ADM-201 Dumps

Administration Essentials for New Admins

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

NEW QUESTION 1
- (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 2
- (Topic 1)
The system administrator has been asked to create a way to track Shipments of products to customers. Shipments should be closely tied to the Opportunity record and there may be more than one shipment record per Opportunity and the Opportunity should be required
(i.e. Users cannot save a Shipment record without associating it to an Opportunity). The system administrator should create.

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

Answer: B

NEW QUESTION 3
- (Topic 1)
When creating a sales process, the System Administrator will be modifying/filtering the values of the field.

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

Answer: B

NEW QUESTION 4
- (Topic 1)
The Data Loader can de-duplicate records during import.

A. True
B. False

Answer: B

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

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

Answer: ABD

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

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

Answer: C

NEW QUESTION 7
- (Topic 1)
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 8
- (Topic 1)
To prevent a user from logging into the Salesforce org outside normal business hours, the System Administrator would do this in:

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

Answer: B

NEW QUESTION 9
- (Topic 1)
Who can invite Chatter customers into a Chatter group?

A. The system admin
B. Group owner
C. All Chatter users
D. None of the above

Answer: AB

NEW QUESTION 10
- (Topic 1)
Use a picklist to filter the values of one picklist based on the value of another picklist.

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

Answer: A

NEW QUESTION 10
- (Topic 1)
If there are any users in the organization that shouldn't have view access to Account records, the OWD for Accounts should be set to

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

Answer: C

NEW QUESTION 15
- (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 16
- (Topic 1)
If the company locale is set to US English, all users will have a default locale of US English and this cannot be changed.

A. True
B. False

Answer: B

NEW QUESTION 21
- (Topic 1)
If a user has public read-only access to records [that he/she does not own], the following are true.

A. The user can view the record but not edit it
B. The user can view and delete the record, but not edit it

C. The user can change the owner of the record
D. The user can search for the record
E. The user can report on the record

Answer: ADE

NEW QUESTION 26
- (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)
Which of the following objects support business processes?

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

Answer: AB

NEW QUESTION 37
- (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 42
- (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 43
- (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 48

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

A. The import file should include a record owner for each record
B. Validation rules are not triggered when importing data using the import wizard
C. Data should be de-duplicated in the import file prior to import
D. Currency field values will default to the personal currency of the record owner

Answer: :AC

NEW QUESTION 49
- (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 50
- (Topic 1)
Manual sharing allows administrators to grant one-off access to individual records, users cannot grant this access even if they own the record.

A. True
B. False

Answer: B

NEW QUESTION 51
- (Topic 1)
If Field Level Security prevents a user from viewing the Credit Card field on the Opportunity record, the user will also be prevented from seeing this field (choose all that apply)

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

Answer: E

NEW QUESTION 53
- (Topic 1)
Use Custom Summary Formulas to create calculated summaries on numerical fields in
 and reports.

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

Answer: C

NEW QUESTION 58
- (Topic 1)
Inline editing updates the field when

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

Answer: B

NEW QUESTION 59
- (Topic 1)
When a Lead is converted, an Account, Contact and record are created.

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

Answer: D

NEW QUESTION 62
- (Topic 1)
When you Delete a lead from a campaign, it deletes the lead record itself.

A. True
B. False

Answer: B

NEW QUESTION 65
- (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 68
- (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 73
- (Topic 1)
When you add a custom object tab, all of the following will be accessible with the object EXCEPT

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

Answer: D

NEW QUESTION 78
- (Topic 1)
A Dashboard is a visual representation of data from multiple reports and (choose all that apply)

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

Answer: ACDF

NEW QUESTION 83
- (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 86
- (Topic 1)
Locale settings control how users view date formats, time formats and number formats.

A. True
B. False

Answer: A

NEW QUESTION 87
- (Topic 1)
Who can manually share records?

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

Answer: E

NEW QUESTION 88
- (Topic 1)
User interface settings are global settings and apply to all users of an org.

A. True
B. False

Answer: A

NEW QUESTION 89
- (Topic 1)
Assignment rules allow Leads and Cases to be automatically assigned to users and queues based on criteria defined by the system administrator.

A. True
B. False

Answer: A

NEW QUESTION 92
- (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 97
- (Topic 1)
Which report type provides a simple list of data with no subtotals?

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

Answer: C

NEW QUESTION 100
- (Topic 1)
The support team has asked the System Administrator to automate the notification of a customer's support plan ending - they would like for the Customer Support Rep to receive an email 30 days before the Support Plan Expires (Support Plan Expiration Date is on the Account record). What will the system administrator do?

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

Answer: A

NEW QUESTION 103
- (Topic 1)
Only 1 permission set can be assigned to a user.

A. True
B. False

Answer: B

NEW QUESTION 106
- (Topic 1)
Public groups can be used to simplify the creation of sharing rules for Administrators.

A. True
B. False

Answer: A

NEW QUESTION 108
- (Topic 1)
Will two different users get the same search results on searching for a common keyword?

A. Yes
B. No

Answer: B

NEW QUESTION 111
- (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 114
- (Topic 1)
Which of the following are not standard objects?

A. Opportunities
B. Solutions
C. Job Applicants
D. Accounts
E. Campaigns

Answer: C

NEW QUESTION 118
- (Topic 1)
Folders are used to organize the following (choose all that apply)

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

Answer: E

NEW QUESTION 122
- (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 125
- (Topic 1)
A cross object formula references fields from parent objects.

A. True
B. False

Answer: A

NEW QUESTION 128
- (Topic 1)

Deleted records will be stored in the Recycle Bin for up to 15 days.

A. True
B. False

Answer: A

NEW QUESTION 131
- (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 135
- (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 137
- (Topic 1)
Sales reps at AW Computing need assistance from product managers when selling certain products. Product managers do not have access to Opportunities but need to gain access when assisting on a specific deal. How can the system administrator accomplish this?

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

Answer: D

NEW QUESTION 141
- (Topic 1)
Which feature effectively allows you to "lock" the converted amount on closed opportunities?

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

Answer: D

NEW QUESTION 144
- (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 145
- (Topic 1)
Chatter External license allow users outside the company to join public Chatter groups.

A. True
B. False

Answer: B

NEW QUESTION 146

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

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

Answer: C

NEW QUESTION 150
- (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 151
- (Topic 2)
Customizable Forecasting must be enabled for use with Custom Fiscal years.

A. True
B. False

Answer: A

NEW QUESTION 155
- (Topic 2)
What do you need to specify when you schedule a report?

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

Answer: D

NEW QUESTION 157
- (Topic 2)
Name one place where inline Editing is not currently possible. (Choose 2 answers)

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

Answer: BC

NEW QUESTION 162
- (Topic 2)
An S-Control may be all of the following EXCEPT:

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

Answer: B

NEW QUESTION 163
- (Topic 2)
All of the following may be uploaded to the AppExchange Directory EXCEPT:

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

Answer: C

NEW QUESTION 165
- (Topic 2)
You can use a Custom Lookup field to create a relationship between an opportunity and a contact.

A. True
B. False

Answer: A

NEW QUESTION 170
- (Topic 2)
Record Type may determine the default value of a picklist field.

A. True
B. False

Answer: A

NEW QUESTION 171
- (Topic 2)
All of the following may be used when updating a record using the AppExchange Data Loader EXCEPT:

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

Answer: D

NEW QUESTION 174
- (Topic 2)
Custom Fiscal years are for companies that break down their fiscal years, quarters, and weeks in to custom fiscal periods based on their financial planning requirements.

A. True
B. False

Answer: A

NEW QUESTION 177
- (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 181
- (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 185
- (Topic 2)
Is it possible to relate a person account to a contact on a business account.

A. True
B. False

Answer: B

NEW QUESTION 187
- (Topic 2)
It is possible for a User to own a record and not see it if they don't have the Read Permission to the Object.

A. True
B. False

Answer: A

NEW QUESTION 190
- (Topic 2)
Which objects can be customized for history tracking?

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

Answer: B

NEW QUESTION 192
- (Topic 2)
A check box can be a controlling field in a field dependency:

A. True
B. False

Answer: A

NEW QUESTION 193
- (Topic 2)
You can map a custom lead field to only one of the following objects at a single instance (check all that apply)?

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

Answer: ABD

NEW QUESTION 196
- (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 199
- (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 203
- (Topic 2)
Where will a Campaign associated with a Lead be visible? Choose 2 answers

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

Answer: BC

NEW QUESTION 206
- (Topic 2)
In Spring'11 salesforce.com release Dynamic Dashboards have been launched for which edition:

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

Answer: C

NEW QUESTION 211
- (Topic 2)
What information may be updated on the Company Profile?

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

Answer: ABC

NEW QUESTION 215
- (Topic 2)
Are Tags searchable from standard Search component?

A. Yes
B. No

Answer: A

NEW QUESTION 218
- (Topic 2)
What is a Managed Package?

A. A managed package is a collection of application components that are posted as a unit on AppExchange
B. They differ from unmanaged packages in that some components are locked, allowing the managed package to be upgraded later.
C. Allows the system Administrator to modify the application
D. Managed packages do not include locked components and cannot be upgraded

Answer: AB

NEW QUESTION 222
- (Topic 2)
What needs to be specified to schedule a Report?

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

Answer: :CD

NEW QUESTION 223
- (Topic 2)
Standard Fiscal Years are periods that follow Gregorian calendar, but can start on the first day of any month of the year.

A. True
B. False

Answer: A

NEW QUESTION 227
- (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 229
- (Topic 2)
In order to Enable Territory Management you should have:

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

Answer: :B

NEW QUESTION 234
- (Topic 2)
The difference between an opportunity record type and a sales process is:

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

Answer: A

NEW QUESTION 237
- (Topic 2)
Searches and Filters that take a long time may be cancelled?

A. True
B. False

Answer: A

NEW QUESTION 240
- (Topic 2)
5 dynamic dashboards for Enterprise Edition
10 for Unlimited Edition 3 Developer Edition.
To create, edit, and delete dynamic dashboards: "Run Reports" AND "Manage Dynamic Dashboards"
Which of the following events are allowed while writing a trigger on feeds item and feed Comment object?

A. Insert, Update
B. Insert, Delete
C. Insert, Undelete
D. Update, Undelete
E. Insert, Update, Delete

Answer: B

NEW QUESTION 244
- (Topic 2)
When test driving an application on the AppExchange Directory, it is not possible to view the S-Control configurations of that application

A. True
B. False

Answer: B

NEW QUESTION 247
- (Topic 2)
Default values are available for standard text fields

A. True
B. False

Answer: B

NEW QUESTION 251
- (Topic 2)
If a profile does not have access to an application, that profile will also not have access to the tabs and objects of that application

A. True
B. False

Answer: B

NEW QUESTION 253
- (Topic 2)
Folders are used to manage:

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

Answer: C

NEW QUESTION 255

- (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 258
- (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 263
- (Topic 2)
Custom lead fields can be mapped to which sets of objects in salesforce.com?

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

Answer: B

NEW QUESTION 265
- (Topic 2)
Fields hidden using Field Level Security are subject to Data Validation Rules.

A. True
B. False

Answer: B

NEW QUESTION 270
- (Topic 2)
How is the expected revenue calculated in the opportunity?

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

Answer: C

NEW QUESTION 272
- (Topic 2)
Assets are related to which of the following sets of objects?

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

Answer: :B

NEW QUESTION 275
- (Topic 3)
System Administrators have this permission by default.

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

Answer: C

NEW QUESTION 276
- (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 277
- (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 279
- (Topic 3)
Maximum number of values allowed in a controlling field is:

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

Answer: C

NEW QUESTION 284
- (Topic 3)
A Workflow Approval process may be used for all of the following objects EXCEPT:

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

Answer: B

NEW QUESTION 285
- (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 288
- (Topic 3)
Chatter Desktop is not available in which Salesforce Edition?

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

Answer: A

NEW QUESTION 289
- (Topic 3)
A Standard profile that has Standard User Permissions and can manage published solutions and solution categories

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

E. Solution Manager

Answer: E

NEW QUESTION 293
- (Topic 3)
If you change the data type of any custom field used for lead conversion, that lead field mapping will be deleted:

A. True
B. False

Answer: A

NEW QUESTION 297
- (Topic 3)
Standard reports are visible through the Reports search.

A. True
B. False

Answer: B

NEW QUESTION 301
- (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 302
- (Topic 3)
Are custom object reports accessible when you add a custom object tab?

A. Yes
B. No
C. Only if the Object is not related to any other object

Answer: B

NEW QUESTION 305
- (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 310
- (Topic 3)
What is a Dashboard made of?

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

Answer: ABD

NEW QUESTION 313
- (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 317
- (Topic 3)
A System Administrator can edit a profile to:

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

Answer: B

NEW QUESTION 320
- (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 321
- (Topic 3)
Custom formula fields can reference other custom formula fields including themselves.

A. True
B. False

Answer: B

NEW QUESTION 324
- (Topic 3)
Mail Merge is available in which Salesforce Editions?

A. All except Professional
B. Professional and Enterprise
C. Professional, Developer and Enterprise
D. Enterprise and Developer only
E. Developer, Enterprise and Unlimited only
F. All editions

Answer: F

NEW QUESTION 327
- (Topic 3)
You can use Sharing Rules to grant wider access to data. You cannot restrict access below your OWD levels.

A. True
B. False

Answer: A

NEW QUESTION 328
- (Topic 3)
Salesforce.com archives older activities according to which of the following conditions:

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

Answer: BDE

NEW QUESTION 331
- (Topic 3)
Custom Picklist fields can be either controlling or dependent fields

A. True
B. False

Answer: A

NEW QUESTION 333

- (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 336
- (Topic 3)
What is Force.com Platform? Choose 3 answers:

A. Customize, integrate and create enterprise applications as a service and without software.
B. Point-and-click customization tool
C. Customize standard applications provided by Salesforce.com or build their own on- demand applications
D. Modify the applications to meet your needs – (No- Coding)
E. Group standard and custom tabs into new custom applications

Answer: :ACE

NEW QUESTION 338
- (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 343
- (Topic 3)
Reports and views are not renamed based on the new label value

A. True
B. False

Answer: A

NEW QUESTION 344
- (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 348
- (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 352
- (Topic 3)
What type of information can NOT be shown with an S-Control Dashboard component?

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

Answer: B

NEW QUESTION 355
- (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 356
- (Topic 3)
What is one advantage of Salesforce CRM?

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

Answer: B

NEW QUESTION 358
- (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 359
- (Topic 3)
Organization-Wide Default Sharing Rule for Calendar Access Default is as Follows:

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

Answer: B

NEW QUESTION 363
- (Topic 3)
Can a Standard User Profile import members into a campaign?

A. Yes.
B. No.
C. Only if they have "Import Campaign Members" permission checked.
D. Only if they have "Modify All Data" permission checked.

Answer: B

NEW QUESTION 364
- (Topic 3)
The formula editor may be used all of the following places EXCEPT:

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

Answer: C

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

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

Answer: B

NEW QUESTION 373
- (Topic 3)
The Report Builder is different from the Report Wizard.

A. True
B. False

Answer: A

NEW QUESTION 376
- (Topic 3)
Universally required fields always display on edit pages regardless of field-level security.

A. True
B. False

Answer: :A

NEW QUESTION 379
- (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 384
- (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 389
- (Topic 3)
Which file types can you use when exporting reports?

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

Answer: BC

NEW QUESTION 391
- (Topic 3)
This helps you manage the complete lifecycle of customer service,from logging cases to suggesting and delivering solutions across multiple channels, including Web self-service and live agent support:

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

Answer: D

NEW QUESTION 394
- (Topic 3)
When are data Validation Rules enforced?

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

Answer: D

NEW QUESTION 395
- (Topic 3)
All of the following are default Account record types- with Client Management EXCEPT:

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

Answer: D

NEW QUESTION 396
- (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 401
- (Topic 3)
Up to 25 custom lookup fields can be defined per object.

A. True
B. False

Answer: A

NEW QUESTION 403
- (Topic 3)
Salesforce is which of the following:

A. Salesforce Automation
B. Marketing Management
C. Customer Support Management
D. Campaign Management

Answer: ABC

NEW QUESTION 407
- (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 410
- (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 411
- (Topic 4)
Which of the following statements are true concerning email activation? (Select one)

A. The email activation feature requires that the user click an activation link before logging onto a new computer.
B. The email activation feature cannot be disabled.

C. The email activation feature can be disabled by request to Salesforce.com support.
D. The email activation feature can be disabled through the UI.

Answer: :C

NEW QUESTION 414
- (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 416
- (Topic 4)
Which email address option is available to override the From Email Address in a Workflow Email Alert?

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

Answer: D

NEW QUESTION 420
- (Topic 4)
Identify the statement that correctly defines data validation

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

Answer: A

NEW QUESTION 423
- (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 427
- (Topic 4)
Which statement is TRUE regarding dependent lookups? Choose 2 answers:

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

Answer: AB

NEW QUESTION 432
- (Topic 4)
Dashboards can be created by using Standard Reports as Source Reports?

A. True
B. False

Answer: A

NEW QUESTION 434
- (Topic 4)
API's are not available for use in which Salesforce.com edition?

A. Developer Edition

B. Professional edition
C. Enterprise Edition
D. Unlimited edition

Answer: B

NEW QUESTION 439
- (Topic 4)
Which statement is / are false for folders?

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

Answer: BC

NEW QUESTION 444
- (Topic 4)
Which is a capability of the Cloud Scheduler? Choose 2 answers:

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

Answer: AB

NEW QUESTION 448
- (Topic 4)
Which of the following will not bypass Identity Confirmation? (Select one)

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

Answer: D

NEW QUESTION 451
- (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 454
- (Topic 4)
What is not true about sharing Rules?

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

Answer: C

NEW QUESTION 457
- (Topic 4)
Which of the following is not a valid business process in Salesforce.com?

A. Sales Processes
B. Marketing Process
C. Lead Processes
D. Support Processes
E. Solution Processes

Answer: B

NEW QUESTION 462
- (Topic 4)
How does an agent submit an article for publishing? Choose 3 answers:

A. Promote an Answer for consideration
B. Re-assign an article to the publishing queue
C. Publish an article to the solution category
D. Submit an article upon closing a case
E. Publish at-will, with "Manage Articles" profile permission

Answer: ADE

NEW QUESTION 466
- (Topic 4)
You can update licenses on the Company Profile.

A. True
B. False

Answer: B

NEW QUESTION 468
- (Topic 4)
A role has many to many relationships with the user?

A. True
B. False

Answer: B

NEW QUESTION 473
- (Topic 4)
The value in a Custom Field called Salary is 50,000. What would the formula, ISNUMBER (Salary_c), return

A. FALSE
B. TRUE
C. Depends on the Users Locale
D. 50.000

Answer: B

NEW QUESTION 474
- (Topic 4)
The SideBar search does not Search the following: Choose 3 answers

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

Answer: BCE

NEW QUESTION 479
- (Topic 4)
A user successfully login's at 3:00 PM, What happens at 3:31 PM, if the Login hours for the user's Profile are set from 7:30 AM to 3:30 PM?

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

Answer: D

NEW QUESTION 483
- (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 485
- (Topic 4)
Which cannot be done on a Salesforce to Salesforce connection finder?

A. Identify the Salesforce systems administrator at another company
B. Custom brand an email sent to identify connections
C. Survey partners for their use of Salesforce
D. Survey customers for their use of Salesforce

Answer: D

NEW QUESTION 488
- (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 489
- (Topic 4)
Which function can be performed using enhanced profile management? Choose 2 answers

A. Merge profiles
B. Make mass permission modifications across multiple profiles
C. Make mass profile name changes
D. Edit profile permissions directly in a list view

Answer: BD

NEW QUESTION 494
- (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 498
- (Topic 4)
Marketing and Sales users at Universal Containers would like more visibility into Lead and Contact participation in this years Trade Show. How would an Administrator build this into the application? Choose 2 answers

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

Answer: BC

NEW QUESTION 503
- (Topic 4)
Which of the following are standard Salesforce applications? (Select all that apply)

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

Answer: AD

NEW QUESTION 506
- (Topic 4)
Time-Dependent Workflow – Maximum Triggers Allowed Per Rule:

A. Maximum of 10 time triggers per rule
B. Maximum of 20 time triggers per rule
C. Maximum of 50 time triggers per rule

Answer:

A

NEW QUESTION 508
- (Topic 4)
Which is a capability of drag-and-drop dashboards? Choose 2 answers:

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

Answer: :CD

NEW QUESTION 513
- (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 516
- (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 517
- (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 519
- (Topic 4)
How would an Administrator ensure that specific field values are always represented by the same color each time the value is displayed on any dashboard component?

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

Answer: D

NEW QUESTION 521
- (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 523

- (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 524
- (Topic 4)
Do Validation rules get enforced on the Lead Conversion?

A. Yes
B. No

Answer: B

NEW QUESTION 525
- (Topic 4)
Data validation ensures the integrity of data when data is exported in SF

A. True
B. False

Answer: B

NEW QUESTION 527
- (Topic 4)
Multiple record types may be created for every tab with the exception of:

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

Answer: ABCE

NEW QUESTION 532
- (Topic 4)
What is the significance of Primary Master – Detail Relationship in a Junction Object?

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

Answer: D

NEW QUESTION 535
- (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 539
- (Topic 4)
Is it true that campaigns and opportunities have many to many relationship?

A. True
B. False

Answer: B

NEW QUESTION 541
- (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 543
- (Topic 4)
Queues cannot be created on which Object in salesforce.com?

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

Answer: C

NEW QUESTION 548
- (Topic 4)
Which of the statements is/are true for data validation?

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

Answer: AB

NEW QUESTION 552
- (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 555
- (Topic 4)
What objects are cases related to?

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

Answer: AC

NEW QUESTION 559
- (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 561
- (Topic 5)

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

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

Answer: B

NEW QUESTION 562
- (Topic 5)
Formatting of report is maintained when it is exported via Printable View?

A. True
B. False

Answer: A

NEW QUESTION 566
- (Topic 5)
Customizable Forecasting is a prerequisite in order to enable territory management?

A. True
B. False

Answer: A

NEW QUESTION 569
- (Topic 5)
Account Teams might be utilized for what?

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

Answer: AB

NEW QUESTION 572
- (Topic 5)
What should be the Advanced filter Conditions to meet the requirement "Find contacts owned by Poo that have a title of CFO, functional role of CFO, or reports to the CFO?
1) Title equals CFO
2) Functional Role equals CFO
3) Reports To equals CFO
4) Contact Owner contains Poo
1) A. (1 OR 2 OR 3) AND 4

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

Answer: A

NEW QUESTION 575
- (Topic 5)
On which OWD sharing defaults the Sharing Rules can't be defined?

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

Answer: C

NEW QUESTION 579
- (Topic 5)
Which of the following Email Template cannot be used to send a mass email?

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

Answer: D

NEW QUESTION 583
- (Topic 5)
If Custom Fiscal Years are enabled then you cannot use Standard Forecasting?

A. True
B. False

Answer: A

NEW QUESTION 587
- (Topic 5)
How many fields can be enabled for tracking on a custom Object?

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

Answer: B

NEW QUESTION 592
- (Topic 5)
Which of the following make a User record Unique?

A. Profile
B. Email Id
C. Username
D. Role

Answer: C

NEW QUESTION 595
- (Topic 5)
You can only use standard fields when generating email and mail merge documents for leads or contacts.

A. True
B. False

Answer: A

NEW QUESTION 598
- (Topic 5)
Which of the following does not need business process?

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

Answer: C

NEW QUESTION 602
- (Topic 5)
The opportunities fields of the campaign statistics section on a campaign detail page will
only be populated for the campaign designated as the primary campaign source?

A. True
B. False

Answer: A

NEW QUESTION 603
- (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 604
- (Topic 5)

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

A. True
B. False

Answer: A

NEW QUESTION 605
- (Topic 5)
Unmanaged packages do not include locked components but can be upgraded?

A. True
B. False

Answer: B

NEW QUESTION 606
- (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 608
- (Topic 5)
Which Import functionality of salesforce.com should be used if one needs to import the 30000 Cases in Salesforce.com?

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

Answer: A

NEW QUESTION 610
- (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 613
- (Topic 5)
Which of the following Collaboration Cloud Enhancements Features are automatically visible to all users after Winter 11 and no setup is required?

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

Answer: BDE

NEW QUESTION 617
- (Topic 5)
Which of the following is an automated process your organization can use to approve records in Salesforce.com?

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

Answer: B

NEW QUESTION 618
- (Topic 5)
Is it possible to report on the converted Leads?

A. Yes
B. No

Answer: A

NEW QUESTION 620
- (Topic 5)
How do you find out that the Approval Process is edited?

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

Answer: D

NEW QUESTION 625
- (Topic 5)
Which is true about a Chatter Plus user?

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

Answer: A

NEW QUESTION 627
- (Topic 5)
Which feature in SFDC combines a list view and related records into one screen with different frames so that users have all the information they need when interacting with Salesforce.com?

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

Answer: C

NEW QUESTION 632
- (Topic 5)
A custom field is made Read only from the Field level security and Required from Page layout. The Field will be:

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

Answer: A

NEW QUESTION 633
- (Topic 5)
Which of the following are setting options for the User Interface?

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

Answer: ABCE

NEW QUESTION 636
- (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 637
- (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 639
- (Topic 5)
What happens when you delete an object that is related to a junction object by a lookup relationship?

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

Answer: B

NEW QUESTION 641
- (Topic 5)
What happens when a user owns an opportunity record but does not have the Read permission on Opportunity Object?

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

Answer: B

NEW QUESTION 643
- (Topic 5)
Opportunity products can be linked in a Lookup Relationship:

A. True
B. False

Answer: B

NEW QUESTION 648
- (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 649
- (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 650
- (Topic 5)
How many Solution records can be imported via Import Wizard?

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

Answer: C

NEW QUESTION 651
- (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 653
- (Topic 5)
Scheduled reports run in the time zone of the user who schedules the report.

A. True
B. False

Answer: :A

NEW QUESTION 657
- (Topic 5)
Which types of files can be accessed from the Files tab?

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

Answer: ABC

NEW QUESTION 658
- (Topic 5)
When a field is deleted from the pagelayout, does it is also deleted from the Object?

A. Yes
B. No

Answer: B

NEW QUESTION 663
- (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 668
- (Topic 5)
A controlling picklist can have up to how many values?

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

Answer: F

NEW QUESTION 669
- (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 672
- (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 675
- (Topic 5)
Which of the following is not a Roll Up summary field operation?

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

Answer: E

NEW QUESTION 677
- (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 682
- (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 686
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 691
CORRECT TEXT - (Topic 6)
How does a Profile differ from a Role?

A.

Answer: Profilecontrolswhatausercando(readcreateeditdelete)withrecords

NEW QUESTION 694
- (Topic 6)
Where does Chatter Feed display?

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

Answer: ABCE

NEW QUESTION 699
CORRECT TEXT - (Topic 6)
Why are Sharing Rules used?

A.

Answer:
Toopenupaccessstorecordsyouwouldn'tnaturallygetthroughOrganizationWideDefaultsandRoleHierarchy.TheyaretheexceptionstotheOrganizationWideDefaults.

NEW QUESTION 702
- (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 706
- (Topic 6)
Standard picklists can be the controlling field but not the dependent in a field dependency:

A. True
B. False

Answer: A

NEW QUESTION 709
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 710
- (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 712
- (Topic 6)
Name the benefits of the cloud computing model?

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

Answer: ABCDEF

NEW QUESTION 717
- (Topic 6)
Which of the following is an example of One-to-Many Relationships between Standard objects?

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

Answer: B

NEW QUESTION 721
- (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 722
- (Topic 6)
Can an end user import Members into a Campaign?

A. True
B. False

Answer: B

NEW QUESTION 723
- (Topic 6)
You can set a default value for a custom field.

A. True
B. False

Answer: A

NEW QUESTION 727
- (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 731
- (Topic 6)
Can you perform field updates on an object related to a rule.

A. Yes
B. No

Answer: A

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

NEW QUESTION 732
- (Topic 6)
Which of the following needs to be specified in order to schedule a report?

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

Answer: ABCD

NEW QUESTION 733
- (Topic 6)
An admin changed the org default language from English to spanish. What must end users do to see this change?

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

Answer: D

NEW QUESTION 736
- (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 741
- (Topic 6)
Which of the following statements is true about computer activation?

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

Answer: A

NEW QUESTION 745
- (Topic 6)
AW computing has a discount workflow that requires approval from the Sales director when the discount is over 15% and from the VP of Global sales if the discount is over 30%. The sales rep has created a discount for 10% on a new opportunity. What happens when the sales Rep submits the request for approval?

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

Answer: A

NEW QUESTION 750
- (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 754
- (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 759
- (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 761
- (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 766

- (Topic 6)
Org wide default is set to private. Kathy is assigned US Sales Director role with access rights to view opportunities owned by other users associated to her accounts. Jennifer is assigned EMEA Rep Role and Phil to US rep role. Which business opportunities can Kathy VIEW and EDIT?

A. Kathy can edit and view her own opportunities
B. Kathy can EDIT and VIEW her jennifers opportunities
C. Kathy can edit and view Phils opportunities
D. Kathy can view but cannot EDIT phils opportunities
E. Kathy can View but cannot edit Jennifers opportunities

Answer: ACE

NEW QUESTION 767
- (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 770
- (Topic 6)
Enterprise, Developer and Unlimited System Administrators can create an unlimited number of Custom Profiles from scratch.

A. True
B. False

Answer: A

NEW QUESTION 773
- (Topic 6)
A sales manager would like to view a dashboard from the perspective of different users and switch between users without editing the dashboard. How would an administrator enable this?

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

Answer: BD

NEW QUESTION 775
- (Topic 6)
Mass Mail Contacts option doesn't appear under the Tools section in the Contacts tab, what could have caused this?

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

Answer: BD

NEW QUESTION 778
- (Topic 6)
You cannot delete a standard report.

A. True
B. False

Answer: A

NEW QUESTION 779
- (Topic 6)
Active Currencies live in Company Profile, user record (Personal Setup) and in Opportunity (Record).

A. True
B. False

Answer: :A

NEW QUESTION 781

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

A. True
B. False

Answer: B

NEW QUESTION 782
- (Topic 6)
Which of the following cannot be done by a user to records owned by others when the organization wide default is set to Read / Write to an object?

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

Answer: CD

NEW QUESTION 785
- (Topic 6)
With Spring 11 release, you can now sort line items in the Quote Line Items related list on a quote. Syncing a quote with an opportunity also syncs product sort order.

A. True
B. False

Answer: A

NEW QUESTION 789
- (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 792
- (Topic 6)
Identify the correct statement from the given list.

A. Lookup field link two objects
B. Lookup fields affect security
C. Lookup fields change the record ownership
D. Lookup fields can be used to delete an object

Answer: A

NEW QUESTION 796
- (Topic 6)
The number of formulas in a Custom summary formula is limited to:

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

Answer: B

NEW QUESTION 798
- (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 801
- (Topic 6)
With Spring '11, a new version of Chatter Desktop is available with performance optimizations and enhancements that let you:

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

Answer: ACDE

NEW QUESTION 804
- (Topic 6)
When is a workflow rule triggered?

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

Answer: D

NEW QUESTION 806
CORRECT TEXT - (Topic 6)
What profile permission is required for editing and deleting public tags?

A.

Answer: TagManager.Note:TagManagerisenabledbydefaultfortheSystemAdministratorprofile.

NEW QUESTION 808
- (Topic 6)
Customer Portal users can view the tags section of a page, if it is included in a page layout.

A. True
B. False

Answer: B

NEW QUESTION 812
- (Topic 6)
How can you export accounts and contacts in a Contact Manager edition of Salesforce?

A. Since there is no Weekly Export in contact manager, you can instead install Salesforce for outlook.
B. You can create a report on those records and use the "Export Details" button.
C. Use Connect for Outlook because Salesforce for Outloook does not run without API.
D. Export those records using weekly data export from "Setup > Administration Setup > Data Management > Export".
E. There is no export option in Contact Manager

Answer: B

NEW QUESTION 813
- (Topic 6)
You can edit their user profiles and define Trusted IP ranges so that users don't have to activate new computers within this range but without blocking those that are not.

A. True
B. False

Answer: B

NEW QUESTION 816
- (Topic 6)
Which are true about Trialforce Email Branding?

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

Answer: BD

NEW QUESTION 821

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

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

Answer: AB

NEW QUESTION 825
- (Topic 6)
Data Validation rules are also enforced using the API and Import Wizards.

A. True
B. False

Answer: A

NEW QUESTION 827
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 830
- (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 834
- (Topic 6)
Users can be restricted to view a particular field in views, searches and reports by hiding the field at

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

Answer: B

NEW QUESTION 835
- (Topic 6)
How many Solution records can be imported via Import Wizard?

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

Answer: A

NEW QUESTION 840
CORRECT TEXT - (Topic 7)
What are the three report types available when creating custom reports?

A.

Answer: TabularSummaryandMatrix

NEW QUESTION 841
- (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 845
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: For reporting parent and child fields available

A.

Answer: Master/Detail

NEW QUESTION 850
- (Topic 7)
How many app exchange apps can you install in UE?

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

Answer: D

NEW QUESTION 854
CORRECT TEXT - (Topic 7)
Where are Cases created?

A.

Answer: OntheCasesObjectandAccountorContactRelatedLists.

NEW QUESTION 858
- (Topic 7)
Can you uninstall an AppExchange application once it has been deployed?

A. Yes
B. No

Answer: A

NEW QUESTION 862
CORRECT TEXT - (Topic 7)
What elements are required for a workflow approval process?

A.

Answer: ApprovalActionApprovalProcessApprovalRequestApprovalSteps

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

NEW QUESTION 865
- (Topic 7)
The Director of Sales wants a report that shows the trending performance of his sales reps. He would like to see the trend by month, with a review of the previous 6 months. Which report format would you use to create this custom report?

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

Answer: C

NEW QUESTION 869
CORRECT TEXT - (Topic 7)
What are Public Groups?

A.

Answer: SharingbetweenUsersotherPublicGroupsRolesandRoles/Subordinates

NEW QUESTION 872
CORRECT TEXT - (Topic 7)
Where do images for email templates, Cloud Scheduler, etc. need to be stored?

A.

Answer: InSFDocuments

NEW QUESTION 873
CORRECT TEXT - (Topic 7)
Who can import data for all users?

A.

Answer: SystemAdminandMarketingUserProfilecanimportLeads.

NEW QUESTION 875
CORRECT TEXT - (Topic 7)
Salesforce.com processes any rules in what order?

A.

Answer: 1.Validationrules

Explanation:
2. Assignment rules
3. Auto-response rules
4. Workflow rules (with immediate actions)
5. Escalation rules

NEW QUESTION 879
- (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 883
- (Topic 7)
Workflow rules can be triggered any time a record is saved or created, depending on your rule criteria:

A. True
B. False

Answer: A

NEW QUESTION 888
- (Topic 7)
Custom Summary Formulas are based on hard record values but used to create a temporary formula for custom reporting needs.

A. True
B. False

Answer: A

NEW QUESTION 891
- (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 893
CORRECT TEXT - (Topic 7)
Dashboard components can consist of:

A.

Answer: Chart

Explanation:
Tables - As of Spring '10, Tables can have 4 columns Metric
Gauge
Custom S-Control Visual force Page Not graphs

NEW QUESTION 894
CORRECT TEXT - (Topic 7)
Define the Matrix Report.

A.

Answer:
Summarizesdatainagridagainsthorizontalandverticalcriteria.Matrixreportsprovidetotalsforbothrowsandcolumns.Matrixreportsmayalsobeusedtosupportdashboardco
mponents.

NEW QUESTION 898
- (Topic 7)
The User Interface Settings can be adjusted for individual users.

A. True
B. False

Answer: B

NEW QUESTION 900
CORRECT TEXT - (Topic 7)
Define the Marketing User Profile.

A.

Answer: Standarduserperm+canimportleadsfortheOrg

NEW QUESTION 905
- (Topic 7)
As a system administrator you can create page layout in the console and assign it to profiles.

A. True
B. False

Answer: A

NEW QUESTION 906
- (Topic 7)
How many instances of personal tags can be applied to records?

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

Answer: B

NEW QUESTION 911
- (Topic 7)
The Director of Sales wants a report that shows the Opportunity pipeline for the current and next fiscal quarters. This report should be grouped by Sales Rep and
Opportunity Stage. Which report format would you use to create this custom report?

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

Answer: A

NEW QUESTION 913
- (Topic 7)
Is the DataLoader Cloud based?

A. No
B. Yes

Answer: A

NEW QUESTION 917
CORRECT TEXT - (Topic 7)
What do Business processes do?
Business Processes track sales, support, solution, cases

A.

Answer: A

NEW QUESTION 920
- (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 922
- (Topic 7)
Record locking in a workflow approval process prevents users from editing a record only if they have a certain field-level security or sharing settings.

A. True
B. False

Answer: B

NEW QUESTION 924
CORRECT TEXT - (Topic 7)
Which takes precedence: User's language setting or Company profile default language?

A.

Answer: User'slanguagesetting.

NEW QUESTION 927
- (Topic 7)
You can't package workflow rules with time triggers.

A. True
B. False

Answer: A

NEW QUESTION 932
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: Child is deleted when parent is deleted.

A.

Answer: Master/Detail

NEW QUESTION 936
CORRECT TEXT - (Topic 7)
When would you choose to build a Public Group?

A.

Answer: Tosimplifythenumberofsharingrulesbuiltorwhendefiningfolderorlistviewaccess.

NEW QUESTION 937
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: No inherited sharing:

A.

Answer: Lookup

NEW QUESTION 942
CORRECT TEXT - (Topic 7)
Define the Read Only Profile.

A.

Answer: Canonlyviewrecords

NEW QUESTION 946
CORRECT TEXT - (Topic 7)
What do Sales Teams do?

A.

Answer: FocusesonOpportunityRecordsbeingsharedtoaspecifiedgroupofusersbasedontheOpportunityOwner.

NEW QUESTION 951
CORRECT TEXT - (Topic 7)
Can you set Standard and Custom fields as unique or required using the Property feature?

A.

Answer: Noonlycustomfields.

NEW QUESTION 954
- (Topic 7)
There are no exceptions to the role heirarchy based sharing?

A. True
B. False

Answer: B

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

NEW QUESTION 958
CORRECT TEXT - (Topic 7)
What are the field property options for Custom Fields?

A.

Answer: RequiredRead-OnlyExternalIDUnique

NEW QUESTION 959
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: Lookup field on child is always required.

A.

Answer: Master/Detail

NEW QUESTION 963
- (Topic 7)
Do opportunities or cases have import wizards?

A. Yes
B. No

Answer: B

NEW QUESTION 965
CORRECT TEXT - (Topic 7)
How does a Profile differ from a Role?

A.

Answer: Profilecontrolswhatausercandowithrecords(readcreateeditdelete.TheRolecontrolsthelevelofvisibilitythatusershavetoorganizationsdata.

NEW QUESTION 970
- (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 973
CORRECT TEXT - (Topic 7)
Standard Fields are?

A.

Answer: CreatedbySFandcomesinOrg.Fieldpropertiesnoteditable.

NEW QUESTION 976
- (Topic 7)
Changes you make to records while using Connect Offline are lost.

A. True
B. False

Answer: B

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

NEW QUESTION 980
- (Topic 7)
How many app exchange apps can you install in EE?

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

Answer: B

NEW QUESTION 982
- (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 984
- (Topic 7)
Data Validation Rules are formulas that evaluate, "True".

A. True
B. False

Answer: A

NEW QUESTION 989
- (Topic 7)
The running user of a dashboard overrides the sharing model to see the high-level summary data for everyone at the level of the Running User and below.

A. True
B. False

Answer: A

NEW QUESTION 991
- (Topic 7)
Workflow rules can't be triggered by campaign statistic fields, including individual campaign statistics and campaign hierarchy statistics.

A. True
B. False

Answer: A

NEW QUESTION 993
- (Topic 7)
Can the DataLoader access all objects?

A. Yes
B. No

Answer: A

NEW QUESTION 997

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

A.

Answer: FocusesonAccountRecordsbeingsharedtoaspecifiedgroupofusersbasedontheAccountOwner

NEW QUESTION 998
- (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 1000
- (Topic 8)
Select which is Not Applicable. What does a Page Layout control Select the choice which in NOT applicable

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

Answer: D

NEW QUESTION 1004
- (Topic 8)
You can create parent/child relationships directly from the CSV import file

A. True
B. False

Answer: A

NEW QUESTION 1009
- (Topic 8)
Which of these are inherited from objects on homepage in a console layout?

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

Answer: BC

NEW QUESTION 1013
- (Topic 8)
What is the role of "Primary Object" when creating custom report types?

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

Answer: C

NEW QUESTION 1014
- (Topic 8)
Your recycle bin record limit is times the Megabytes (MBs) in your general storage

A. 20
B. 50
C. 250
D. 500

Answer: C

NEW QUESTION 1017
- (Topic 8)
The user default login hours are 8:00 AM - 5:00 PM. The user logs in at 4:30 PM and stays

on till 5:01 PM. What happens?

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

Answer: B

NEW QUESTION 1019
- (Topic 8)
On the page layout, some standard fields have properties which cannot be changed (e.g. the Created By and Modified By fields)

A. True
B. False

Answer: A

NEW QUESTION 1024
- (Topic 8)
You can map a single column from the CSV file to multiple fields in Salesforce SFA.

A. True
B. False

Answer: A

NEW QUESTION 1027
- (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 1031
- (Topic 8)
Which information not captured on user record in Salesforce?

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

Answer: B

NEW QUESTION 1036
- (Topic 8)
Report charting is only available for:

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

Answer: A

NEW QUESTION 1037
- (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 1038
- (Topic 8)
Which is not true about enhanced list views? (Choose 2)

A. Multiple records can be edited in list views

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

Answer: BD

NEW QUESTION 1043
- (Topic 8)
How many people can you send an invite to at a time using Cloud Scheduler?

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

Answer: :A

NEW QUESTION 1046
- (Topic 8)
Salesforce.com instance has Multiple Currencies as Activated. What is the maximum granularity available for tracking changes in Currency Rates

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

Answer: B

NEW QUESTION 1050
- (Topic 8)
A Lookup Field Relationship Select the correct choice

A. Links two objects together
B. Links two formulas together
C. Links two page layouts together
D. Links two Salesforce.com instances together

Answer: A

NEW QUESTION 1051
- (Topic 8)
Custom Fiscal Year works on a define once and use everywhere Rule Select

A. True
B. False

Answer: A

NEW QUESTION 1056
- (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 1057
- (Topic 8)
Which is true about Storage Limits?

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

Answer: B

NEW QUESTION 1059
- (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 1063
- (Topic 8)
A Workflow Alert can be tracked in Activity History

A. True
B. False

Answer: A

NEW QUESTION 1067
- (Topic 8)
Which object cannot use sharing rules to manage access?

A. Custom object
B. Standard object
C. Child to a parent object
D. Managed Package

Answer: D

NEW QUESTION 1071
- (Topic 8)
Customizable Forecasting cannot be enabled for use with Custom Fiscal Years

A. True
B. False

Answer: B

NEW QUESTION 1074
- (Topic 8)
A custom lead field can be mapped to:

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

Answer: C

NEW QUESTION 1077
- (Topic 8)
When is a custom object created?

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

Answer: C

NEW QUESTION 1082
CORRECT TEXT - (Topic 8)
What is the Cloud Scheduler?

A.

Answer: CloudSchedulerallowsyoutorequestmeetingswithyourcustomersandhaveyourcustomersselectwhentheycanmeetbeforeyouconfirmthemeeting.

NEW QUESTION 1083
- (Topic 8)
During a lead import, you can choose to enable active assignment rules as part of the import

A. True
B. False

Answer: A

NEW QUESTION 1084

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

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

Answer: C

NEW QUESTION 1088

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

A. True
B. False

Answer: A

NEW QUESTION 1092

- (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 1093

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

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

Answer: A

NEW QUESTION 1098

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

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

Answer: C

NEW QUESTION 1103

- (Topic 8)
A custom multi-select picklist can be the controlling field for a dependent field

A. True
B. False

Answer: B

NEW QUESTION 1105

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

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

Answer: D

NEW QUESTION 1107
- (Topic 8)
With the "manage campaign" button on campaign selected, what all can you do with the integrated campaign builder? Select 2

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

Answer: AD

NEW QUESTION 1108
- (Topic 8)
Create ads that display on search engines is possible in Salesforce using:

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

Answer: D

NEW QUESTION 1109
- (Topic 8)
The organization wants users to view the details of the calendar of the accounts and the ability to add events. What should be the OWD for it?

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

Answer: B

NEW QUESTION 1113
- (Topic 8)
Page layouts are assigned to users based on Select the correct choice

A. Layout Properties
B. Salesforce Golden Rules
C. Default settings
D. Assignment Settings
E. Profile Settings

Answer: E

NEW QUESTION 1115
- (Topic 8)
Users can search for Public Tags from the Sidebar and Advanced Search

A. True
B. False

Answer: :A

NEW QUESTION 1118
- (Topic 8)
You can enable Chatter in your organization without updating to the new look and feel?

A. True
B. False

Answer: B

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

NEW QUESTION 1120
- (Topic 8)
The Documents tab does NOT contain version control capabilities

A. True
B. False

Answer: A

NEW QUESTION 1124
- (Topic 8)
The Account Access, Contact Access and Opportunity Access options depend on your sharing model

A. True
B. False

Answer: A

NEW QUESTION 1129
- (Topic 8)
In List View Enhancements, users can export list results to CSV file

A. True
B. False

Answer: B

NEW QUESTION 1130
- (Topic 8)
It is only necessary for Identity Confirmation if IP address is unknown and browser cookie does not exist:

A. True
B. False

Answer: A

NEW QUESTION 1133
- (Topic 8)
Picklist dependency rules are not enforced during Import

A. True
B. False

Answer: A

NEW QUESTION 1137
- (Topic 8)
Personal Tags can not be shared

A. True
B. False

Answer: A

NEW QUESTION 1140
- (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 1143
CORRECT TEXT - (Topic 8)
What happens if chatter is enabled in an org with 15 or fewer users?

A.

Answer: Allusersautomaticallyfolloweachother.

NEW QUESTION 1147
- (Topic 9)
Existing records that meet the Workflow Rule criteria trigger the Rule.

A. True

B. False

Answer: B

NEW QUESTION 1148
- (Topic 9)
How long does a backup data export remain on Salesforce CRM before it is automatically deleted?

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

Answer: B

NEW QUESTION 1151
- (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 1153
- (Topic 9)
When creating a recurring event what are the maximum occurrences by interval?

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

Answer: B

NEW QUESTION 1156
- (Topic 9)
All existing custom objects that were previously deployed will still be deployed when you upgrade a managed application.

A. True
B. False

Answer: A

NEW QUESTION 1157
- (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 1159
- (Topic 9)
Sales User is a standard profile.

A. True
B. False

Answer: B

NEW QUESTION 1161
- (Topic 9)
Recent item and Lookup Hovers use the Record Mini Page.

A. True
B. False

Answer: A

NEW QUESTION 1166
- (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 1167
- (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 1170
- (Topic 9)
Select all which are true about Contacts Objects

A. Can be associated with an Account
B. Has to be associated with an Account
C. One contact can belong to multiple Accounts
D. One Account can have multiple Contacts

Answer: BD

NEW QUESTION 1175
- (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 1179
- (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 1180
- (Topic 9)
Which Service Cloud and Service Cloud Console Enhancements in Spring 11 are Automatically visible to all Administrators without any setup required?

A. Multiple Languages for Salesforce Knowledge
B. Salesforce Knowledge Article Number
C. Additional Case Article Fields Available for Reports and the Articles Related List
D. Salesforce Knowledge Sidebar for the Service Cloud Console (Contextual Knowledge)
E. Global Search for the Service Cloud Console

Answer: ACD

NEW QUESTION 1183
- (Topic 9)
When do scheduled dashboard refreshes occur?

A. Dashboards refresh in the time zone of the user who schedules the refresh.
B. Dashboards refresh in the Organization Default Time Zone.

Answer: A

NEW QUESTION 1184
- (Topic 9)
Which of the following was NOT a new feature in Summer 09?

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

Answer: D

NEW QUESTION 1188
- (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 1191
- (Topic 9)
What is the maximum length of the alias field?

A. 12
B. 10
C. 8

Answer: C

NEW QUESTION 1193
- (Topic 9)
Records in the recycle bin do NOT count against your organization's storage limits

A. True
B. False

Answer: A

NEW QUESTION 1195
- (Topic 9)
Custom Objects are reportable.

A. True
B. False

Answer: A

NEW QUESTION 1196
- (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 1199
- (Topic 9)
Select all that are custom field types. (check all that apply)

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

Answer: ACDE

NEW QUESTION 1202

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

A. True
B. False

Answer: B

NEW QUESTION 1205
- (Topic 9)
You have to enable the Report Builder Upgrade first to use Master Charts.

A. True
B. False

Answer: :B

NEW QUESTION 1208
- (Topic 9)
Can you uninstall an AppExchange application once it has been deployed.

A. True
B. False

Answer: A

NEW QUESTION 1209
- (Topic 9)
Roll-up summary and formula fields are always read-only on detail pages.

A. True
B. False

Answer: A

NEW QUESTION 1214
- (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 1219
- (Topic 9)
What is the new Chart type available after Spring 11?

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

Answer: D

NEW QUESTION 1220
- (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 1225
- (Topic 9)
Custom Summary Formulas are:

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

Answer: D

NEW QUESTION 1227
- (Topic 9)
"#Error!" displays on report cells if your custom summary formula output is over 18 digits.

A. True
B. False

Answer: A

NEW QUESTION 1230
- (Topic 9)
The standard object permissions are: (check all that apply)

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

Answer: ACDE

NEW QUESTION 1234
- (Topic 9)
Who can view campaigns?

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

Answer: D

NEW QUESTION 1238
- (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 1242
- (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 1247
- (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 1252
- (Topic 9)
If the lead has a record type, the default record type of the new owner is assigned to records created during lead conversion.

A. True
B. False

Answer: A

NEW QUESTION 1253

- (Topic 9)
Which field on the user record controls the currency for quotas, forecasts, and reports?

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

Answer: C

NEW QUESTION 1254
- (Topic 9)
What is the limit of Master-Detail Relationships per object?

A. 35
B. 25
C. 15
D. 3
E. 2
F. 8

Answer: E

NEW QUESTION 1257
......

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