT

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

Answer: D

NEW QUESTION 54
- (Topic 1)
A Dashboard is a visual representation of data from multiple reports and (choose all that apply)

A. Is comprised of up to 20 components
B. Displays data from standard reports
C. Has a running user to determine what data is visible
D. Displays data as of the last time the dashboard was refreshed
E. Always shows up to date data
F. Can be scheduled to be refreshed and emailed automatically

Answer: ACDF

NEW QUESTION 56
- (Topic 1)
Use to filter or segment picklist values based on the user's profile.

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

Answer: A

NEW QUESTION 57
- (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 59
- (Topic 1)
Assignment rules allow Leads and Cases to be automatically assigned to users and queues based on criteria defined by the system administrator.

A. True
B. False

Answer: A

NEW QUESTION 62

- (Topic 1)
Page layouts are assigned to .

A. Users
B. Profiles
C. Roles
D. Roles & subordinates

Answer: B

NEW QUESTION 67
- (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 68
- (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 71
- (Topic 1)
Time based workflow can be triggered every time a record is created or edited

A. True
B. False

Answer: B

NEW QUESTION 76
- (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 79
- (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 82
- (Topic 1)
Your organization is a US-based company with a default currency of US Dollars. As a sales rep, your personal currency set to British Pounds. You create an opportunity with a
currency in British Pounds. The administrator updates the currency conversion rates. Which of the following best describes what happens to the amount of your British-Pound- based opportunity?

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

Answer: A

NEW QUESTION 87
- (Topic 1)
If a user leaves your company, the system administrator should do the following to prevent future access to the Salesforce org.

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

Answer: B

NEW QUESTION 88
- (Topic 1)
If a lead is converted without a value in the company field, what happens?

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

Answer: B

NEW QUESTION 90
- (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 93
- (Topic 1)
A checkbox can be the controlling field to a dependent picklist.

A. True
B. False

Answer: A

NEW QUESTION 98
- (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 100
- (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 102
- (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 106
- (Topic 1)
An active user record consumes a license.

A. True
B. False

Answer: A

NEW QUESTION 108
- (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 112
- (Topic 1)
Deleted records will be stored in the Recycle Bin for up to 15 days.

A. True
B. False

Answer: A

NEW QUESTION 117
- (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 119
- (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 121
- (Topic 1)
Which of the following is not a standard Profile?

A. System Administrator
B. Read only
C. Marketing Director
D. Partner Portal User
E. Standard Administrator

Answer: CDE

NEW QUESTION 124
- (Topic 1)
Which statement about custom summary formulas is true?

A. Reports can be grouped by a custom summary formula result
B. Custom summary formulas can reference a formula field within a report

C. Custom summary formulas can reference another custom summary formula
D. Custom summary formulas can be used in a report built from a custom report type

Answer: BD

NEW QUESTION 127
- (Topic 1)
Chatter External license allow users outside the company to join public Chatter groups.

A. True
B. False

Answer: B

NEW QUESTION 130
- (Topic 1)
The determines if a user can read, create and edit Contact records, the
 determines if he can see/edit contact records owned by his subordinates.

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

Answer: :D

NEW QUESTION 131
- (Topic 1)
A defines a collection of settings and permissions that determines what users can see in the user interface, and what they can do.

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

Answer: C

NEW QUESTION 134
- (Topic 2)
Which of the following are true about Master/Detail relationship in custom objects?

A. Sharing is inherited from parent
B. Child needs to be manually deleted when parent is deleted
C. Only child fields are available for reporting
D. Lookup field child is required

Answer: AD

NEW QUESTION 136
- (Topic 2)
If a lead, with a single marketing campaign is converted, the campaign information will map to the newly created contact and opportunity record automatically

A. True
B. False

Answer: A

NEW QUESTION 140
- (Topic 2)
Customizable Forecasting must be enabled for use with Custom Fiscal years.

A. True
B. False

Answer: A

NEW QUESTION 142
- (Topic 2)
When are Formula Fields recalculated?

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

Answer: A

NEW QUESTION 147
- (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 152
- (Topic 2)
An S-Control may be all of the following EXCEPT:

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

Answer: B

NEW QUESTION 157
- (Topic 2)
You can use a Custom Lookup field to create a relationship between an opportunity and a contact.

A. True
B. False

Answer: A

NEW QUESTION 160
- (Topic 2)
Record Type may determine the default value of a picklist field.

A. True
B. False

Answer: A

NEW QUESTION 162
- (Topic 2)
Custom Fiscal years are for companies that break down their fiscal years, quarters, and weeks in to custom fiscal periods based on their financial planning requirements.

A. True
B. False

Answer: A

NEW QUESTION 166
- (Topic 2)
When configuring Customizable Forecasting, you can set which of the following Forecast Dates for determining which opportunities contribute to the forecast?

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

Answer: A

NEW QUESTION 168
- (Topic 2)
What does a Profile Control?

A. Access to Application
B. Record Type Access
C. Permissions
D. Data Visibility
E. Hours of IP Address

Answer: ABCE

NEW QUESTION 173
- (Topic 2)
Which one does NOT apply to Custom Formula Fields?

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

Answer: A

NEW QUESTION 175
- (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 176
- (Topic 2)
You can customize the Opportunity Stage History related list on an Opportunity Page Layout.

A. True
B. False

Answer: B

NEW QUESTION 177
- (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 181
- (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 183
- (Topic 2)
What information may be updated on the Company Profile?

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

Answer: ABC

NEW QUESTION 185
- (Topic 2)
All fields on the Approval page layout are available to view on the Approval History related list

A. True
B. False

Answer: B

NEW QUESTION 186
- (Topic 2)
What needs to be specified to schedule a Report?

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

Answer: :CD

NEW QUESTION 191
- (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 196
- (Topic 2)
[106] You can set the Tab as a Landing Tab while creating the Tab for the Object?

A. True
B. False

Answer: B

NEW QUESTION 199
- (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 202
- (Topic 2)
Assume the Organization Wide default sharing is set to private for all objects and no sharing rules have been created. You have two users in the Sales Rep Role, can they view
each other's data?

A. Yes
B. No

Answer: B

NEW QUESTION 206
- (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 209
- (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 212
- (Topic 2)
Field Sets works on both Standard as well as Custom Objects?

A. True
B. False

Answer: A

NEW QUESTION 217
- (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 220
- (Topic 2)
Validation rules may evaluate an opportunity line item against the opportunity it's associated with

A. True
B. False

Answer: A

NEW QUESTION 222
- (Topic 2)
Which action must be taken to view contacts associated with a case in the console?

A. The related lists of the case page layout must be modified
B. The custom links of the case page layout must be modified
C. The related object of the case page layout must be modified
D. The mini page layout of the case page layout must be modified

Answer: D

NEW QUESTION 226
- (Topic 2)
In order to Enable Territory Management you should have:

A. Standard Profile
B. Customizable Forecasting
C. Enable Forecasting
D. All of the above

Answer: :B

NEW QUESTION 227
- (Topic 2)
Select the best component to use if you want to list the top five sales performers on a dashboard.

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

Answer: B

NEW QUESTION 230
- (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 231

- (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 234
- (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 238
- (Topic 2)
Custom formula fields are recalculated:

A. Nightly
B. Every twenty minutes
C. Once per user session
D. Each time a user views the record

Answer: D

NEW QUESTION 240
- (Topic 2)
For which objects you have business processes?

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

Answer: ABCE

NEW QUESTION 241
- (Topic 2)
Related Lists display the many side of a one-to-many relationship

A. True
B. False

Answer: A

NEW QUESTION 246
- (Topic 2)
Folders are used to manage:

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

Answer: C

NEW QUESTION 248
- (Topic 2)
With Client Management enabled, when a lead is converted without a value in the company field, it becomes a person account.

A. True
B. False

Answer: A

NEW QUESTION 250
- (Topic 2)
What can a Task do that an Email Alert Cannot do? Choose 2 answers.

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

Answer: AB

NEW QUESTION 254
- (Topic 2)
Where do you go to create a List View so that you can see it on the Console, under the Accounts object?

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

Answer: :B

NEW QUESTION 255
- (Topic 2)
You have Read Only access to an account, can you add a task or event to the account?

A. True
B. False

Answer: B

NEW QUESTION 258
- (Topic 2)
When you delete a parent record, you will also delete the child record if that child record has a lookup relationship to the deleted record:

A. True
B. False

Answer: B

NEW QUESTION 263
- (Topic 2)
All of the following are types of AppExchange Applications EXCEPT:

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

Answer: C

NEW QUESTION 268
- (Topic 2)
How is the expected revenue calculated in the opportunity?

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

Answer: C

NEW QUESTION 269
- (Topic 2)
Assets are related to which of the following sets of objects?

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

Answer: :B

NEW QUESTION 271
- (Topic 2)
With Spring'11 release now you can have Photos in Dashboard components?

A. No

B. Yes but only in Tables
C. Yes in every type of Chart

Answer: B

NEW QUESTION 272
- (Topic 3)
To make a field required, which of the following is used) (Pick the best possible answer)

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

Answer: A

NEW QUESTION 275
- (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 278
- (Topic 3)
If the System Administrator set a user to create only a certain record type, this user's ability to view other record types is affected.

A. True
B. False

Answer: B

NEW QUESTION 280
- (Topic 3)
What is the maximum number of records to be printed in the Printable View of a list view?

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

Answer: C

NEW QUESTION 282
- (Topic 3)
You can not use the browser's print function to print reports.

A. True
B. False

Answer: B

NEW QUESTION 286
- (Topic 3)
Maximum number of values allowed in a controlling field is:

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

Answer: C

NEW QUESTION 290
- (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 294
- (Topic 3)
Following are the Custom Business Objects EXCEPT:

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

Answer: B

NEW QUESTION 298
- (Topic 3)
What is the maximum number of values you can have in a picklist?

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

Answer: A

NEW QUESTION 300
- (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 301
- (Topic 3)
Chatter Desktop is not available in which Salesforce Edition?

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

Answer: A

NEW QUESTION 306
- (Topic 3)
A Standard profile that has Standard User Permissions and can manage published solutions and solution categories

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

Answer: E

NEW QUESTION 309
- (Topic 3)
If you change the data type of any custom field used for lead conversion, that lead field mapping will be deleted:

A. True
B. False

Answer: A

NEW QUESTION 312
- (Topic 3)
Which of the following are standard Salesforce applications?

A. Ideas

B. Campaigns
C. Administration
D. Call Center
E. Sales Center

Answer: AD

NEW QUESTION 316
- (Topic 3)
What is a Dashboard made of?

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

Answer: ABD

NEW QUESTION 318
- (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 323
- (Topic 3)
Which statements are true about Cloud Scheduler?

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

Answer: BCE

NEW QUESTION 328
- (Topic 3)
IF(ISPICKVAL(picklist_field)) has the same output as:

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

Answer: B

NEW QUESTION 332
- (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 336
- (Topic 3)
When converting a lead, what values are transferred to the opportunity?

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

Answer: CD

NEW QUESTION 339

- (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 340
- (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 341
- (Topic 3)
Custom Picklist fields can be either controlling or dependent fields

A. True
B. False

Answer: A

NEW QUESTION 343
- (Topic 3)
Identify the true statements about the workflow approval process?

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

Answer: AD

NEW QUESTION 344
- (Topic 3)
Both accounts and users can exist in multiple territories.

A. True
B. False

Answer: A

NEW QUESTION 346
- (Topic 3)
Custom Report Types (CRT) allows you to build a framework from which users can create and customize reports in the report wizard but not in report builder.

A. True
B. False

Answer: B

NEW QUESTION 349
- (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 352
- (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 354
- (Topic 3)
A Workflow rule can only be triggered when a record is created.

A. True
B. False

Answer: B

NEW QUESTION 355
- (Topic 3)
When you delete a Contact, it's associated Campaign Member record is deleted as well.

A. True
B. False

Answer: A

NEW QUESTION 356
- (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 360
- (Topic 3)
A Profile is a collection of settings and permissions that determine what the user can do with records they have access to and how they view those records.

A. True
B. False

Answer: A

NEW QUESTION 365
- (Topic 3)
Organization-Wide Default Sharing Rule for Calendar Access Default is as Follows:

A. Hide Details
B. Hide Details and Add Events
C. Show Details
D. Show Details and Add Events

Answer: B

NEW QUESTION 367
- (Topic 3)
The formula editor may be used all of the following places EXCEPT:

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

Answer: C

NEW QUESTION 369
- (Topic 3)
What is the maximum of time triggers per Workflow Rule?

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

Answer: B

NEW QUESTION 374
- (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 376
- (Topic 3)
The Report Builder is different from the Report Wizard.

A. True
B. False

Answer: A

NEW QUESTION 380
- (Topic 3)
Which of the following fields CAN NOT be a controlling field for Dependent Picklists?

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

Answer: C

NEW QUESTION 381
- (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 385
- (Topic 3)
Universally required fields always display on edit pages regardless of field-level security.

A. True
B. False

Answer: :A

NEW QUESTION 386
- (Topic 3)
Which of the following is part of the Sales Cloud 2?

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

Answer: ACEF

NEW QUESTION 391
- (Topic 3)
Every profile, including profiles associated with Customer Portal users must have at least one visible app.

A. True
B. False

Answer: B

NEW QUESTION 394
- (Topic 3)
Which file types can you use when exporting reports?

A. You can not export a repor
B. You can only email it.
C. Comma Delimited (.csv)
D. Excel (.xls)
E. PDF

Answer: BC

NEW QUESTION 398
- (Topic 3)
How many profiles can load in a single list view with Enhanced Profile Management enabled?

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

Answer: C

NEW QUESTION 400
- (Topic 3)
Up to 25 custom lookup fields can be defined per object.

A. True
B. False

Answer: A

NEW QUESTION 403
- (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 406
- (Topic 3)
Which of the following are setting options for the User Interface?

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

Answer: ABCE

NEW QUESTION 408
- (Topic 3)
A new list view can be created from within the console

A. True
B. False

Answer: B

NEW QUESTION 412
- (Topic 4)
Which of the following cannot be on the controlling side of the Dependent Picklist?

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

Answer:

D

NEW QUESTION 416
- (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 419
- (Topic 4)
Which of the following statements are true concerning email activation? (Select one)

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

Answer: :C

NEW QUESTION 420
- (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 421
- (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 425
- (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 426
- (Topic 4)
What statements is False for a workflow task:

A. To assign tasks to multiple users, create multiple tasks as outcomes of the rule
B. A single task can be assigned to multiple users
C. The due dates for workflow task is based on number of calendar days, The rule fails to recognize only working business days by default
D. Historical tracking is allowed for workflow task

Answer: B

NEW QUESTION 429
- (Topic 4)
Which of the field types cannot be used as an External Id?

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

Answer: C

NEW QUESTION 433
- (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 438
- (Topic 4)
Which of the following is Not a Mandatory Field while creating a User Record?

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

Answer: B

NEW QUESTION 443
- (Topic 4)
Which statement is TRUE regarding dependent lookups? Choose 2 answers:

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

Answer: AB

NEW QUESTION 448
- (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 450
- (Topic 4)
Dashboards can be created by using Standard Reports as Source Reports?

A. True
B. False

Answer: A

NEW QUESTION 451
- (Topic 4)
How many roles can you create for your org?

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

Answer: C

NEW QUESTION 455
- (Topic 4)
Documents count toward Data Storage.

A. True
B. False

Answer: B

NEW QUESTION 456
- (Topic 4)
Which statement is / are false for folders?

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

Answer: BC

NEW QUESTION 461
- (Topic 4)
Can an administrator change the profile settings of the Standard Solution Manager profile?

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

Answer: B

NEW QUESTION 465
- (Topic 4)
Which of the following will not bypass Identity Confirmation? (Select one)

A. The user's profile has IP login restrictions enabled.
B. The user has logged into Salesforce previously from their current IP address.
C. The user has activated this computer before and has a stored activation cookie.
D. The user's record has the "Bypass User Identity Confirmation" checkbox enabled.
E. The user is logging in from an IP address within the list of trusted networks.

Answer: D

NEW QUESTION 468
- (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 469
- (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 474
- (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 477
- (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 482
- (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 486
- (Topic 4)
On Lead Conversion, the Close Date of the newly created opportunity is automatically set to?

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

Answer: C

NEW QUESTION 489
- (Topic 4)
You can update licenses on the Company Profile.

A. True
B. False

Answer: B

NEW QUESTION 493
- (Topic 4)
A role has many to many relationships with the user?

A. True
B. False

Answer: B

NEW QUESTION 496
- (Topic 4)
The SideBar search does not Search the following: Choose 3 answers

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

Answer: BCE

NEW QUESTION 499
- (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 502
- (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 506
- (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 509
- (Topic 4)
What determines the suggested criteria for lookup filter?

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

Answer: A

NEW QUESTION 514
- (Topic 4)
Which of the following is the best way to make the Field Mandatory for everyone?

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

Answer: D

NEW QUESTION 515
- (Topic 4)
Which is a capability of drag-and-drop dashboards? Choose 2 answers:

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

Answer: :CD

NEW QUESTION 516
- (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 517
- (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 522
- (Topic 4)
What type of field can a lookup filter be applied to? Choose 3 answers mmm

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

Answer: ABD

NEW QUESTION 525
- (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 528
- (Topic 4)
How would an Administrator ensure that specific field values are always represented by the same color each time the value is displayed on any dashboard component?

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

Answer: D

NEW QUESTION 532
- (Topic 4)
Field Level Security cannot be used to make a field required.

A. True
B. False

Answer: A

NEW QUESTION 534
- (Topic 4)
On Lead Conversion a Lead Object Custom field cannot be mapped to Which Object custom field?

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

Answer: C

NEW QUESTION 538
- (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 543
- (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 547
- (Topic 4)
What is Sharing Rule?

A. Automated rules that grant access to groups of users

B. Exceptions to Or
C. wide Defaults
D. Rules given for group of user working closely on a project
E. Irrelevant for Public Read / Write Organizations

Answer: ABD

NEW QUESTION 549
- (Topic 4)
Do Validation rules get enforced on the Lead Conversion?

A. Yes
B. No

Answer: B

NEW QUESTION 553
- (Topic 4)
In order to implement more business process multiple record types must also be implemented:

A. True
B. False

Answer: A

NEW QUESTION 557
- (Topic 4)
Data validation ensures the integrity of data when data is exported in SF

A. True
B. False

Answer: B

NEW QUESTION 560
- (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 565
- (Topic 4)
Using the following hierarchy, if a sharing rule exists granting Operations Person Read/Write access to Sales Management on the Account Object, what access does Operations Management have to Sales Management's accounts?
Default access for the
Account object is Public Read Only. Executive Management
Sales Management
Sales Person Operations Management Operations Person

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

Answer: C

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

NEW QUESTION 570
- (Topic 4)
Which of the following is NOT a Standard Salesforce.com Functionality?

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

Answer:

:A

NEW QUESTION 573
- (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 574
- (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 575
- (Topic 4)
Field-level security can be used to make a field required

A. True
B. False

Answer: B

NEW QUESTION 577
- (Topic 4)
Queues cannot be created on which Object in salesforce.com?

A. Lead
B. Case
C. Account
D. Custom Object

Answer: C

NEW QUESTION 582
- (Topic 4)
If using Customizable forecasting there is a seperate forecast role hierarchy

A. True
B. False

Answer: A

NEW QUESTION 587
- (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 589
- (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 591
- (Topic 4)
Which of the statements is/are true for data validation?

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

Answer: AB

NEW QUESTION 596
- (Topic 4)
What objects are cases related to?

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

Answer: AC

NEW QUESTION 601
- (Topic 5)
Which of the following chart types does not support Combination Chart?

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

Answer: DE

NEW QUESTION 602
- (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 606
- (Topic 5)
Formatting of report is maintained when it is exported via Printable View?

A. True
B. False

Answer: A

NEW QUESTION 611
- (Topic 5)
Customizable Forecasting is a prerequisite in order to enable territory management?

A. True
B. False

Answer: A

NEW QUESTION 614
- (Topic 5)
Is it possible for a user to see different Set of data in Report and in a Dashboard based on the same Report?

A. Yes
B. No

Answer: A

NEW QUESTION 617
- (Topic 5)
Account Teams might be utilized for what?

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

Answer: AB

NEW QUESTION 618
- (Topic 5)
On which OWD sharing defaults the Sharing Rules can't be defined?

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

Answer: C

NEW QUESTION 620
- (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 622
- (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 625
- (Topic 5)
If Custom Fiscal Years are enabled then you cannot use Standard Forecasting?

A. True
B. False

Answer: A

NEW QUESTION 626
- (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 631
- (Topic 5)
For custom object records to appear in search results associated tab only needs to exist; the tab does not have to be visible to users.

A. True
B. False

Answer: A

NEW QUESTION 635

- (Topic 5)
If a field is visible in the search layout but hidden for certain users via the field-level security settings then which of the following statement is true?

A. The field-level security overrides the search layout and the field will be hidden for all users
B. The field will still be visible in search layout to all the users
C. The field-level security overrides the search layout and the field will be hidden for those users
D. None of the above

Answer: C

NEW QUESTION 636
- (Topic 5)
Which of the following does not need business process?

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

Answer: C

NEW QUESTION 640
- (Topic 5)
Which of the following is true about Page layouts?

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

Answer: E

NEW QUESTION 643
- (Topic 5)
Which of the following are not controlled by the Page layouts?

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

Answer: E

NEW QUESTION 645
- (Topic 5)
You can use conditional highlighting for summary and matrix report only.

A. True
B. False

Answer: A

NEW QUESTION 650
- (Topic 5)
When are the formula fields Re - Calculated?

A. Every 15 minutes
B. Every time they are seen
C. After every DML Operation
D. Admin can set the time of Refresh

Answer: B

NEW QUESTION 654
- (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 656
- (Topic 5)
A user who has access to formula field can reference fields to which he or she doesn't have access to allowing him or her to view restricted data.

A. True
B. False

Answer: :A

NEW QUESTION 660
- (Topic 5)
Which Import functionality of salesforce.com should be used if one needs to import the 30000 Cases in Salesforce.com?

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

Answer: A

NEW QUESTION 663
- (Topic 5)
Which of the following statements about a user record are true?

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

Answer: ADE

NEW QUESTION 668
- (Topic 5)
Which of the following is an automated process your organization can use to approve records in Salesforce.com?

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

Answer: B

NEW QUESTION 673
- (Topic 5)
Is it possible to report on the converted Leads?

A. Yes
B. No

Answer: A

NEW QUESTION 675
- (Topic 5)
Custom Summary Formulas can run calculations on report calculations.

A. True
B. False

Answer: B

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

NEW QUESTION 679
- (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 682
- (Topic 5)
Which is true about a Chatter Plus user?

A. Contents, Ideas, Answers, Accounts, Contacts, Chatter, Groups, People, Profiles tab and up to ten Custom Objects only
B. Contents, Ideas, Answers, Accounts, Contacts, Chatter, Groups, People, Profiles tab and up to 20 Custom Objects
C. Accounts, Contacts and up to 10 Custom objects only.
D. It can access all that a Chatter Free user can, accounts and contacts and it can also access up to 10 custom objects only.
E. .It can access all that a Chatter Free user can and it can also access up to 10 custom objects but not standard object.

Answer: A

NEW QUESTION 686
- (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 687
- (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 690
- (Topic 5)
What does a profile control?

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

Answer: AC

NEW QUESTION 691
- (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 694
- (Topic 5)
An opportunity that reaches the threshold with 80% probability will trigger additional alerts if the probability subsequently goes higher to 85%.

A. Yes
B. No
C. Depends on the Settings

Answer: B

NEW QUESTION 699

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

A. Yes
B. No

Answer: A

NEW QUESTION 702

- (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 705

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

A. True
B. False

Answer: A

NEW QUESTION 709

- (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 713

- (Topic 5)
Which function is available in the report builder interface, prior to running the report?

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

Answer: AD

NEW QUESTION 716

- (Topic 5)
What are the three core building blocks of Security and Access in Salesforce?

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

Answer: BDE

NEW QUESTION 718

- (Topic 5)
Which types of files can be accessed from the Files tab?

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

Answer: ABC

NEW QUESTION 723
- (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 724
- (Topic 5)
A controlling picklist can have up to how many values?

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

Answer: F

NEW QUESTION 728
- (Topic 5)
Customer Portal users can view the tags section of a page, if it is included in a page layout.

A. True
B. False

Answer: :B

NEW QUESTION 733
- (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 734
- (Topic 5)
Which one is the following is a salesforce.com definition for an opportunity?

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: C

NEW QUESTION 735
- (Topic 5)
Can a user create his or her own Default Sales Team?

A. Yes
B. No

Answer: A

NEW QUESTION 737
- (Topic 5)
Which of the following is not a Roll Up summary field operation?

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

Answer: E

NEW QUESTION 742
- (Topic 5)
Can the User Records be permanently deleted from the Salesforce.com?

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

Answer: B

NEW QUESTION 746
- (Topic 5)
Running User concept in Dashboard allows users to view Data which normally they can not view?

A. True
B. False

Answer: A

NEW QUESTION 749
- (Topic 5)
Though multiple campaigns can be influential, you can only designate one campaign as the primary campaign source on the opportunity?

A. True
B. False

Answer: A

NEW QUESTION 754
- (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 756
- (Topic 5)
Auto Response rules work on which objects?

A. Leads and Cases
B. Leads and Accounts
C. Accounts and Opportunity
D. Account and Cases

Answer: A

NEW QUESTION 761
- (Topic 6)
Which of the following components lets customers find solutions to their cases on their own?

A. Call center
B. Email
C. Chat
D. Customer Portal

Answer: D

NEW QUESTION 766
- (Topic 6)
From the below …identify the WF action?

A. Create inbound messages
B. Create tasks
C. Create mobile alerts
D. Create section updates

Answer: B

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

NEW QUESTION 770
- (Topic 6)
Where does Chatter Feed display?

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

Answer: ABCE

NEW QUESTION 774
- (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 775
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 778
- (Topic 6)
Standard picklists can be the controlling field but not the dependent in a field dependency:

A. True
B. False

Answer: A

NEW QUESTION 780
- (Topic 6)
Tab settings allow System Admin to customize which tabs are visible to users:

A. True
B. False

Answer: A

NEW QUESTION 783
- (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 786
- (Topic 6)
A record owner has the privileges to: View and edit records, transfer or change ownership of records, and delete owned records.

A. Tru
B. All the time.

C. Fals
D. All the time.
E. Tru
F. If Object permission is enabled.
G. Fals
H. If Object permission is disabled.
I. Tru
J. If Object permission is disabled.
K. Fals
L. If Object permission is enabled.

Answer: CD

NEW QUESTION 787
CORRECT TEXT - (Topic 6)
If your Marketing team needed to add 10,000 existing leads to a campaign at one time, what would be the best way to do this?

A.

Answer: Createareport

NEW QUESTION 790
- (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 795
- (Topic 6)
Which of the following is an example of One-to-Many Relationships between Standard objects?

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

Answer: B

NEW QUESTION 796
- (Topic 6)
Can an end user import Members into a Campaign?

A. True
B. False

Answer: B

NEW QUESTION 800
- (Topic 6)
Can you perform field updates on an object related to a rule.

A. Yes
B. No

Answer: A

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

NEW QUESTION 801
CORRECT TEXT - (Topic 6)
Which report type must be used to create dashboard components?

A.

Answer: Summary/matrix

NEW QUESTION 803
- (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 808
- (Topic 6)
You can create a Lookup Relationship to link an object with itself.

A. True
B. False

Answer: A

NEW QUESTION 810
- (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 814
- (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 819
- (Topic 6)
Which of the following statements is true about computer activation?

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

Answer: A

NEW QUESTION 824
- (Topic 6)
AW computing has a discount workflow that requires approval from the Sales director when the discount is over 15% and from the VP of Global sales if the discount is over 30%. The sales rep has created a discount for 10% on a new opportunity. What happens when the sales Rep submits the request for approval?

A. Discount will be automatically approved
B. Request will be sent to the Sales director for approval
C. Request will be sent to Sales director and VP of Global Sales for Approval
D. Request will be sent to VP of Global Sales for approval

Answer: A

NEW QUESTION 826
- (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 827
- (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 828
- (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 833
- (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 836
- (Topic 6)
What is conditional highlighting for reports?

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

Answer: B

NEW QUESTION 837
- (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 840
- (Topic 6)
It is advisable not to overwrite user records with new user data because it would prevent you from tracking a history of past users and the records associated to
them?

A. True
B. False

Answer: A

NEW QUESTION 843
- (Topic 6)
Multiple Approvers have received your request for approving a discount that was invoked by the approval process? Approver A rejects your request. Approver B
accepts your request after Approver A rejects it. Is your request approved or denied. (Assume you need only one person to approve out of all the approvers)

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

Answer: B

NEW QUESTION 844

- (Topic 6)
Custom Summary Formulas can run calculations on custom formula fields.

A. True
B. False

Answer: A

NEW QUESTION 847

- (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 848

- (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 852

- (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 855

- (Topic 6)
Which of the following statements are true about trusted ranges?

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

Answer: :BC

NEW QUESTION 856

- (Topic 6)
A sales manager would like to view a dashboard from the perspective of different users and switch between users without editing the dashboard. How would an administrator enable this?

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

Answer: BD

NEW QUESTION 858
- (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 862
- (Topic 6)
Data Validation Rules are executed for a field (vs. as record).

A. True
B. False

Answer: B

NEW QUESTION 866
CORRECT TEXT - (Topic 6)
What is a Running User?

A.

Answer: Determinesthelevelofaccesstothedashboarddata

NEW QUESTION 869
- (Topic 6)
When you click Printable view , the report will display in a print ready format in Excel?

A. True
B. False

Answer: A

NEW QUESTION 872
- (Topic 6)
The number of formulas in a Custom summary formula is limited to:

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

Answer: B

NEW QUESTION 875
- (Topic 6)
Where does the click path Your Name --> Set up -> Security controls -> Sharing settings lead to?

A. Custom Profile
B. Organization wide Defaults
C. Trusted IP Ranges

Answer: B

NEW QUESTION 877
- (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 878
CORRECT TEXT - (Topic 6)
What profile permission is required for editing and deleting public tags?

A.

Answer: TagManager.Note:TagManagerisenabledbydefaultfortheSystemAdministratorprofile.

NEW QUESTION 883
- (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 884
- (Topic 6)
A Standard Fiscal Year can start on May 1st.

A. True
B. False

Answer: A

NEW QUESTION 889
- (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 890
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 893
- (Topic 6)
What are different Types of Sharing Rules? (Check all that apply)

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

Answer: ABDE

NEW QUESTION 897
- (Topic 6)
Will users have to use their security token when logging into connect for outlook if their IP range has already been added to a trusted IP range?

A. True
B. False

Answer: B

NEW QUESTION 899
- (Topic 6)
Users can be restricted to view a particular field in views, searches and reports by hiding the field at

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

Answer: B

NEW QUESTION 903
- (Topic 6)
Which step is required when configuring the new Salesforce for outlook?

A. Select sync direction and conflict behaviour
B. Select the appropriate config template
C. Assign users and profiles to a configuration
D. Enable the chatter feed sync with Outlook

Answer: AC

NEW QUESTION 906
- (Topic 6)
Which statements are true about standard fields?

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

Answer: C

NEW QUESTION 910
CORRECT TEXT - (Topic 7)
What are the three report types available when creating custom reports?

A.

Answer: TabularSummaryandMatrix

NEW QUESTION 912
- (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 913
- (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 915
CORRECT TEXT - (Topic 7)
What elements are required for a workflow approval process?

A.

Answer: ApprovalActionApprovalProcessApprovalRequestApprovalSteps

Explanation:
Assigned Approver(s) Email Approval Request Initial Submission Action Final Approval Action Final Rejection Action Outbound Messages Record Locking

NEW QUESTION 918
- (Topic 7)
Who can submit an idea to Salesforce.com IdeaExchange?

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

Answer: D

NEW QUESTION 921
- (Topic 7)
A checkbox can be a controlling field in a field dependency?

A. True
B. False

Answer: A

NEW QUESTION 924
CORRECT TEXT - (Topic 7)
When is it appropriate to use the Import Wizard versus the Data Loader?

A.

Answer: NeedtopreventduplicatesandwhentheAdminneedstochoosewhethertotriggerWorkflowrules(ornot)

NEW QUESTION 926
- (Topic 7)
Each workflow rule applies to a single object, such as leads, accounts, or opportunities.

A. True
B. False

Answer: A

NEW QUESTION 928
- (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 931
CORRECT TEXT - (Topic 7)
What are Standard Reports?

A.

Answer: OutoftheboxreportsfromSF

NEW QUESTION 933
CORRECT TEXT - (Topic 7)
What are Public Groups?

A.

Answer: SharingbetweenUsersotherPublicGroupsRolesandRoles/Subordinates

NEW QUESTION 935
CORRECT TEXT - (Topic 7)
Who can import data for all users?

A.

Answer: SystemAdminandMarketingUserProfilecanimportLeads.

NEW QUESTION 939
- (Topic 7)
True or False, Final reject actions in a workflow approval process can include actions such as email alerts.

A. True
B. False

Answer: A

NEW QUESTION 944
CORRECT TEXT - (Topic 7)
Salesforce.com processes any rules in what order?

A.

Answer: 1.Validationrules

Explanation:
2. Assignment rules
3. Auto-response rules

4. Workflow rules (with immediate actions)
5. Escalation rules

NEW QUESTION 948
- (Topic 7)
Standard Reports May be used as a starting point for Custom Reports

A. True
B. False

Answer: A

NEW QUESTION 952
- (Topic 7)
Workflow rules never trigger on converted leads

A. True
B. False

Answer: A

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

NEW QUESTION 954
- (Topic 7)
Custom Summary Formulas are based on hard record values but used to create a temporary formula for custom reporting needs.

A. True
B. False

Answer: A

NEW QUESTION 959
- (Topic 7)
What is required to create a new user?

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

Answer: ABCD

NEW QUESTION 961
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 966
CORRECT TEXT - (Topic 7)
Define the Matrix Report.

A.

Answer:
Summarizesdatainagridagainsthorizontalandverticalcriteria.Matrixreportsprovidetotalsforbothrowsandcolumns.Matrixreportsmayalsobeusedtosupportdashboardcomponents.

NEW QUESTION 967
- (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 971
- (Topic 7)
How many instances of personal tags can be applied to records?

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

Answer: B

NEW QUESTION 975
- (Topic 7)
What objects have standard business processes?

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

Answer: ACEF

NEW QUESTION 978
CORRECT TEXT - (Topic 7)
Define the Solution Manager Profile.

A.

Answer: Standarduserperm+canmanagersolutions&solutioncategories

NEW QUESTION 983
- (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 986
CORRECT TEXT - (Topic 7)
Define the Tabular Report.

A.

Answer: Providesasimplelistingofyourdatawithoutsubtotals.Theonlyformatthathasafloatingreportheader.

NEW QUESTION 988
- (Topic 7)
Is the DataLoader Cloud based?

A. No
B. Yes

Answer: A

NEW QUESTION 992
CORRECT TEXT - (Topic 7)
What can Delegated Admins do?

A.

Answer: ViewAll&ModifyALLAccessbyObject

NEW QUESTION 994
CORRECT TEXT - (Topic 7)
Which takes precedence: User's language setting or Company profile default language?

A.

Answer: User'slanguagesetting.

NEW QUESTION 996
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 998
- (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 999
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: No inherited sharing:

A.

Answer: Lookup

NEW QUESTION 1004
CORRECT TEXT - (Topic 7)
Define the system Admin profile.

A.

Answer: "SuperUser"-Cancustomize&administratetheOrg

NEW QUESTION 1009
CORRECT TEXT - (Topic 7)
When you define a Data Validation Rule, what must you also define?

A.

Answer: Theerrormessage.

NEW QUESTION 1011
CORRECT TEXT - (Topic 7)
Who can delete records?

A.

Answer:
Theabilitytodeleteindividualrecordsiscontrolledbyadministratorstherecordownerusersinarolehierarchyabovetherecordownerandanyuserthathasbeengranted"FullAccess."

NEW QUESTION 1016
CORRECT TEXT - (Topic 7)
What do Sales Teams do?

A.

Answer: FocusesonOpportunityRecordsbeingsharedtoaspecifiedgroupofusersbasedontheOpportunityOwner.

NEW QUESTION 1018
- (Topic 7)
How many app exchange apps can you install in PE?

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

Answer: A

NEW QUESTION 1021
- (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 1023
CORRECT TEXT - (Topic 7)
Can you set Standard and Custom fields as unique or required using the Property feature?

A.

Answer: Noonlycustomfields.

NEW QUESTION 1024
CORRECT TEXT - (Topic 7)
Why utilize Account Teams and Sales Teams?

A.

Answer: Teamsareusedforcollaborationsharingandforreportingpurposes.

NEW QUESTION 1026
- (Topic 7)
Do opportunities or cases have import wizards?

A. Yes
B. No

Answer: B

NEW QUESTION 1028
CORRECT TEXT - (Topic 7)
How does a Profile differ from a Role?

A.

Answer: Profilecontrolswhatausercandowithrecords(readcreateeditdelete.TheRolecontrolsthelevelofvisibilitythatusershavetoorganizationsdata.

NEW QUESTION 1030
- (Topic 7)
Describe the methods to allow access to the application?

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

Answer: ABC

NEW QUESTION 1035
- (Topic 7)
How many app exchange apps can you install in EE?

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

Answer: B

NEW QUESTION 1040
- (Topic 7)
What are the three editions of Salesforce?

A. PE Professional Edition EE Enterprise EditionUE Unlimited Edition

Answer: A

NEW QUESTION 1041
- (Topic 7)
Data Validation Rules are formulas that evaluate, "True".

A. True
B. False

Answer: A

NEW QUESTION 1043
- (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 1046
- (Topic 7)
Standard Reports can be deleted?

A. True
B. False

Answer: B

NEW QUESTION 1050
- (Topic 7)
The running user of a dashboard overrides the sharing model to see the high-level summary data for everyone at the level of the Running User and below.

A. True
B. False

Answer: A

NEW QUESTION 1055
- (Topic 7)
What are the Org Wide Default permission options?

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

Answer: ABCDE

NEW QUESTION 1059
CORRECT TEXT - (Topic 7)
What do Account Teams do?

A.

Answer: FocusesonAccountRecordsbeingsharedtoaspecifiedgroupofusersbasedontheAccountOwner

NEW QUESTION 1063
- (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 1065
- (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 1070
- (Topic 8)
A particular role needs edit on contacts, view, edit and delete on contracts and only view on accounts. Where can the administrator make the change?

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

Answer: B

NEW QUESTION 1072
- (Topic 8)
You can create parent/child relationships directly from the CSV import file

A. True
B. False

Answer: A

NEW QUESTION 1075
- (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 1080
- (Topic 8)
Difference between workflow rule and workflow approval process is:

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

Answer: D

NEW QUESTION 1081
- (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 1083
- (Topic 8)
The user default login hours are 8:00 AM - 5:00 PM. The user logs in at 4:30 PM and stays
on till 5:01 PM. What happens?

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

Answer: B

NEW QUESTION 1085
- (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 1090
- (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 1093
- (Topic 8)
A person account is different from business account because: (any 2)

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

Answer: AB

NEW QUESTION 1095
- (Topic 8)
Which is not true about enhanced list views? (Choose 2)

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

Answer: BD

NEW QUESTION 1099
- (Topic 8)
Which of them is not a Standard Business Object?

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

Answer: C

NEW QUESTION 1100
- (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 1103
- (Topic 8)
As an Admin you can schedule regular data imports using the Data Loader

A. True
B. False

Answer: A

NEW QUESTION 1107
- (Topic 8)
A Lookup Field Relationship Select the correct choice

A. Links two objects together
B. Links two formulas together
C. Links two page layouts together

D. Links two Salesforce.com instances together

Answer: A

NEW QUESTION 1111
- (Topic 8)
Custom Fiscal Year works on a define once and use everywhere Rule Select

A. True
B. False

Answer: A

NEW QUESTION 1112
- (Topic 8)
The size limit for documents uploaded is:

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

Answer: B

NEW QUESTION 1115
- (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 1120
- (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 1125
- (Topic 8)
A Workflow Alert can be tracked in Activity History

A. True
B. False

Answer: A

NEW QUESTION 1129
- (Topic 8)
Customizable Forecasting cannot be enabled for use with Custom Fiscal Years

A. True
B. False

Answer: B

NEW QUESTION 1131
- (Topic 8)
When is a custom object created?

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

Answer: C

NEW QUESTION 1135
- (Topic 8)
What is true about look up relationships?

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

Answer: AC

NEW QUESTION 1136
CORRECT TEXT - (Topic 8)
What is the Cloud Scheduler?

A.

Answer: CloudSchedulerallowsyoutorequestmeetingswithyourcustomersandhaveyourcustomersselectwhentheycanmeetbeforeyouconfirmthemeeting.

NEW QUESTION 1140
- (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 1142
- (Topic 8)
You cannot delete a product that is used on an opportunity

A. True
B. False

Answer: A

NEW QUESTION 1147
- (Topic 8)
When a case is deleted, following are deleted except:

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

Answer: C

NEW QUESTION 1148
- (Topic 8)
An administrator has given access to all users to view the public folders in solution with categories. Which permission will enable the user to create more categories?

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

Answer: A

NEW QUESTION 1153
- (Topic 8)
What can a user do an account record that has been manually shared read/write with him/her? (Select 2)

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

Answer: AB

NEW QUESTION 1158

- (Topic 8)
Workflow Field Updates specify the field you want updated and the new value for it. Depending on the type of field, you can do the following Except:

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

Answer: C

NEW QUESTION 1163
- (Topic 8)
Conditional formatting is available for:

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

Answer: B

NEW QUESTION 1164
- (Topic 8)
Sharing rules can be formed on the following except:

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

Answer: D

NEW QUESTION 1165
- (Topic 8)
Chatter is not available for Mobile Users?

A. True
B. False

Answer: B

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

NEW QUESTION 1166
- (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 1168
- (Topic 8)
What is a Record Type? Select the right choice

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

Answer: A

NEW QUESTION 1171
- (Topic 8)
The Create New Folder link will only be visible to users with which permission

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

Answer:

A

NEW QUESTION 1172
- (Topic 8)
The organization wants users to view the details of the calendar of the accounts and the ability to add events. What should be the OWD for it?

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

Answer: B

NEW QUESTION 1176
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 1180
- (Topic 8)
The Account Access, Contact Access and Opportunity Access options depend on your sharing model

A. True
B. False

Answer: A

NEW QUESTION 1185
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 1189
- (Topic 8)
In List View Enhancements, users can export list results to CSV file

A. True
B. False

Answer: B

NEW QUESTION 1192
- (Topic 8)
Personal Tags can not be shared

A. True
B. False

Answer: A

NEW QUESTION 1193
CORRECT TEXT - (Topic 8)
What happens if chatter is enabled in an org with 15 or fewer users?

A.

Answer: Allusersautomaticallyfolloweachother.

NEW QUESTION 1195
- (Topic 8)
Which permission allows a user to create a new solution?

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

Answer: C

NEW QUESTION 1199
- (Topic 9)
When using advanced currency management, can a past exchange rate be changes?

A. Yes
B. No

Answer: A

NEW QUESTION 1202
- (Topic 9)
Existing records that meet the Workflow Rule criteria trigger the Rule.

A. True
B. False

Answer: B

NEW QUESTION 1203
- (Topic 9)
Which of the following are formats that you can use for creating a custom report?

A. Hierarchical
B. Matrix
C. Summary
D. Tabular
E. A, B, C
F. B, C, D
G. A, C, D
H. A, B, D

Answer: B

NEW QUESTION 1208
- (Topic 9)
How long does a backup data export remain on Salesforce CRM before it is automatically deleted?

A. 12 hours
B. 24 hours
C. 48 hours

Answer: B

NEW QUESTION 1210
- (Topic 9)
Which type of field could you use to create a relationship between a custom object and another object?

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

Answer: A

NEW QUESTION 1214
- (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 1217
- (Topic 9)
When creating a recurring event what are the maximum occurrences by interval?

A. Daily: 100 Weekly: 52 Monthly: 60 Yearly: 10
B. Daily: 100 Weekly: 53 Monthly: 60 Yearly: 10
C. Daily: 100 Weekly: 52 Monthly: 60 Yearly: 5
D. Daily: 365 Weekly: 52 Monthly: 12 Yearly: 1

Answer: B

NEW QUESTION 1218
- (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 1219
- (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 1224
- (Topic 9)
Sales User is a standard profile.

A. True
B. False

Answer: B

NEW QUESTION 1228
- (Topic 9)
Recent item and Lookup Hovers use the Record Mini Page.

A. True
B. False

Answer: A

NEW QUESTION 1229
- (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 1231
- (Topic 9)
Can you include attachments in the Data Export.

A. True
B. False

Answer: A

NEW QUESTION 1233
- (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 1235
- (Topic 9)
Which of the statements are true for Cases:

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

Answer: ABD

NEW QUESTION 1237
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