ADM-201 Dumps

Administration Essentials for New Admins

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

NEW QUESTION 1
- (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 2
- (Topic 1)
The Chatter Free license gives users the ability to access People, Profiles, Groups and Files as well as (choose all that apply)

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

Answer: ABCD

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

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

Answer: B

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

A. True
B. False

Answer: B

NEW QUESTION 5
- (Topic 1)
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)
Criteria-based sharing rules allow administrators to share records based on field values rather than record ownership.

A. True

B. False

Answer: A

NEW QUESTION 8
- (Topic 1)
Standard profile permissions cannot be edited.

A. True
B. False

Answer: A

NEW QUESTION 9
- (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)
You can use standard reports when creating Dashboards

A. True
B. False

Answer: B

NEW QUESTION 10
- (Topic 1)
System administrators can modify tab settings for custom profiles (Default On, Default Off and Hidden).

A. True
B. False

Answer: A

NEW QUESTION 14
- (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 18
- (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 22
- (Topic 1)
Permission sets can replace the need for profiles.

A. True
B. False

Answer: B

NEW QUESTION 27
- (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 32
- (Topic 1)
When you Delete a lead from a campaign, it deletes the lead record itself.

A. True
B. False

Answer: B

NEW QUESTION 33
- (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 34
- (Topic 1)
A Dashboard is a visual representation of data from multiple reports and (choose all that apply)

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

Answer: ACDF

NEW QUESTION 37
- (Topic 1)
Locale settings control how users view date formats, time formats and number formats.

A. True
B. False

Answer: A

NEW QUESTION 38
- (Topic 1)
Who can manually share records?

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

Answer: E

NEW QUESTION 40
- (Topic 1)
Assignment rules allow Leads and Cases to be automatically assigned to users and queues based on criteria defined by the system administrator.

A. True
B. False

Answer: A

NEW QUESTION 43
- (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 48
- (Topic 1)
The support team has asked the System Administrator to automate the notification of a customer's support plan ending - they would like for the Customer Support Rep to receive an email 30 days before the Support Plan Expires (Support Plan Expiration Date is on the Account record). What will the system administrator do?

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

Answer: A

NEW QUESTION 53
- (Topic 1)
Only 1 permission set can be assigned to a user.

A. True
B. False

Answer: B

NEW QUESTION 57
- (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 59
- (Topic 1)
Folders are used to organize the following (choose all that apply)

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

Answer: E

NEW QUESTION 62
- (Topic 1)
A cross object formula references fields from parent objects.

A. True
B. False

Answer: A

NEW QUESTION 64
- (Topic 1)
An active user record consumes a license.

A. True
B. False

Answer: A

NEW QUESTION 65
- (Topic 1)
In order to update records using the Data Loader, what field must be present in the csv file?

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

Answer: B

NEW QUESTION 66
- (Topic 1)
Sales reps at AW Computing need assistance from product managers when selling certain products. Product managers do not have access to Opportunities but need to gain access when assisting on a specific deal. How can the system administrator accomplish this?

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

Answer: D

NEW QUESTION 67
- (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 68
- (Topic 1)
Chatter External license allow users outside the company to join public Chatter groups.

A. True
B. False

Answer: B

NEW QUESTION 69
- (Topic 1)
The determines if a user can read, create and edit Contact records, the
 determines if he can see/edit contact records owned by his subordinates.

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

Answer: :D

NEW QUESTION 74
- (Topic 2)
Which of the following are true about Master/Detail relationship in custom objects?

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

Answer: AD

NEW QUESTION 78
- (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 83

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

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

Answer: D

NEW QUESTION 88
- (Topic 2)
Name one place where inline Editing is not currently possible. (Choose 2 answers)

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

Answer: BC

NEW QUESTION 93
- (Topic 2)
An S-Control may be all of the following EXCEPT:

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

Answer: B

NEW QUESTION 96
- (Topic 2)
All of the following are true about Default Sales Teams EXCEPT:

A. Default Sales Teams are configured on a user record
B. Default Sales Teams may be added manually to an opportunity record
C. Default Sales Teams may be added automatically to an opportunity
D. Default Sales Teams may be added manually to an account record

Answer: A

NEW QUESTION 101
- (Topic 2)
You can customize the Opportunity Stage History related list on an Opportunity Page Layout.

A. True
B. False

Answer: B

NEW QUESTION 103
- (Topic 2)
Is it possible to relate a person account to a contact on a business account.

A. True
B. False

Answer: B

NEW QUESTION 108
- (Topic 2)
Which objects can be customized for history tracking?

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

Answer: B

NEW QUESTION 109
- (Topic 2)
What happens when a user clicks on the Create New Apps option present in the List of Apps section?

A. User is taken to a Create new App Page in salesforce.com
B. User is taken to App Exchange
C. User is taken to developer.force.com page
D. None of the above

Answer: :C

NEW QUESTION 112
- (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 116
- (Topic 2)
You can use standard reports when creating

A. True
B. False

Answer: B

NEW QUESTION 117
- (Topic 2)
Custom Formula fields do Not support which of the following functional expression?

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

Answer: C

NEW QUESTION 121
- (Topic 2)
 are a collection of Force.com components and applications that are made available to other organizations through the AppExchange.

A. Application
B. Object
C. Workflow Rules
D. Packages
E. Visual Force Page

Answer: D

NEW QUESTION 122
- (Topic 2)
Which of the following does a Profile control?

A. Username and Password
B. Role level access
C. Read, Create, Edit, and Delete permissions
D. Sharing rules

Answer: C

NEW QUESTION 126
- (Topic 2)
In Spring'11 salesforce.com release Dynamic Dashboards have been launched for which edition:

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

Answer: C

NEW QUESTION 129
- (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 132
- (Topic 2)
Are Tags searchable from standard Search component?

A. Yes
B. No

Answer: A

NEW QUESTION 134
- (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 138
- (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 143
- (Topic 2)
Which of the following settings directly affects Date fields to display as MM/DD/YYYY?

A. Local
B. Time Zone
C. Language
D. Default Currency

Answer: A

NEW QUESTION 144
- (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 145
- (Topic 2)
What information does the Company Profile Hold?

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

Answer: ABC

NEW QUESTION 146
- (Topic 2)
Which is the new type of Dashboard Chart to make entry in Spring'11 Release?

A. Waterfall Chart
B. Scatter

C. Gauge
D. Metric
E. Organization Chart

Answer: B

NEW QUESTION 150
- (Topic 2)
What determines a unique User Record?

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

Answer: A

NEW QUESTION 152
- (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 156
- (Topic 2)
All of the following are true about Opportunity Pipeline and Forecast reporting EXCEPT:

A. Pipeline reports may include omitted opportunities from the forecast
B. Forecasts may be overridden
C. Pipeline reports may be overridden
D. Opportunity stages may be used to determine the forecast category of an opportunity

Answer: A

NEW QUESTION 160
- (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 164
- (Topic 2)
When test driving an application on the AppExchange Directory, it is not possible to view the S-Control configurations of that application

A. True
B. False

Answer: B

NEW QUESTION 169
- (Topic 2)
Default values are available for standard text fields

A. True
B. False

Answer: B

NEW QUESTION 173
- (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 176
- (Topic 2)
For which objects you have business processes?

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

Answer: ABCE

NEW QUESTION 181
- (Topic 2)
With Client Management enabled, when a lead is converted without a value in the company field, it becomes a person account.

A. True
B. False

Answer: A

NEW QUESTION 185
- (Topic 2)
What can a Task do that an Email Alert Cannot do? Choose 2 answers.

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

Answer: AB

NEW QUESTION 186
- (Topic 2)
Fields hidden using Field Level Security are subject to Data Validation Rules.

A. True
B. False

Answer: B

NEW QUESTION 190
- (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 194
- (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 197
- (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 199
- (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 204
- (Topic 3)
If the System Administrator set a user to create only a certain record type, this user's ability to view other record types is affected.

A. True
B. False

Answer: B

NEW QUESTION 208
- (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 211
- (Topic 3)
You can not use the browser's print function to print reports.

A. True
B. False

Answer: B

NEW QUESTION 216
- (Topic 3)
User A modifies a record. This modification triggers a workflow rule for immediate execution that includes a field update on the current record. After the execution is complete, what user will be listed under the Last Modified field of this record?

A. User A
B. The designated workflow user
C. The default workflow user
D. The last user to modify the record prior to User A

Answer: A

NEW QUESTION 217
- (Topic 3)
Chatter Desktop is not available in which Salesforce Edition?

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

Answer: A

NEW QUESTION 218
- (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 221
- (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 225
- (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 230
- (Topic 3)
Which of the following are standard Salesforce applications?

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

Answer: AD

NEW QUESTION 233
- (Topic 3)
What is a Dashboard made of?

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

Answer: ABD

NEW QUESTION 238
- (Topic 3)
The Salesforce Console is an example of what?

A. API
B. Third Party Web integration/Application
C. UI
D. Java Script

Answer: C

NEW QUESTION 240
- (Topic 3)
IF(ISPICKVAL(picklist_field)) has the same output as:

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

Answer: B

NEW QUESTION 244
- (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 245
- (Topic 3)
Which of the following features is not available in Professional Edition?

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

Answer: B

NEW QUESTION 248
- (Topic 3)
Printable View does not Save all the report formatting.

A. True
B. False

Answer: B

NEW QUESTION 253
- (Topic 3)
Reports and views are not renamed based on the new label value

A. True
B. False

Answer: A

NEW QUESTION 258
- (Topic 3)
The automated case user will be listed on the case history for all actions that are system defined, including:

A. When a case is automatically assigned using assignment rules
B. When a case is escalated
C. When a case is created online via Web-to-Case
D. When a Workflow is Triggered

Answer: ABC

NEW QUESTION 262
- (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 265
- (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 270
- (Topic 3)
A Record Owner has the following privileges:

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

Answer: ABC

NEW QUESTION 275
- (Topic 3)
Organization-Wide Default Sharing Rule for Calendar Access Default is as Follows:

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

Answer: B

NEW QUESTION 276
- (Topic 3)
A Profile can have many users, but a user can have only one profile.

A. True
B. False

Answer: A

NEW QUESTION 277
- (Topic 3)
What is the maximum of time triggers per Workflow Rule?

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

Answer: B

NEW QUESTION 278
- (Topic 3)
Clients do not have to enable Customizable forecasting before they can ask salesforce to activate Territory Management.

A. True
B. False

Answer: B

NEW QUESTION 280
- (Topic 3)
Which of the following fields CAN NOT be a controlling field for Dependent Picklists?

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

Answer: C

NEW QUESTION 284
- (Topic 3)
Multiple record types may be created for every tab, with the exception of

A. Home
B. Accounts
C. Forecasting
D. Opportunity
E. Reports

Answer: ACE

NEW QUESTION 285
- (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 287
- (Topic 3)

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

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

Answer: D

NEW QUESTION 291
- (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 295
- (Topic 3)
Up to 25 custom lookup fields can be defined per object.

A. True
B. False

Answer: A

NEW QUESTION 299
- (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 304
- (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 307
- (Topic 4)
Which of the following cannot be on the controlling side of the Dependent Picklist?

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

Answer: D

NEW QUESTION 312
- (Topic 4)
What statements is False for a workflow task:

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

Answer: B

NEW QUESTION 317
- (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 319
- (Topic 4)
Is it possible for a user to own a record and not see it:

A. True
B. False

Answer: A

NEW QUESTION 320
- (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 323
- (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 326
- (Topic 4)
API's are not available for use in which Salesforce.com edition?

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

Answer: B

NEW QUESTION 329
- (Topic 4)
File attachments, document tabs, and sales force content count towards Data Storage:

A. True
B. False

Answer: B

NEW QUESTION 332
- (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 337
- (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 338
- (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 339
- (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 344
- (Topic 4)
Which of the following is not a valid business process in Salesforce.com?

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

Answer: B

NEW QUESTION 345
- (Topic 4)
On Lead Conversion, the Close Date of the newly created opportunity is automatically set to?

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

Answer: C

NEW QUESTION 347
- (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 351
- (Topic 4)
A role has many to many relationships with the user?

A. True
B. False

Answer: B

NEW QUESTION 353
- (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 354
- (Topic 4)
When transferring an account from one user to another, which of the following options are selectable? (Select all that apply)

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

Answer: :AB

NEW QUESTION 356
- (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 359
- (Topic 4)
Which Step is not a part of creating custom application?

A. Selecting tabs
B. Adding a logo
C. Selecting profiles
D. Creating a custom object

Answer: D

NEW QUESTION 361
CORRECT TEXT - (Topic 4)
Where would you make a field required?

A.

Answer: PageLayout

NEW QUESTION 366
- (Topic 4)
Which statement is true regarding High Volume Portal users? Choose 2 answers

A. Are not assigned to roles in the role hierarchy
B. Are allotted extra data storage usage
C. Can view documents from Content workspaces
D. Cannot own an Account record

Answer: AD

NEW QUESTION 368
- (Topic 4)
Universal Containers would like their sales reps to be able to send branded email invitations to customers for business meetings and to collaborate with customers from a branded Website to find a suitable meeting time.
How can an Administrator accomplish this?

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

Answer: B

NEW QUESTION 370
- (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 371
- (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 375
- (Topic 4)
How would an Administrator ensure that specific field values are always represented by the same color each time the value is displayed on any dashboard component?

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

Answer: D

NEW QUESTION 380
- (Topic 4)
Field Level Security cannot be used to make a field required.

A. True
B. False

Answer: A

NEW QUESTION 383
- (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 384
- (Topic 4)
If Phil is promoted from a Sales Associate to Senior Sales Exec, and the new sales associate is appointed to take Phil's responsibilities. What are the appropriate steps to transfer Phil's account to the new associate?

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

Answer: B

NEW QUESTION 385
- (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 387
- (Topic 4)
What is the significance of Primary Master – Detail Relationship in a Junction Object?

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

Answer: D

NEW QUESTION 391
- (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 396
- (Topic 4)
Which of the following is NOT a Standard Salesforce.com Functionality?

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

Answer: :A

NEW QUESTION 398
- (Topic 4)
The system administrator has created a new custom object and application. This individual now needs to populate the new object with 1000 records, which are formatted in a CSV file. The Import Wizard (Data Management --> Import Custom Objects) is appropriate for this task.

A. True
B. False

Answer: A

NEW QUESTION 403
- (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 406
- (Topic 4)
Which is a capability of a campaign? Choose 2 answers MMM

A. Add campaign members to other related campaigns using an Apex trigger
B. Convert leads to contacts from the campaign record
C. Update the campaign member status of a lead using the manage campaign members feature
D. Track the number of business accounts related to a campaign

Answer: AC

NEW QUESTION 410
- (Topic 4)
Workflow Tasks are NOT tracked in the Activity History and can be reported on MMM?

A. True
B. False

Answer: B

NEW QUESTION 415
- (Topic 5)
Which of the following chart types does not support Combination Chart?

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

Answer: DE

NEW QUESTION 416
- (Topic 5)
Which of the following is not part of the Profile?

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

Answer: E

NEW QUESTION 418
- (Topic 5)
What happens when you delete an object that is related to a junction object by a lookup relationship?

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

Answer: B

NEW QUESTION 421
- (Topic 5)
Formatting of report is maintained when it is exported via Printable View?

A. True
B. False

Answer: A

NEW QUESTION 426
- (Topic 5)
It is possible for an Account to be part of multiple Territories?

A. Yes
B. No

Answer: A

NEW QUESTION 431
- (Topic 5)
Customizable Forecasting is a prerequisite in order to enable territory management?

A. True
B. False

Answer: A

NEW QUESTION 434
- (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 437
- (Topic 5)
Which of the following Email Template cannot be used to send a mass email?

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

Answer: D

NEW QUESTION 442
- (Topic 5)
Can a user restrict access with the help of the sharing rules?

A. Yes
B. No

Answer: B

NEW QUESTION 446
- (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 448
- (Topic 5)
You can only use standard fields when generating email and mail merge documents for leads or contacts.

A. True
B. False

Answer: A

NEW QUESTION 449
- (Topic 5)
On which of these areas Data Validation rules are enforced but no feedback is given to users?

A. Lead Convert
B. Record Merger
C. Web-TO-Case
D. SalesForce Mobile
E. Self Service Portal

Answer: C

NEW QUESTION 451
- (Topic 5)
Record type picklist filtering applies to dependent picklists.

A. True
B. False

Answer: A

NEW QUESTION 454
- (Topic 5)
The opportunities fields of the campaign statistics section on a campaign detail page will
only be populated for the campaign designated as the primary campaign source?

A. True
B. False

Answer: A

NEW QUESTION 455

- (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 456
- (Topic 5)
Unmanaged packages do not include locked components but can be upgraded?

A. True
B. False

Answer: B

NEW QUESTION 458
- (Topic 5)
Which Import functionality of salesforce.com should be used if one needs to import the 30000 Cases in Salesforce.com?

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

Answer: A

NEW QUESTION 460
- (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 462
- (Topic 5)
Which objects can be stored in a folder?

A. Emails
B. Documents
C. Dashboards
D. Reports

Answer: BCD

NEW QUESTION 466
- (Topic 5)
Which is true about a Chatter Plus user?

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

Answer: A

NEW QUESTION 467
- (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 470
- (Topic 5)
Which of the following are setting options for the User Interface?

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

Answer: ABCE

NEW QUESTION 471
- (Topic 5)
What does a profile control?

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

Answer: AC

NEW QUESTION 474
- (Topic 5)
Case escalation rules triggered on the last modification will be reset each time a user adds a related comment to the case?

A. True
B. False

Answer: B

NEW QUESTION 477
- (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 480
- (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 483
- (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 484
- (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 486
- (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 489
- (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 492
- (Topic 5)
When you insert a record using the API, Do Validation rules are expected?

A. Yes
B. No

Answer: A

NEW QUESTION 495
- (Topic 5)
Scheduled reports run in the time zone of the user who schedules the report.

A. True
B. False

Answer: :A

NEW QUESTION 500
- (Topic 5)
Which of the following is NOT controlled by the Page Layout?

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

Answer: E

NEW QUESTION 502
- (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 507
- (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 509
- (Topic 5)
Can a user create his or her own Default Sales Team?

A. Yes
B. No

Answer: A

NEW QUESTION 512
- (Topic 5)
Is it possible to have Sidebar search enabled with Global Search?

A. Yes
B. No

Answer: B

NEW QUESTION 516
- (Topic 5)
Can the User Records be permanently deleted from the Salesforce.com?

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

Answer: B

NEW QUESTION 520
- (Topic 5)
Running User concept in Dashboard allows users to view Data which normally they can not view?

A. True
B. False

Answer: A

NEW QUESTION 521
- (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 524
- (Topic 5)
How many Roll Up summary fields can be created in the enterprise Edition on a Custom Object?

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

Answer: A

NEW QUESTION 526
- (Topic 5)
Conditional Highlighting only applies to the first summary field column in the table?

A. True
B. False

Answer: A

NEW QUESTION 529
- (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 532
- (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 533
- (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 538
- (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 541
- (Topic 6)
Which report format provides a tabular listing of data with sorting and subtotalling of said data.

A. Matrix
B. Tabular
C. Summary

Answer: C

NEW QUESTION 545
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 546
CORRECT TEXT - (Topic 6)
What happens when a user is already logged in when restricted hours start?

A.

Answer: Thesystemimmediatelyendstheuser'ssession.

NEW QUESTION 549
- (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 551
- (Topic 6)
A record owner has the privileges to: View and edit records, transfer or change ownership of records, and delete owned records.

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

Answer: CD

NEW QUESTION 553
- (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 558
- (Topic 6)
How would you allow collaborative access to accounts , contacts, contracts, opportunities, and cases of a US Sales rep, and Asia sales rep, and an EMEA sales rep?

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

Answer: B

NEW QUESTION 563
- (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 564
- (Topic 6)
Which of the following statements is true about computer activation?

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

Answer: A

NEW QUESTION 567
- (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 570

- (Topic 6)
When you define a Data Validation Rule, what else must you also define?

A. Whether or not the field is required
B. An Error Message
C. What email gets sent if the Rule triggers
D. Whether or not the record gets deleted

Answer: B

NEW QUESTION 573
- (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 576
- (Topic 6)
What is conditional highlighting for reports?

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

Answer: B

NEW QUESTION 577
- (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 579
- (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 584
- (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 587
- (Topic 6)
Will WF evaluate rules retroactively?

A. Yes
B. No

Answer: B

Explanation:
 Explanation/Reference:
When a WF is created, SF will only evaluate the rule for records created / edited from that moment forward, it will not evaluate workflow rules retroactively. That's

tasks/emails will not
be created for existing records in the DB that already meet the criteria necessary for the rule to trigger.

NEW QUESTION 588
- (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 592
- (Topic 6)
Which of the following statements are true about trusted ranges?

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

Answer: :BC

NEW QUESTION 593
- (Topic 6)
You can create Custom Summary Formulas based on Custom Formula Fields.

A. True
B. False

Answer: A

NEW QUESTION 594
- (Topic 6)
A sales manager would like to view a dashboard from the perspective of different users and switch between users without editing the dashboard. How would an administrator enable this?

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

Answer: BD

NEW QUESTION 595
- (Topic 6)
You cannot delete a standard report.

A. True
B. False

Answer: A

NEW QUESTION 596
- (Topic 6)
Active Currencies live in Company Profile, user record (Personal Setup) and in Opportunity (Record).

A. True
B. False

Answer: :A

NEW QUESTION 601
- (Topic 6)
Data Validation Rules are executed for a field (vs. as record).

A. True
B. False

Answer: B

NEW QUESTION 604
- (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 607
- (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 611
- (Topic 6)
The running user doesn't override the sharing role while allowing users to see high-level sales data for everyone, not just

A. True
B. False

Answer: B

NEW QUESTION 616
- (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 617
CORRECT TEXT - (Topic 6)
What profile permission is required for editing and deleting public tags?

A.

Answer: TagManager.Note:TagManagerisenabledbydefaultfortheSystemAdministratorprofile.

NEW QUESTION 618
- (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 622
- (Topic 6)
Only users with "Create and Customize" permission can access the Report?

A. True
B. False

Answer: A

NEW QUESTION 625
- (Topic 6)
A Standard Fiscal Year can start on May 1st.

A. True
B. False

Answer: A

NEW QUESTION 627
- (Topic 6)
Data Validation rules are also enforced using the API and Import Wizards.

A. True
B. False

Answer: A

NEW QUESTION 630
- (Topic 6)
How many Solution records can be imported via Import Wizard?

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

Answer: A

NEW QUESTION 635
CORRECT TEXT - (Topic 7)
What are the three report types available when creating custom reports?

A.

Answer: TabularSummaryandMatrix

NEW QUESTION 636
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 638
- (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 639
CORRECT TEXT - (Topic 7)
How are Folders used?

A.

Answer: Toorganizereportsdashboardscommunicationtemplatesanddocuments

NEW QUESTION 644
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: Up to 25 such relationships

A.

Answer: Lookup

NEW QUESTION 647
- (Topic 7)
Each workflow rule applies to a single object, such as leads, accounts, or opportunities.

A. True
B. False

Answer: A

NEW QUESTION 652
CORRECT TEXT - (Topic 7)
Where do images for email templates, Cloud Scheduler, etc. need to be stored?

A.

Answer: InSFDocuments

NEW QUESTION 653
- (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 655
- (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 659
- (Topic 7)
Workflow rules never trigger on converted leads

A. True
B. False

Answer: A

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

NEW QUESTION 660
CORRECT TEXT - (Topic 7)
Dashboard components can consist of:

A.

Answer: Chart

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

NEW QUESTION 665
CORRECT TEXT - (Topic 7)
Define the Matrix Report.

A.

Answer:
Summarizesdatainagridagainsthorizontalandverticalcriteria.Matrixreportsprovidetotalsforbothrowsandcolumns.Matrixreportsmayalsobeusedtosupportdashboardco
mponents.

NEW QUESTION 670
- (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 672
- (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 673
CORRECT TEXT - (Topic 7)
Define the Solution Manager Profile.

A.

Answer: Standarduserperm+canmanagersolutions&solutioncategories

NEW QUESTION 678
CORRECT TEXT - (Topic 7)
Define the Tabular Report.

A.

Answer: Providesasimplelistingofyourdatawithoutsubtotals.Theonlyformatthathasafloatingreportheader.

NEW QUESTION 679
- (Topic 7)
Is the DataLoader Cloud based?

A. No
B. Yes

Answer: A

NEW QUESTION 680
CORRECT TEXT - (Topic 7)
Define the Contract Manager profile.

A.

Answer: Standarduserperm+editapproveactivatedeletecontracts

NEW QUESTION 683
CORRECT TEXT - (Topic 7)
The new charting engine allows for greater customization and creation of charts including:

A.

Answer: BarLine

Explanation:
Funnel Donut Pie
Combo Charting

NEW QUESTION 687
- (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 688
CORRECT TEXT - (Topic 7)
How are Cases assigned?

A.

Answer: AssignmentRule

NEW QUESTION 692
- (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 693
- (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 695
CORRECT TEXT - (Topic 7)
What does a workflow approval process do?

A.

Answer: ItelectronicallycapturesabusinessapprovalonaSFdatarecord.

NEW QUESTION 700
CORRECT TEXT - (Topic 7)
What are the field property options for Custom Fields?

A.

Answer: RequiredRead-OnlyExternalIDUnique

NEW QUESTION 703
- (Topic 7)
Describe the methods to allow access to the application?

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

Answer: ABC

NEW QUESTION 708
CORRECT TEXT - (Topic 7)
Standard Fields are?

A.

Answer: CreatedbySFandcomesinOrg.Fieldpropertiesnoteditable.

NEW QUESTION 713
- (Topic 7)
Changes you make to records while using Connect Offline are lost.

A. True
B. False

Answer: B

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

NEW QUESTION 715
- (Topic 7)
The number of calculated values per report:

A. 5
B. 10
C. 20
D. 2
E. 15
F. 6

Answer: A

NEW QUESTION 718
- (Topic 7)
According to Sales Force, console is not for occasional users of SalesForce. The console is best set up for users who view SalesForce for 3 or more hours a day.

A. True
B. False

Answer: A

NEW QUESTION 721
CORRECT TEXT - (Topic 7)
What database actions can the DataLoader perform?

A.

Answer: InsertExtractUpdateupsertandDelete

NEW QUESTION 722
- (Topic 7)
What are the Org Wide Default permission options?

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

Answer: ABCDE

NEW QUESTION 724
- (Topic 7)
Workflow rules can't be triggered by campaign statistic fields, including individual campaign statistics and campaign hierarchy statistics.

A. True
B. False

Answer: A

NEW QUESTION 726
- (Topic 7)
Can the DataLoader access all objects?

A. Yes
B. No

Answer: A

NEW QUESTION 727
- (Topic 8)
How many records of a custom object can a System Admin import using the Salesforce Import Wizard?

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

Answer: C

NEW QUESTION 730
- (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 733
- (Topic 8)
Select which is Not Applicable. What does a Page Layout control Select the choice which in NOT applicable

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

Answer: D

NEW QUESTION 734
- (Topic 8)
What is the limit on the compiled size of the Formula Field Select the correct choice?

A. 1k
B. 2k
C. 3k
D. 4k

Answer: D

NEW QUESTION 738
- (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 741
- (Topic 8)
A particular role needs edit on contacts, view, edit and delete on contracts and only view on accounts. Where can the administrator make the change?

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

Answer: B

NEW QUESTION 744
- (Topic 8)
You can map a custom lead field to a Case

A. True
B. False

Answer: A

NEW QUESTION 749
- (Topic 8)
What is the role of "Primary Object" when creating custom report types?

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

Answer: C

NEW QUESTION 754
- (Topic 8)
Org wants to create a follow up task based on a field change. Which is the best way to do it?

A. Workflows
B. Rollup summary
C. Assignment rules
D. Record types
E. Workflow approvals

Answer: A

NEW QUESTION 758
- (Topic 8)
On the page layout, some standard fields have properties which cannot be changed (e.g. the Created By and Modified By fields)

A. True
B. False

Answer: A

NEW QUESTION 763
- (Topic 8)
A person account is different from business account because: (any 2)

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

Answer: AB

NEW QUESTION 767
- (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 769
- (Topic 8)
Which of them is not a Standard Business Object?

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

Answer: C

NEW QUESTION 773
- (Topic 8)
You can set up Salesforce to automatically send email alerts, assign tasks, or update field values based on your organization's workflow

A. True
B. False

Answer: A

NEW QUESTION 778
- (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 780
- (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 783
- (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 788
- (Topic 8)
What is Not True About Formulas Select the correct choice?

A. Formulas cannot reference themselves
B. Fields that are used in formulas cannot be deleted
C. Can reference standard, custom, or other formula fields
D. You cannot use Case statement in a Formula Field

Answer: D

NEW QUESTION 792
- (Topic 8)
The administrator changes the organization time zone from "pacific daylight" to "central". Which users will be affected?

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

Answer: D

NEW QUESTION 795
- (Topic 8)
Which object cannot use sharing rules to manage access?

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

Answer: D

NEW QUESTION 798
- (Topic 8)
Customizable Forecasting cannot be enabled for use with Custom Fiscal Years

A. True
B. False

Answer: B

NEW QUESTION 799
- (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 802
- (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 803

- (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 804
- (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 806
- (Topic 8)
What can a user do an account record that has been manually shared read/write with him/her? (Select 2)

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

Answer: AB

NEW QUESTION 809
- (Topic 8)
Identify the dashboard components from the list

A. Dates
B. Tables
C. Gauge
D. Filters
E. Summary
F. Matrix

Answer: BC

NEW QUESTION 812
- (Topic 8)
Which statement is true about custom summary formula?

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

Answer: A

NEW QUESTION 817
- (Topic 8)
When a user refreshes a dashboard, who does the dashboard get refreshed for?

A. The user and all those who have access to the dashboard
B. Only the user who refreshed the dashboard.
C. The running user only
D. The administrator.

Answer: A

NEW QUESTION 821
- (Topic 8)
Workflow Field Updates specify the field you want updated and the new value for it. Depending on the type of field, you can do the following Except:

A. Choose to apply a specific value
B. Make the value blank
C. Delete the Field

D. Calculate a value based on a formula you create

Answer: C

NEW QUESTION 823
- (Topic 8)
If territory management is enabled for your organization and a lead is converted, how does it get assigned?

A. Gets assigned to lead owner's territory
B. Based on assignment rule
C. Get assigned to the user's territory
D. Based on territory field

Answer: A

NEW QUESTION 824
- (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 825
- (Topic 8)
A custom multi-select picklist can be the controlling field for a dependent field

A. True
B. False

Answer: B

NEW QUESTION 828
- (Topic 8)
Sharing rules can be formed on the following except:

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

Answer: D

NEW QUESTION 832
- (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 836
- (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 837
- (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 842
- (Topic 8)
Which one of these may be a controlling field and a dependant field?

A. Custom picklist
B. Standard picklist
C. Standard checkbox
D. Custom checkbox

Answer: A

NEW QUESTION 847
- (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 848
CORRECT TEXT - (Topic 8)
What are Chatter Groups?

A.

Answer:
Chattergroupsletyoushareinformationwithspecificpeople.Forexampleifyou'reworkingonaprojectandwanttoshareinformationonlywithyourteammembersyoucancreatea
Chattergroupforyourteam.

Explanation:
Chatter groups include a list of members, a Chatter feed, and a photo. You can create the following types of Chatter groups:
• Public: Anyone can see the group's updates, but only members can post updates. Anyone can join a public group.
• Private: Only members can see and post updates. The group's owner or managers must add members.

NEW QUESTION 849
- (Topic 8)
You can delete the Standard Price Book or a price book that is on an opportunity.

A. True
B. False

Answer: A

NEW QUESTION 851
- (Topic 8)
The Documents tab does NOT contain version control capabilities

A. True
B. False

Answer: A

NEW QUESTION 854
- (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 855
- (Topic 9)
How long does a backup data export remain on Salesforce CRM before it is automatically deleted?

A. 12 hours
B. 24 hours

C. 48 hours

Answer: B

NEW QUESTION 860
- (Topic 9)
Which type of field could you use to create a relationship between a custom object and another object?

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

Answer: A

NEW QUESTION 862
- (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 864
- (Topic 9)
Joe imports records for Sara, a non-active user. Sara's records will be assigned to Joe.

A. True
B. False

Answer: A

NEW QUESTION 867
- (Topic 9)
Record types are used to implement custom business processes by associating them to specific

A. Objects
B. Page Layouts
C. Records
D. Campaigns

Answer: B

NEW QUESTION 869
- (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 872
- (Topic 9)
What is the maximum length of the alias field?

A. 12
B. 10
C. 8

Answer: C

NEW QUESTION 875
- (Topic 9)
Formula cannot reference any field that is restricted by Field level security

A. True
B. False

Answer: B

NEW QUESTION 877
- (Topic 9)
You have to enable the Report Builder Upgrade first to use Master Charts.

A. True
B. False

Answer: :B

NEW QUESTION 881
- (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 884
- (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 886
- (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 888
- (Topic 9)
Deleting a lead from a campaign does not delete the lead itself, but it is no longer a campaign member.

A. True
B. False

Answer: A

NEW QUESTION 893
- (Topic 9)
A System Administrator followed the click path: Your Name ? Setup ? Customize ? Reports
& Dashboards?
User Interface Settings but found no option to enable the Report Builder Upgrade. Which statements could explain this scenario?

A. Another System Administrator had already enabled it.
B. There is no Report Builder Upgrade spring 11 just made it available to all profiles.
C. That is not the right click path to do the upgrade.
D. They created their Salesforce Org after the Spring 11 releas
E. Thus there is no need for the upgrade.

Answer: AD

NEW QUESTION 894
- (Topic 9)
When transferring leads to a queue open activities are also transferred?

A. True
B. False

Answer: B

NEW QUESTION 895

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

A. True
B. False

Answer: B

NEW QUESTION 898
- (Topic 9)
You have created a custom field of the type "Number" on the Account object called "Number of Golfers at Client". You enter the following data in the field: 073.
What is stored in Saleforce CRM?

A. 0073
B. 73
C. 7.3%

Answer: B

NEW QUESTION 903
- (Topic 9)
You can use the import wizard to erase existing field values. Once a custom field is deleted, can it be restored?

A. Yes
B. No

Answer: A

Explanation:
 The "recycle bin for custom fields" feature gives the administrator 45 days to restore the field and its data.

NEW QUESTION 907
- (Topic 9)
When you delete a case:

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

Answer: B

NEW QUESTION 912
- (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 915
- (Topic 9)
To minimize the number of sharing rules, use "Roles and Subordinates" over "Roles" where possible.

A. True
B. False

Answer: A

NEW QUESTION 918
- (Topic 9)
Users with which Permission can install or uninstall AppExchange packages from the AppExchange

A. Download AppExchange Packages
B. View AppExchange Packages
C. List AppExchange Packages
D. Visit AppExchange Packages

Answer: A

NEW QUESTION 920
- (Topic 9)
Queues can be setup for which objects? (check all that apply)

A. Leads
B. Accounts
C. Opportunities
D. Custom Objects
E. Cases

Answer: ADE

NEW QUESTION 925
- (Topic 9)
How many lead assignment rules can be active at one time?

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

Answer: A

NEW QUESTION 929
- (Topic 9)
Which is true about Salesforce Knowledge Sidebar for the Service Cloud Console?

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

Answer: B

NEW QUESTION 934
- (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 936
- (Topic 9)
Which Sales Cloud Enhancements in Spring 11 are Automatically visible to all Administrators without any setup required?

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

Answer: AE

NEW QUESTION 939
- (Topic 9)
The administrator wants to track data over a period of time. Which graph would he use?

A. Line
B. Horizontal bar line
C. Pie
D. Table

Answer: A

NEW QUESTION 943
- (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 946
- (Topic 9)
You have to enable the Report Builder Upgrade first to use Scatter Charts.

A. True
B. False

Answer: A

NEW QUESTION 948
- (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 949
- (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 954
- (Topic 10)
Which of these is NOT true: it is possible to import my existing contacts from Outlook by:

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

Answer: B

NEW QUESTION 955
- (Topic 10)
When importing Lead records you must use Currency

A. An active or inactive
B. An active
C. An inactive

Answer: :B

NEW QUESTION 960
- (Topic 10)
You convert a lead that is linked to multiple campaigns what is inserted into the opportunity Campaign Source field?

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

Answer: B

NEW QUESTION 963
- (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 965
CORRECT TEXT - (Topic 10)
Relative Dates in Report

A.

Answer: TodayTomorrowYesterday

Explanation:
Last week

NEW QUESTION 970
- (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 972
- (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 974
- (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 979
- (Topic 10)
Adding Records: If I add a duplicate record because I haven't searched before adding a new one, the following events will be likely to happen:

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

Answer: ADE

NEW QUESTION 983
- (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 988
- (Topic 10)
What is the purpose API Token field on the User object?

A. Displays the users API token
B. Indicates whether an API token has ever been reset.
C. Enables users to receive an API token

Answer: B

NEW QUESTION 993
- (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 996
- (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 1001
- (Topic 10)
If your org is configured for data export, you can schedule automatic backup files at what intervals?

A. Daily, Weekly, and Monthly
B. Daily and Weekly
C. Weekly and Monthly

Answer: C

NEW QUESTION 1006
- (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 1009
- (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 1011
- (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 1015
- (Topic 10)
When a field is deleted it sits in the recycling bin for 30 days

A. True
B. False

Answer: B

NEW QUESTION 1016
- (Topic 10)
What is the maximum length of a Text Area?

A. 32000
B. 255
C. 3200

Answer: B

NEW QUESTION 1019
- (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 1021
- (Topic 10)
Which of the following can be done on the Activity Settings page at Your Name | Setup | Customize | Activities | Activity Settings?

A. Enable Group Tasks.
B. Mass transfer activities.
C. Enable Email Tracking.
D. Show Event Details on Multi-User Calendar View.
E. Enable Email Attachements.
F. Change the Activities page layout.

Answer: ACD

NEW QUESTION 1023
- (Topic 10)
Which of the following are true about the Default Division field on the User object?

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

Answer: B

NEW QUESTION 1028
- (Topic 10)
Which of the following are true about Web-to-Lead:

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

Answer: AB

NEW QUESTION 1031
- (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 1032
- (Topic 10)
When creating users, does the alias need to be unique?

A. Yes
B. No

Answer: B

NEW QUESTION 1036
- (Topic 10)
Which of the following statements is true about Dashboard Refreshes?

A. Your organization is limited to no more than 400 scheduled dashboard refreshe
B. Unlimited Edition users can schedule up to two dashboard refreshes per hour per day; Enterprise Edition users can schedule up to one dashboard refresh per hour per day.
C. Your organization is limited to no more than 200 scheduled dashboard refreshe
D. Unlimited Edition users can schedule up to two dashboard refreshes per hour per day; Enterprise Edition users can schedule up to one dashboard refresh per hour per day.
E. Your organization is limited to no more than 200 scheduled dashboard refreshes.
F. Unlimited Edition users can schedule up to four dashboard refreshes per hour per day; Enterprise Edition users can schedule up to two dashboard refresh per hour per day.

Answer: B

NEW QUESTION 1038
- (Topic 10)
When using Territory Management, can an opportunity be associated with multiple territories?

A. Yes
B. No

Answer: B

Explanation:
Accounts and Users can be associated with multiple opportunities but Opportunities can only be in one territory.

NEW QUESTION 1040
- (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 1042
- (Topic 10)
You can rename standard Tabs and Objects. 9962077244

A. True
B. False

Answer: A

NEW QUESTION 1044
- (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 1048
- (Topic 10)
Records & Record Detail Pages: I can edit data for multiple records at once by selecting each of them within a list view, Clicking on one of the records, and choosing the field to edit for all.

A. True
B. False

Answer: A

NEW QUESTION 1050
- (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 1052
- (Topic 10)
Which of the following are options when transferring accounts (Multiple correct answers)

A. Transfer open opportunities
B. Transfer closed opportunities
C. Transfer closed cases
D. Transfer open cases
E. Keep Account Teams
F. Transfer custom objects

Answer: ABCDE

NEW QUESTION 1056
- (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 1058
- (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 1062
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 1065
- (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 1066
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