

Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins



NEW QUESTION 1

- (Topic 1)

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

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

Answer: C

NEW QUESTION 2

- (Topic 1)

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 3

- (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 4

- (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 5

- (Topic 1)

Record types specify the following elements.

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

Answer: D

NEW QUESTION 6

- (Topic 1)

When a user logs in the first time to Salesforce, the following takes place (check all that apply)

- A. A cookie is placed in the their browser
- B. Pop ups are automatically disabled
- C. Their IP address is added to a trusted list
- D. They are prompted to answer a security question

Answer: AC

NEW QUESTION 7

- (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 8

- (Topic 1)

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

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

Answer: C

NEW QUESTION 9

- (Topic 1)

If the company locale is set to US English, all users will have a default locale of US English and this cannot be changed.

- A. True
- B. False

Answer: B

NEW QUESTION 10

- (Topic 1)

If a user 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 10

- (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 13

- (Topic 1)

Which of the following objects support business processes?

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

Answer: AB

NEW QUESTION 17

- (Topic 1)

The page layout allows users to see the Next Steps field on an Opportunity record, Field Level Security dictates that the field is hidden, how will the field appear to the user?

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

Answer: A

NEW QUESTION 22

- (Topic 1)

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 24

- (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 25

- (Topic 1)

Use Custom Summary Formulas to create calculated summaries on numerical fields in and reports.

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

Answer: C

NEW QUESTION 28

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 32

- (Topic 1)

All of the following objects may have a queue EXCEPT

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

Answer: A

NEW QUESTION 37

- (Topic 1)

Permission sets can replace the need for profiles.

- A. True
- B. False

Answer: B

NEW QUESTION 40

- (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 45

- (Topic 1)

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

- A. True

B. False

Answer: A

NEW QUESTION 47

- (Topic 1)

User interface settings are global settings and apply to all users of an org.

- A. True
- B. False

Answer: A

NEW QUESTION 49

- (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 51

- (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 52

- (Topic 1)

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

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

Answer: BC

NEW QUESTION 56

- (Topic 1)

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

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

Answer: BCD

NEW QUESTION 57

- (Topic 1)

YOU are working with a Professional Edition organization. They wish to install the Expense Tracker which requires the use of 4 custom tabs, 3 custom objects, and one custom app. If the company is already using 4 applications, 36 custom objects, and 7 custom tabs, what will happen when they try to install Expense Tracker?

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

Answer: A

NEW QUESTION 60

- (Topic 1)

Will two different users get the same search results on searching for a common keyword?

- A. Yes
- B. No

Answer: B

NEW QUESTION 64

- (Topic 1)

In order to import Opportunity records into Salesforce, a system administrator may use the Import Wizard.

- A. True
- B. False

Answer: B

NEW QUESTION 67

- (Topic 1)

If a user leaves your company, the system administrator should do the following to prevent future access to the Salesforce org.

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

Answer: B

NEW QUESTION 72

- (Topic 1)

A Sales VP wishes to view Dashboard data by region within his territory - what feature will allow this?

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

Answer: B

NEW QUESTION 75

- (Topic 1)

A system administrator can opt to lock users out of the Salesforce org if they exceed a certain number of failed login attempts.

- A. True
- B. False

Answer: A

NEW QUESTION 79

- (Topic 1)

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

- A. True
- B. False

Answer: A

NEW QUESTION 82

- (Topic 1)

Auto response rules can be used to send an automated yet tailored response to customers based on the information they provide via the Web-to-lead form.

- A. True
- B. False

Answer: A

NEW QUESTION 87

- (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 88

- (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 90

- (Topic 2)

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

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

Answer: C

NEW QUESTION 92

- (Topic 2)

When are Formula Fields recalculated?

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

Answer: A

NEW QUESTION 97

- (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 98

- (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 103

- (Topic 2)

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

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

Answer: A

NEW QUESTION 106

- (Topic 2)

A custom lookup field can be added to create a relationship between a standard object and which of the following objects?

- A. Users and Custom Objects
- B. Leads, Accounts, Contacts and Custom Objects
- C. Users, Custom Objects and Campaigns
- D. Custom Objects, Contract and Campaigns

Answer: A

NEW QUESTION 108

- (Topic 2)
What does a Profile Control?

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

Answer: ABCE

NEW QUESTION 113

- (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 118

- (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 119

- (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 124

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

- A. True
- B. False

Answer: B

NEW QUESTION 129

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

- A. True
- B. False

Answer: B

NEW QUESTION 131

- (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 136

- (Topic 2)
Where are active currencies located?

- A. Security Control
- B. User record (Personal Setup)
- C. Company Profile
- D. None of the above

Answer: :BC

NEW QUESTION 141

- (Topic 2)

You can share the Dashboard components snapshot with everyone in the Company with chatter?

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

Answer: D

NEW QUESTION 146

- (Topic 2)

It is possible to share a custom object record manually

- A. True
- B. False

Answer: A

NEW QUESTION 151

- (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 153

- (Topic 2)

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

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

Answer: C

NEW QUESTION 155

- (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 158

- (Topic 2)

Recent Items use the?

- A. Edit Pagelayout
- B. Detail Pagelayout
- C. Sidebar
- D. Related List

Answer: C

NEW QUESTION 161

- (Topic 2)

Is possible to view a forecast based on all of the following EXCEPT:

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

Answer: D

NEW QUESTION 164

- (Topic 2)

Which of the following object relationships is NOT allowed?

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

Answer: B

NEW QUESTION 167

- (Topic 2)

Custom formula fields are recalculated:

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

Answer: D

NEW QUESTION 172

- (Topic 2)

For which objects you have business processes?

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

Answer: ABCE

NEW QUESTION 174

- (Topic 2)

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

- A. True
- B. False

Answer: B

NEW QUESTION 179

- (Topic 2)

Custom Web Tab may consist of all the following EXCEPT:

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

Answer: B

NEW QUESTION 181

- (Topic 2)

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

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

Answer: :B

NEW QUESTION 184

- (Topic 2)

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

- A. True
- B. False

Answer: B

NEW QUESTION 186

- (Topic 2)

Forecasting can be used with Custom Fiscal Years.

- A. True
- B. False

Answer: B

NEW QUESTION 187

- (Topic 2)

All of the following are types of AppExchange Applications EXCEPT:

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

Answer: C

NEW QUESTION 190

- (Topic 2)

With Spring'11 release now you can have Photos in Dashboard components?

- A. No
- B. Yes but only in Tables
- C. Yes in every type of Chart

Answer: B

NEW QUESTION 195

- (Topic 3)

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

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

Answer: A

NEW QUESTION 197

- (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 200

- (Topic 3)

Which of the following relationships are correct?

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

Answer: :B

NEW QUESTION 202

- (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 205

- (Topic 3)

How many workflow rules can you create per entity?

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

Answer: D

NEW QUESTION 206

- (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 207

- (Topic 3)

Is identity confirmation necessary if a user's IP address is known and browser cookie exists?

- A. True
- B. False

Answer: B

NEW QUESTION 209

- (Topic 3)

What is the default report format for new reports created in report builder?

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

Answer: B

NEW QUESTION 213

- (Topic 3)

How does Locale settings affect your exported CSV file?

- A. It doesn't affect anything.
- B. It determines the delimiter.
- C. It determines the encoding.
- D. It determines the encryption.

Answer: B

NEW QUESTION 215

- (Topic 3)

Data Validation rules is not supported in which Salesforce edition?

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

Answer: F

NEW QUESTION 217

- (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 219

- (Topic 3)

What is a Dashboard made of?

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

Answer: ABD

NEW QUESTION 224

- (Topic 3)

The record owner is a user or a queue that has control or rights to a particular data record.

- A. True
- B. False

Answer: A

NEW QUESTION 229

- (Topic 3)

When converting a lead, what values are transferred to the opportunity?

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

Answer: CD

NEW QUESTION 232

- (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 233

- (Topic 3)

Which data can be synched using the new Salesforce for Outlook?

- A. Custom objects
- B. Events
- C. Leads
- D. Contacts

Answer: BD

NEW QUESTION 238

- (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 241

- (Topic 3)

Which of the following is a standard Profile?

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

Answer: :BD

NEW QUESTION 244

- (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 246

- (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 251

- (Topic 3)

The account owner, opportunity owners, and case owners may or may not be the same user.

- A. True
- B. False

Answer: A

NEW QUESTION 253

- (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 258

- (Topic 3)

Every profile, including profiles associated with Customer Portal users must have at least one visible app.

- A. True
- B. False

Answer: B

NEW QUESTION 260

- (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 261

- (Topic 3)

Up to 25 custom lookup fields can be defined per object.

- A. True
- B. False

Answer: A

NEW QUESTION 262

- (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 265

- (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 269

- (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 272

- (Topic 3)

A new list view can be created from within the console

- A. True
- B. False

Answer: B

NEW QUESTION 277

- (Topic 4)

Which of the following components is displayed only if the record in the detail view has associated records?

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

Answer: D

NEW QUESTION 281

- (Topic 4)

How can Chatter feed for content can be used? Choose 2 answers MMM

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

Answer: BD

NEW QUESTION 282

- (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 285

- (Topic 4)

Which two functions return the same result when used with fields of the same data type?

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

Answer: C

NEW QUESTION 287

- (Topic 4)

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

- A. True
- B. False

Answer: A

NEW QUESTION 292

- (Topic 4)

Which action type is represented by an icon in the process visualizer? Choose 2 answers

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

Answer: :CD

NEW QUESTION 297

- (Topic 4)

What happens when an email is sent to a customer from a case?

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

Answer: B

NEW QUESTION 298

- (Topic 4)

How many roles can you create for your org?

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

Answer: C

NEW QUESTION 299

- (Topic 4)

The Account owner, Opportunity Owners and case owners:

- A. Has to be the same user
- B. Has to be from the Same Profile
- C. Has to be from the same Role
- D. Can be different Users

Answer: D

NEW QUESTION 300

- (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 304

- (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 308

- (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 312

- (Topic 4)

Which of the following is not a Standard Salesforce.com Application?

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

Answer: A

NEW QUESTION 317

- (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 321

- (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 322

- (Topic 4)

UI component for tag Access (Choose 2)

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

Answer: B

NEW QUESTION 324

- (Topic 4)

Universal Containers would like their sales reps to be able to send branded email invitations to customers for business meetings and to collaborate with customers from a branded Website to find a suitable meeting time.

How can an Administrator accomplish this?

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

Answer: B

NEW QUESTION 326

- (Topic 4)

What determines the suggested criteria for lookup filter?

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

Answer: A

NEW QUESTION 331

- (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 333

- (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 334

- (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 337

- (Topic 4)

If Phil is promoted from a Sales Associate to Senior Sales Exec, and the new sales associate is appointed to take Phil's responsibilities. What are the appropriate steps to transfer Phil's account to the new associate?

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

Answer: B

NEW QUESTION 341

- (Topic 4)

What is true about a Role?

- A. Controls the level of visibility that users have to an object
- 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 342

- (Topic 4)

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

- A. True
- B. False

Answer: A

NEW QUESTION 347

- (Topic 4)

A public group is a grouping of all Except?

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

Answer: C

NEW QUESTION 352

- (Topic 4)

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

- A. True
- B. False

Answer: B

NEW QUESTION 354

- (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 355

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 359

- (Topic 5)

Account team is a set of users that normally work together on ?

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

Answer: A

NEW QUESTION 362

- (Topic 5)

Account Teams might be utilized for what?

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

Answer: AB

NEW QUESTION 366

- (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 369

- (Topic 5)

Which of the following object does not support the Business process?

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

Answer: B

NEW QUESTION 373

- (Topic 5)

Which Type of Reports can't be used to create groups of data or charts?

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

Answer: A

NEW QUESTION 375

- (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 376

- (Topic 5)

Which of the following does not need business process?

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

Answer: C

NEW QUESTION 379

- (Topic 5)

Record type picklist filtering applies to dependent picklists.

- A. True
- B. False

Answer: A

NEW QUESTION 383

- (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 384

- (Topic 5)

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

- A. True
- B. False

Answer: A

NEW QUESTION 388

- (Topic 5)

When are the formula fields Re - Calculated?

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

Answer: B

NEW QUESTION 390

- (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 394

- (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 398

- (Topic 5)

Which of the following statements is/are true for sharing rules? (Check all that apply)

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

Answer: AD

NEW QUESTION 403

- (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 406

- (Topic 5)

Which one is the following is a salesforce.com definition for a Lead?

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

E. Any individual or influencer associated with an account

Answer: A

NEW QUESTION 409

- (Topic 5)

Opportunity products can be linked in a Lookup Relationship:

- A. True
- B. False

Answer: B

NEW QUESTION 414

- (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 415

- (Topic 5)

How many Custom Summary Formula Fields are allowed on a single Report?

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

Answer: A

NEW QUESTION 416

- (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 421

- (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 423

- (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 428

- (Topic 5)

Case escalation rules triggered on the last modification will be reset each time a user adds an activity or sends an email from the case record?

- A. True
- B. False

Answer: B

NEW QUESTION 431

- (Topic 5)

To email a report to other users, the report must be in a public folder with access granted to the other users?

- A. True
- B. False

Answer: A

NEW QUESTION 432

- (Topic 5)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 437

- (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 442

- (Topic 5)

On deleting a Tab from an Application .

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

Answer: B

NEW QUESTION 447

- (Topic 5)

Auto Response rules work on which objects?

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

Answer: A

NEW QUESTION 450

- (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 454

- (Topic 6)

Which of the following components lets customers find solutions to their cases on their own?

- A. Call center
- B. Email
- C. Chat

D. Customer Portal

Answer: D

NEW QUESTION 458

- (Topic 6)

Which are true about Email to Salesforce Enhancements after Spring 11 release?

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

Answer: AC

NEW QUESTION 461

- (Topic 6)

From the below ...identify the WF action?

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

Answer: B

Explanation:

Explanation/Reference:

Match the WF steps to setup the requirement Task: set up

Email Alert: Templates Field Update: Field Rule: criteria

NEW QUESTION 464

- (Topic 6)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 465

CORRECT TEXT - (Topic 6)

What type of relationship must exist if you would like the child record to remain if the parent is deleted?

A.

Answer: 1-1

NEW QUESTION 466

- (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 471

- (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 472

- (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 477

- (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 480

- (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 482

- (Topic 6)

Can WF update formula fields?

- A. Yes
- B. No

Answer: B

Explanation:

Explanation/Reference:

Readonly fields like formula or auto number fields are not available for field updates.

NEW QUESTION 487

- (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 492

- (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 495

- (Topic 6)

Custom Summary Formulas can run calculations on custom formula fields.

- A. True
- B. False

Answer: A

NEW QUESTION 498

- (Topic 6)

Active Currencies live in Company Profile, user record (Personal Setup) and in Opportunity (Record).

- A. True
- B. False

Answer: :A

NEW QUESTION 499

- (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 500

- (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 502

- (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 505

- (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 506

- (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 508

- (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 513

- (Topic 6)

Data Validation rules are also enforced using the API and Import Wizards.

- A. True
- B. False

Answer: A

NEW QUESTION 518

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 520

- (Topic 6)

What are different Types of Sharing Rules? (Check all that apply)

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

Answer: ABDE

NEW QUESTION 524

- (Topic 6)

Which statements are true about standard fields?

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

Answer: C

NEW QUESTION 525

CORRECT TEXT - (Topic 7)

Who can manually share records?

A.

Answer: RecordOwnerAnyoneabovetheRecordOwnerinHierarchy&theSystemAdmin

NEW QUESTION 527

- (Topic 7)

To log into the Data Loader, the IP address must be a trusted IP or the User must know their security token.

- A. True
- B. False

Answer: A

NEW QUESTION 530

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 531

CORRECT TEXT - (Topic 7)

Where do images for email templates, Cloud Scheduler, etc. need to be stored?

A.

Answer: InSFDocuments

NEW QUESTION 534

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

A.

Answer: SystemAdminandMarketingUserProfilecanimportLeads.

NEW QUESTION 537

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

- A. True
- B. False

Answer: A

NEW QUESTION 540

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 541

- (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 543

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

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

Answer: ACEF

NEW QUESTION 547

CORRECT TEXT - (Topic 7)
Define the Tabular Report.

A.

Answer: Providesasimplelistingofyourdatawithoutsubtotals.Theonlyformatthathasafloatingreporthead.

NEW QUESTION 551

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

A.

Answer: Standarduserperm+editapproveactivateddeletecontracts

NEW QUESTION 555

- (Topic 7)
The number of business hours that can be set for the organization to operate:

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

Answer: D

NEW QUESTION 557

- (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 561

- (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 566

CORRECT TEXT - (Topic 7)

Where do Chatter Feeds Display?

A.

Answer: On the Home tab where you can see your updates, status updates of people you follow and update to records you follow and groups you're a member of.

Explanation:

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

NEW QUESTION 567

CORRECT TEXT - (Topic 7)

Which takes precedence: User's language setting or Company profile default language?

A.

Answer: User's language setting.

NEW QUESTION 570

CORRECT TEXT - (Topic 7)

When you define a Data Validation Rule, what must you also define?

A.

Answer: The error message.

NEW QUESTION 571

- (Topic 7)

How many app exchange apps can you install in PE?

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

Answer: A

NEW QUESTION 573

CORRECT TEXT - (Topic 7)

What does a workflow approval process do?

A.

Answer: It electronically captures a business approval on a SF data record.

NEW QUESTION 576

- (Topic 7)

Do opportunities or cases have import wizards?

- A. Yes
- B. No

Answer: B

NEW QUESTION 580

CORRECT TEXT - (Topic 7)

Standard Fields are?

A.

Answer: CreatedbySFandcomesinOrg.Fieldpropertiesnoteditable.

NEW QUESTION 581

- (Topic 7)

How many app exchange apps can you install in EE?

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

Answer: B

NEW QUESTION 586

- (Topic 7)

What are the three editions of Salesforce?

A. PE Professional Edition EE Enterprise Edition UE Unlimited Edition

Answer: A

NEW QUESTION 590

- (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 593

CORRECT TEXT - (Topic 7)

What database actions can the DataLoader perform?

A.

Answer: InsertExtractUpdateupsertandDelete

NEW QUESTION 594

- (Topic 8)

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

- A. The user is able to enter value because it is required
- B. The user is not able to edit it because it is read only
- C. The user is not able to see it
- D. The user is able to edit it but not able to save it

Answer: B

NEW QUESTION 597

- (Topic 8)

Select which is Not Applicable. What does a Page Layout control Select the choice which is 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 602

- (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 603

- (Topic 8)

Dated exchange rates can be set in the time range of

- A. As short as a day and as long as a forever
- B. As short as a minute and as long as a day
- C. As short as an hour and as long as a month
- D. As short as a month and as long as an year
- E. As short as a month and as long as a quarter

Answer: A

NEW QUESTION 606

- (Topic 8)

Export to Excel is available for Printable Lists:

- A. True
- B. False

Answer: B

NEW QUESTION 609

- (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 614

- (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 616

- (Topic 8)

Custom Fiscal Year works on a define once and use everywhere Rule Select

- A. True
- B. False

Answer: A

NEW QUESTION 619

- (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 622

- (Topic 8)

What are true for the data loader?

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

Answer: CE

NEW QUESTION 623

CORRECT TEXT - (Topic 8)

How does Cloud Scheduler Work?

A.

Answer:

When you use Cloud Scheduler to request a meeting, Salesforce.com creates a unique Web page for your meeting that displays the proposed meeting times. When invitees visit the page, they select the times that work for them and send you a reply. Salesforce.com tracks all the responses so you can pick the best time to meet when you confirm the meeting.

NEW QUESTION 626

- (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 630

- (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 635

- (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 638

- (Topic 8)

How many Editions are there in Salesforce.com

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

Answer: :D

NEW QUESTION 643

- (Topic 8)

Conditional formatting is available for:

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

Answer: B

NEW QUESTION 644

- (Topic 8)

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

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

Answer: CD

NEW QUESTION 645

- (Topic 8)

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

- A. True
- B. False

Answer: A

NEW QUESTION 647

- (Topic 8)

What is a Record Type? Select the right choice

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

Answer: A

NEW QUESTION 649

- (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 652

- (Topic 8)

The administrator wants to create 3 custom fields: an auto-number, a text field and a picklist. Is it possible?

- A. Yes
- B. No, because auto-number is a standard field
- C. No, only multi select picklist can be custom created
- D. No, only 1 custom field can be created per object

Answer: A

NEW QUESTION 655

- (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 659

CORRECT TEXT - (Topic 8)

What are Chatter Groups?

A.

Answer:

Chatter groups let you share information with specific people. For example, if you're working on a project and want to share information only with your team members, you can create a Chatter group for your team.

Explanation:

Chatter groups include a list of members, a Chatter feed, and a photo. You can create the following types of Chatter groups:

- Public: Anyone can see the group's updates, but only members can post updates. Anyone can join a public group.
- Private: Only members can see and post updates. The group's owner or managers must add members.

NEW QUESTION 664

- (Topic 8)

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

- A. True
- B. False

Answer: :A

NEW QUESTION 667

- (Topic 8)

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

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

Answer: D

NEW QUESTION 668

- (Topic 8)

The Account Access, Contact Access and Opportunity Access options depend on your sharing model

- A. True
- B. False

Answer: A

NEW QUESTION 669

CORRECT TEXT - (Topic 8)

Which fields cannot be followed in Chatter?

A.

Answer: Auto-numberformulaandroll-upsummaryfieldsEncryptedandread-onlysystemfields

Explanation:

The Expected Revenue field on opportunities

NEW QUESTION 674

- (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 679

- (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 682

- (Topic 8)

Which permission allows a user to create a new solution?

- A. Edit

- B. Read
- C. Create
- D. Delete

Answer: C

NEW QUESTION 686

- (Topic 9)

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

- A. Yes
- B. No

Answer: A

NEW QUESTION 691

- (Topic 9)

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

- A. True
- B. False

Answer: B

NEW QUESTION 694

- (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 698

- (Topic 9)

Data storage include the following: (check all that apply)

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

Answer: CDE

NEW QUESTION 699

- (Topic 9)

When you transfer an Account which of the following objects are automatically transferred?

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

Answer: B

NEW QUESTION 704

- (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 707

- (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 710

- (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 713

- (Topic 9)

Can you include attachments in the Data Export.

- A. True
- B. False

Answer: A

NEW QUESTION 717

- (Topic 9)

Which of the statements are true for Cases:

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

Answer: ABD

NEW QUESTION 719

- (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 722

- (Topic 9)

A solution can only belong to one category.

- A. True
- B. False

Answer: B

NEW QUESTION 727

- (Topic 9)

If you delete a report and change your mind, you can retrieve it from the recycle bin.

- A. True
- B. False

Answer: B

NEW QUESTION 731

- (Topic 9)

Which statements are true about business processes?

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

Answer: AD

NEW QUESTION 736

- (Topic 9)

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

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

Answer: ABD

NEW QUESTION 741

- (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 743

- (Topic 9)

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

- A. True
- B. False

Answer: B

NEW QUESTION 744

- (Topic 9)

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

- A. True
- B. False

Answer: :B

NEW QUESTION 747

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 749

CORRECT TEXT - (Topic 9)

When would you choose to build a Public Group?

A.

Answer: Tosimplifythenumberofsharingrulesbuiltorwhendefiningfolderorlistviewaccess

NEW QUESTION 750

- (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 753

- (Topic 9)

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

- A. True
- B. False

Answer: B

NEW QUESTION 754

- (Topic 9)

The system automatically maps standard lead fields to standard account, contact, and opportunity fields

- A. True
- B. False

Answer: A

NEW QUESTION 759

- (Topic 9)

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

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

Answer: A

NEW QUESTION 764

- (Topic 9)

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

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

Answer: B

NEW QUESTION 768

- (Topic 9)

You can enable field encryption by:

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

Answer: B

NEW QUESTION 771

- (Topic 9)

Joe is attempting to import an invalid value into a picklist field. The import wizard will respond with an error message.

- A. True
- B. False

Answer: :B

NEW QUESTION 775

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 777

- (Topic 9)

Can I change the location of Chatter feeds? How?

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

Answer: C

NEW QUESTION 781

- (Topic 9)

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

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

Answer: ABDEF

NEW QUESTION 785

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 790

- (Topic 9)

While Scheduling an email reports user specifies all except

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

Answer: :B

NEW QUESTION 792

- (Topic 9)

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

- A. True
- B. False

Answer: A

NEW QUESTION 797

- (Topic 10)

Records & Record Detail Pages: What is NOT true of hover links in SFDC?

- A. Hover links can be found on record detail pages (for leads, opportunities, etc)
- B. Top of page hover links often provide a summary of information found on the bottom of a page so I don't have to scroll down to see important activity history, notes, etc
- C. Just about every link in SFDC can be hovered over, and a summary window will pop-up.
- D. When I hover over them, I begin to levitate in my chair
- E. Hover links are cool and will save me some time when researching info about accounts, leads, opportunities, etc.

Answer: D

NEW QUESTION 798

- (Topic 10)

Which of the following utilize the "Automated Case User" (Select all that apply):

- A. When a case is automatically assigned using assignment rules this user is listed in the case history
- B. When a email notification is triggered via workflow this user is listed in the case history
- C. When a case is escalated this user is listed in the case history
- D. When a case is created via Web-To-Case this user is listed in the case history
- E. When a case is created via Email-To-Case this user is assigned as the case owner.

Answer: ACD

NEW QUESTION 801

- (Topic 10)

Which administrative permissions are necessary in order to edit profiles?

- A. Manage Users and Customize Application
- B. View Setup and Configuration, Manage Users and Customize Application

- C. View Setup and Configuration, Manage Users and Manage Profiles
- D. Manage Profiles and Manage Users
- E. View User Configuration, and Manage Users
- F. View setup and Configuration, View User Configuration, Manage Users and Manage Profiles

Answer: B

NEW QUESTION 805

- (Topic 10)

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

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

Answer: B

NEW QUESTION 810

CORRECT TEXT - (Topic 10)

List the objects that may have Sharing Rules

A.

Answer: •Lead

Explanation:

- Account
- Contact
- Opportunity
- Case
- Campaign
- Custom Objects

NEW QUESTION 814

- (Topic 10)

Roles are available in Personal and Group edition

- A. True
- B. False

Answer: B

NEW QUESTION 819

- (Topic 10)

A Look-up field can look up to what?

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

Answer: C

NEW QUESTION 822

- (Topic 10)

You can create a custom report on solution categories and solution categories are available in list views.

- A. True
- B. False

Answer: B

NEW QUESTION 827

- (Topic 10)

Editing Records: Which of these is NOT true? I can edit fields by:

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

Answer: D

NEW QUESTION 829

- (Topic 10)

You can map custom lead fields to standard fields on the Account, Contact, and Opportunity.

- A. True
- B. False

Answer: B

NEW QUESTION 830

- (Topic 10)

What steps are part of the process to enable Multi-Currency in an organization?

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

Answer: BD

NEW QUESTION 832

- (Topic 10)

To track revenue gain or loss based on currency fluctuations, you must implement

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

Answer: :D

NEW QUESTION 835

- (Topic 10)

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

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

Answer: A

NEW QUESTION 837

- (Topic 10)

Which of the following statements is true about transferring leads?

- A. You can transfer to users, but not to queues
- B. You can transfer to queues, but not to users
- C. You can transfer to both queues and users

Answer: C

NEW QUESTION 841

- (Topic 10)

The Marketing User checkbox on a user record allows users to do which of the follow actions (Multiple correct answers):

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

Answer: ABCD

NEW QUESTION 845

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 846

- (Topic 10)

If you schedule a dashboard refresh on the 31st day of every month, will the dashboard refresh in months without a 31st day?

- A. True
- B. False

Answer: B

NEW QUESTION 851

- (Topic 10)

Select the option that is NOT true of opportunities:

- A. I should use consistent naming conventions when identifying my opportunities (ex: Account Name –Package offered)
- B. Expected Revenue is automatically generated by multiplying the Amount field by the Probability Field (I do not need to add this figure)
- C. Close Date should be the “best” guess as to when I will close a deal
- D. The amount field is not for the estimated amount of the sale, but dollar amount I will pay Bill Nuttall for processing my order.
- E. Probability is the confidence factor that I will win the Opportunity, and is typically based on the Stage Value

Answer: D

NEW QUESTION 853

- (Topic 10)

Which of the following is inline editing not supported?

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

Answer: ACF

NEW QUESTION 856

- (Topic 10)

What is the maximum length of a Text Area?

- A. 32000
- B. 255
- C. 3200

Answer: B

NEW QUESTION 859

CORRECT TEXT - (Topic 10)

Which tabs are restricted from multiple record types?

A.

Answer: HomeForecastsDocumentsReportsConsolesandWebtabs

NEW QUESTION 863

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 868

- (Topic 10)

Regardless of what language is selected on the user record, all online help is displayed in the organization default language.

- A. True
- B. False

Answer: B

NEW QUESTION 871

- (Topic 10)

What steps are part of the process to enable Multi-Currency in an organization?

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

Answer: BD

NEW QUESTION 874

- (Topic 10)

You cannot change the name of the default Person Account record type, and you cannot create additional record types for Person Accounts

- A. True
- B. False

Answer: B

NEW QUESTION 879

- (Topic 10)

Does access to folders respect the role hierarchy?

- A. Yes
- B. No

Answer: B

NEW QUESTION 883

CORRECT TEXT - (Topic 10)

Data validation rules impact all supported objects except for...

A.

Answer: ForecastsandTerritories

NEW QUESTION 884

- (Topic 10)

When are custom fields removed from the recycle bin?

- A. 45 days
- B. 30 days
- C. 60 days
- D. 90 days

Answer: A

NEW QUESTION 886

- (Topic 10)

When a record is deleted it sits in the recycling bin for 30 days

- A. True
- B. False

Answer: A

NEW QUESTION 888

- (Topic 10)

Editing Records: Required fields are marked by which color?

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

Answer: C

NEW QUESTION 890

- (Topic 10)

What is the maximum length of the field type "Text Encrypted"?

- A. 255
- B. 191
- C. 128
- D. 256

Answer: B

NEW QUESTION 893

- (Topic 10)

Which will appear on your pipeline report?

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

Answer: B

NEW QUESTION 894

- (Topic 10)

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

- A. True
- B. False

Answer: A

NEW QUESTION 899

- (Topic 10)

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

- A. Set support business hours
- B. Edit the Support settings
- C. Set up Email-to-Case
- D. Mass Transfer Cases
- E. Create,Edit, and Delete custom fields on the Case Object

Answer: ABCD

NEW QUESTION 903

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