ADM-201 Dumps

Administration Essentials for New Admins

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

NEW QUESTION 1
- (Topic 1)
What feature would a system administrator implement to allow AW Computing's prospects/customers to complete a form on the corporate website and have that data automatically become a lead in Salesforce?

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

Answer: C

NEW QUESTION 2
- (Topic 1)
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)
A user with a Chatter Free User profile has access to records in Salesforce such as Accounts and Contacts.

A. True
B. False

Answer: B

NEW QUESTION 4
- (Topic 1)
The system administrator has been asked to create a way to track Shipments of products to customers. Shipments should be closely tied to the Opportunity record and there may be more than one shipment record per Opportunity and the Opportunity should be required
(i.e. Users cannot save a Shipment record without associating it to an Opportunity). The system administrator should create.

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

Answer: B

NEW QUESTION 5
- (Topic 1)
The following are true about scheduling and emailing reports.

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

Answer: E

NEW QUESTION 6
- (Topic 1)
Which of the following are true about formula fields?

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

Answer: ABD

NEW QUESTION 7
- (Topic 1)
The System Administrator has been asked to ensure an email goes out to Sales Ops when an opportunity is closed notifying them of the closed deal. What evaluation criteria will the system admin use for the workflow rule?

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

Answer: C

NEW QUESTION 8
- (Topic 1)
Criteria-based sharing rules allow administrators to share records based on field values rather than record ownership.

A. True
B. False

Answer: A

NEW QUESTION 9
- (Topic 1)
Record types specify the following elements.

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

Answer: D

NEW QUESTION 10
- (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 10
- (Topic 1)
In order to enable multi-currency feature in Salesforce, you must

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

Answer: A

NEW QUESTION 15
- (Topic 1)
An Approval Process begins when a record is:

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

Answer: D

NEW QUESTION 19
- (Topic 1)
Standard profile permissions cannot be edited.

A. True
B. False

Answer: A

NEW QUESTION 22
- (Topic 1)
You can use standard reports when creating Dashboards

A. True

B. False

Answer: B

NEW QUESTION 27
- (Topic 1)
If a user tries to login outside the IP range specified in their profile, the result will be.

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

Answer: D

NEW QUESTION 31
- (Topic 1)
Which of the following are true about List Views?

A. Save list views for future use.
B. Specify which groups of users have access to the list view.
C. Print list views.
D. Follow records and view related Chatter posts.
E. Export List View data to Excel
F. All of the above

Answer: ABCD

NEW QUESTION 33
- (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 37
- (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 38
- (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 39
- (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 44
- (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 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)
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)
Locale settings control how users view date formats, time formats and number formats.

A. True
B. False

Answer: A

NEW QUESTION 61
- (Topic 1)
User interface settings are global settings and apply to all users of an org.

A. True
B. False

Answer: A

NEW QUESTION 64
- (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)
You will need a security token to access Salesforce via (choose all that apply)

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

Answer: BC

NEW QUESTION 73
- (Topic 1)
Public groups can be used to simplify the creation of sharing rules for Administrators.

A. True

B. False

Answer: A

NEW QUESTION 78
- (Topic 1)
Lookup fields allow users to select a record from another object during data entry, creating a parent-child relationship.

A. True
B. False

Answer: A

NEW QUESTION 81
- (Topic 1)
If a user leaves your company, the system administrator should do the following to prevent future access to the Salesforce org.

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

Answer: B

NEW QUESTION 82
- (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 86
- (Topic 1)
A cross object formula references fields from parent objects.

A. True
B. False

Answer: A

NEW QUESTION 87
- (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 92
- (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 94
- (Topic 1)
An active user record consumes a license.

A. True
B. False

Answer: A

NEW QUESTION 95
- (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 97
- (Topic 1)
Auto response rules can be used to send an automated yet tailored response to customers based on the information they provide via the Web-to-lead form.

A. True
B. False

Answer: A

NEW QUESTION 102
- (Topic 1)
Used to set the default levels of access for users to records they do not own.

A. Organization Wide Defaults
B. Roles Hierarchy
C. Profiles
D. Sharing Rules
E. Manual Sharing

Answer: A

NEW QUESTION 106
- (Topic 1)
The system administrator needs to prevent telesales teams from logging into Salesforce outside of the office.
How will he/she do this?

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

Answer: C

NEW QUESTION 107
- (Topic 1)
In order to update records using the Data Loader, what field must be present in the csv file?

A. Owner
B. Salesforce ID
C. Record Owner
D. Object Name

Answer: B

NEW QUESTION 110
- (Topic 1)
Which of the following are part of the Service Cloud offering?

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

Answer: BC

NEW QUESTION 111
- (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 114
- (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 118
- (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 123
- (Topic 2)
The formula editor may be used all of the following places EXCEPT:

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

Answer: C

NEW QUESTION 128
- (Topic 2)
Customizable Forecasting must be enabled for use with Custom Fiscal years.

A. True
B. False

Answer: A

NEW QUESTION 133
- (Topic 2)
Which combination of objects is available when creating a custom report type for Chatter reports?

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

Answer: CD

NEW QUESTION 134
- (Topic 2)
Record Type may determine the default value of a picklist field.

A. True
B. False

Answer: A

NEW QUESTION 137
- (Topic 2)
Which of the following are new features on Chatter tab?

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

Answer: D

NEW QUESTION 140

- (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 142
- (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 143
- (Topic 2)
Recent Item and Look up Hover Views use the:

A. Sidebar
B. Edit Page
C. List Views
D. Related Lists

Answer: A

NEW QUESTION 148
- (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 149
- (Topic 2)
All the following are Main Setup areas in Salesforce.com EXCEPT?

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

Answer: C

NEW QUESTION 150
- (Topic 2)
Which of the following does Salesforce CRM provide for restricting login access to the application? Choose 3 answers

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

Answer: ABC

NEW QUESTION 152
- (Topic 2)
Custom Formula fields do Not support which of the following functional expression?

A. Adding multiple records together
B. If/then/else conditional statements
C. Clickable image buttons
D. Combine text strings together

Answer: C

NEW QUESTION 155
- (Topic 2)
Is it possible for a Page layout to be associated with a Record Type.

A. True
B. False

Answer: A

NEW QUESTION 156
- (Topic 2)
Inline Editing is available in visual force pages?

A. True
B. False

Answer: A

NEW QUESTION 160
- (Topic 2)
Are Tags searchable from standard Search component?

A. Yes
B. No

Answer: A

NEW QUESTION 162
- (Topic 2)
What needs to be specified to schedule a Report?

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

Answer: :CD

NEW QUESTION 167
- (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 169
- (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 172
- (Topic 2)
What information does the Company Profile Hold?

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

Answer: ABC

NEW QUESTION 174
- (Topic 2)
It is possible to share a custom object record manually

A. True
B. False

Answer: A

NEW QUESTION 176
- (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 180
- (Topic 2)
Is possible to view a forecast based on all of the following EXCEPT:

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

Answer: D

NEW QUESTION 181
- (Topic 2)
Default values are available for standard text fields

A. True
B. False

Answer: B

NEW QUESTION 186
- (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 191
- (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 194
- (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 195
- (Topic 2)
Users can be deleted from salesforce.com

A. True
B. False

Answer: B

NEW QUESTION 196
- (Topic 2)
Fields hidden using Field Level Security are subject to Data Validation Rules.

A. True
B. False

Answer: B

NEW QUESTION 199
- (Topic 2)
Custom Web Tab may consist of all the following EXCEPT:

A. A URL
B. A URL that passes salesforce.com data like an organization's name
C. An S-Control
D. An S-Control snippet

Answer: B

NEW QUESTION 202
- (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 203
- (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 205
- (Topic 2)
Forecasting can be used with Custom Fiscal Years.

A. True
B. False

Answer: B

NEW QUESTION 210
- (Topic 2)
All of the following are types of AppExchange Applications EXCEPT:

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

Answer: C

NEW QUESTION 214
- (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 216
- (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 220
- (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 225
- (Topic 3)
What is not found on a Company Profile?

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

Answer: B

NEW QUESTION 229
- (Topic 3)
You can not use the browser's print function to print reports.

A. True
B. False

Answer: B

NEW QUESTION 232
- (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 236
- (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 240
- (Topic 3)
You can create the following Email Template Formats: Choose 4

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

Answer: ABCE

NEW QUESTION 241
- (Topic 3)
How many workflow rules can you create per entity?

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

Answer: D

NEW QUESTION 246
- (Topic 3)
Data Validation rules is not supported in which Salesforce edition?

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

Answer: F

NEW QUESTION 247
- (Topic 3)
Which is a capability of the new Service Cloud console?

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

Answer: ABE

NEW QUESTION 250
- (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 255
- (Topic 3)
What is a Dashboard made of?

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

Answer: ABD

NEW QUESTION 258
- (Topic 3)
You must run the report before you can print or export it because the Printable View and Export details buttons are not available in the report builder.

A. True
B. False

Answer: A

NEW QUESTION 262
- (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 264
- (Topic 3)
You must be a user of salesforce.com in order to Receive an email notification in the case escalation process:

A. True
B. False

Answer: B

NEW QUESTION 265
- (Topic 3)
The record owner is a user or a queue that has control or rights to a particular data record.

A. True
B. False

Answer: A

NEW QUESTION 270
- (Topic 3)
You CANNOT delete standard fields but you can remove non-required standard fields from a page layout

A. True
B. False

Answer: A

NEW QUESTION 275
- (Topic 3)
Which of the following features is not available in Professional Edition?

A. Big Deal Alert
B. Workflow
C. Account Sharing Rules
D. Multi-Currency

Answer: B

NEW QUESTION 279
- (Topic 3)
This type of relationship links two objects together, but it has no effect on deletion, record ownership, or security, and the lookup relationship field is not required in the page layout.

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

Answer: A

NEW QUESTION 283
- (Topic 3)
Printable View does not Save all the report formatting.

A. True
B. False

Answer: B

NEW QUESTION 285
- (Topic 3)
Both accounts and users can exist in multiple territories.

A. True
B. False

Answer: A

NEW QUESTION 289
- (Topic 3)
Reports and views are not renamed based on the new label value

A. True

B. False

Answer: A

NEW QUESTION 291
- (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 292
- (Topic 3)
If you are added to a Sales Team with read/write access you then have the ability to extend sharing on the opportunity to other users.

A. True
B. False

Answer: B

NEW QUESTION 295
- (Topic 3)
What is the click path to enable Enhance Profile Management?

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

Answer: A

NEW QUESTION 300
- (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 305
- (Topic 3)
What is Salesforce.com Partner Portal? Choose 2 answers:

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

Answer: AC

NEW QUESTION 306
- (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 307
- (Topic 3)
A Record Owner has the following privileges:

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

Answer: ABC

NEW QUESTION 308
- (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 313
- (Topic 3)
You must meet the following prerequisites before enabling territory management? Choose 2 answers

A. Your organization must be using customizable forecasting
B. Follow the steps in the Deploying Territory Management Guide to prepare your organization for territory management.
C. You must have the Marketing User Profile
D. You must have the Territory Manager Profile

Answer: AB

NEW QUESTION 315
- (Topic 3)
What is Force.com Builder? Choose 3 answers:

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

Answer: ACE

NEW QUESTION 317
- (Topic 3)
What is the maximum of time triggers per Workflow Rule?

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

Answer: B

NEW QUESTION 321
- (Topic 3)
The account owner, opportunity owners, and case owners may or may not be the same user.

A. True
B. False

Answer: A

NEW QUESTION 326
- (Topic 3)
The Report Builder is different from the Report Wizard.

A. True
B. False

Answer: A

NEW QUESTION 327
- (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 332
- (Topic 3)
Record locking prevents users from editing a record only if they have certain field-level security or sharing settings.

A. True
B. False

Answer: B

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

NEW QUESTION 335
- (Topic 3)
When you have exceeded your general storage limit, you can use your complimentary document storage for additional space.

A. True
B. False

Answer: A

NEW QUESTION 336
- (Topic 3)
Spring \'11 includes a managed version of Chatter Desktop for enterprise deployments, and administration controls for controlling access to Chatter Desktop in your organization.

A. True
B. False

Answer: A

NEW QUESTION 337
- (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 340
- (Topic 3)
A new list view can be created from within the console

A. True
B. False

Answer: B

NEW QUESTION 343
- (Topic 4)
Which of the following components is displayed only if the record in the detail view has associated records?

A. List view
B. Mini Page Layout
C. Console layout
D. Mini View

Answer: D

NEW QUESTION 346
- (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 348
- (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 351
- (Topic 4)
Which Feature is not available in Salesforce.com?

A. Profile based Login Hours
B. Profile based Login IP Ranges
C. Organization based Login Hours
D. Organization based Login IP ranges

Answer: C

NEW QUESTION 352
- (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 356
- (Topic 4)
Is it possible for a user to own a record and not see it:

A. True
B. False

Answer: A

NEW QUESTION 360
- (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 363
- (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 366
- (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 371
- (Topic 4)
Documents count toward Data Storage.

A. True
B. False

Answer: B

NEW QUESTION 376
- (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 378
- (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 379
- (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 380
- (Topic 4)
Which of the following is not a Standard Salesforce.com Application?

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

Answer: A

NEW QUESTION 383
- (Topic 4)
A role has many to many relationships with the user?

A. True
B. False

Answer: B

NEW QUESTION 388
- (Topic 4)
When transferring an account from one user to another, which of the following options are selectable? (Select all that apply)

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

Answer: :AB

NEW QUESTION 391
CORRECT TEXT - (Topic 4)
Where would you make a field required?

A.

Answer: PageLayout

NEW QUESTION 394
- (Topic 4)
Which of the following components inherits the record type and profile associations, related lists, fields, and field access settings from its associated page layout?

A. Console layout
B. Mini Page Layout
C. Detail View
D. Related Objects

Answer: B

NEW QUESTION 399
- (Topic 4)
You can then associate each business process with one / more record types and make it available to users based on their:

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

Answer: B

NEW QUESTION 403
- (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 404
- (Topic 4)
Universal Containers would like their sales reps to be able to send branded email invitations to customers for business meetings and to collaborate with customers from a branded Website to find a suitable meeting time.
How can an Administrator accomplish this?

A. Create a custom email template for invitations that displays your compant logo
B. Add a company logo to meeting requests in Salesforce
C. Create an external integration with Google calendar using Sites
D. Enable Chatter to allow reps to Communicate with customers

Answer: B

NEW QUESTION 405
- (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 410
- (Topic 4)
Author and the owner have same access to the document

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

Answer: B

NEW QUESTION 414
- (Topic 4)
You can customize to restrict users ability to log in to saleforce.

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

Answer: A

NEW QUESTION 419
- (Topic 4)
You must create the business process before creating record types for each of these objects Except?

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

Answer: D

NEW QUESTION 421
- (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 423
- (Topic 4)
A record is modified on 1/1/2008. It meets criteria for a time-based workflow rule; this rule schedules an action for 7 days after rule execution. On 1/4/2008 the record is modified and no longer meets workflow rule criteria.
On 1/5/2008 the record is modified and once again meets the initial time-based workflow rule criteria. How many workflow actions will execute and when?

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

Answer: C

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

NEW QUESTION 427
- (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 429
- (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 432

- (Topic 4)
What is True about the Role Hierarchy

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

Answer: ABC

NEW QUESTION 437
- (Topic 4)
Do Validation rules get enforced on the Lead Conversion?

A. Yes
B. No

Answer: B

NEW QUESTION 442
- (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 447
- (Topic 4)
A public group is a grouping of all Except?

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

Answer: C

NEW QUESTION 451
- (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 452
- (Topic 4)
Is it true that campaigns and opportunities have many to many relationship?

A. True
B. False

Answer: B

NEW QUESTION 456
- (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 459
- (Topic 4)
Which of the following is true that can cause data loss when an existing custom field is changed? (Check all that apply)

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

Answer: ABCD

NEW QUESTION 463
- (Topic 4)
Field-level security can be used to make a field required

A. True
B. False

Answer: B

NEW QUESTION 464
- (Topic 4)
For how many days deleted records are kept in the Recycle Bin?

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

Answer: B

NEW QUESTION 468
- (Topic 4)
What objects are cases related to?

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

Answer: AC

NEW QUESTION 469
- (Topic 5)
Which of the following is not part of the Profile?

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

Answer: E

NEW QUESTION 474
- (Topic 5)
Account team is a set of users that normally work together on ?

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

Answer: A

NEW QUESTION 476
- (Topic 5)

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

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

Answer: D

NEW QUESTION 478
- (Topic 5)
Can a user restrict access with the help of the sharing rules?

A. Yes
B. No

Answer: B

NEW QUESTION 481
- (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 486
- (Topic 5)
Which of the following does not need business process?

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

Answer: C

NEW QUESTION 491
- (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 495
- (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 500
- (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 503
- (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 505
- (Topic 5)
Which are Activity Attachment Enhancements in Spring 11?

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

Answer: :ACE

NEW QUESTION 509
- (Topic 5)
Is it possible to report on the converted Leads?

A. Yes
B. No

Answer: A

NEW QUESTION 514
- (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 515
- (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 520
- (Topic 5)
How many custom fields can be created on an object in an unlimited Edition?

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

Answer: C

NEW QUESTION 523
- (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 526
- (Topic 5)
With sharing rules one can make automatic exceptions to the organization-wide default for defined sets of users.

A. True
B. False

Answer: A

NEW QUESTION 529
- (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 531
- (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 535
- (Topic 5)
Opportunity products can be linked in a Lookup Relationship:

A. True
B. False

Answer: B

NEW QUESTION 539
- (Topic 5)
Which of the following is not an available function in the Formula Fields?

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

Answer: D

NEW QUESTION 543
- (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 546
- (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 551
- (Topic 5)
A sales team is a set of users that normally work together on ?

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

Answer: C

NEW QUESTION 552
- (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 553
- (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 558
- (Topic 5)
Reports show only the information you can access where as Dashboards show information which you even cannot access.

A. True
B. False

Answer: A

NEW QUESTION 561
- (Topic 5)
Users with access to opportunities as sales team members cannot extend sharing for those records:

A. True
B. False

Answer: A

NEW QUESTION 562
- (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 566
- (Topic 5)
To email a report to other users, the report must be in a public folder with access granted to the other users?

A. True
B. False

Answer: A

NEW QUESTION 568
- (Topic 5)

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

A. All 20K records are displayed in the UI
B. First 2K records are displayed in the UI
C. 10 Reports each having 2K records are created
D. Report Fails and an error is reported

Answer: B

NEW QUESTION 573
- (Topic 5)
Is it possible to have Sidebar search enabled with Global Search?

A. Yes
B. No

Answer: B

NEW QUESTION 576
- (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 580
- (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 585
- (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 588
- (Topic 5)
How many Roll Up summary fields can be created in the enterprise Edition on a Custom Object?

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

Answer: A

NEW QUESTION 591
- (Topic 5)
Conditional Highlighting only applies to the first summary field column in the table?

A. True
B. False

Answer: A

NEW QUESTION 592
- (Topic 5)
How many ranges can be defined in the case of a Conditional Highlighting?

A. 2

B. 3
C. 4
D. 5

Answer: B

NEW QUESTION 597
- (Topic 6)
What is the maximum of actions per time trigger you can have in a Workflow Rule?

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

Answer: C

NEW QUESTION 599
- (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 603
- (Topic 6)
Which are true about Email to Salesforce Enhancements after Spring 11 release?

A. You can now choose whether you'd like all emails to be sent to My Unresolved Items so you can manually assign them to related records or whether you'd like us to first try to automatically assign them.
B. Is now available in all editions except contact manager and group.
C. You can now choose whether you'd like emails we couldn't automatically assign to be sent to My Unresolved Items.
D. These enhancements will automatically apply without the need for setup.

Answer: AC

NEW QUESTION 606
- (Topic 6)
Which report format provides a tabular listing of data with sorting and subtotalling of said data.

A. Matrix
B. Tabular
C. Summary

Answer: C

NEW QUESTION 610
CORRECT TEXT - (Topic 6)
Limitation for an organization related to triggers?

A.

Answer: SFlimitsthenumberoftimetriggersanorganizationcanexecuteperhour.Thelimitsareasfollows:

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

NEW QUESTION 611
- (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 613
- (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 616
CORRECT TEXT - (Topic 6)
Match the workflow steps with the setup requirement

A.

Answer: Task-SelecttheSubjectstatusandpriorityEmailAlert-Selectatemplate

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

NEW QUESTION 619
- (Topic 6)
What is the maximum number of records that return in a report without exporting the results?

A. 6500
B. 5000
C. 3000
D. 2000
E. 4000
F. 3900

Answer: D

NEW QUESTION 622
- (Topic 6)
Which of the following are enhancements included in the Spring 11 release?

A. All profiles get access to the report builder by default.
B. The old report wizard is totally phased out.
C. Group and Professional Edition organizations can use report builder.
D. You get scatter charts, a new chart type for reports.
E. Chatter feed posts now has a "like" option.

Answer: ACD

NEW QUESTION 623
- (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 626
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 630

- (Topic 6)
Identify the maximum number of leads / contacts that you can add from a report at one time using Integrated Campaign Builder:

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

Answer: B

NEW QUESTION 631
- (Topic 6)
Can an end user import Members into a Campaign?

A. True
B. False

Answer: B

NEW QUESTION 635
- (Topic 6)
You can set a default value for a custom field.

A. True
B. False

Answer: A

NEW QUESTION 636
- (Topic 6)
How would you allow collaborative access to accounts , contacts, contracts, opportunities, and cases of a US Sales rep, and Asia sales rep, and an EMEA sales rep?

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

Answer: B

NEW QUESTION 639
CORRECT TEXT - (Topic 6)
Which report type must be used to create dashboard components?

A.

Answer: Summary/matrix

NEW QUESTION 641
CORRECT TEXT - (Topic 6)
What does the Role Hierarchy control?

A.

Answer: Controlsdatavisibilityandrecordrollup

NEW QUESTION 642
- (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 646
- (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 647

- (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 650

- (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 654

- (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 657

- (Topic 6)

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

A. Yes
B. No

Answer: B

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

NEW QUESTION 659

- (Topic 6)

Final reject actions can include actions such as email alerts

A. True
B. False

Answer: A

NEW QUESTION 661

- (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 662

- (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 666
- (Topic 6)
Custom Summary Formulas can run calculations on custom formula fields.

A. True
B. False

Answer: A

NEW QUESTION 670
- (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 671
- (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 675
- (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 680
- (Topic 6)
Active Currencies live in Company Profile, user record (Personal Setup) and in Opportunity (Record).

A. True
B. False

Answer: :A

NEW QUESTION 685
- (Topic 6)
Can logins on specific days be restricted?

A. Yes
B. No

Answer: A

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

NEW QUESTION 690
- (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 694
- (Topic 6)
When a lead is converted it becomes an Account,Contact and Opportunity (unless you opt out of creating an Opportunity)

A. True
B. False

Answer: A

NEW QUESTION 695
- (Topic 6)
Only users with "Create and Customize" permission can access the Report?

A. True
B. False

Answer: A

NEW QUESTION 700
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 701
- (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 705
- (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 709
- (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 714
CORRECT TEXT - (Topic 7)
Who can manually share records?

A.

Answer: RecordOwnerAnyoneabovetheRecordOwnerinHierarchy&theSystemAdmin

NEW QUESTION 718
- (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 719
- (Topic 7)
How many app exchange apps can you install in UE?

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

Answer: D

NEW QUESTION 720
- (Topic 7)
Can you uninstall an AppExchange application once it has been deployed?

A. Yes
B. No

Answer: A

NEW QUESTION 723
- (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 724
- (Topic 7)
A checkbox can be a controlling field in a field dependency?

A. True
B. False

Answer: A

NEW QUESTION 725
CORRECT TEXT - (Topic 7)
When is it appropriate to use the Import Wizard versus the Data Loader?

A.

Answer: NeedtopreventduplicatesandwhentheAdminneedstochoosewhethertotriggerWorkflowrules(ornot)

NEW QUESTION 727
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: Up to 25 such relationships

A.

Answer: Lookup

NEW QUESTION 729
- (Topic 7)
Each workflow rule applies to a single object, such as leads, accounts, or opportunities.

A. True
B. False

Answer: A

NEW QUESTION 732
- (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 733
CORRECT TEXT - (Topic 7)
Who can import data for all users?

A.

Answer: SystemAdminandMarketingUserProfilecanimportLeads.

NEW QUESTION 737
CORRECT TEXT - (Topic 7)
Define the Summary Report.

A.

Answer: Providesalistingofdataplussortingandsubtotalingofdata.Maybeusedtosupportdashboardcomponents.

NEW QUESTION 742
- (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 745
- (Topic 7)
Standard Reports May be used as a starting point for Custom Reports

A. True
B. False

Answer: A

NEW QUESTION 748
- (Topic 7)
Inline Editing updates the field when

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

Answer: B

NEW QUESTION 753
- (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 754
- (Topic 7)
The User Interface Settings can be adjusted for individual users.

A. True
B. False

Answer: B

NEW QUESTION 758

CORRECT TEXT - (Topic 7)
When can inactive assignment rules be run on leads?

A.

Answer: Duringleadimport

NEW QUESTION 760
CORRECT TEXT - (Topic 7)
Define the Contract Manager profile.

A.

Answer: Standarduserperm+editapproveactivatedeletecontracts

NEW QUESTION 765
CORRECT TEXT - (Topic 7)
What does the default locale impact?

A.

Answer: Theformatofdateandnumberfields.

NEW QUESTION 769
- (Topic 7)
Based on existing Master-Detail and Lookup relationships between objects, Sys Admins can create Custom Report Types to:

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

Answer: ABC

NEW QUESTION 770
- (Topic 7)
You can't package workflow rules with time triggers.

A. True
B. False

Answer: A

NEW QUESTION 771
- (Topic 7)
The Self Service Portal and Customer Portal are the same technology?

A. Yes
B. No

Answer: B

NEW QUESTION 773
- (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 775
- (Topic 7)
When are data validation rules executed?

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

Answer: :ABC

NEW QUESTION 780
CORRECT TEXT - (Topic 7)

Who can delete records?

A.

Answer:
Theabilitytodeleteindividualrecordsiscontrolledbyadministratorstherecordownerusersinarolehierarchyabovetherecordownerandanyuserthathasbeengranted"FullAccess."

NEW QUESTION 783
CORRECT TEXT - (Topic 7)
Why utilize Account Teams and Sales Teams?

A.

Answer: Teamsareusedforcollaborationsharingandforreportingpurposes.

NEW QUESTION 787
- (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 789
- (Topic 7)
What are the three editions of Salesforce?

A. PE Professional Edition EE Enterprise EditionUE Unlimited Edition

Answer: A

NEW QUESTION 790
- (Topic 7)
When you delete a product, the opportunity associated with that product will be suspended until further action is taken.

A. True
B. False

Answer: B

NEW QUESTION 792
- (Topic 7)
Data Validation Rules are formulas that evaluate, "True".

A. True
B. False

Answer: A

NEW QUESTION 793
- (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 794
- (Topic 7)
Standard Reports can be deleted?

A. True
B. False

Answer: B

NEW QUESTION 796
- (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 797
CORRECT TEXT - (Topic 7)
What do Account Teams do?

A.

Answer: FocusesonAccountRecordsbeingsharedtoaspecifiedgroupofusersbasedontheAccountOwner

NEW QUESTION 800
- (Topic 8)
How many records of a custom object can a System Admin import using the Salesforce Import Wizard?

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

Answer: C

NEW QUESTION 805
- (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 809
- (Topic 8)
You can create parent/child relationships directly from the CSV import file

A. True
B. False

Answer: A

NEW QUESTION 812
- (Topic 8)
Export to Excel is available for Printable Lists:

A. True
B. False

Answer: B

NEW QUESTION 816
- (Topic 8)
Which of the following is true about salesforce?

A. Dozens of std reports are provided by SF
B. Std reports address to top needs of most users from sales to marketing
C. Std reports can be customized and saved under a new name
D. Std reports give you access to data you cant normally see

Answer: ABC

NEW QUESTION 818
- (Topic 8)
What is the process to create a custom app?

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

Answer: A

NEW QUESTION 821
- (Topic 8)
Which of them is not a Standard Business Object?

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

Answer: C

NEW QUESTION 823
- (Topic 8)
As an Admin you can schedule regular data imports using the Data Loader

A. True
B. False

Answer: A

NEW QUESTION 824
- (Topic 8)
You can set up Salesforce to automatically send email alerts, assign tasks, or update field values based on your organization's workflow

A. True
B. False

Answer: A

NEW QUESTION 829
- (Topic 8)
A particular team needs to track individuals working on cases and the individual roles of the people working on cases. Which is the best way to do it?

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

Answer: D

NEW QUESTION 832
- (Topic 8)
What are true for the data loader?

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

Answer: CE

NEW QUESTION 837
- (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 842
CORRECT TEXT - (Topic 8)
How does Cloud Scheduler Work?

A.

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

NEW QUESTION 844
- (Topic 8)
The administrator changes the organization time zone from "pacific daylight" to "central". Which users will be affected?

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

Answer: D

NEW QUESTION 846
- (Topic 8)
Customizable Forecasting cannot be enabled for use with Custom Fiscal Years

A. True
B. False

Answer: B

NEW QUESTION 851
- (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 852
- (Topic 8)
You can use cloud scheduler to send meeting invites to contacts or leads or person accounts you don't have visibility to.

A. True
B. False

Answer: B

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

NEW QUESTION 854
- (Topic 8)
If you delete a case, which two also get deleted?

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

Answer: CD

NEW QUESTION 857
- (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 860
- (Topic 8)
When you configure Search Settings for Your Organization, the new value must be between 5 and 50

A. True
B. False

Answer: A

NEW QUESTION 865
- (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 869
- (Topic 8)
What data can you request for in the weekly data export?

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

Answer: D

NEW QUESTION 874
- (Topic 8)
The Documents tab does NOT contain version control capabilities

A. True
B. False

Answer: A

NEW QUESTION 875
- (Topic 8)
Which of them is NOT a Profile Component? Select all which are applicable

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

Answer: GIJ

NEW QUESTION 877
- (Topic 8)
How do you specify the following in a formula field : the year of the custom date field(date_c) should be the current year:

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

Answer: A

NEW QUESTION 882
- (Topic 8)
Which permission allows a user to create a new solution?

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

Answer: C

NEW QUESTION 886
- (Topic 9)
Existing records that meet the Workflow Rule criteria trigger the Rule.

A. True
B. False

Answer: B

NEW QUESTION 888
- (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 891
- (Topic 9)
A lead has been converted. Where can we find the campaigns associated with it? Select 2.

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

Answer: :BC

NEW QUESTION 893
- (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 897
- (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 898
- (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 903
- (Topic 9)
What objects may be imported or updated using the Import Wizard? (check all that apply)

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

Answer: :ACE

NEW QUESTION 907

- (Topic 9)
You delete the Custom Field Region. All data related to Region will also be deleted.

A. True
B. False

Answer: A

NEW QUESTION 911

- (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 913

- (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 917

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

A. True
B. False

Answer: A

NEW QUESTION 918

- (Topic 9)
What happens when you delete a custom field?

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

Answer: D

NEW QUESTION 919

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

A. True
B. False

Answer: A

NEW QUESTION 921

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

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

Answer: C

NEW QUESTION 926
- (Topic 9)
A solution can only belong to one category.

A. True
B. False

Answer: B

NEW QUESTION 931
- (Topic 9)
The company wants all opportunities associated with an account to be added in and displayed on the account record detail page. Is it possible?

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

Answer: C

NEW QUESTION 935
- (Topic 9)
What is the maximum length of the alias field?

A. 12
B. 10
C. 8

Answer: C

NEW QUESTION 940
- (Topic 9)
Which of these has many-to-many relationship?

A. Each solution is associated with one case, one case associated with only one solution
B. Each solution is associated with one case, but a case can be associated with multiple solutions
C. Each solution can be associated with multiple cases, but a case can be associated with only one case
D. Each solution can be associated with multiple cases and a case can be associated with multiple solutions

Answer: D

NEW QUESTION 942
- (Topic 9)
You cannot mass remove records from an approval process; removal of records must be done one by one.

A. True
B. False

Answer: B

NEW QUESTION 947
- (Topic 9)
Which of the following can NOT be edited on the Page Layout Editor?

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

Answer: E

NEW QUESTION 949
- (Topic 9)
What is true about Lead Assignment Rule?

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

Answer: AB

NEW QUESTION 952
- (Topic 9)
Can you uninstall an AppExchange application once it has been deployed.

A. True
B. False

Answer: A

NEW QUESTION 955
- (Topic 9)
Roll-up summary and formula fields are always read-only on detail pages.

A. True
B. False

Answer: A

NEW QUESTION 959
- (Topic 9)
If single sign-on is enabled for your organization, API and desktop client users cannot log in to Salesforce CRM unless their IP address is included on your organization's list of trusted IP addresses or on their profile, if their profile has IP address restrictions set.

A. True
B. False

Answer: A

NEW QUESTION 960
- (Topic 9)
If your organization uses territory management, the new account is evaluated by account assignment rules and may be assigned to one or more territories.

A. True
B. False

Answer: A

NEW QUESTION 963
- (Topic 9)
Deleting a lead from a campaign does not delete the lead itself, but it is no longer a campaign member.

A. True
B. False

Answer: A

NEW QUESTION 965
- (Topic 9)
When transferring leads to a queue open activities are also transferred?

A. True
B. False

Answer: B

NEW QUESTION 968
- (Topic 9)
Partner portal and customer portal users aren't required to activate computers to log in.

A. True
B. False

Answer: A

NEW QUESTION 972
- (Topic 9)
Formula fields can be converted from or to other field types.

A. True
B. False

Answer: B

NEW QUESTION 977

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

A. 0073
B. 73
C. 7.3%

Answer: B

NEW QUESTION 982
- (Topic 9)
When you delete a case:

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

Answer: B

NEW QUESTION 984
- (Topic 9)
The system automatically maps standard lead fields to standard account, contact, and opportunity fields

A. True
B. False

Answer: A

NEW QUESTION 987
- (Topic 9)
Roll-up Summary fields and formula fields are always read only on detail pages and are available on edit pages.

A. True
B. False

Answer: B

NEW QUESTION 991
- (Topic 9)
What is the limit of Look-up Relationships per object?

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

Answer: A

NEW QUESTION 996
- (Topic 9)
To minimize the number of sharing rules, use "Roles and Subordinates" over "Roles" where possible.

A. True
B. False

Answer: A

NEW QUESTION 1001
- (Topic 9)
You need which permission to specify a running user other than yourself.

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

Answer: A

NEW QUESTION 1003
- (Topic 9)

Which of the following is true if you remove the "Read" permission from a users profile for a standard object?

A. Tabs of that object type will be visible, Fields of that type will not be visible on other tabs, related lists of that type will be visible on other tabs, search results will not return records of that type, report data for records of that type will not be available, merge fields of that type will not be available, and custom links of that type will not be visible
B. Tabs of that object type will not be visible, Fields of that type will not be visible on other tabs, related lists of that type will not be visible on other tabs, search results will not return records of that type, report data for records of that type will not be available, merge fields of that type will not be available, and custom links of that type will not be visible
C. Tabs of that object type will not be visible, Fields of that type will be visible on other tabs, related lists of that type will not be visible on other tabs, search results will not return records of that type, report data for records of that type will not be available, merge fields of that type will not be available, and custom links of that type will not be visible

Answer: B

NEW QUESTION 1006
- (Topic 9)
How many lead assignment rules can be active at one time?

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

Answer: A

NEW QUESTION 1009
- (Topic 9)
You can enable field encryption by:

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

Answer: B

NEW QUESTION 1010
- (Topic 9)
Which is true about Salesforce Knowledge Sidebar for the Service Cloud Console?

A. After spring 11 release, console users automatically see a sidebar that displays titles of SalesforceKnowledge articles that may solve the case they're working on.
B. It automatically searches and returns articles from your knowledge base that match any of the words typed in the Subject of a case.
C. There is no such thing as Knowledge Sidebar.

Answer: B

NEW QUESTION 1013
- (Topic 9)
What is true regarding a Running User

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

Answer: A

NEW QUESTION 1014
- (Topic 9)
Which Sales Cloud Enhancements in Spring 11 are Automatically visible to all Administrators without any setup required?

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

Answer: AE

NEW QUESTION 1017
- (Topic 9)
Can I change the location of Chatter feeds? How?

A. Ye
B. Using page layouts

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

Answer: C

NEW QUESTION 1020
- (Topic 9)
Which of following is granted by the Manage Territories Permission (Select all that apply)?

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

Answer: ABDEF

NEW QUESTION 1023
- (Topic 10)
A manager wants to pend all task assigned to his team so that the due date will be pushed a few days forward.

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

Answer: D

NEW QUESTION 1028
- (Topic 10)
Which of the following statements is true about person accounts in backup exports?

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

Answer: A

NEW QUESTION 1030
- (Topic 10)
Do users have to display the jump page every time they create a new record?

A. Yes
B. No

Answer: B

NEW QUESTION 1033
- (Topic 10)
What is the maximum length of any auto-number field?

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

Answer: B

NEW QUESTION 1035
- (Topic 10)
Identify the statements that define Apex data loader?

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

Answer: BD

NEW QUESTION 1038
CORRECT TEXT - (Topic 10)
List the objects that may have Sharing Rules

A.

Answer: •Lead

Explanation:
• Account
• Contact
• Opportunity
• Case
• Campaign
• Custom Objects

NEW QUESTION 1043
- (Topic 10)
Which of these is NOT true: it is possible to import my existing contacts from Outlook by:

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

Answer: B

NEW QUESTION 1047
CORRECT TEXT - (Topic 10)
If I'm looking at a detail page, how do I know what record type it is?

A.

Answer: FortabsthathavemultiplerecordtypesdefinedyoucanlookattheRecordTypefieldonthepage.Howeverthisfieldmustbeaddedtothepagelayout.

NEW QUESTION 1052
- (Topic 10)
Which of the following are true about mapping fields for lead conversion (Multiple correct answers):

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

Answer: ACEF

NEW QUESTION 1054
- (Topic 10)
You convert a lead that is linked to multiple campaigns what is inserted into the opportunity Campaign Source field?

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

Answer: B

NEW QUESTION 1059
- (Topic 10)
Roles are available in Personal and Group edition

A. True
B. False

Answer: B

NEW QUESTION 1062
CORRECT TEXT - (Topic 10)
You can use inline editing to maintain all detail pages in the application except for....?

A.

Answer: DocumentsandForecasts

NEW QUESTION 1063

- (Topic 10)
A Look-up field can look up to what?

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

Answer: C

NEW QUESTION 1067
- (Topic 10)
What other permissions does the "Manage Analytic Snapshots" permission require (Select all that apply).

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

Answer: ABD

NEW QUESTION 1071
- (Topic 10)
Adding Records: If I add a duplicate record because I haven't searched before adding a new one, the following events will be likely to happen:

A. The data quality in Salesforce.com will start to suck, and head office reports will no longer be accurate
B. I will complain when I inevitably end up adding notes or events to the wrong record
C. I will feel so guilty that I will be compelled to sign over my commissions to Bill, who needs more money to save homeless cats in the city of Boston
D. I will need to delete the duplicate record I have added, or merge the 2 duplicate records together.
E. All of the above

Answer: ADE

NEW QUESTION 1075
- (Topic 10)
Here are the salesforce.com definitions of a Lead, Account, Contact, & Opportunity. Which one is the definition for an opportunity?

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

Answer: D

NEW QUESTION 1076
- (Topic 10)
To track revenue gain or loss based on currency fluctuations, you must implement

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

Answer: :D

NEW QUESTION 1079
- (Topic 10)
If a user's profile contains log in hour restrictions which of the following time zones is used to calculate the hours they have access to Salesforce.com CRM?

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

Answer: A

NEW QUESTION 1083
- (Topic 10)
Which one of these is NOT a recorded "activity" in SFDC?

A. Emails
B. Dials
C. Events
D. Tasks

E. Log a Call (after call completion)

Answer: B

NEW QUESTION 1084
- (Topic 10)
Report are available on the following tabs

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

Answer: B

NEW QUESTION 1089
- (Topic 10)
Which of the following are true about the field type "Text Area(Long)" ?

A. 1) Maximum length of 32,000 char
B. 2) Any length from 0 to 32,000 char
C. is allowed 3) Line breaks do not count towards the max length of the field 4) This data type is not available for activities or products on opportunities
D. 1) Maximum length of 3200 char
E. 2) Any length from 256 to 32,000 char
F. is allowed 3) Line breaks do not count towards the max length of the field4) This data type is not available for activities or products on opportunities
G. 1) Maximum length of 32,000 char
H. 2) Any length from 256 to 32,000 char
I. is allowed3) Line breaks count towards the max length of the field4) This data type is available for activities or products on opportunities
J. 1) Maximum length of 32,000 char
K. 2) Any length from 256 to 32,000 char
L. is allowed3) Line breaks count towards the max length of the field4) This data type is not available for activities or products on opportunities

Answer: D

NEW QUESTION 1092
- (Topic 10)
You are about to enter a new lead from a cold call into SFDC. What do you do first?

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

Answer: A

NEW QUESTION 1093
- (Topic 10)
If your org is configured for data export, you can generate backup files manually how often?

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

Answer: B

NEW QUESTION 1098
- (Topic 10)
Which of the following is inline editing not supported?

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

Answer: ACF

NEW QUESTION 1102
- (Topic 10)
Which of the following are possible with a Master-Detail-Relationship (Multiple Correct Answers):

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

Answer: AC

NEW QUESTION 1107
- (Topic 10)
If your organization has territory management, account and opportunity list views can be restricted by (Select all that apply)

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

Answer: AB

NEW QUESTION 1109
- (Topic 10)
You can only use standard fields when generating email and mail merge documents for leads or contacts.

A. True
B. False

Answer: B

NEW QUESTION 1113
- (Topic 10)
For each profile, you can set the hours when users can log in and the IP addresses from which they can log in.

A. True
B. False

Answer: A

NEW QUESTION 1114
- (Topic 10)
What is the maximum length of a Text Area?

A. 32000
B. 255
C. 3200

Answer: B

NEW QUESTION 1119
- (Topic 10)
Through the Web-to-Case function, how is that case associated with a contact?

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

Answer: B

NEW QUESTION 1122
- (Topic 10)
When I convert a lead to an Opportunity, I must give the opportunity a unique name so I know what it is (ex: Pacific Bank – Red Package).

A. True
B. False

Answer: A

NEW QUESTION 1127
- (Topic 10)
Which of the following are true about the Default Division field on the User object?

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

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

Answer: B

NEW QUESTION 1131
- (Topic 10)
Which of the following are true about Web-to-Lead:

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

Answer: AB

NEW QUESTION 1133
- (Topic 10)
When creating a custom list view you can display fields that are not on your page layout for that object?

A. True
B. False

Answer: B

NEW QUESTION 1135
- (Topic 10)
When creating users, does the alias need to be unique?

A. Yes
B. No

Answer: B

NEW QUESTION 1136
- (Topic 10)
What steps are part of the process to enable Multi-Currency in an organization?

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

Answer: BD

NEW QUESTION 1139
- (Topic 10)
Personalizing SFDC: If I want to update my personal info, email settings, etc. I have to:

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

Answer: B

NEW QUESTION 1141
CORRECT TEXT - (Topic 10)
Data validation rules impact all supported objects except for...

A.

Answer: ForecastsandTerritories

NEW QUESTION 1146
- (Topic 10)
Which of the following records can not be mass transferred?

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

Answer: D

NEW QUESTION 1150
CORRECT TEXT - (Topic 10)
Describe the components of the Console tab:

A.

Answer: Frameslistviewdetailviewminiviewsidebarrelatedobjectsminipagelayoutsconsolelayout

NEW QUESTION 1152
- (Topic 10)
What type of relationship should be built for a one-to-one?

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

Answer: :BD

NEW QUESTION 1155
- (Topic 10)
Editing Records: Required fields are marked by which color?

A. Blue
B. Green
C. Red
D. Black

Answer: C

NEW QUESTION 1158
- (Topic 10)
Select the option that is NOT true of the "stay in touch" feature in SFDC:

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

Answer: C

NEW QUESTION 1160
- (Topic 10)
Lookup relationship fields are available in Personal Edition

A. True
B. False

Answer: B

NEW QUESTION 1161
- (Topic 10)
A default person account record type named "Person Account" is automatically created when person accounts are enabled for your organization.

A. True
B. False

Answer: A

NEW QUESTION 1165
......

Thank You for Trying Our Product

* 100% Pass or Money Back

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

* One year free update

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

* Trusted by Millions

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

* Shop Securely

    All transactions are protected by VeriSign!

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

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