

Exam Questions ADM-201

Administration Essentials for New Admins

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NEW QUESTION 1

- (Topic 1)

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

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

Answer: C

NEW QUESTION 2

- (Topic 1)

When Chatter is enabled in an org, the following happens (choose all that apply).

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

Answer: :ABC

NEW QUESTION 3

- (Topic 1)

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 4

- (Topic 1)

When creating a sales process, the System Administrator will be modifying/filtering the values of the field.

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

Answer: B

NEW QUESTION 5

- (Topic 1)

The following are true about scheduling and emailing reports.

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

Answer: E

NEW QUESTION 6

- (Topic 1)

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)

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 8

- (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 9

- (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 10

- (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 10

- (Topic 1)

The system administrator needs to ensure that all Leads coming from the website are assigned a website lead queue, that all Leads for a recent trade show are assigned to Matt Wilson and all other leads are assigned to Phil Smith. The system administrator will

- A. Create 3 assignment rules
- B. Create 1 assignment rule with multiple criteria entries
- C. Create an assignment rule and 2 workflow rules
- D. Use workflow rules to accomplish this

Answer: B

NEW QUESTION 15

- (Topic 1)

You can use standard reports when creating Dashboards

- A. True
- B. False

Answer: B

NEW QUESTION 16

- (Topic 1)

Which of the following objects support business processes?

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

Answer: AB

NEW QUESTION 20

- (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 23

- (Topic 1)

Permission sets can replace the need for profiles.

- A. True
- B. False

Answer: B

NEW QUESTION 27

- (Topic 1)

Which objects support business processes?

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

Answer: ABEF

NEW QUESTION 29

- (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 32

- (Topic 1)

Page layouts are assigned to .

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

Answer: B

NEW QUESTION 35

- (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 38

- (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 41

- (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 42

- (Topic 1)

A cross object formula references fields from parent objects.

- A. True
- B. False

Answer: A

NEW QUESTION 45

- (Topic 1)

A checkbox can be the controlling field to a dependent picklist.

- A. True
- B. False

Answer: A

NEW QUESTION 49

- (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 50

- (Topic 1)

The following can be done by a System Admin to a standard field.

- A. Change the field label
- B. Add help text
- C. Add/edit values of a picklist
- D. Delete the field
- E. All of the above
- F. None of the above

Answer: ABC

NEW QUESTION 53

- (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 55

- (Topic 1)

Which of the following is not a standard Profile?

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

E. Standard Administrator

Answer: CDE

NEW QUESTION 60

- (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 63

- (Topic 2)

Customizable Forecasting must be enabled for use with Custom Fiscal years.

A. True

B. False

Answer: A

NEW QUESTION 68

- (Topic 2)

Record Type may determine the default value of a picklist field.

A. True

B. False

Answer: A

NEW QUESTION 71

- (Topic 2)

Workflow Rules Consist of the following components:

A. Workflow Task

B. Workflow Outbound Message

C. Workflow Field Updates

D. Workflow Actions

E. Workflow Email Alerts

Answer: ABCE

NEW QUESTION 74

- (Topic 2)

How many fields (columns) can be displayed on a Customizable Related List?

A. 50

B. 10

C. 25

D. 100

Answer: B

NEW QUESTION 78

- (Topic 2)

A check box can be a controlling field in a field dependency:

A. True

B. False

Answer: A

NEW QUESTION 83

- (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 86

- (Topic 2)

What are the opportunity defaults when converting a lead to an opportunity?

- A. Stage Defaults to first option in the picklist, close date defaults to the last day in the quarter, and the amount defaults to blank
- B. Stage defaults to first option in the picklist, close date defaults to 3 months from conversion date, and amount defaults to blank
- C. User defines amount, close date, and stage upon conversion
- D. None of the above

Answer: A

NEW QUESTION 89

- (Topic 2)

You can use standard reports when creating

- A. True
- B. False

Answer: B

NEW QUESTION 92

- (Topic 2)

Which of the following is the new workflow feature of Spring'11 Release?

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

Answer: B

NEW QUESTION 96

- (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 97

- (Topic 2)

It is possible to share a custom object record manually

- A. True
- B. False

Answer: A

NEW QUESTION 102

- (Topic 2)

What determines a unique User Record?

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

Answer: A

NEW QUESTION 107

- (Topic 2)

Which action must be taken to view contacts associated with a case in the console?

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

Answer: D

NEW QUESTION 111

- (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 114

- (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 119

- (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 123

- (Topic 2)

Forecasting can be used with Custom Fiscal Years.

- A. True
- B. False

Answer: B

NEW QUESTION 127

- (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 129

- (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 130

- (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 131

- (Topic 3)

What is parallel approval Routing?

- A. When you can mass assign your locked records to users in your same Role
- B. The ability to send approval requests to yourself multiple times, so you can approve a record
- C. The ability to take back approval requests once you have sent them
- D. The ability to send approval requests to multiple approvers in a single step

Answer: D

NEW QUESTION 136

- (Topic 3)

Maximum number of values allowed in a controlling field is:

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

Answer: C

NEW QUESTION 140

- (Topic 3)

What is the maximum number of values you can have in a picklist?

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

Answer: A

NEW QUESTION 143

- (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 147

- (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 148

- (Topic 3)

You CANNOT delete standard fields but you can remove non-required standard fields from a page layout

- A. True
- B. False

Answer: A

NEW QUESTION 153

- (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-Detail Relationship
- C. Master-Detail-Sub detail Relationship

Answer: A

NEW QUESTION 158

- (Topic 3)

Reports and views are not renamed based on the new label value

- A. True
- B. False

Answer: A

NEW QUESTION 162

- (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 164

- (Topic 3)

If you are added to a Sales Team with read/write access you then have the ability to extend sharing on the opportunity to other users.

- A. True
- B. False

Answer: B

NEW QUESTION 165

- (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 reference 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 169

- (Topic 3)

What are two sources from which cases can be created?

- A. Web-to-Lead
- B. Web-to-Web
- C. Email-to-Case
- D. Connect for Outlook

Answer: CD

NEW QUESTION 174

- (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 176

- (Topic 3)

Which is a consideration when creating a drill-to-detail dashboard component?

- A. The dashboard component type must be a gauge.
- B. Drill-to-detail must be enabled on the custom report type.
- C. The source report must be stored in the drill-to-detail folder.
- D. The source report must be grouped by record name, record owner, or feed post.

Answer: :D

NEW QUESTION 180

- (Topic 3)

A Workflow rule can only be triggered when a record is created.

- A. True
- B. False

Answer: B

NEW QUESTION 181

- (Topic 3)

When you delete a Contact, it's associated Campaign Member record is deleted as well.

- A. True
- B. False

Answer: A

NEW QUESTION 182

- (Topic 3)

What is Force.com Builder? Choose 3 answers:

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

Answer: ACE

NEW QUESTION 186

- (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 190

- (Topic 3)

Which can be accessed by a Chatter Free user?

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

Answer: ACDE

NEW QUESTION 193

- (Topic 3)

How many profiles can load in a single list view with Enhanced Profile Management enabled?

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

Answer: C

NEW QUESTION 194

- (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 198

- (Topic 3)

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

- A. True
- B. False

Answer: A

NEW QUESTION 203

- (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 206

- (Topic 3)

Which type(s) of file(s) is accessible through Content?

- A. Audio Files.
- B. PPT and Video files only.
- C. Salesforce CRM Content can include all file types.
- D. Files attached to a Chatter profile post.
- E. Video Files.
- F. Microsoft® PowerPoint presentations.

Answer: C

NEW QUESTION 211

- (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 216

- (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 218

- (Topic 4)

A company that uses custom fiscal year: A standard forecast option is unavailable. Administrator will have to build a custom forecast for the same.

- A. True
- B. False

Answer: A

NEW QUESTION 223

- (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 227

- (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 232

- (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 237

- (Topic 4)

Dashboards can be created by using Standard Reports as Source Reports?

- A. True
- B. False

Answer: A

NEW QUESTION 238

- (Topic 4)

Which is a feature of combination charts? Choose 2 answers

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

Answer: AD

NEW QUESTION 242

- (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 243

- (Topic 4)

Which statement is TRUE regarding Dynamic Dashboard:

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

Answer: A

NEW QUESTION 247

- (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 252

- (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 255

- (Topic 4)

You can update licenses on the Company Profile.

- A. True
- B. False

Answer: B

NEW QUESTION 257

- (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 259

- (Topic 4)

What is the Impact on a User of the Organization level Locale Changes?

- A. The default Locale of the user is also set to the new Organization Level locale
- B. The User is asked for a Choice; if he would like to choose New Organization Locale or his own Locale
- C. No Impact on the User as he keeps using his own default Locale
- D. From a new session, user will see everything in the New Organization Locale

Answer: C

NEW QUESTION 262

- (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 265

- (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 268

- (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 269

- (Topic 4)

On Lead Conversion a Lead Object Custom field cannot be mapped to Which Object custom field?

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

Answer: C

NEW QUESTION 272

- (Topic 4)

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

- A. True
- B. False

Answer: A

NEW QUESTION 275

- (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 277

- (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 278

- (Topic 4)

Field-level security can be used to make a field required

- A. True
- B. False

Answer: B

NEW QUESTION 283

- (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 287

- (Topic 5)

What does the dashboard snapshot on the Home Page display?

- A. Only the dashboard determined by the System Administrator
- B. You cannot display a dashboard on the Home Page
- C. The first two rows of any of your available dashboards
- D. The first row of any available dashboards
- E. The Complete Dashboard set by the User himself

Answer: D

NEW QUESTION 292

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

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

Answer: AB

NEW QUESTION 296

- (Topic 5)
Which of the following can NOT be used to customize your Home Page?

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

Answer: D

NEW QUESTION 300

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

- A. True
- B. False

Answer: A

NEW QUESTION 304

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

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

Answer: C

NEW QUESTION 308

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

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

Answer: C

NEW QUESTION 310

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

- A. True
- B. False

Answer: A

NEW QUESTION 315

- (Topic 5)
Which of the following types of packages can be upgraded?

- A. Managed Packages
- B. Unmanaged Packages
- C. Both A & B
- D. None of the Above

Answer: A

NEW QUESTION 317

- (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 320

- (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 323

- (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 325

- (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 330

- (Topic 5)

How many custom fields can be created on an object in an unlimited Edition?

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

Answer: C

NEW QUESTION 334

- (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 338

- (Topic 5)

Which of the following objects cannot be imported via the Salesforce.com Import Wizard?

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

Answer: C

NEW QUESTION 341

- (Topic 5)

How many User records can be imported via Import Wizard?

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

Answer: D

NEW QUESTION 345

- (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 349

- (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 354

- (Topic 5)

Which of the following cannot be used as a source report for the Analytical Snap Shot?

- A. Tabular Reports
- B. Summary Reports
- C. Matrix Reports
- D. All can be used

Answer: C

NEW QUESTION 356

- (Topic 5)

Which function is available in the report builder interface, prior to running the report?

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

Answer: AD

NEW QUESTION 361

- (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 364

- (Topic 5)

Scheduled reports run in the time zone of the user who schedules the report.

- A. True
- B. False

Answer: :A

NEW QUESTION 366

- (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 369

- (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 370

- (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 372

- (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 377

- (Topic 5)

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

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

Answer: C

NEW QUESTION 381

- (Topic 5)

Though multiple campaigns can be influential, you can only designate one campaign as the primary campaign source on the opportunity?

- A. True
- B. False

Answer: A

NEW QUESTION 384

- (Topic 5)

In which of the following edition you can create a Managed Package?

- A. Professional Edition
- B. Full Test Sandbox
- C. Developer Edition
- D. Unlimited Edition
- E. Enterprise Edition

Answer: C

NEW QUESTION 385

- (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 387

- (Topic 6)

What is the maximum number of actions you can have per Workflow Rule?

- A. 10
- B. 20
- C. 30
- D. 40
- E. 70
- F. 80

Answer: F

NEW QUESTION 389

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 390

- (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 395

CORRECT TEXT - (Topic 6)

How can users obtain a security token?

A.

Answer: 1.Bychangingtheirpassword

Explanation:

2. By resetting their security token via the Salesforce UI

NEW QUESTION 397

- (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 402

- (Topic 6)

How can you ensure that a value is entered in a field?

- A. By Field level security
- B. By Setting property in page layout
- C. By creating a lookup field
- D. By defining pickup list values

Answer: B

NEW QUESTION 406

- (Topic 6)

What statement is true regarding a custom field formula?

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

Answer: C

NEW QUESTION 407

- (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 408

- (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 411

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 414

CORRECT TEXT - (Topic 6)

If your Marketing team needed to add 10,000 existing leads to a campaign at one time, what would be the best way to do this?

A.

Answer: Createareport

NEW QUESTION 416

- (Topic 6)

Can a delegated approver revoke a previously approved process?

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

Answer: A

NEW QUESTION 420

- (Topic 6)

Can an end user import Members into a Campaign?

- A. True
- B. False

Answer: B

NEW QUESTION 421

- (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 425

- (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 429

- (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 430

- (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 434

- (Topic 6)

It is advisable not to overwrite user records with new user data because it would prevent you from tracking a history of past users and the records associated to them?

- A. True
- B. False

Answer: A

NEW QUESTION 437

- (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 442

- (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 447

- (Topic 6)

The maximum number of values in controlling picklists is the same as in dependent picklists.

- A. True
- B. False

Answer: B

NEW QUESTION 451

- (Topic 6)

How many Custom Summary Formulas can you have per report?

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

Answer: E

NEW QUESTION 454

- (Topic 6)

Which of the following statements are true about trusted ranges?

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

Answer: :BC

NEW QUESTION 457

- (Topic 6)

You can create Custom Summary Formulas based on Custom Formula Fields.

- A. True
- B. False

Answer: A

NEW QUESTION 462

- (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 463

- (Topic 6)

Even a user with "View all data" (VAD) permission cannot view hidden folders as well as folders shared to no one.

- A. True
- B. False

Answer: B

NEW QUESTION 468

- (Topic 6)

Can you make a standard field unique?

- A. True
- B. False

Answer: B

NEW QUESTION 470

- (Topic 6)

Select the order in which the Workflow actions fire in Salesforce.

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

Answer: B

NEW QUESTION 475

- (Topic 6)

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

- A. True
- B. False

Answer: B

NEW QUESTION 476

- (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 477

- (Topic 6)

When are WF rules evaluated?

- A. Before a record is deleted
- B. When a record is created/updated
- C. After a record is created
- D. When a record is cloned

Answer: B

NEW QUESTION 478

- (Topic 6)

Which statements are true for the integrated campaign builder?

- A. Cannot filter views by more than one campaign at a time
- B. The maximum number of Leads/Contacts that can be added from a report at one time is 50,000
- C. The maximum number of Leads/Contacts that can be added from the wizard at one time is 250
- D. Can add converted leads to a campaign
- E. Integrated Campaign Builder views are not exposed through the Force.com API

Answer: ABCE

NEW QUESTION 482

CORRECT TEXT - (Topic 6)

What profile permission is required for editing and deleting public tags?

- A.

Answer: TagManager.Note:TagManagerisenabledbydefaultfortheSystemAdministratorprofile.

NEW QUESTION 484

- (Topic 6)

What are the two main parts of WF?

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

Answer: B

NEW QUESTION 485

- (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 490

- (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 495

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

A.

Answer: OntheCasesObjectandAccountorContactRelatedLists.

NEW QUESTION 500

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

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

Answer: D

NEW QUESTION 501

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

A.

Answer: NeedtopreventduplicatesandwhentheAdminneedstochoosewhethertotriggeworkflowrules(ornot)

NEW QUESTION 503

CORRECT TEXT - (Topic 7)
What are Standard Reports?

A.

Answer: OutoftheboxreportsfromSF

NEW QUESTION 506

- (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 507

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

- A. True
- B. False

Answer: A

NEW QUESTION 509

- (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 513

CORRECT TEXT - (Topic 7)
Define the Standard User profile.

A.

Answer: Canviewedit&deletetheirownrecords

NEW QUESTION 514

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

- A. True
- B. False

Answer: B

NEW QUESTION 516

- (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 518

- (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 519

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

A.

Answer: Duringleadimport

NEW QUESTION 520

- (Topic 7)
Is the DataLoader Cloud based?

- A. No
- B. Yes

Answer: A

NEW QUESTION 523

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

A.

Answer: Standarduserperm+editapproveactivateddeletecontracts

NEW QUESTION 528

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

A.

Answer: User'slanguagesetting.

NEW QUESTION 530

- (Topic 7)
What is a roll-up summary field?

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

Answer: B

NEW QUESTION 531

CORRECT TEXT - (Topic 7)

Define the system Admin profile.

A.

Answer: "SuperUser"-Cancustomize&administratetheOrg

NEW QUESTION 534

CORRECT TEXT - (Topic 7)

Define the Read Only Profile.

A.

Answer: Canonlyviewrecords

NEW QUESTION 539

CORRECT TEXT - (Topic 7)

Who can delete records?

A.

Answer:

Theabilitytodeleteindividualrecordsiscontrolledbyadministratorstherecordownerusersinarolehierarchyabovetherecordownerandanyuserthathasbeengranted"FullAccess."

NEW QUESTION 544

CORRECT TEXT - (Topic 7)

How are Cases assigned?

A.

Answer: AssignmentRule

NEW QUESTION 548

- (Topic 7)

Workflow rules trigger automatically and are visible to the user.

A. True

B. False

Answer: B

Explanation:

Explanation/Reference: Workflow rules are invisible to the end user.

NEW QUESTION 553

- (Topic 7)

There are many dashboard components from SF Labs including the Apex Dashboard Kit which can be installed:

A. True

B. False

Answer: A

NEW QUESTION 558

CORRECT TEXT - (Topic 7)

Can you set Standard and Custom fields as unique or required using the Property feature?

A.

Answer: Noonlycustomfields.

NEW QUESTION 560

CORRECT TEXT - (Topic 7)

What does a workflow approval process do?

A.

Answer: ItelectronicallycapturesabusinessapprovalonaSFdatarecord.

NEW QUESTION 565

CORRECT TEXT - (Topic 7)

What are the field property options for Custom Fields?

A.

Answer: RequiredRead-OnlyExternalIDUnique

NEW QUESTION 567

CORRECT TEXT - (Topic 7)

Why utilize Account Teams and Sales Teams?

A.

Answer: Teamsareusedforcollaborationsharingandforreportingpurposes.

NEW QUESTION 568

CORRECT TEXT - (Topic 7)

How does a Profile differ from a Role?

A.

Answer: Profilecontrolswhatausercandowithrecords(readcreateeditdelete.TheRolecontrolsthelevelofvisibilitythatusershavetoorganizationsdata.

NEW QUESTION 569

- (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 572

- (Topic 7)

Standard Reports can be deleted?

A. True

B. False

Answer: B

NEW QUESTION 575

- (Topic 7)

Can the DataLoader access all objects?

A. Yes

B. No

Answer: A

NEW QUESTION 580

- (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 583

- (Topic 8)

Standard users can import a maximum of how many account records in a session

A. 500

B. 5000

C. 50000

D. 500000

Answer: A

NEW QUESTION 584

- (Topic 8)

If a Standard Object is Renamed, the Reports are Renamed based on the new label value

- A. True
- B. False

Answer: A

NEW QUESTION 587

- (Topic 8)

You can create parent/child relationships directly from the CSV import file

- A. True
- B. False

Answer: A

NEW QUESTION 591

- (Topic 8)

Difference between workflow rule and workflow approval process is:

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

Answer: D

NEW QUESTION 592

- (Topic 8)

Which salesforce.com feature allows the org to capture ROI on online advertising?

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

Answer: C

NEW QUESTION 597

- (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 599

- (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 604

- (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 605

- (Topic 8)

The size limit for documents uploaded is:

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

Answer: B

NEW QUESTION 610

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 613

- (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 615

- (Topic 8)

You cannot delete a product that is used on an opportunity

- A. True
- B. False

Answer: A

NEW QUESTION 616

- (Topic 8)

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

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

Answer: CD

NEW QUESTION 619

- (Topic 8)

Chatter is not available for Mobile Users?

- A. True
- B. False

Answer: B

Explanation:

Explanation/Reference:

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

NEW QUESTION 624

- (Topic 8)

An account team can be added by all Except:

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

Answer: B

NEW QUESTION 625

- (Topic 8)

All of the following are true about Validation Rules EXCEPT:

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

Answer: C

NEW QUESTION 627

- (Topic 8)

The Create New Folder link will only be visible to users with which permission

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

Answer: A

NEW QUESTION 630

- (Topic 8)

History Tracking can be performed on the following Standard Objects Except Select the choice which is applicable.

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

Answer: B

NEW QUESTION 633

- (Topic 8)

The Documents tab does NOT contain version control capabilities

- A. True
- B. False

Answer: A

NEW QUESTION 636

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 641

- (Topic 8)

Personal Tags can not be shared

- A. True
- B. False

Answer: A

NEW QUESTION 642

- (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 643

- (Topic 8)

How do you specify the following in a formula field : the year of the custom date field(date_c) should be the current year:

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

Answer: A

NEW QUESTION 647

- (Topic 8)

Which permission allows a user to create a new solution?

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

Answer: C

NEW QUESTION 652

- (Topic 8)

If the data validation at web-to-lead form fails, who will get error report?

- A. The lead queue
- B. The lead will get created with error report in description
- C. The designated weblead owner gets an email
- D. Salesforce.com support group

Answer: C

NEW QUESTION 654

- (Topic 9)

Who can view a Campaign in Salesforce.com

- A. Sales and Marketing User
- B. Marketing User only
- C. Campaign Manager only
- D. All users of Salesforce.com who have access to Campaigns Object

Answer: D

NEW QUESTION 656

- (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 658

- (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 659

- (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 660

- (Topic 9)

Can you include attachments in the Data Export.

- A. True
- B. False

Answer: A

NEW QUESTION 661

- (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 663

- (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 666

- (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 667

- (Topic 9)

Custom Objects are reportable.

- A. True
- B. False

Answer: A

NEW QUESTION 672

- (Topic 9)

What is true about Lead Assignment Rule?

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

Answer: AB

NEW QUESTION 673

- (Topic 9)

Roll-up summary and formula fields are always read-only on detail pages.

- A. True
- B. False

Answer: A

NEW QUESTION 678

- (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 683

- (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 687

- (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 690

- (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 695

CORRECT TEXT - (Topic 9)

When would you choose to build a Public Group?

- A.

Answer: To simplify the number of sharing rules built or when defining folder or list view access

NEW QUESTION 697

- (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 702

- (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 707

- (Topic 9)

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

- A. True
- B. False

Answer: B

NEW QUESTION 708

- (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 710

- (Topic 9)

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

- A. 0073
- B. 73
- C. 7.3%

Answer: B

NEW QUESTION 714

- (Topic 9)

What is the limit of Look-up Relationships per object?

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

Answer: A

NEW QUESTION 719

- (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 722

- (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 723

- (Topic 9)

What is true regarding a Running User

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

Answer: A

NEW QUESTION 725

- (Topic 9)

When creating a custom report type Making the status “In Development” hides the custom report type and any reports created from it from all users except those with the “Manage Custom Report Types” permission. Making the status “In Development” also prevents all users except those with the “Manage Custom Report Types” permission from creating and running reports from the report type.

- A. True
- B. False

Answer: A

NEW QUESTION 730

- (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 735

- (Topic 9)

Advanced filter conditions can be applied to a roll-up summary field:

- A. True
- B. False

Answer: B

NEW QUESTION 737

- (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 738

- (Topic 10)

Which of the following statements is true about person accounts in backup exports?

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

Answer: A

NEW QUESTION 743

- (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 744

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 749

CORRECT TEXT - (Topic 10)

If I'm looking at a detail page, how do I know what record type it is?

A.

Answer: Fortabsthat havemultiplerecordtypesdefinedyoucanlookattheRecordTypefieldonthe page.Howeverthisfieldmustbeaddedtothepagelayout.

NEW QUESTION 750

- (Topic 10)

If I'm looking at a detail page, how do I know what record type it is?

- A. Yes
B. No

Answer: B

NEW QUESTION 755

CORRECT TEXT - (Topic 10)

You can use inline editing to maintain all detail pages in the application except for....?

A.

Answer: DocumentsandForecasts

NEW QUESTION 758

- (Topic 10)

What would you change if all of your online help was displayed in English and you wanted it to be German?

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

Answer: A

NEW QUESTION 762

- (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 766

- (Topic 10)

What other permissions does the "Manage Analytic Snapshots" permission require (Select all that apply).

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

Answer: ABD

NEW QUESTION 767

- (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 770

- (Topic 10)

When I qualify a lead, the lead then automatically becomes (select all that apply):

- A. An opportunity
- B. An account
- C. A contact
- D. A campaign

Answer: ABC

NEW QUESTION 775

- (Topic 10)

When creating a Many-to-Many relationship you will need to use a

- A. Junction Object
- B. Lookup Field
- C. Sharing Rules
- D. Workflow Field update

Answer: A

NEW QUESTION 779

- (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 780

- (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 784

- (Topic 10)

Roll-up summary fields are not visible to users if they reference fields the user can't see.

- A. True
- B. False

Answer: B

NEW QUESTION 788

- (Topic 10)

You are about to enter a new lead from a cold call into SFDC. What do you do first?

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

Answer: A

NEW QUESTION 791

- (Topic 10)

If your org is configured for data export, you can generate backup files manually how often?

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

Answer: B

NEW QUESTION 796

- (Topic 10)

I can access a "list view" of records by clicking on the leads, opportunities, or accounts tabs. I can also filter my list views so I can see exactly what I need.

- A. True
- B. False

Answer: :A

NEW QUESTION 801

- (Topic 10)

If your organization has territory management, account and opportunity list views can be restricted by (Select all that apply)

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

Answer: AB

NEW QUESTION 806

- (Topic 10)

You can only use standard fields when generating email and mail merge documents for leads or contacts.

- A. True
- B. False

Answer: B

NEW QUESTION 810

- (Topic 10)

For each profile, you can set the hours when users can log in and the IP addresses from which they can log in.

- A. True
- B. False

Answer: A

NEW QUESTION 814

- (Topic 10)

If you defined a custom fiscal year structure, your company can not revert to the Gregorian calendar for fiscal purposes.

- A. True
- B. False

Answer: A

NEW QUESTION 819

- (Topic 10)

Through the Web-to-Case function, how is that case associated with a contact?

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

Answer: B

NEW QUESTION 821

- (Topic 10)

I can merge 3 records at a time in SFDC to clean up dupe.

- A. True
- B. False

Answer: A

NEW QUESTION 826

CORRECT TEXT - (Topic 10)

What happens if you add a picklist value to a field when there are multiple record types?

A.

Answer: You will be prompted to select the record type that should include the new value.

NEW QUESTION 831

CORRECT TEXT - (Topic 10)

Describe the components of the Console tab:

A.

Answer: Frameslistviewdetailviewminiviewsidebarrelatedobjectsminipagelayoutsconsolelayout

NEW QUESTION 832

- (Topic 10)

Task Records are "to-do" lists, are date sensitive, and must be completed before they move to my Activity History.

A. True

B. False

Answer: A

NEW QUESTION 833

- (Topic 10)

What type of relationship should be built for a one-to-one?

A. Master-Detail Relationship

B. Look-up Relationship

C. Master-Detail Field

D. Look-up Field

Answer: :BD

NEW QUESTION 836

- (Topic 10)

Which option is NOT true of events?

A. Events are scheduled events or meetings

B. Events are to-do lists

C. I can invite participants to an Event (like scheduling a demo, for example)

D. Events automatically move to Activity History when the time of the Event is past.

Answer: B

NEW QUESTION 839

- (Topic 10)

When users log in to Salesforce, either via the user interface, the API, or a desktop client Salesforce CRM confirms the log in is authorized using all of the following EXCEPT:

A. Salesforce CRM then checks whether the user's profile has IP address restriction

B. If IP address restrictions are defined for the user's profile, any login from an undesignated IP address is denied and any login from a specified IP address is allowed

C. If profile-based IP address restrictions aren't set, then Salesforce CRM checks whether the user is logging in from an IP address she or he hasn't used to access Salesforce CRM before

D. Salesforce CRM checks whether the organization has login hour restriction

E. If login hour restrictions are specified, any login outside the specified hours is denied.

F. Salesforce CRM checks whether the user's profile has login hour restriction

G. If login hour restrictions are specified for the user's profile, any login outside the specified hours is denied.

Answer: C

NEW QUESTION 840

CORRECT TEXT - (Topic 10)

What objects in the Org Wide Defaults allow you to do a public read/write/transfer?

A.

Answer: Leadsandcases

NEW QUESTION 842

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