ADM-201 Dumps

Administration Essentials for New Admins

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

NEW QUESTION 1
- (Topic 1)
A user with a Chatter Free User profile has access to records in Salesforce such as Accounts and Contacts.

A. True
B. False

Answer: B

NEW QUESTION 2
- (Topic 1)
Dynamic Dashboards allow data to be displayed by the user viewing it, rather than by a specified running user - eliminating the need to create the same dashboard for multiple users.

A. True
B. False

Answer: A

NEW QUESTION 3
- (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 4
- (Topic 1)
The Data Loader can de-duplicate records during import.

A. True
B. False

Answer: B

NEW QUESTION 5
- (Topic 1)
To prevent a user from logging into the Salesforce org outside normal business hours, the System Administrator would do this in:

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

Answer: B

NEW QUESTION 6
- (Topic 1)
Who can invite Chatter customers into a Chatter group?

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

Answer: AB

NEW QUESTION 7
- (Topic 1)
Use a picklist to filter the values of one picklist based on the value of another picklist.

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

Answer: A

NEW QUESTION 8
- (Topic 1)
If there are any users in the organization that shouldn't have view access to Account records, the OWD for Accounts should be set to

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

Answer: C

NEW QUESTION 9
- (Topic 1)
If a company opts to use Custom Fiscal Years, they cannot use the standard forecasting option.

A. True
B. False

Answer: :A

NEW QUESTION 10
- (Topic 1)
If the company locale is set to US English, all users will have a default locale of US English and this cannot be changed.

A. True
B. False

Answer: B

NEW QUESTION 10
- (Topic 1)
If a user has public read-only access to records [that he/she does not own], the following are true.

A. The user can view the record but not edit it
B. The user can view and delete the record, but not edit it
C. The user can change the owner of the record
D. The user can search for the record
E. The user can report on the record

Answer: ADE

NEW QUESTION 14
- (Topic 1)
You can use standard reports when creating Dashboards

A. True
B. False

Answer: B

NEW QUESTION 15
- (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 16
- (Topic 1)
If your company's fiscal year follows the Gregorian calendar, you must use Custom Fiscal Years.

A. True
B. False

Answer: B

NEW QUESTION 20
- (Topic 1)
Use Custom Summary Formulas to create calculated summaries on numerical fields in

and reports.

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

Answer: C

NEW QUESTION 25
- (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 28
- (Topic 1)
Inline editing updates the field when

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

Answer: B

NEW QUESTION 30
- (Topic 1)
When you Delete a lead from a campaign, it deletes the lead record itself.

A. True
B. False

Answer: B

NEW QUESTION 31
- (Topic 1)
Locale settings control how users view date formats, time formats and number formats.

A. True
B. False

Answer: A

NEW QUESTION 34
- (Topic 1)
User interface settings are global settings and apply to all users of an org.

A. True
B. False

Answer: A

NEW QUESTION 35
- (Topic 1)
Page layouts are assigned to .

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

Answer: B

NEW QUESTION 36
- (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 37
- (Topic 1)
Time based workflow can be triggered every time a record is created or edited

A. True
B. False

Answer: B

NEW QUESTION 39
- (Topic 1)
Users can post a static image of a component to the dashboard feed, a user feed or a group feed, this feature is called

A. Dashboard Component Snapshot
B. The Running User
C. Chatter Groups
D. Dashboard Component
E. Dynamic Dashboards

Answer: A

NEW QUESTION 40
- (Topic 1)
If a user leaves your company, the system administrator should do the following to prevent future access to the Salesforce org.

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

Answer: B

NEW QUESTION 44
- (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 45
- (Topic 1)
A cross object formula references fields from parent objects.

A. True
B. False

Answer: A

NEW QUESTION 49
- (Topic 1)
A checkbox can be the controlling field to a dependent picklist.

A. True
B. False

Answer: A

NEW QUESTION 51
- (Topic 1)
An active user record consumes a license.

A. True
B. False

Answer: A

NEW QUESTION 55
- (Topic 1)

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

A. True
B. False

Answer: A

NEW QUESTION 59
- (Topic 1)
The system administrator needs to prevent telesales teams from logging into Salesforce outside of the office.
How will he/she do this?

A. There is not way to do this
B. Setup | Security Controls | Network Access and specify the team's range of IP addresses
C. Add the range of IP addresses to the team's profile(s)
D. Contact salesforce.com as this feature must be enabled

Answer: C

NEW QUESTION 62
- (Topic 1)
Which feature effectively allows you to "lock" the converted amount on closed opportunities?

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

Answer: D

NEW QUESTION 67
- (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 68
- (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 73
- (Topic 2)
All of the following may be uploaded to the AppExchange Directory EXCEPT:

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

Answer: C

NEW QUESTION 76
- (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 81

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

A. True
B. False

Answer: A

NEW QUESTION 83
- (Topic 2)
Workflow Rules Consist of the following components:

A. Workflow Task
B. Workflow Outbound Message
C. Workflow Field Updates
D. Workflow Actions
E. Workflow Email Alerts

Answer: ABCE

NEW QUESTION 85
- (Topic 2)
What does a Profile Control?

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

Answer: ABCE

NEW QUESTION 86
- (Topic 2)
Recent Item and Look up Hover Views use the:

A. Sidebar
B. Edit Page
C. List Views
D. Related Lists

Answer: A

NEW QUESTION 91
- (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 93
- (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 96
- (Topic 2)
All the following are Main Setup areas in Salesforce.com EXCEPT?

A. Personal Setup
B. App Setup
C. Data Setup
D. Administration Setup

Answer: C

NEW QUESTION 98

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

A. Yes
B. No

Answer: A

NEW QUESTION 101
- (Topic 2)
What is a Managed Package?

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

Answer: AB

NEW QUESTION 105
- (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 109
- (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 113
- (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 116
- (Topic 2)
 are words or short phrases that users can associate with most Salesforce.com records to describe and organize their data in a personalized way?

A. Views
B. Tags
C. Dashboards
D. Home Pagelayout
E. Apps

Answer: B

NEW QUESTION 121
- (Topic 2)
Validation rules may evaluate an opportunity line item against the opportunity it's associated with

A. True
B. False

Answer: A

NEW QUESTION 122
- (Topic 2)
Select the best component to use if you want to list the top five sales performers on a dashboard.

A. Chart
B. Table
C. Metric
D. Gauge

Answer: B

NEW QUESTION 127
- (Topic 2)
The difference between an opportunity record type and a sales process is:

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

Answer: A

NEW QUESTION 130
- (Topic 2)
Default values are available for standard text fields

A. True
B. False

Answer: B

NEW QUESTION 135
- (Topic 2)
Related Lists display the many side of a one-to-many relationship

A. True
B. False

Answer: A

NEW QUESTION 140
- (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 144
- (Topic 2)
Forecasting can be used with Custom Fiscal Years.

A. True
B. False

Answer: B

NEW QUESTION 145
- (Topic 2)
All of the following are types of AppExchange Applications EXCEPT:

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

Answer: C

NEW QUESTION 146
- (Topic 2)
Assets are related to which of the following sets of objects?

A. Opportunities, Products, Cases, Accounts, and Contacts
B. Products, Cases, Accounts, and Contacts
C. Cases, Contracts, Accounts, and Contacts
D. Opportunities, Cases, and Accounts

E. Opportunity Line Items, Cases, Accounts, and Contacts

Answer: :B

NEW QUESTION 150
- (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 154
- (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 158
- (Topic 3)
Which of the following relationships are correct?

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

Answer: :B

NEW QUESTION 159
- (Topic 3)
You can create the following Email Template Formats: Choose 4

A. Text
B. Visual Force
C. HTML with Letterhead
D. XML Templates
E. Custom HTML

Answer: ABCE

NEW QUESTION 162
- (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 163
- (Topic 3)
How many workflow rules can you create per entity?

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

Answer: D

NEW QUESTION 166
- (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 168
- (Topic 3)
Custom formula fields can reference other custom formula fields including themselves.

A. True
B. False

Answer: B

NEW QUESTION 172
- (Topic 3)
Salesforce.com archives older activities according to which of the following conditions:

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

Answer: BDE

NEW QUESTION 173
- (Topic 3)
This type of relationship links two objects together, but it has no effect on deletion, record ownership, or security, and the lookup relationship field is not required in the page layout.

A. Lookup Relationship
B. Master-Datail Relationship
C. Master-Detail-Sub detail Relationship

Answer: A

NEW QUESTION 177
- (Topic 3)
Printable View does not Save all the report formatting.

A. True
B. False

Answer: B

NEW QUESTION 179
- (Topic 3)
What happens when you convert a Lead and an existing account and contact have the same name as the one specified on the lead?

A. A new account and contact will be created with different Salesforce ID.
B. You can choose to update the existing account and contact.
C. The records will automattically update.
D. The conversion will fail.
E. The account and contact will automatically be overwritten

Answer: B

NEW QUESTION 181
- (Topic 3)
Which of the following is a standard Profile?

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

Answer: :BD

NEW QUESTION 186
- (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 refference 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 187
- (Topic 3)
What are two sources from which cases can be created?

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

Answer: CD

NEW QUESTION 190
- (Topic 3)
What is Salesforce.com Partner Portal? Choose 2 answers:

A. Use your company logo on a Partner Site
B. Develop Partner Application on Force.com Platform
C. Data goes into your Salesforce objects through a third party site
D. Create Interactive Communities
E. All of the above

Answer: AC

NEW QUESTION 195
- (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 199
- (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 202
- (Topic 3)
Which is a consideration when creating a drill-to-detail dashboard component?

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

Answer: :D

NEW QUESTION 207
- (Topic 3)
A Workflow rule can only be triggered when a record is created.

A. True
B. False

Answer: B

NEW QUESTION 209

- (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 213
- (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 215
- (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 216
- (Topic 3)
What is one advantage of Salesforce CRM?

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

Answer: B

NEW QUESTION 220
- (Topic 3)
You must meet the following prerequisites before enabling territory management? Choose 2 answers

A. Your organization must be using customizable forecasting
B. Follow the steps in the Deploying Territory Management Guide to prepare your organization for territory management.
C. You must have the Marketing User Profile
D. You must have the Territory Manager Profile

Answer: AB

NEW QUESTION 225
- (Topic 3)
What is Force.com Builder? Choose 3 answers:

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

Answer: ACE

NEW QUESTION 227
- (Topic 3)
The formula editor may be used all of the following places EXCEPT:

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

Answer: C

NEW QUESTION 229
- (Topic 3)
What is the maximum of time triggers per Workflow Rule?

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

Answer: B

NEW QUESTION 230
- (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 234
- (Topic 3)
The Report Builder is different from the Report Wizard.

A. True
B. False

Answer: A

NEW QUESTION 236
- (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 237
- (Topic 3)
Universally required fields always display on edit pages regardless of field-level security.

A. True
B. False

Answer: :A

NEW QUESTION 239
- (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 241
- (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 242
- (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 247
- (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 248
- (Topic 3)
A new list view can be created from within the console

A. True
B. False

Answer: B

NEW QUESTION 249
- (Topic 4)
Which of the following components is displayed only if the record in the detail view has associated records?

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

Answer: D

NEW QUESTION 254
- (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 259
- (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 263
- (Topic 4)
When looking at a vertical column chart, what can a user click on to drill down to a filtered source report? Choose 3 answers

A. Component header
B. Individual groups
C. The Y - axis
D. Legend entries
E. The X- axis

Answer: BDE

NEW QUESTION 266
- (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 271
- (Topic 4)
File attachments, document tabs, and sales force content count towards Data Storage:

A. True
B. False

Answer: B

NEW QUESTION 275
- (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 279
- (Topic 4)
Which of the following will not bypass Identity Confirmation? (Select one)

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

Answer: D

NEW QUESTION 283
- (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 284
- (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 288
- (Topic 4)
What is not true about sharing Rules?

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

Answer: C

NEW QUESTION 290
- (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 291
- (Topic 4)
A role has many to many relationships with the user?

A. True
B. False

Answer: B

NEW QUESTION 293
- (Topic 4)
A user successfully login's at 3:00 PM, What happens at 3:31 PM, if the Login hours for the user's Profile are set from 7:30 AM to 3:30 PM?

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

Answer: D

NEW QUESTION 298
- (Topic 4)
Which cannot be done on a Salesforce to Salesforce connection finder?

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

Answer: D

NEW QUESTION 303
CORRECT TEXT - (Topic 4)
Where would you make a field required?

A.

Answer: PageLayout

NEW QUESTION 305
- (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 310
- (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 313
- (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 315
- (Topic 4)
Will data be lost in a Custom Field if Data Type is changed to Number from any other Data Type?

A. Yes
B. No

Answer: A

NEW QUESTION 318
- (Topic 4)
Field Level Security cannot be used to make a field required.

A. True
B. False

Answer: A

NEW QUESTION 319
- (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 322
- (Topic 4)
What is Sharing Rule?

A. Automated rules that grant access to groups of users
B. Exceptions to Or
C. wide Defaults
D. Rules given for group of user working closely on a project
E. Irrelevant for Public Read / Write Organizations

Answer: ABD

NEW QUESTION 326
- (Topic 4)
Field-level security can be used to make a field required

A. True
B. False

Answer: B

NEW QUESTION 327
- (Topic 4)
If using Customizable forecasting there is a seperate forecast role hierarchy

A. True
B. False

Answer: A

NEW QUESTION 332
- (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 337
- (Topic 4)
What objects are cases related to?

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

Answer: AC

NEW QUESTION 341
- (Topic 5)
Formatting of report is maintained when it is exported via Printable View?

A. True
B. False

Answer: A

NEW QUESTION 342
- (Topic 5)
If you delete an email from a case and then delete the case, you will not be able to retrieve the deleted email from the Recycle Bin

A. True
B. False

Answer: A

NEW QUESTION 343
- (Topic 5)
It is possible for an Account to be part of multiple Territories?

A. Yes
B. No

Answer: A

NEW QUESTION 345
- (Topic 5)
Customizable Forecasting is a prerequisite in order to enable territory management?

A. True
B. False

Answer: A

NEW QUESTION 346
- (Topic 5)
Account team is a set of users that normally work together on ?

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

Answer: A

NEW QUESTION 349
- (Topic 5)
Account Teams might be utilized for what?

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

Answer: AB

NEW QUESTION 350
- (Topic 5)
If Custom Fiscal Years are enabled then you cannot use Standard Forecasting?

A. True
B. False

Answer: A

NEW QUESTION 352
- (Topic 5)
Can a user restrict access with the help of the sharing rules?

A. Yes
B. No

Answer: B

NEW QUESTION 353
- (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 357
- (Topic 5)
Which of the following does not need business process?

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

Answer: C

NEW QUESTION 361
- (Topic 5)
Record type picklist filtering applies to dependent picklists.

A. True
B. False

Answer: A

NEW QUESTION 366
- (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 371
- (Topic 5)
You can use conditional highlighting for summary and matrix report only.

A. True
B. False

Answer: A

NEW QUESTION 372
- (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 376
- (Topic 5)
Which are Activity Attachment Enhancements in Spring 11?

A. For new organizations, the Attachments related list is now automatically added to task and event records.
B. For existing organizations, the Attachments related list is now automatically added to task and event records.
C. Attachments are now searchable for tasks and events.
D. Unlike before, HTML attachments is always available and can no longer be disallowed.
E. Existing organizations need to manually add the related list to the activity page layout.

Answer: :ACE

NEW QUESTION 378
- (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 383
- (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 386
- (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 390
- (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 394
- (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 399
- (Topic 5)
What happens when a user owns an opportunity record but does not have the Read permission on Opportunity Object?

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

Answer: B

NEW QUESTION 403
- (Topic 5)
Which of the following is not an available function in the Formula Fields?

A. HyperLink
B. Substitute
C. RPad
D. Vlookup

Answer: D

NEW QUESTION 408
- (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 412
- (Topic 5)
What are the three core building blocks of Security and Access in Salesforce?

A. Profile Restriction
B. Organization-wide Defaults
C. Profiles
D. Role Hierarchy
E. Sharing
F. Chatter Groups

Answer: BDE

NEW QUESTION 417
- (Topic 5)
Scheduled reports run in the time zone of the user who schedules the report.

A. True
B. False

Answer: :A

NEW QUESTION 422
- (Topic 5)
When a field is deleted from the pagelayout, does it is also deleted from the Object?

A. Yes
B. No

Answer: B

NEW QUESTION 424
- (Topic 5)
Case escalation rules triggered on the last modification will be reset each time a user adds an activity or sends an email from the case record?

A. True
B. False

Answer: B

NEW QUESTION 429
- (Topic 5)
If a Report is run which returns 20,000 records then:

A. All 20K records are displayed in the UI
B. First 2K records are displayed in the UI

C. 10 Reports each having 2K records are created
D. Report Fails and an error is reported

Answer: B

NEW QUESTION 430
- (Topic 5)
Can a user create his or her own Default Sales Team?

A. Yes
B. No

Answer: A

NEW QUESTION 431
- (Topic 5)
Which of the following is not a Roll Up summary field operation?

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

Answer: E

NEW QUESTION 436
- (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 438
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 440
CORRECT TEXT - (Topic 6)
How does a Profile differ from a Role?

A.

Answer: Profilecontrolswhatausercando(readcreateeditdelete)withrecords

NEW QUESTION 441
- (Topic 6)
A security token is required for API access when connecting from an IP address within the list of trusted networks.

A. True
B. False

Answer: B

NEW QUESTION 446
- (Topic 6)
On Lead Conversion a Lead Object Custom field can not be mapped to Which Object custom field?

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

Answer: C

NEW QUESTION 448
- (Topic 6)
Standard picklists can be the controlling field but not the dependent in a field dependency:

A. True
B. False

Answer: A

NEW QUESTION 451
- (Topic 6)
Record Types are not available in Select the right choice

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

Answer: D

NEW QUESTION 454
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 455
- (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 459
- (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 461
- (Topic 6)
Can an end user import Members into a Campaign?

A. True
B. False

Answer: B

NEW QUESTION 464
- (Topic 6)
You can set a default value for a custom field.

A. True
B. False

Answer: A

NEW QUESTION 467
- (Topic 6)
Can you perform field updates on an object related to a rule.

A. Yes
B. No

Answer: A

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

NEW QUESTION 469
- (Topic 6)
Which of the following needs to be specified in order to schedule a report?

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

Answer: ABCD

NEW QUESTION 472
- (Topic 6)
An admin changed the org default language from English to spanish. What must end users do to see this change?

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

Answer: D

NEW QUESTION 475
- (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 476
- (Topic 6)
Final reject actions can include actions such as email alerts

A. True
B. False

Answer: A

NEW QUESTION 481
- (Topic 6)
You can create Custom Summary Formulas based on Custom Formula Fields.

A. True
B. False

Answer: A

NEW QUESTION 484

- (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 487
- (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 488
- (Topic 6)
Active Currencies live in Company Profile, user record (Personal Setup) and in Opportunity (Record).

A. True
B. False

Answer: :A

NEW QUESTION 489
- (Topic 6)
When is a workflow rule triggered?

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

Answer: D

NEW QUESTION 490
CORRECT TEXT - (Topic 6)
What profile permission is required for editing and deleting public tags?

A.

Answer: TagManager.Note:TagManagerisenabledbydefaultfortheSystemAdministratorprofile.

NEW QUESTION 495
- (Topic 6)
Which are true about Trialforce Email Branding?

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

Answer: BD

NEW QUESTION 499
- (Topic 6)
Only users with "Create and Customize" permission can access the Report?

A. True
B. False

Answer: A

NEW QUESTION 501
- (Topic 6)
List view can (Choose all that apply)

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

D. Print list can be exported to excel

Answer: AB

NEW QUESTION 504
- (Topic 6)
Data Validation rules are also enforced using the API and Import Wizards.

A. True
B. False

Answer: A

NEW QUESTION 508
- (Topic 6)
What are different Types of Sharing Rules? (Check all that apply)

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

Answer: ABDE

NEW QUESTION 510
- (Topic 6)
Will users have to use their security token when logging into connect for outlook if their IP range has already been added to a trusted IP range?

A. True
B. False

Answer: B

NEW QUESTION 514
- (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 516
- (Topic 6)
Which statements are true about standard fields?

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

Answer: C

NEW QUESTION 518
CORRECT TEXT - (Topic 7)
Who can manually share records?

A.

Answer: RecordOwnerAnyoneabovetheRecordOwnerinHierarchy&theSystemAdmin

NEW QUESTION 520
- (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 522
- (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 524
CORRECT TEXT - (Topic 7)
Where are Cases created?

A.

Answer: OntheCasesObjectandAccountorContactRelatedLists.

NEW QUESTION 526
- (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 530
- (Topic 7)
The Director of Sales wants a report that meets the following criteria:
All accounts in NY, MA, PA and NJ Account rating of "Hot" or Annual Rev over $8M .The report must meet the state criteria but can optionally meet the account rating or the annual revenue.
Which report format would you use to create this custom report?

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

Answer: A

NEW QUESTION 534
CORRECT TEXT - (Topic 7)
What are Public Groups?

A.

Answer: SharingbetweenUsersotherPublicGroupsRolesandRoles/Subordinates

NEW QUESTION 536
CORRECT TEXT - (Topic 7)
Who can import data for all users?

A.

Answer: SystemAdminandMarketingUserProfilecanimportLeads.

NEW QUESTION 541
- (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 542
- (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 547
CORRECT TEXT - (Topic 7)
Define the Tabular Report.

A.

Answer: Providesasimplelistingofyourdatawithoutsubtotals.Theonlyformatthathasafloatingreportheader.

NEW QUESTION 551
- (Topic 7)
Is the DataLoader Cloud based?

A. No
B. Yes

Answer: A

NEW QUESTION 556
CORRECT TEXT - (Topic 7)
What do Business processes do?
Business Processes track sales, support, solution, cases

A.

Answer: A

NEW QUESTION 561
CORRECT TEXT - (Topic 7)
What does the default locale impact?

A.

Answer: Theformatofdateandnumberfields.

NEW QUESTION 562
- (Topic 7)
Record locking in a workflow approval process prevents users from editing a record only if they have a certain field-level security or sharing settings.

A. True
B. False

Answer: B

NEW QUESTION 565
- (Topic 7)
Which objects have built in import wizards?

A. Accounts
B. Contacts
C. Leads
D. Solutions
E. Custom Objects

Answer: ABCDE

NEW QUESTION 569
- (Topic 7)
Workflow rules on custom objects are automatically deleted if the custom object is deleted.

A. True
B. False

Answer: A

NEW QUESTION 571

- (Topic 7)
The Self Service Portal and Customer Portal are the same technology?

A. Yes
B. No

Answer: B

NEW QUESTION 572
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 575
CORRECT TEXT - (Topic 7)
When you define a Data Validation Rule, what must you also define?

A.

Answer: Theerrormessage.

NEW QUESTION 579
- (Topic 7)
How many app exchange apps can you install in PE?

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

Answer: A

NEW QUESTION 583
- (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 588
- (Topic 7)
There are no exceptions to the role heirarchy based sharing?

A. True
B. False

Answer: B

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

NEW QUESTION 592
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: Lookup field on child is always required.

A.

Answer: Master/Detail

NEW QUESTION 594

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

A.

Answer: Profilecontrolswhatausercandowithrecords(readcreateeditdelete.TheRolecontrolsthelevelofvisibilitythatusershavetoorganizationsdata.

NEW QUESTION 599
- (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 601
- (Topic 7)
Can the DataLoader access all objects?

A. Yes
B. No

Answer: A

NEW QUESTION 606
CORRECT TEXT - (Topic 7)
What do Account Teams do?

A.

Answer: FocusesonAccountRecordsbeingsharedtoaspecifiedgroupofusersbasedontheAccountOwner

NEW QUESTION 608
- (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 610
- (Topic 8)
You can create parent/child relationships directly from the CSV import file

A. True
B. False

Answer: A

NEW QUESTION 611
- (Topic 8)
You can map a custom lead field to a Case

A. True
B. False

Answer: A

NEW QUESTION 612
- (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 613
- (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 615
- (Topic 8)
Export to Excel is available for Printable Lists:

A. True
B. False

Answer: B

NEW QUESTION 620
- (Topic 8)
What is the process to create a custom app?

A. Create new App, select logo, assign profile
B. Create new object, select logo, create profile

Answer: A

NEW QUESTION 623
- (Topic 8)
Salesforce.com instance has Multiple Currencies as Activated. What is the maximum granularity available for tracking changes in Currency Rates

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

Answer: B

NEW QUESTION 624
- (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 629
- (Topic 8)
What are true for the data loader?

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

Answer: CE

NEW QUESTION 632
- (Topic 8)
A Workflow Alert can be tracked in Activity History

A. True
B. False

Answer: A

NEW QUESTION 635
- (Topic 8)
When a case is deleted, following are deleted except:

A. Case comments
B. Case activities
C. Solution

D. Case tasks

Answer: C

NEW QUESTION 639
- (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 643
- (Topic 8)
A custom multi-select picklist can be the controlling field for a dependent field

A. True
B. False

Answer: B

NEW QUESTION 648
- (Topic 8)
You can only import only one language at a time per CSV file

A. True
B. False

Answer: A

NEW QUESTION 652
- (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 657
- (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 660
- (Topic 8)
The administrator wants to create 3 custom fields: an auto-number, a text field and a picklist. Is it possible?

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

Answer: A

NEW QUESTION 661
- (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 663
CORRECT TEXT - (Topic 8)
What are Chatter Groups?

A.

Answer:
Chattergroupsletyoushareinformationwithspecificpeople.Forexampleifyou'reworkingonaprojectandwanttoshareinformationonlywithyourteammembersyoucancreateaChattergroupforyourteam.

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 667
CORRECT TEXT - (Topic 8)
Which fields cannot be followed in Chatter?

A.

Answer: Auto-numberformulaandroll-upsummaryfieldsEncryptedandread-onlysystemfields

Explanation:
The Expected Revenue field on opportunities

NEW QUESTION 670
- (Topic 8)
How do you specify the following in a formula field : the year of the custom date field(date_c) should be the current year:

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

Answer: A

NEW QUESTION 672
CORRECT TEXT - (Topic 8)
What happens if chatter is enabled in an org with 15 or fewer users?

A.

Answer: Allusersautomaticallyfolloweachother.

NEW QUESTION 676
- (Topic 8)
Which permission allows a user to create a new solution?

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

Answer: C

NEW QUESTION 677
- (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 680
- (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 681
- (Topic 9)
When creating a recurring event what are the maximum occurrences by interval?

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

Answer: B

NEW QUESTION 685
- (Topic 9)
When you transfer an Account which of the following objects are automatically transferred?

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

Answer: B

NEW QUESTION 687
- (Topic 9)
Can you include attachments in the Data Export.

A. True
B. False

Answer: A

NEW QUESTION 689
- (Topic 9)
When setting up an user, the first name of the user is not required.

A. True
B. False

Answer: A

NEW QUESTION 692
- (Topic 9)
How many External ID fields can you have per object?
External ID: When importing custom objects, solutions, or person accounts, you can use external IDs to prevent duplicate records from being created as a result of the import operation.

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

Answer: C

NEW QUESTION 694
- (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 696
- (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 699
- (Topic 9)
The company wants all opportunities associated with an account to be added in and displayed on the account record detail page. Is it possible?

A. Yes, workflow rule
B. Yes, custom summary field
C. Yes, roll up summary field
D. No, accounts cannot be edited

Answer: C

NEW QUESTION 704
- (Topic 9)
Records in the recycle bin do NOT count against your organization's storage limits

A. True
B. False

Answer: A

NEW QUESTION 708
- (Topic 9)
Custom Objects are reportable.

A. True
B. False

Answer: A

NEW QUESTION 709
- (Topic 9)
You have to enable the Report Builder Upgrade first to use Master Charts.

A. True
B. False

Answer: :B

NEW QUESTION 712
- (Topic 9)
Can you uninstall an AppExchange application once it has been deployed.

A. True
B. False

Answer: A

NEW QUESTION 716
- (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 720
- (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 723

- (Topic 9)

"#Error!" displays on report cells if your custom summary formula output is over 18 digits.

A. True
B. False

Answer: A

NEW QUESTION 728

- (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 733

- (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 736

- (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 739

- (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 744

- (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 745

- (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 750

- (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 752
- (Topic 10)
You can create which of the following types of email templates (Multiple correct answers):

A. Text
B. HTML with letterhead
C. JavaScript
D. Custom HTML
E. Text with letterhead
F. Visualforce

Answer: ABDF

NEW QUESTION 757
- (Topic 10)
Do users have to display the jump page every time they create a new record?

A. Yes
B. No

Answer: B

NEW QUESTION 759
CORRECT TEXT - (Topic 10)
List the objects that may have Sharing Rules

A.

Answer: •Lead

Explanation:
• Account
• Contact
• Opportunity
• Case
• Campaign
• Custom Objects

NEW QUESTION 764
- (Topic 10)
If I'm looking at a detail page, how do I know what record type it is?

A. Yes
B. No

Answer: B

NEW QUESTION 768
- (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 773
CORRECT TEXT - (Topic 10)
Relative Dates in Report

A.

Answer: TodayTomorrowYesterday

Explanation:
Last week

NEW QUESTION 774
- (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 778
- (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 781
- (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 783
- (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 788
- (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 790
- (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 795
- (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 797
- (Topic 10)
Select the option that is NOT true of opportunities:

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

Answer: D

NEW QUESTION 798
- (Topic 10)
I can access a "list view" of records by clicking on the leads, opportunities, or accounts tabs. I can also filter my list views so I can see exactly what I need.

A. True
B. False

Answer: :A

NEW QUESTION 800
- (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 805
- (Topic 10)
When I convert a lead to an Opportunity, I must give the opportunity a unique name so I know what it is (ex: Pacific Bank – Red Package).

A. True
B. False

Answer: A

NEW QUESTION 810
- (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 811
- (Topic 10)
I can merge 3 records at a time in SFDC to clean up dupe.

A. True
B. False

Answer: A

NEW QUESTION 814
- (Topic 10)
Does access to folders respect the role hierarchy?

A. Yes
B. No

Answer: B

NEW QUESTION 819
- (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 822
- (Topic 10)
When a record is deleted it sits in the recycling bin for 30 days

A. True
B. False

Answer: A

NEW QUESTION 824
CORRECT TEXT - (Topic 10)
List the differences between the Jumpstart Wizard and the Standard Approval Process Wizard:

A.

Answer: JumpStartWizardonlyallowsforasingleapprover.

NEW QUESTION 829
- (Topic 10)
Lookup relationship fields are available in Personal Edition

A. True
B. False

Answer: B

NEW QUESTION 833
- (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 837
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