

## 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)

Lead assignment rules assign leads to owners and queues based on the criteria the system admin specifies within the rule.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 5**

- (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 6**

- (Topic 1)

You can use standard reports when creating Dashboards

- A. True
- B. False

**Answer:** B

**NEW QUESTION 7**

- (Topic 1)

Which of the following are true about List Views?

- A. Save list views for future use.
- B. Specify which groups of users have access to the list view.
- C. Print list views.
- D. Follow records and view related Chatter posts.

- E. Export List View data to Excel
- F. All of the above

**Answer:** ABCD

**NEW QUESTION 8**

- (Topic 1)

In order to create a many-to-many relationship between two objects, a junction object must be created. This junction object will have a Master-Detail relationship to both objects.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 9**

- (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 10**

- (Topic 1)

When you add a custom object tab, all of the following will be accessible with the object EXCEPT

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

**Answer:** D

**NEW QUESTION 10**

- (Topic 1)

Public groups can be used to simplify the creation of sharing rules for Administrators.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 11**

- (Topic 1)

Where can a system administrator go if they are trying to determine why a user cannot log in to Salesforce? (Select all that apply)

- A. The Login History related list on the user's record
- B. The user's profile
- C. Manage Users | Login History
- D. Call salesforce.com Support

**Answer:** AC

**NEW QUESTION 12**

- (Topic 1)

Which of the following are actions triggered by workflow rules?

- A. Email
- B. Task
- C. Field update
- D. Record update
- E. Record creation
- F. Outbound message
- G. Time trigger

**Answer:** :ABCF

**NEW QUESTION 16**

- (Topic 1)

Which of the following SF applications enables organizations to speed and streamline all phases of sales?

- A. SF ideas
- B. SF content
- C. SF Automation
- D. SF Customer service and support

**Answer:** C

#### NEW QUESTION 19

- (Topic 1)

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

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

**Answer:** C

#### NEW QUESTION 23

- (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 26

- (Topic 2)

Which combination of objects is available when creating a custom report type for Chatter reports?

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

**Answer:** CD

#### NEW QUESTION 28

- (Topic 2)

Based solely on the role hierarchy a manager can do all of the following EXCEPT:

- A. View, edit, delete, and transfer his/her and his/her subordinates records
- B. Extend sharing on both his/her and his/her subordinate's records
- C. View all folders his/her Subordinate has access to, i.e., Reports, Documents, and Email Templates
- D. View records his subordinate does not own but can view

**Answer:** C

#### NEW QUESTION 30

- (Topic 2)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 34

- (Topic 2)

Custom Fiscal years are for companies that break down their fiscal years, quarters, and weeks in to custom fiscal periods based on their financial planning requirements.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 36

- (Topic 2)

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

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

**Answer:** A

**NEW QUESTION 37**

- (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 39**

- (Topic 2)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 41**

- (Topic 2)

You can use standard reports when creating

- A. True
- B. False

**Answer:** B

**NEW QUESTION 43**

- (Topic 2)

Is it possible for a Page layout to be associated with a Record Type.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 45**

- (Topic 2)

What needs to be specified to schedule a Report?

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

**Answer:** :CD

**NEW QUESTION 46**

- (Topic 2)

[106] You can set the Tab as a Landing Tab while creating the Tab for the Object?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 48**

- (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 53**

- (Topic 2)

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

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

**Answer:** D

**NEW QUESTION 58**

- (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 63**

- (Topic 2)

Searches and Filters that take a long time may be cancelled?

- A. True
- B. False

**Answer:** A

**NEW QUESTION 66**

- (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 67**

- (Topic 2)

For which objects you have business processes?

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

**Answer:** ABCE

**NEW QUESTION 68**

- (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 73**

- (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 74**

- (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 77

- (Topic 2)

When you delete a parent record, you will also delete the child record if that child record has a lookup relationship to the deleted record:

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 80

- (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 85

- (Topic 3)

Standard reports are visible through the Reports search.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 88

- (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 90

- (Topic 3)

What is a Dashboard made of?

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

**Answer:** ABD

#### NEW QUESTION 92

- (Topic 3)

You must run the report before you can print or export it because the Printable View and Export details buttons are not available in the report builder.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 97

- (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 98**

- (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 101**

- (Topic 3)

Both accounts and users can exist in multiple territories.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 103**

- (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 106**

- (Topic 3)

Which report format summarizes data in a grid against horizontal and vertical criteria and provides totals for both rows and columns?

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

**Answer:** B

**NEW QUESTION 107**

- (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 110**

- (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 115**

- (Topic 3)



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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 116**

- (Topic 3)

The Report Builder is different from the Report Wizard.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 117**

- (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 119**

- (Topic 3)

When you have exceeded your general storage limit, you can use your complimentary document storage for additional space.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 124**

- (Topic 3)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 128**

- (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 133**

- (Topic 4)

Which of the following statements are true concerning email activation? (Select one)

- A. The email activation feature requires that the user click an activation link before logging onto a new computer.
- B. The email activation feature cannot be disabled.
- C. The email activation feature can be disabled by request to Salesforce.com support.
- D. The email activation feature can be disabled through the UI.

**Answer:** :C

**NEW QUESTION 135**

- (Topic 4)

Which Feature is not available in Salesforce.com?

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

**Answer:** C

**NEW QUESTION 139**

- (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 143**

- (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 147**

- (Topic 4)

Activities are both Tasks and Calendars

- A. True
- B. False

**Answer:** A

**NEW QUESTION 149**

- (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 153**

- (Topic 4)

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

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

**Answer:** :CD

**NEW QUESTION 158**

- (Topic 4)

How can an Administrator customize campaign members? Choose 2 answers: MMM

- A. Display Lead or Contact data directly on a campaign member record
- B. Create an approval process for new campaign members
- C. Customize the campaign history related list to include campaign member custom fields
- D. Display key campaign member data on an opportunity record

**Answer:** AC

**NEW QUESTION 163**

- (Topic 4)

What can be reviewed using the process visualizer?

- A. Sales Processes
- B. Approval Processes

- C. Support Processes
- D. Workflow Rules

**Answer:** B

**NEW QUESTION 165**

- (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 166**

- (Topic 4)

Can an administrator change the profile settings of the Standard Solution Manager profile?

- A. Yes
- B. No
- C. Depends on the Setting of the Administrator profile

**Answer:** B

**NEW QUESTION 170**

- (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 171**

- (Topic 4)

The SideBar search does not Search the following: Choose 3 answers

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

**Answer:** BCE

**NEW QUESTION 176**

- (Topic 4)

Which of the following is the best way to make the Field Mandatory for everyone?

- A. Page Layout
- B. Validation Rule
- C. Roles & Profiles
- D. Field Level Security

**Answer:** D

**NEW QUESTION 179**

- (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 181**

- (Topic 4)

Why would you use early triggers?

- A. To escalate a case according to a time zone

- B. To allow notification before a case actually escalates
- C. To escalate any case within a period
- D. To send an auto response email to customers

**Answer:** B

#### NEW QUESTION 184

- (Topic 4)

You can customize to restrict users ability to log in to saleforce.

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

**Answer:** A

#### NEW QUESTION 185

- (Topic 4)

A record is modified on 1/1/2008. It meets criteria for a time-based workflow rule; this rule schedules an action for 7 days after rule execution. On 1/4/2008 the record is modified and no longer meets workflow rule criteria.

On 1/5/2008 the record is modified and once again meets the initial time-based workflow rule criteria. How many workflow actions will execute and when?

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

**Answer:** C

#### Explanation:

Explanation/Reference:

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

#### NEW QUESTION 189

- (Topic 4)

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

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 191

- (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 194

- (Topic 4)

Using the following hierarchy, if a sharing rule exists granting Operations Person Read/Write access to Sales Management on the Account Object, what access does Operations Management have to Sales Management's accounts?

Default access for the

Account object is Public Read Only. Executive Management

Sales Management

Sales Person Operations Management Operations Person

- A. None
- B. Read Only
- C. Read/Write
- D. Read/Write/Transfer

**Answer:** C

#### Explanation:

Explanation/Reference:

Read/Write is granted through role hierarchy permissions from the sharing rule. If the sharing rule referenced a sharing group then the Grant Access Using Hierarchies would not apply. This could also be true for a custom object; all standard objects require Grant Access Using Hierarchies.

#### NEW QUESTION 195

- (Topic 4)

Which is a capability of Chatter? Choose 3 answers:

- A. Receive updates related to records followed by a user
- B. Share updates, files, and links with Leads and Contacts
- C. Receive recommendations for users and records to follow
- D. Follow people within Salesforce organization
- E. Post updates, files, links to Chatter pages

**Answer:** ADE

**NEW QUESTION 199**

- (Topic 4)

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

- A. True
- B. False

**Answer:** B

**NEW QUESTION 200**

- (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 205**

- (Topic 5)

Account Teams might be utilized for what?

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

**Answer:** AB

**NEW QUESTION 210**

- (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 214**

- (Topic 5)

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

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

**Answer:** A

**NEW QUESTION 218**

- (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 223**

- (Topic 5)

All dashboard viewers see data based on the security settings of the Running User—regardless of their own personal security settings?

- A. True
- B. False

**Answer:** A

**NEW QUESTION 228**

- (Topic 5)

Unmanaged packages do not include locked components but can be upgraded?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 230**

- (Topic 5)

Salesforce.com record Id's are Identical in?

- A. Production and Config Only Sandbox
- B. Production and Developer Sandbox
- C. Production and Full Copy Sandbox
- D. Record Id's are always different in different environment

**Answer:** C

**NEW QUESTION 233**

- (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 235**

- (Topic 5)

Conditional highlighting can not be used for?

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

**Answer:** :A

**NEW QUESTION 238**

- (Topic 5)

Is it possible to report on the converted Leads?

- A. Yes
- B. No

**Answer:** A

**NEW QUESTION 239**

- (Topic 5)

Custom Summary Formulas can run calculations on report calculations.

- A. True
- B. False

**Answer:** B

**Explanation:**

Explanation/Reference:

Custom summary formulas support calculations on custom formula fields

Apply calculations only to summary rows can be used to calculate the summaries on numerical fields of summary and matrix reports

3900 chars per formula 5 per report Applies calc to only summary rows Custom formula fields are

Read only on record detail pages Not visible on edit pages

Are supported on std and custom objects Do not update last modified field

Can reference custom/std / other formula fields Cannot reference themselves

Cannot be deleted if they are referred in formulas Not searchable via sidebar / advanced search Not included in data export

Not available for lead conversion  
Not available in Offline edition / connect for outlook Are automatically calculated  
Cross object formula up to 5 levels

**NEW QUESTION 241**

- (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 243**

- (Topic 5)

A custom field is made Read only from the Field level security and Required from Page layout. The Field will be:

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

**Answer: A**

**NEW QUESTION 248**

- (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 252**

- (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 254**

- (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 257**

- (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 262**

- (Topic 5)

An opportunity that reaches the threshold with 80% probability will trigger additional alerts if the probability subsequently goes higher to 85%.

- A. Yes
- B. No
- C. Depends on the Settings



**Answer:** B

**NEW QUESTION 267**

- (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 272**

- (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 277**

- (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 282**

- (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 285**

- (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 289**

- (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 291**

- (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 295**

- (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 297**

- (Topic 5)

Auto Response rules work on which objects?

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

**Answer:** A

**NEW QUESTION 301**

- (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 306**

- (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 308**

- (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 309**

CORRECT TEXT - (Topic 6)

Why are Sharing Rules used?

A.

**Answer:**

To open up access to records you wouldn't naturally get through Organization Wide Defaults and Role Hierarchy. They are the exceptions to the Organization Wide Defaults.

**NEW QUESTION 310**

- (Topic 6)

Tab settings allow System Admin to customize which tabs are visible to users:

- A. True
- B. False

**Answer:** A

**NEW QUESTION 312**

CORRECT TEXT - (Topic 6)

Match the workflow steps with the setup requirement

A.

**Answer:** Task-SelecttheSubjectstatusandpriorityEmailAlert-Selectatemplate

**Explanation:**

Field Update - Select a field

Rule - Select the subject status and priority

**NEW QUESTION 317**

- (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 318**

- (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 320**

- (Topic 6)

Which of the following are enhancements included in the Spring 11 release?

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

**Answer:** ACD

**NEW QUESTION 323**

- (Topic 6)

Can an end user import Members into a Campaign?

- A. True
- B. False

**Answer:** B

**NEW QUESTION 327**

- (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 330**

- (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 331**

- (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 335**

- (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 340**

- (Topic 6)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 341**

- (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 346**

- (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 350**

- (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 353**

- (Topic 6)

Where does the click path Your Name --> Set up -> Security controls -> Sharing settings lead to?

- A. Custom Profile
- B. Organization wide Defaults
- C. Trusted IP Ranges

**Answer:** B

**NEW QUESTION 356**

- (Topic 6)

How can you export accounts and contacts in a Contact Manager edition of Salesforce?

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

**Answer:** B

**NEW QUESTION 358**

- (Topic 6)

Only users with "Create and Customize" permission can access the Report?

- A. True
- B. False

**Answer:** A

**NEW QUESTION 363**

- (Topic 6)

A Standard Fiscal Year can start on May 1st.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 365**

- (Topic 6)

Which step is required when configuring the new Salesforce for outlook?

- A. Select sync direction and conflict behaviour
- B. Select the appropriate config template
- C. Assign users and profiles to a configuration
- D. Enable the chatter feed sync with Outlook

**Answer:** AC

**NEW QUESTION 369**

CORRECT TEXT - (Topic 7)

Who can manually share records?

A.

**Answer:** RecordOwnerAnyoneabovetheRecordOwnerinHierarchy&theSystemAdmin

**NEW QUESTION 374**

- (Topic 7)

You can create email alerts for workflow rules on activities.

- A. True
- B. False

**Answer:** A

**Explanation:**

Explanation/Reference:

You can't create email alerts for workflow rules on activities.

**NEW QUESTION 376**

- (Topic 7)

Workflow rules are triggered when a standard object in a master-detail relationship is re- parented, even if the object's evaluation criteria is set to When a record is created, or when a record is edited and did not previously meet the rule criteria.

- A. True
- B. False

**Answer:** :A

**NEW QUESTION 379**

- (Topic 7)

How many app exchange apps can you install in UE?

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

**Answer:** D

**NEW QUESTION 380**

- (Topic 7)

Saving or creating records can trigger one rule.

- A. True
- B. False

**Answer:** B

**Explanation:**

Explanation/Reference:

Saving or creating records can trigger more than one rule.

**NEW QUESTION 383**

- (Topic 7)

Each workflow rule applies to a single object, such as leads, accounts, or opportunities.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 385**

- (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 389**

- (Topic 7)

Standard Reports May be used as a starting point for Custom Reports

- A. True
- B. False

**Answer:** A

**NEW QUESTION 391**

- (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 395**

- (Topic 7)

Workflow rules can be triggered any time a record is saved or created, depending on your rule criteria:

- A. True
- B. False

**Answer:** A

**NEW QUESTION 399**

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 404**

- (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 406**

CORRECT TEXT - (Topic 7)

When can inactive assignment rules be run on leads?

- A.

**Answer:** Duringleadimport

**NEW QUESTION 409**

CORRECT TEXT - (Topic 7)

What do Business processes do?

Business Processes track sales, support, solution, cases

- A.

**Answer:** A

**NEW QUESTION 410**

CORRECT TEXT - (Topic 7)

What does the default locale impact?

- A.

**Answer:** Theformatofdateandnumberfields.

**NEW QUESTION 415**

- (Topic 7)

Based on existing Master-Detail and Lookup relationships between objects, Sys Admins can create Custom Report Types to:

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

**Answer:** ABC

**NEW QUESTION 416**

CORRECT TEXT - (Topic 7)

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

- A.

**Answer:** User'slanguagesetting.

**NEW QUESTION 420**

- (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 424**

CORRECT TEXT - (Topic 7)

Define the system Admin profile.

A.

**Answer:** "SuperUser"-Cancustomize&administratetheOrg

**NEW QUESTION 425**

CORRECT TEXT - (Topic 7)

Define the Read Only Profile.

A.

**Answer:** Canonlyviewrecords

**NEW QUESTION 427**

CORRECT TEXT - (Topic 7)

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

A.

**Answer:** Theerrormessage.

**NEW QUESTION 430**

CORRECT TEXT - (Topic 7)

What do Sales Teams do?

A.

**Answer:** FocusesonOpportunityRecordsbeingsharedtoaspecifiedgroupofusersbasedontheOpportunityOwner.

**NEW QUESTION 435**

- (Topic 7)

How many app exchange apps can you install in PE?

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

**Answer:** A

**NEW QUESTION 440**

CORRECT TEXT - (Topic 7)

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

A.

**Answer:** Noonlycustomfields.

**NEW QUESTION 443**

CORRECT TEXT - (Topic 7)

What does a workflow approval process do?

A.

**Answer:** ItelectronicallycapturesabusinessapprovalonaSFdatarecord.

**NEW QUESTION 445**

CORRECT TEXT - (Topic 7)

Standard Fields are?

A.

**Answer:** CreatedbySFandcomesinOrg.Fieldpropertiesnoteditable.

**NEW QUESTION 449**

- (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 452**

- (Topic 7)

Data Validation Rules are formulas that evaluate, "True".

A. True

B. False

**Answer:** A

**NEW QUESTION 454**

- (Topic 7)

Standard Reports can be deleted?

A. True

B. False

**Answer:** B

**NEW QUESTION 459**

- (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 460**

- (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 462**

- (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 467**

- (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 472**

- (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 477**

- (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 479**

- (Topic 8)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 480**

- (Topic 8)

Which of the following is true about salesforce?

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

**Answer:** ABC

**NEW QUESTION 484**

- (Topic 8)

Which information not captured on user record in Salesforce?

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

**Answer:** B

**NEW QUESTION 486**

- (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 490**

- (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 493**

- (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 496

- (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 500

- (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 501

- (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 504

- (Topic 8)

Page layouts are assigned to users based on Select the correct choice

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

**Answer:** E

#### NEW QUESTION 505

CORRECT TEXT - (Topic 8)

What are Chatter Groups?

A.

**Answer:**

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

**Explanation:**

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

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

#### NEW QUESTION 508

- (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 509

- (Topic 8)

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

- A. True
- B. False

**Answer:** :A

**NEW QUESTION 511**

- (Topic 8)

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

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

**Answer:** D

**NEW QUESTION 516**

- (Topic 8)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 521**

- (Topic 8)

In List View Enhancements, users can export list results to CSV file

- A. True
- B. False

**Answer:** B

**NEW QUESTION 526**

CORRECT TEXT - (Topic 8)

What happens if chatter is enabled in an org with 15 or fewer users?

A.

**Answer:** Allusersautomaticallyfolloweachother.

**NEW QUESTION 528**

- (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 533**

- (Topic 9)

Which of the following are formats that you can use for creating a custom report?

- A. Hierarchical
- B. Matrix
- C. Summary
- D. Tabular
- E. A, B, C
- F. B, C, D
- G. A, C, D
- H. A, B, D

**Answer:** B

**NEW QUESTION 538**

- (Topic 9)

A lead has been converted. Where can we find the campaigns associated with it? Select 2.

- A. Campaign history list

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

**Answer:** :BC

**NEW QUESTION 541**

- (Topic 9)

What is true about a Web-to-Lead?

- A. An online form to capture lead information
- B. Determines which Email Template to send to leads generated via Web-to-Lead
- C. Contains Rule Entries that determine criteria for determining
- D. Email Template response content published on your web site

**Answer:** AD

**NEW QUESTION 542**

- (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 543**

- (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 546**

- (Topic 9)

Which of the following are reasons for creating a Validation Rule?

- A. To prevent users from entering bad data
- B. To ensure users enter data only when it is required
- C. To prevent bad data being imported
- D. To hide fields from certain users
- E. A, B, C & D
- F. A, B, & D
- G. A, B, & C
- H. A, C & D

**Answer:** C

**NEW QUESTION 547**

- (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 551**

- (Topic 9)

A virtual storage that can be used to group on criteria such as skill requirements, product categories, customer types or service levels is called a:

- A. Case Queue
- B. Case Assignment Rule
- C. Solutions Queue
- D. None of the above

**Answer:** A

**NEW QUESTION 555**

- (Topic 9)

Which Service Cloud and Service Cloud Console Enhancements in Spring 11 are Automatically visible to all Administrators without any setup required?

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

**Answer:** ACD

**NEW QUESTION 559**

- (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 560**

- (Topic 9)

Which statements are true about business processes?

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

**Answer:** AD

**NEW QUESTION 562**

- (Topic 9)

Which of the following was NOT a new feature in Summer 09?

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

**Answer:** D

**NEW QUESTION 563**

- (Topic 9)

Which of these has many-to-many relationship?

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

**Answer:** D

**NEW QUESTION 564**

- (Topic 9)

You cannot mass remove records from an approval process; removal of records must be done one by one.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 569**

- (Topic 9)

Which of the following can NOT be edited on the Page Layout Editor?

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

**Answer:** E

**NEW QUESTION 572**

- (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 575**

- (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 580**

- (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 584**

- (Topic 9)

Partner portal and customer portal users aren't required to activate computers to log in.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 588**

- (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 593**

- (Topic 9)

Roll-up Summary fields and formula fields are always read only on detail pages and are available on edit pages.

- A. True
- B. False

**Answer:** B

**NEW QUESTION 596**

- (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 601**

- (Topic 9)

You need which permission to specify a running user other than yourself.

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

**Answer:** A

#### NEW QUESTION 602

- (Topic 9)

Which of the following statements are true about Import wizard?

- A. You can import Accounts, contacts, leads, solutions and custom objects using the Import wizard
- B. You can work with both records of data and metadata
- C. When importing data file size cannot exceed 100 MB and each record in the file cannot be bigger than 400KB
- D. Standard users can import up to 50000 account or contact records per session

**Answer:** :AC

#### NEW QUESTION 605

- (Topic 9)

The Console's center frame is the detail page view of any record selected from any of the console's other frame.

- A. True
- B. False

**Answer:** A

#### NEW QUESTION 608

- (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 609

- (Topic 9)

If you relabel a Standard Object the standard list views on every Salesforce tab will automatically be renamed.

- A. True
- B. False

**Answer:** B

#### NEW QUESTION 610

- (Topic 10)

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

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

**Answer:** ACD

#### NEW QUESTION 614

- (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 617



- (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 621**

CORRECT TEXT - (Topic 10)

Methods to automate leads?

A.

**Answer:** Web-To-LeadEmailTemplates

**Explanation:**

Auto response rules

**NEW QUESTION 622**

- (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 627**

- (Topic 10)

SFDC allows me to add a reporting hierarchy (or organization chart) to my contacts. This way I can better understand the structural dynamics within the businesses I am selling to, and remember who to contact for certain aspects of a sale.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 629**

- (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 633**

- (Topic 10)

Once you define a custom fiscal year structure, your company can not return to the standard fiscal year calendar.

- A. True
- B. False

**Answer:** A

**NEW QUESTION 637**

- (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 640**

- (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 644**

- (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 649**

- (Topic 10)

You cannot delete all the record types for an object if the object is referenced in which of the following:

- A. Apex Code script
- B. Page layouts
- C. Profiles

**Answer:** A

**NEW QUESTION 654**

- (Topic 10)

Which of these is NOT true of “list views” in SFDC:

- A. I can choose different list formats from the drop-down menu at the top of any list.
- B. List views can only be created or customized by my administrator
- C. List views are customizable, and I can create and customize my own views
- D. I can change my list view format for any record type by choosing a view type from the drop-down-menu
- E. I can drag and drop columns within my list view to change the appearance or order of data

**Answer:** B

**NEW QUESTION 658**

- (Topic 10)

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

- A. True
- B. False

**Answer:** A

**NEW QUESTION 660**

- (Topic 10)

Does access to folders respect the role hierarchy?

- A. Yes
- B. No

**Answer:** B

**NEW QUESTION 664**

CORRECT TEXT - (Topic 10)

List the differences between the Jumpstart Wizard and the Standard Approval Process Wizard:

A.

**Answer:** JumpStartWizardonlyallowsforasingleapprover.

**NEW QUESTION 669**

- (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 674**

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