BLUE

1. The Company A must allow to a group of users to view the account’s records which they aren’t owners. Which functionality the system administrator can use to answer this requirement ?

A. The sharing rules

B. Account record types

C. Updating organization-wide defaults values

D. Field accessibility

2. Vincent’s role gives him a reading/writing access to all opportunities linked to accounts which he’s the owner. However, his profile gives him access to opportunities in creating/reading model. May he update opportunities linked to his own accounts ?

A. Yes

B. No

3. The sharing default model gives to users a reading/writing access to records. What is it impossible for them to do ? (3 answers)

A. To reassign

B. To update

C. To delete

D. A manual sharing

4. The sharing model defines accounts and opportunities in a private model. Vincent needs to access to Patrick’s opportunities in order to anticipate his replacement. They have both the same role but they belong to different public groups. Vincent belongs to « France Sales » group and Patrick, to « Italy Sales » group. How can the administrator share Patrick’s opportunities with Vincent ?

A. To add Vincent as a member of the « Italy Sales » public group

B. To create a sharing rule

C. Add Vincent to Patrick’s team opportunity default

D. To update the role hierarchy to add Vincent in the role above Patrick

5. The sharing model of the society defines accounts in a reading/writting public model. The French team imports new accounts but other european teams should not be able to see those imports. What can the administrator make ?

A. To create sharing rules to avoid other divisions in accounts’ viewing

B. To define accounts default values in the private model and create sharing rules

C. To use record types for each country

D. To update French teams’ role to ascend them in the hierarchy

6. Which functionalities allow me to restrict the access to the organization ? (2 answers)

A. IP address on profiles

B. Workflow

C. Schedule on profiles

D. Validation rules

7. A system administrator has created a formula on a lead object to calculate a number. How the numeric value might be mapped on the account record when the lead is converted ?

A. The lead’s formula value might be associated to a formula on an account record

B. The lead’s formula value might be associated to a standard field on an account record

C. The lead’s formula value might be associated to a number field on an account record

D. The lead’s formula value might be associated to a picklist field on an account record

8. The sales department of the company A sales in B2B and B2C. However, sales’ users can’t see all stages which apply on B2C opportunity. How an administrator can rectify this situation ?

A. To make sure that regional users of sale route their opportunities to the appropriate approver

B. To let only one record type on the sales regional team profile

C. To establish a validation rule which limit opportunity’s stages viewing

D. To link pertinent record types and sales process to the sales regional profile

9. What is controlled by a record type ? (3 answers)

A. The fields viewing

B. Field types

C. Picklist values

D. The process

10. Which one of those answers is right ?

A. One principal record type exists for each profile

B. Record types control the fields’ viewing for each role

C. Record types control picklists’ values for each user

11. What is possible to do with a standard field ? (3 answers)

A. To delete

B. To rename the label

C. To add help text

D. Add or mask the layout page

12. A customized field has been created on the account object and we would find again this information on all linked opportunities. How should we do ?

A. A cross object formula

B. A roll-up summary

C. A lookup relationship

D. A Workflow on the account object which updates an opportunity’s customized field

13. Which one of those answers is correct about formulas ? (3 answers)

A. It can refer to an other formula

B. It can refer to a child object field

C. It can refer to a parent object field

D. It can refer to an object field value

14. What does a many to many relation mean ?

A. A record A can be associated to many records B and a record B can be associated to many records A

B. A record A can be associated to many records B, but a record B can’t be associated to strictly one record A

C. A record A can be associated to strictly one record B, but a record B can’t be associated to only one record A

15. What are the 3 tabs parameter values on profiles ?

A. Default on value, default off value and hidden tab

B. Read, update and edit

C. Add a help text, change picklist values, delete

16. Which field type allows to the user selecting a value ? (2 answers)

A. Picklist

B. Field dependencies

C. Lookup relationship

D. Formula

17. What is affected by changing default locale on the organization ?

A. Date fields

B. The language

C. The money

D. The time-zone

18. What are exchange rates becoming when the advanced currency management is activated ?

A. Present exchange rates become automatically the first frame of dated exchange rate

B. Present exchange rates are deleted

C. There is no changing

19. Which information is not defined in the company’s profile ?

A. The language

B. The time-zone

C. The company’s currency

D. Installed packages

20. Where are currencies used in the application ? (3 answers)

A. Company’s profile

B. User’s record

C. Record type

D. Opportunity’s record

21. Which field might be unci in the world on an user’s record ?

A. E-mail address

B. User’s name

C. Alias

D. Name

22. Which is type of license used when an user is sending an invitation to a collaborator of the company in order to access to Salesforce ?

A. Chatter External

B. Salesforce

C. Chatter Free

23. An user has received an error message when he tries to connect himself to Salesforce. What is the first stage that the Salesforce administrator should do to resolve this problem ?

A. To see the historic connection

B. To reinitialize your password

C. To update IP addresses connection’s frame

D. To unlock the user

24. Which initiative an user cannot take with the standard system administrator’s profile ?

A. To define and attribute customized profiles for users

B. To attribute functionalities’ licenses for users

C. To reinitialize all user passwords

D. To delete records created by users

E. To access to records’ board viewed by an user

25. Which authorizations are required to convert a lead ? (2 answers)

A. « Import lead » in profile’s authorizations

B. « Create » and the access « Update » for leads, accounts, contacts, opportunities

C. « Convert leads » in profile’s authorizations

D. The « Transfer » access for leads, accounts, contacts, opportunities

26. When a lead is converted and an opportunity’s record is created, which are others records linked to the new opportunity created by default ? (2 answers)

A. Contact

B. Case

C. Lead

D. Account

27. Which statements about « Answers community » are corrects ? (2 answers)

A. Categories of data control the access of articles and questions

B. Questions without answers are automatically hierarchized to new Cases

C. Community’s experts might be Salesforce’s intern users

D. Answers can be externally viewed on a client or partner’s portal

28. What can we do to allow support users to find easily a solution to their Case ? (2 answers)

A. Validation rules

B. Categories

C. Sub categories

D. Assignment rules

29. Which authorizations are required to add or update a category to a solution ? (2 answers)

A. Object authorization « Update » on solution object

B. Authorization « Manage categories »

C. Object categories « Create » on solution object

D. Authorization « Read » on solution object

30. Where can you access to knowledge articles ? (2 answers)

A. Client portal

B. Content

C. On the Case object

D. On Web site Company

31. To resolve a Case, which object can support users use ? (2 answers)

A. Solution

B. Knowledge

C. Account

D. Post on Chatter

32. What can a commercial user make by using the button « Manage members » on a campaign ? (2 answers)

A. Associate existing contacts to the campaign

B. Associate existing opportunities with the campaign

C. Create a customized report, including all campaign’s members

D. Import new leads and associate it to campaigns

33. The company A is using campaigns to convert leads in account. How can we calculate the return on investment (ROI) of a campaign ?

A. By creating a formula on campaign object which calculates the total of opportunities won on the real total cost of the campaign

B. By creating roll-up summary fields on the campaign object

C. By consulting the standard report “Report of analysis on the return on investment of the campaign”

34. When are validation rules evaluated concerning the Salesforce utilization for Outlook?

A. Each time that a record is saved

B. Each time that an user is consulting a document

C. Each time that a file is updated

D. Each time that data are synchronized with the server

35. Which Salesforces’ importation type must be used if 3,000 Cases are required to be imported on Salesforce?

A. Data Wizzard

B. It’s not possible

C. No one of those answers

D. Data Loader

36. The company A wants their Salesforce accounts, even attachments, are being saved each week. Which tool can a system administrator use to get it well ?

A. Accounts’ report export

B. Snapshot of an analytics account

C. Data Loader

D. Data exportation service

37. What is automatically transferred in the same time during an account transfer? (3 answers)

A. Contacts

B. Notes and attachments

C. Closed activities

D. Open opportunities

E. Closed opportunities

38. Which object can be mass transferred with the standard tool of transfer? (3 answers)

A. Account

B. Lead

C. Customized objects

D. Opportunities

39. The administrator has imported by error some accounts. How can he correct his error? (2 answers)

A. Cancelling his importation

B. Using the mass deleting tool

C. Using the Data Loader

D. Using the Data Wizard

40. Mandatory fields and validation rules of account, contact and opportunity are they applied during the leads’ conversion?

A. No, validation rules of account, contact and opportunity don’t apply

B. Yes, validation rules of account, contact and opportunity systematically apply, even during a lead conversion

C. Yes, if parameters of lead’s conversion have been defined like that

41. Which tools allow to save your data ? (3 answers)

A. Report

B. Data Loader

C. Weekly safeguard

D. Data Wizard

E. List views

42. Which data can be identified in a report using conditional high lightning? (3 answers)

A. Totals

B. Resumed formulas

C. Resumed totals

D. Data fields

E. Grouping fields

43. What is the impact when a system administrator is creating a dynamic dashboard ?

A. The dashboard sends automatically an e-mail when changes of subjacent data are made

B. The dashboard is automatically updated for each modification a subjacent data

C. Data viewed are not the same depending on the user who sees the dashboard

D. Dashboard components are resized depending on users to see the dashboard

44. John wants to see a report of all his opportunities and even those which belong to persons under him in the role hierarchy. Thus, he must verify that:

A. He has the permission “Manage public reports” on his profile

B. Profiles on all users who are under him in the hierarchy have access to the opportunity object

C. The filter “opportunities of my team” is used during the report execution

D. The filter “sales of my team and their opportunities” is used during the report execution

45. Peter’s profile gives him access to the tabs “Dashboard” and gives him the authorization “execute reports”. Can he see dashboards which are in the file “Company dashboard”?

A. Yes

B. No

46. What can we use to define the access to files of reports and dashboards? (3 answers)

A. Roles

B. Profiles

C. Public groups

D. Roles and subordinates

E. All those answers

47. I want to get an Excel file of my report with my subtotals, what must be my choice ?

A. Printable view

B. Export data

48. What can’t we do on a standard report ? (3 answers)

A. Delete it

B. Export details

C. Update his name or his description

D. Use it in a dashboard

49. Which type of calendar can be created by the administrator? (2 answers)

A. Personal calendar for an other user

B. Public calendar

C. Resource

50. Which privileges can be gave to members of the content’s library without updating belongs of users? (2 answers)

A. Share the content with other users in Chatter

B. Update authorizations of one member’s library

C. Add tags during the edition of content details

D. Create a new library of content

51. In which case has a system administrator to consider using the Salesforce AppExchange platform? (2 answers)

A. To find applications and predefined customized tools

B. To submit ideas of improvements on the Salesforce application

C. To find answers to questions related to Salesforce application

D. When the standard functionality Salesforce must be extended

52. Which profile’s authorization is required to install or uninstall an AppExchange application?

A. Create packages AppExchange

B. Download packages AppExchange

C. Transfer packages AppExchange

53. A system administrator of the company A must avoid sales responsible of the edition of fields on the opportunity, once the opportunity has been removed to a closed stage. Which tools can be used to do this ? (2 answers)

A. Formulas

B. Workflow and updating field

C. Record type in reading model and page layouts

D. Validation rules of data

54. The company A has different support teams. A team deals with technical assistance questions and an other deals with billing’s questions. When the system administrator must consider to create a new record type? (2 answers)

A. When different accesses to records are required for each profile

B. When several layout pages are required for each profile

C. When several picklist values are required for each profile

D. When different security levels are required for each profile

55. Are fields updating with a Workflow tracked in the historical following?

A. Yes

B. No

56. Do tasks created by a Workflow appear in the historical of activities?

A. Yes

B. No

57. What are the 4 types e-mail models ?

A. Text

B. HTML

C. Apex

D. Customized

E. Visualforce

58. The local default on the organization are in the private model. During the cases escalation, cases are assigned to a level 2 agent. How can the administrator accord to the commercial team an access in reading/writing model on all escalating cases?

A. Sharing rule on criteria

B. Sharing rule on ownership

C. Escalating rule

D. Validation rule

59. What is right about a Workflow task? (2 answers)

A. Only one task can be assigned to several users

B. One task can be used for several times in several Workflow rules

C. One task can be followed in the historical of activity

D. One task can be assigned to a Chatter Free user

60. On which objects can you map customized lead fields with customized fields ?

(3 answers)

A. Account

B. Campaign

C. Contact

D. Case

E. Opportunity