Salesforce

Exam Questions ADM-201

Administration Essentials for New Admins

NEW QUESTION 1
- (Topic 1)
When Chatter is enabled in an org, the following happens (choose all that apply).

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

Answer: :ABC

NEW QUESTION 2
- (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 3
- (Topic 1)
You can use standard reports when creating Dashboards

A. True
B. False

Answer: B

NEW QUESTION 4
- (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 5
- (Topic 1)
The page layout allows users to see the Next Steps field on an Opportunity record, Field Level Security dictates that the field is hidden, how will the field appear to the user?

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

Answer: A

NEW QUESTION 6
- (Topic 1)
What should a system administrator consider before importing a set of records into Salesforce.

A. The import file should include a record owner for each record
B. Validation rules are not triggered when importing data using the import wizard
C. Data should be de-duplicated in the import file prior to import
D. Currency field values will default to the personal currency of the record owner

Answer: :AC

NEW QUESTION 7
- (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 8
- (Topic 1)
Permission sets can replace the need for profiles.

A. True
B. False

Answer: B

NEW QUESTION 9
- (Topic 1)
When a Lead is converted, an Account, Contact and record are created.

A. Lead
B. Case
C. Campaign
D. Opportunity

Answer: D

NEW QUESTION 10
- (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 10
- (Topic 1)
A Dashboard is a visual representation of data from multiple reports and (choose all that apply)

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

Answer: ACDF

NEW QUESTION 13
- (Topic 1)
Locale settings control how users view date formats, time formats and number formats.

A. True
B. False

Answer: A

NEW QUESTION 16
- (Topic 1)
Page layouts are assigned to .

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

Answer: B

NEW QUESTION 18
- (Topic 1)
The system administrator was testing workflow rules and needs to delete pending time- based workflow actions. How can he/she do this?

A. Delete the workflow rule
B. Deactivate the workflow rule
C. Delete the actions in the Time-based Workflow queue
D. Reset passwords for all users of the org

E. None of the above

Answer: C

NEW QUESTION 23
- (Topic 1)
Public groups can be used to simplify the creation of sharing rules for Administrators.

A. True
B. False

Answer: A

NEW QUESTION 26
- (Topic 1)
Will two different users get the same search results on searching for a common keyword?

A. Yes
B. No

Answer: B

NEW QUESTION 29
- (Topic 1)
Your organization is a US-based company with a default currency of US Dollars. As a sales rep, your personal currency set to British Pounds. You create an opportunity with a
currency in British Pounds. The administrator updates the currency conversion rates. Which of the following best describes what happens to the amount of your British-Pound- based opportunity?

A. The overall opportunity amount does not change but the converted amount in a report does.
B. The overall opportunity amount and converted amount in a report changes
C. Only newly created opportunities reflect the change
D. Only historically created opportunities reflect the change

Answer: A

NEW QUESTION 32
- (Topic 1)
Which of the following are not standard objects?

A. Opportunities
B. Solutions
C. Job Applicants
D. Accounts
E. Campaigns

Answer: C

NEW QUESTION 37
- (Topic 1)
Folders are used to organize the following (choose all that apply)

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

Answer: E

NEW QUESTION 39
- (Topic 1)
A cross object formula references fields from parent objects.

A. True
B. False

Answer: A

NEW QUESTION 40
- (Topic 1)
A checkbox can be the controlling field to a dependent picklist.

A. True

B. False

Answer: A

NEW QUESTION 43
- (Topic 1)
A Sales VP wishes to view Dashboard data by region within his territory - what feature will allow this?

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

Answer: B

NEW QUESTION 45
- (Topic 1)
A system administrator can opt to lock users out of the Salesforce org if they exceed a certain number of failed login attempts.

A. True
B. False

Answer: A

NEW QUESTION 50
- (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 55
- (Topic 1)
Auto response rules can be used to send an automated yet tailored response to customers based on the information they provide via the Web-to-lead form.

A. True
B. False

Answer: A

NEW QUESTION 60
- (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 65
- (Topic 2)
Customizable Forecasting must be enabled for use with Custom Fiscal years.

A. True
B. False

Answer: A

NEW QUESTION 66
- (Topic 2)
The Campaign ROI Analysis Report uses which of the following calculations to determine the ROI percentage for a campaign?

A. Total Amount of Opportunities / Expected Revenue
B. Amount of Won Opportunities / Budgeted Cost
C. Expected Revenue / Budgeted Cost
D. (Amount of Won Opportunities minus Actual Cost) / Actual Cost

Answer: D

NEW QUESTION 71
- (Topic 2)
Name one place where inline Editing is not currently possible. (Choose 2 answers)

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

Answer: BC

NEW QUESTION 75
- (Topic 2)
All of the following are true about Default Sales Teams EXCEPT:

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

Answer: A

NEW QUESTION 79
- (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 84
- (Topic 2)
Which one does NOT apply to Custom Formula Fields?

A. Custom Formula Fields can reference other formula fields
B. Custom Formula Fields can reference standard fields
C. Custom Formula Fields can reference custom fields
D. Custom Formula Fields can calculate across objects

Answer: A

NEW QUESTION 89
- (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)
All of the following actions may take place on a Workflow Rule EXCEPT:

A. Outbound API message
B. Update Field
C. Create a Task
D. Create an Event

Answer: D

NEW QUESTION 93
- (Topic 2)
It is possible for a User to own a record and not see it if they don't have the Read Permission to the Object.

A. True
B. False

Answer: A

NEW QUESTION 97

- (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 98

- (Topic 2)

What happens when a user clicks on the Create New Apps option present in the List of Apps section?

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

Answer: :C

NEW QUESTION 100

- (Topic 2)

Custom Formula fields do Not support which of the following functional expression?

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

Answer: C

NEW QUESTION 103

- (Topic 2)

An S-Control may be used in all of the following ways EXCEPT:

A. Dashboard Component
B. Custom Button
C. Custom Link
D. Import Wizard

Answer: :D

NEW QUESTION 105

- (Topic 2)

Where will a Campaign associated with a Lead be visible? Choose 2 answers

A. Campaign Related List
B. Campaign History Report
C. Lead History Report
D. Opportunity Related List

Answer: BC

NEW QUESTION 108

- (Topic 2)

In Spring'11 salesforce.com release Dynamic Dashboards have been launched for which edition:

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

Answer: C

NEW QUESTION 113

- (Topic 2)

What information may be updated on the Company Profile?

A. Language, Locale, and Time Zone
B. Fiscal Year
C. Primary Contact and Address Information
D. Forecasting
E. All of the above

Answer:

ABC

NEW QUESTION 117
- (Topic 2)
Which type of field cannot have universal requiredness?

A. Lookup
B. Text
C. Email
D. Number

Answer: A

NEW QUESTION 118
- (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 123
- (Topic 2)
Where are active currencies located?

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

Answer: :BC

NEW QUESTION 128
- (Topic 2)
Field Sets works on both Standard as well as Custom Objects?

A. True
B. False

Answer: A

NEW QUESTION 129
- (Topic 2)
It is possible to share a custom object record manually

A. True
B. False

Answer: A

NEW QUESTION 132
- (Topic 2)
Which action must be taken to view contacts associated with a case in the console?

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

Answer: D

NEW QUESTION 133
- (Topic 2)
In order to Enable Territory Management you should have:

A. Standard Profile
B. Customizable Forecasting
C. Enable Forecasting
D. All of the above

Answer: :B

NEW QUESTION 134
- (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 136
- (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 140
- (Topic 2)
Related Lists display the many side of a one-to-many relationship

A. True
B. False

Answer: A

NEW QUESTION 144
- (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 149
- (Topic 2)
Fields hidden using Field Level Security are subject to Data Validation Rules.

A. True
B. False

Answer: B

NEW QUESTION 150
- (Topic 2)
Forecasting can be used with Custom Fiscal Years.

A. True
B. False

Answer: B

NEW QUESTION 154
- (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 155
- (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 156
- (Topic 3)
To make a field required, which of the following is used) (Pick the best possible answer)

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

Answer: A

NEW QUESTION 159
- (Topic 3)
What is parallel approval Routing?

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

Answer: D

NEW QUESTION 161
- (Topic 3)
Which Salesforce editions provide option for customizing profiles?

A. All Editions
B. Unlimited, Developer and Enterprise Editions
C. Professional, Unlimited, and Developer Editions
D. Enterprise, Unlimited, and Developer Editions
E. All except Group Edition
F. All except Professional Edition

Answer: BD

NEW QUESTION 166
- (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 169
- (Topic 3)
How many workflow rules can you create per entity?

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

Answer: D

NEW QUESTION 174
- (Topic 3)
Standard reports are visible through the Reports search.

A. True
B. False

Answer: B

NEW QUESTION 175

- (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 179
- (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 183
- (Topic 3)
IF(ISPICKVAL(picklist_field)) has the same output as:

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

Answer: B

NEW QUESTION 185
- (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 187
- (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 192
- (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 197
- (Topic 3)
Both accounts and users can exist in multiple territories.

A. True
B. False

Answer: A

NEW QUESTION 202

- (Topic 3)
What is the click path to enable Enhance Profile Management?

A. Setup | Customize | User Interface
B. Setup | Manage Users | Profiles
C. Setup | Profiles | Customize

Answer: A

NEW QUESTION 203
- (Topic 3)
A Workflow rule can only be triggered when a record is created.

A. True
B. False

Answer: B

NEW QUESTION 208
- (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 212
- (Topic 3)
What is the maximum of time triggers per Workflow Rule?

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

Answer: B

NEW QUESTION 213
- (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 214
- (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 215
- (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 220
- (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 221
- (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 224
- (Topic 3)
Which of the following are setting options for the User Interface?

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

Answer: ABCE

NEW QUESTION 226
- (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 229
- (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 232
- (Topic 4)
Which statement is / are false for folders?

A. Access is defined either as Read or Read/Write
B. Access to folders does roll-up through role hierarchy
C. The document tab contains a control version capability
D. Access to folders does not roll-up through role hierarchy

Answer: BC

NEW QUESTION 233
- (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 234
- (Topic 4)
The value in a Custom Field called Salary is 50,000. What would the formula, ISNUMBER (Salary_c), return

A. FALSE
B. TRUE
C. Depends on the Users Locale
D. 50.000

Answer: B

NEW QUESTION 236
- (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 240
- (Topic 4)
Which Step is not a part of creating custom application?

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

Answer: D

NEW QUESTION 242
- (Topic 4)
Which of the following components inherits the record type and profile associations, related lists, fields, and field access settings from its associated page layout?

A. Console layout
B. Mini Page Layout
C. Detail View
D. Related Objects

Answer: B

NEW QUESTION 245
- (Topic 4)
Marketing and Sales users at Universal Containers would like more visibility into Lead and Contact participation in this years Trade Show. How would an Administrator build this into the application? Choose 2 answers

A. Create Cross-object formula fields to display campaign member record details on a lead or a contact record
B. Alert lead and contact owners with workflow when a prospective customer regsiters for the event
C. Customize the campaign member related list on the lead or contact object
D. Create Cross-object formula fields to display lead or contact record details on a campaign member record

Answer: BC

NEW QUESTION 249
- (Topic 4)
UI component for tag Access (Choose 2)

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

Answer: B

NEW QUESTION 253
- (Topic 4)
What determines the suggested criteria for lookup filter?

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

Answer: A

NEW QUESTION 257
- (Topic 4)

What type of field can a lookup filter be applied to? Choose 3 answers mmm

A. Hierarchical relationship fields
B. Master-Detail relationship fields
C. Relationship fields for records owned by queues
D. Lookup fields to the Account, Contact, User, and Custom Objects
E. Lookup fields to the Activity object

Answer: ABD

NEW QUESTION 258
- (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 262
- (Topic 4)
What can an agent do when resolving a case? Choose 2 answers

A. Email articles to a customer
B. Create an article upon closing a case
C. Assign data categories to a case
D. Attach only one article to a case

Answer: AB

NEW QUESTION 264
- (Topic 4)
Field Level Security cannot be used to make a field required.

A. True
B. False

Answer: A

NEW QUESTION 267
- (Topic 4)
What is true about a Role?

A. Controls the level of visibility that users have to an or
B. data
C. Role is required while creating Record types
D. A user must be associated to one role
E. A user may be associated to one role

Answer: AD

NEW QUESTION 269
- (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 273
- (Topic 4)

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

A. True
B. False

Answer: A

NEW QUESTION 278
- (Topic 4)
Is it true that campaigns and opportunities have many to many relationship?

A. True
B. False

Answer: B

NEW QUESTION 283
- (Topic 4)
Queues cannot be created on which Object in salesforce.com?

A. Lead
B. Case
C. Account
D. Custom Object

Answer: C

NEW QUESTION 284
- (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 287
- (Topic 4)
Which of the statements is/are true for data validation?

A. Data Validation can enforce data integrity as well as make a field required in the page layout
B. Data Validation can prevent duplication of records
C. Data Validation run on the client machine after the user clicks the Save button
D. Data Validation rules are not enforced when using API & import operations
E. Validation rules can be activated / deactivated by the user

Answer: AB

NEW QUESTION 289
- (Topic 5)
What does the dashboard snapshot on the Home Page display?

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

Answer: D

NEW QUESTION 293
- (Topic 5)
Formatting of report is maintained when it is exported via Printable View?

A. True
B. False

Answer: A

NEW QUESTION 298
- (Topic 5)
What should be the Advanced filter Conditions to meet the requirement "Find contacts owned by Poo that have a title of CFO, functional role of CFO, or reports to

the CFO?
1) Title equals CFO
2) Functional Role equals CFO
3) Reports To equals CFO
4) Contact Owner contains Poo
1) A. (1 OR 2 OR 3) AND 4

A. (4 AND (2 OR 3)) OR 1
B. (1 OR 2 OR (3 AND 4)
C. (1 AND (2 OR 3)) OR 4

Answer: A

NEW QUESTION 300
- (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 303
- (Topic 5)
Which of the following object does not support the Business process?

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

Answer: B

NEW QUESTION 306
- (Topic 5)
Which of the following can NOT be used to customize your Home Page?

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

Answer: D

NEW QUESTION 308
- (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 310
- (Topic 5)
For custom object records to appear in search results associated tab only needs to exist; the tab does not have to be visible to users.

A. True
B. False

Answer: A

NEW QUESTION 315
- (Topic 5)
Record type picklist filtering applies to dependent picklists.

A. True
B. False

Answer: A

NEW QUESTION 320
- (Topic 5)
Which of the following is true about Page layouts?

A. Control the layout and organization of detail and edit pages
B. Control which fields, related lists, and custom links users see, on detail and edit pages only
C. Control which standard and custom buttons display on detail pages and related lists
D. Determine whether fields are visible, read only, or required, on detail and edit pages only
E. All of the Above

Answer: E

NEW QUESTION 322
- (Topic 5)
Which of the following types of packages can be upgraded?

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

Answer: A

NEW QUESTION 327
- (Topic 5)
Which of the following Collaboration Cloud Enhancements Features are automatically visible to all users after Winter 11 and no setup is required?

A. Free Chatter Users
B. Chatter Search
C. Chatter Invitations
D. Files Tab
E. Using Chatter Filters
F. View Chatter Feeds

Answer: BDE

NEW QUESTION 328
- (Topic 5)
Is it possible to report on the converted Leads?

A. Yes
B. No

Answer: A

NEW QUESTION 331
- (Topic 5)
Which objects can be stored in a folder?

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

Answer: BCD

NEW QUESTION 336
- (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 338
- (Topic 5)
How do you find out that the Approval Process is edited?

A. Last Modified By Field
B. Audit trail
C. History Record on Approval page layout
D. All of the Above

Answer: D

NEW QUESTION 339
- (Topic 5)
Which of the following statements is/are true for sharing rules? (Check all that apply)

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

Answer: AD

NEW QUESTION 342
- (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 345
- (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 350
- (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 354
- (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 359
- (Topic 5)
How many User records can be imported via Import Wizard?

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

Answer: D

NEW QUESTION 364
- (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 368
- (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 371
- (Topic 5)
Reports show only the information you can access where as Dashboards show information which you even cannot access.

A. True
B. False

Answer: A

NEW QUESTION 374
- (Topic 5)
A controlling picklist can have up to how many values?

A. 399
B. 500
C. 400
D. 350
E. 450
F. 300

Answer: F

NEW QUESTION 377
- (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 382
- (Topic 5)
Though multiple campaigns can be influential, you can only designate one campaign as the primary campaign source on the opportunity?

A. True
B. False

Answer: A

NEW QUESTION 383
- (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 385
- (Topic 5)

How many Roll Up summary fields can be created in the enterprise Edition on a Custom Object?

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

Answer: A

NEW QUESTION 389
- (Topic 6)
Which of the following components lets customers find solutions to their cases on their own?

A. Call center
B. Email
C. Chat
D. Customer Portal

Answer: D

NEW QUESTION 393
- (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 396
- (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 397
CORRECT TEXT - (Topic 6)
How does a Profile differ from a Role?

A.

Answer: Profilecontrolswhatausercando(readcreateeditdelete)withrecords

NEW QUESTION 398
- (Topic 6)
From the below …identify the WF action?

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

Answer: B

Explanation:
 Explanation/Reference:
Match the WF steps to setup the requirement Task: set up
Email Alert: Templates Field Update: Field Rule: criteria

NEW QUESTION 400
- (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 402
- (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 405
- (Topic 6)
After Spring &39; 11 upgrade the System Administrator noticed that he can no longer see the "Report Builder" permission on profiles. Which of the following explains the scenario?

A. Report Builder is no longer in use in Spring 11.
B. All profiles get access to the report builder by default.
C. The old report wizard will be available only to users in Accessibility Mode.
D. Only Group and Professional Edition organizations can use report builder.
E. Only Enterprise and Unlimited Edition organizations can use report builder.
F. None of the above.

Answer: B

NEW QUESTION 407
- (Topic 6)
Identify the maximum number of leads / contacts that you can add from a report at one time using Integrated Campaign Builder:

A. 25000
B. 50000
C. 75000
D. 100000

Answer: B

NEW QUESTION 411
- (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 415
- (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 417
- (Topic 6)
The maximum number of values in controlling picklists is the same as in dependent picklists.

A. True
B. False

Answer: B

NEW QUESTION 421
- (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 424
- (Topic 6)
Can you make a standard field unique?

A. True
B. False

Answer: B

NEW QUESTION 429
- (Topic 6)
You cannot delete a standard report.

A. True
B. False

Answer: A

NEW QUESTION 433
- (Topic 6)
Data Validation Rules are executed for a field (vs. as record).

A. True
B. False

Answer: B

NEW QUESTION 436
CORRECT TEXT - (Topic 6)
What is a Running User?

A.

Answer: Determinesthelevelofaccesstothedashboarddata

NEW QUESTION 437
- (Topic 6)
Identify the correct statement from the given list.

A. Lookup field link two objects
B. Lookup fields affect security
C. Lookup fields change the record ownership
D. Lookup fields can be used to delete an object

Answer: A

NEW QUESTION 441
- (Topic 6)
With Spring '11, a new version of Chatter Desktop is available with performance optimizations and enhancements that let you:

A. Click files to preview them
B. Subscribe to a user
C. Select the To: Me tab to see posts directed to you
D. Click groups and users to view their feeds
E. Post to a group or user\'s feed
F. Subscribe to a user feed post

Answer: ACDE

NEW QUESTION 446
- (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 450
- (Topic 6)

Customer Portal users can view the tags section of a page, if it is included in a page layout.

A. True
B. False

Answer: B

NEW QUESTION 455
- (Topic 6)
Users can be restricted to view a particular field in views, searches and reports by hiding the field at

A. Page Layout
B. Field Level Security
C. User Profile
D. None of the Above

Answer: B

NEW QUESTION 459
- (Topic 6)
How many Solution records can be imported via Import Wizard?

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

Answer: A

NEW QUESTION 460
CORRECT TEXT - (Topic 7)
What are the three report types available when creating custom reports?

A.

Answer: TabularSummaryandMatrix

NEW QUESTION 465
CORRECT TEXT - (Topic 7)
Who can manually share records?

A.

Answer: RecordOwnerAnyoneabovetheRecordOwnerinHierarchy&theSystemAdmin

NEW QUESTION 467
- (Topic 7)
To log into the Data Loader, the IP address must be a trusted IP or the User must know their security token.

A. True
B. False

Answer: A

NEW QUESTION 471
- (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 475
CORRECT TEXT - (Topic 7)
Where are Cases created?

A.

Answer: OntheCasesObjectandAccountorContactRelatedLists.

NEW QUESTION 479
CORRECT TEXT - (Topic 7)

Determine if the description is Master/Detail or Lookup: Up to 25 such relationships

A.

Answer: Lookup

NEW QUESTION 483
CORRECT TEXT - (Topic 7)
Who can import data for all users?

A.

Answer: SystemAdminandMarketingUserProfilecanimportLeads.

NEW QUESTION 485
- (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 488
CORRECT TEXT - (Topic 7)
How does the Import Wizard perform matching when updating records?

A.

Answer: BySalesforceID

NEW QUESTION 491
- (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 494
- (Topic 7)
Custom Summary Formulas are based on hard record values but used to create a temporary formula for custom reporting needs.

A. True
B. False

Answer: A

NEW QUESTION 496
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 501
- (Topic 7)
The User Interface Settings can be adjusted for individual users.

A. True
B. False

Answer: B

NEW QUESTION 503
CORRECT TEXT - (Topic 7)
Define the Marketing User Profile.

A.

Answer: Standarduserperm+canimportleadsfortheOrg

NEW QUESTION 504
- (Topic 7)
The Director of Sales wants a report that shows the Opportunity pipeline for the current and next fiscal quarters. This report should be grouped by Sales Rep and Opportunity Stage. Which report format would you use to create this custom report?

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

Answer: A

NEW QUESTION 509
- (Topic 7)
The number of business hours that can be set for the organization to operate:

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

Answer: D

NEW QUESTION 510
CORRECT TEXT - (Topic 7)
What do Business processes do?
Business Processes track sales, support, solution, cases

A.

Answer: A

NEW QUESTION 515
CORRECT TEXT - (Topic 7)
What can Delegated Admins do?

A.

Answer: ViewAll&ModifyALLAccessbyObject

NEW QUESTION 520
CORRECT TEXT - (Topic 7)
Which takes precedence: User's language setting or Company profile default language?

A.

Answer: User'slanguagesetting.

NEW QUESTION 523
- (Topic 7)
You can't package workflow rules with time triggers.

A. True
B. False

Answer: A

NEW QUESTION 528
CORRECT TEXT - (Topic 7)
Determine if the description is Master/Detail or Lookup: Child is deleted when parent is deleted.

A.

Answer: Master/Detail

NEW QUESTION 533
CORRECT TEXT - (Topic 7)
When would you choose to build a Public Group?

A.

Answer: Tosimplifythenumberofsharingrulesbuiltorwhendefiningfolderorlistviewaccess.

NEW QUESTION 535
CORRECT TEXT - (Topic 7)
Define the Read Only Profile.

A.

Answer: Canonlyviewrecords

NEW QUESTION 540
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 544
- (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 548
CORRECT TEXT - (Topic 7)
Standard Fields are?

A.

Answer: CreatedbySFandcomesinOrg.Fieldpropertiesnoteditable.

NEW QUESTION 550
- (Topic 7)
The number of calculated values per report:

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

Answer: A

NEW QUESTION 554
- (Topic 7)
Data Validation Rules are formulas that evaluate, "True".

A. True
B. False

Answer: A

NEW QUESTION 555
- (Topic 7)
The running user of a dashboard overrides the sharing model to see the high-level summary data for everyone at the level of the Running User and below.

A. True
B. False

Answer: A

NEW QUESTION 558
- (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 563
CORRECT TEXT - (Topic 7)
What do Account Teams do?

A.

Answer: FocusesonAccountRecordsbeingsharedtoaspecifiedgroupofusersbasedontheAccountOwner

NEW QUESTION 564
- (Topic 8)
Which salesforce.com feature allows the org to capture ROI on online advertising?

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

Answer: C

NEW QUESTION 565
- (Topic 8)
What is the role of "Primary Object" when creating custom report types?

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

Answer: C

NEW QUESTION 569
- (Topic 8)
The user default login hours are 8:00 AM - 5:00 PM. The user logs in at 4:30 PM and stays
on till 5:01 PM. What happens?

A. The user continues with the session without any interruption
B. The user loses all unsaved data after terminating the session
C. The user terminates the session without losing any data
D. The user is able to work without issues but cannot start new sessions
E. The user is able to work without issues and can start new sessions

Answer: B

NEW QUESTION 572
- (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 574
- (Topic 8)
Export to Excel is available for Printable Lists:

A. True
B. False

Answer: B

NEW QUESTION 575
- (Topic 8)
Report charting is only available for:

A. Summary and Matrix reports
B. Tabular and Summary Reports
C. Tabular and Matrix reports.
D. Tabular, Summary and Matrix Reports

Answer: A

NEW QUESTION 577
- (Topic 8)
Which of them is not a Standard Business Object?

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

Answer: C

NEW QUESTION 579
- (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 580
- (Topic 8)
Custom Fiscal Year works on a define once and use everywhere Rule Select

A. True
B. False

Answer: A

NEW QUESTION 583
- (Topic 8)
Specifying a "running user" in dashboard means:

A. Any user above running user can edit and delete the dashboard
B. Any user below running user can view only their own records
C. Any user can view all records that the running user role can view
D. Only the running user can view the dashboard

Answer: C

NEW QUESTION 584
- (Topic 8)
You are limited to new picklist or multi-select picklist values for any field during a single import

A. 10
B. 100
C. 1000
D. No limit

Answer: C

NEW QUESTION 589
- (Topic 8)
You cannot delete a product that is used on an opportunity

A. True
B. False

Answer: A

NEW QUESTION 590
- (Topic 8)
An administrator has given access to all users to view the public folders in solution with categories. Which permission will enable the user to create more categories?

A. Edit on solution
B. Create on solution
C. Delete on solution
D. View on solution

Answer: A

NEW QUESTION 593
- (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 598
- (Topic 8)
Identify the dashboard components from the list

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

Answer: BC

NEW QUESTION 600
- (Topic 8)
Workflow Field Updates specify the field you want updated and the new value for it. Depending on the type of field, you can do the following Except:

A. Choose to apply a specific value
B. Make the value blank
C. Delete the Field
D. Calculate a value based on a formula you create

Answer: C

NEW QUESTION 602
- (Topic 8)
If you delete a case, which two also get deleted?

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

Answer: CD

NEW QUESTION 605
- (Topic 8)
You can only import only one language at a time per CSV file

A. True
B. False

Answer: A

NEW QUESTION 609
- (Topic 8)
The Create New Folder link will only be visible to users with which permission

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

Answer: A

NEW QUESTION 612
- (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 614

- (Topic 8)
History Tracking can be performed on the following Standard Objects Except Select the choice which is applicable.

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

Answer: B

NEW QUESTION 617
- (Topic 8)
The organization wants users to view the details of the calendar of the accounts and the ability to add events. What should be the OWD for it?

A. Hide details
B. Show details and add events
C. Hide details and add events
D. Add events

Answer: B

NEW QUESTION 622
- (Topic 8)
It is only necessary for Identity Confirmation if IP address is unknown and browser cookie does not exist:

A. True
B. False

Answer: A

NEW QUESTION 624
- (Topic 8)
Personal Tags can not be shared

A. True
B. False

Answer: A

NEW QUESTION 629
- (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 630
- (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 633
- (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 634
- (Topic 9)
Which graphs rely on grand total for dashboards?

A. Metric and table
B. Metric and gauge
C. Table and gauge
D. Table and line

Answer: B

NEW QUESTION 636
- (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 638
- (Topic 9)
Recent item and Lookup Hovers use the Record Mini Page.

A. True
B. False

Answer: A

NEW QUESTION 642
- (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 643
- (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 647
- (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 649
- (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 650

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

A. True
B. False

Answer: :B

NEW QUESTION 654
- (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 657
- (Topic 9)
Formula fields can be converted from or to other field types.

A. True
B. False

Answer: B

NEW QUESTION 661
- (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 664
- (Topic 9)
Which of the following is true if you remove the "Read" permission from a users profile for a standard object?

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

Answer: B

NEW QUESTION 666
- (Topic 9)
Users with which Permission can install or uninstall AppExchange packages from the AppExchange

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

Answer: A

NEW QUESTION 671
- (Topic 9)
Which field on the user record controls the currency for quotas, forecasts, and reports?

A. Default Currency ISO code
B. Locale
C. Currency
D. Information Currency

Answer: C

NEW QUESTION 674
- (Topic 9)
What is the limit of Master-Detail Relationships per object?

A. 35
B. 25
C. 15
D. 3
E. 2
F. 8

Answer: E

NEW QUESTION 675
- (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 679
- (Topic 9)
You can enable field encryption by:

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

Answer: B

NEW QUESTION 682
- (Topic 9)
What is true regarding a Running User

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

Answer: A

NEW QUESTION 687
- (Topic 9)
You have a custom object called "Widgits" which has a Master-Detail Relationship with Accounts. What happens when you delete an account with associated Widgits?

A. You cannot delete the account without first deleting the associated "Widgits"
B. The Widgits are deleted
C. The account is deleted, but the Widgits remain in Salesforce CRM

Answer: B

NEW QUESTION 691
- (Topic 9)
Salesforce Console only displays views that were previously created.

A. True
B. False

Answer: A

NEW QUESTION 693
- (Topic 9)
Which of following is granted by the Manage Territories Permission (Select all that apply)?

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

Answer: ABDEF

NEW QUESTION 695
- (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 700
- (Topic 9)
You have to enable the Report Builder Upgrade first to use Scatter Charts.

A. True
B. False

Answer: A

NEW QUESTION 703
- (Topic 10)
A manager wants to pend all task assigned to his team so that the due date will be pushed a few days forward.

A. He needs to have Edit Tasks permission
B. He can go to Your Name > Setup > Customize > Activities > Tasks > Manage Task
C. Go to Tasks tab and find the Mass Reschedule link in the Tools section
D. There is no such standard functionality yet in Salesforce.

Answer: D

NEW QUESTION 704
- (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 709
- (Topic 10)
Which definition best describes "accounts" and their relationships with other record types in SFDC?

A. Accounts represent sales deals that your company is pursuin
B. An account may have only one opportunity associated with it.
C. Accounts are the backbone of information and represent prospective, existing, and former customer
D. An account may have multiple opportunities
E. Accounts are created after you have closed an opportunity or dea
F. An account must have a closed opportunity associated with it.

Answer: B

NEW QUESTION 712
- (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 715
- (Topic 10)
When importing Lead records you must use Currency

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

Answer: :B

NEW QUESTION 716
- (Topic 10)
Which of the following are true about mapping fields for lead conversion (Multiple correct answers):

A. You can map between text and picklist fields
B. You can map Number, Currency, or Percentage fields of differing lengths.
C. You can map Text or Text Area to long text area fields
D. You cannot map auto-number fields to fields of type Text or Text Area
E. You can map auto-number fields to Picklists
F. If you change the data type of any custom field user for lead conversion, that lead field mapping will be deleted.

Answer: ACEF

NEW QUESTION 717
- (Topic 10)
Roles are available in Personal and Group edition

A. True
B. False

Answer: B

NEW QUESTION 718
CORRECT TEXT - (Topic 10)
You can use inline editing to maintain all detail pages in the application except for....?

A.

Answer: DocumentsandForecasts

NEW QUESTION 720
CORRECT TEXT - (Topic 10)
Relative Dates in Report

A.

Answer: TodayTomorrowYesterday

Explanation:
Last week

NEW QUESTION 723
- (Topic 10)
What other permissions does the "Manage Analytic Snapshots" permission require (Select all that apply).

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

Answer: ABD

NEW QUESTION 728
- (Topic 10)
Here are the salesforce.com definitions of a Lead, Account, Contact, & Opportunity. Which one is the definition for an opportunity?

A. Any person, organization or company that may be interested in your products and services, not yet customer
B. The Icon is a green Star Man.
C. An organization, individual or company involved with your business such as customers, competitors and partners that you wish to track in Salesforc
D. The Icon is a file folder.
E. Any individual or influencer associated with an account that you want to track in Salesforc
F. The Icon is a business card.
G. Any potential revenue-generating event ("sales deal") that you want to track in Salesforc
H. The Icon is a Coin.

Answer: D

NEW QUESTION 733
- (Topic 10)
Adding & Searching for Records: Which search option allows me to search across multiple fields including notes, descriptions, and comments?

A. Advanced Search
B. Sidebar Search

C. Both

Answer: A

NEW QUESTION 738
- (Topic 10)
What is the max length of the field type "Text"?

A. 3200
B. 320
C. 255

Answer: :C

NEW QUESTION 739
- (Topic 10)
Report are available on the following tabs

A. Home tab
B. Report Tab
C. Opp Tab
D. Account tab
E. Contacts Tab

Answer: B

NEW QUESTION 742
- (Topic 10)
Adding Records: I must always search for a company or contact record BEFORE adding a new lead, opportunity, contact, or account into Salesforce.

A. True
B. False

Answer: A

NEW QUESTION 746
- (Topic 10)
You are about to enter a new lead from a cold call into SFDC. What do you do first?

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

Answer: A

NEW QUESTION 747
- (Topic 10)
Which of the following are possible with a Master-Detail-Relationship (Multiple Correct Answers):

A. You can create a Master-Detail Relationship field on a Custom object that references as a Standard Object
B. You can create a Master-Detail Relationship between two standard objects?
C. You can created a Master-Detail Relationship between two Custom Objects?

Answer: AC

NEW QUESTION 750
- (Topic 10)
What is the maximum length of a Text Area?

A. 32000
B. 255
C. 3200

Answer: B

NEW QUESTION 753
- (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 756
- (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 761
- (Topic 10)
Editing Records: If I see a magnifying glass icon next to any field in SFDC, this means I can start typing into the field and matches will automatically appear to choose from. Or, I can click on the magnifying glass icon and look up data to fill the field with.

A. True
B. False

Answer: A

NEW QUESTION 762
- (Topic 10)
What steps are part of the process to enable Multi-Currency in an organization?

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

Answer: BD

NEW QUESTION 765
CORRECT TEXT - (Topic 10)
Data validation rules impact all supported objects except for...

A.

Answer: ForecastsandTerritories

NEW QUESTION 766
- (Topic 10)
Task Records are "to-do" lists, are date sensitive, and must be completed before they move to my Activity History.

A. True
B. False

Answer: A

NEW QUESTION 770
- (Topic 10)
What is the maximum length of the field type "Text Encrypted"?

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

Answer: B

NEW QUESTION 774
- (Topic 10)
Lookup relationship fields are available in Personal Edition

A. True
B. False

Answer: B

NEW QUESTION 778
- (Topic 10)
When users log in to Salesforce, either via the user interface, the API, or a desktop client Salesforce CRM confirms the log in is authorized using all of the following EXCEPT:

A. Salesforce CRM then checks whether the user's profile has IP address restriction
B. If IP address restrictions are defined for the user's profile, any login from an undesignated IP address is denied and any login from a specified IP address is

allowed

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

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

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

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

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

Answer: C

NEW QUESTION 781
- (Topic 10)
A default person account record type named "Person Account" is automatically created when person accounts are enabled for your organization.

A. True
B. False

Answer: A

NEW QUESTION 786
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