Green

1. Where do recent element appear ?

A. Page layout

B. Lateral bar

C. Related lists

2. Which answer refers to words or short sentences that users can link with a large quantity of records on Salesforce in order to describe and organize their data to be customized?

A. List views

B. Tags

C. Dashboards

D. Page layout

E. Apps

3. What is regrouping components and apps of Force.com that are available to other organizations in AppExchange?

A. Apps

B. Object

C. Workflow rules

D. Packages

E. VisualForce page

4. Is it possible to share instant dashboard on Chatter with all persons of the company ?

A. No, it is impossible to share those elements with the whole company

B. No, it is impossible to share it with persons who have no access to dashboard

C. Yes, it is possible to share it, but only persons who have access to the dashboard will see data

D. Yes and everybody will be able to see it no matter their access parameters to the dashboard

5. Which one of those parameters directly impact date’s format in order to appear like this: MM/DD/AAAA?

A. Default locale

B. Geographical zone

C. Language

D. Default currency

6. Which action must we make to create a list view which has visibility on the console under the Account object?

A. Create a list view on the console

B. Create a list view on accounts

C. Create a list view on contacts

D. Create a field on the console

7. Which statement are corrects about data quality? (2 answers)

A. Validation rules can be applied on all new records and those which are updated on an object

B. Validation rules can update fields which don’t appear on a layout page

C. Validation rules can refer to fields which don’t appear on a layout page

D. Validation rules don’t require to write a customized error message

E. All of those answers are corrects

F. No one is correct

8. Which type of documents can be available in Content ?

A. Microsoft PowerPoint layout

B. Audio documents

C. Documents joined to the post of a Chatter profile

D. Video documents

E. Only Powerpoint documents and video

F. Salesforce CRM Content supports all types of documents

9. What is a several approval process ?

A. When you can assign in mass your closed records to users which have the same role

B. The possibility to send approvals to ourselves several time and to approve ourselves

C. The possibility to recall the approval asking once it is sent

D. The possibility to send the approval asking to several approvers in the same stage

10. On which types of files can we export reports? (2 answers)

A. It is impossible to export a report. It is just possible to send it by e-mail

B. On .csv files

C. On .xls files

D. On PDF

11. Which profile having standard profile permissions can manage published solutions and sub categories solutions?

A. Marketing profile

B. Contract Manager

C. Marketing user

D. Manager Solution

12. Which are parameters available on the user interface? (4 answers)

A. Activate sections which can be reduced

B. To show the Quick create

C. To show customized components of the lateral menu on all pages

D. To transfer all opened opportunities

E. To activate the planning by drag and drop in calendars

13. According which conditions do Salesforce archive activities? (2 answers)

A. Events which are closed since 180 days

B. Events which are closed since 365 days and more

C. Opened activities with a maturity date upper to 365 days

D. Closed activities with an maturity date upper to 365 days

14. IF(ISPICKVAL(picklist\_field)) is equivalent to:

A. VAL(picklist\_field)

B. CASE(picklist\_field)

C. Picklist\_field(VALUE)

15. How many records can we print with the print view of a list view? Maximum:

A. 2000

B. 100

C. 1000

D. 200

16. The profile is formed by parameters and permissions which determine what can see and make the user on records which he has access to.

A. Right

B. Wrong

17. Which answers are in Salesforce standards apps? (2 answers)

A. Ideas

B. Campaign

C. Administration

D. Call center

E. Sales

18. What can be available to a Chatter Free user? (4 answers)

A. Persons

B. Content

C. Profiles of Chatter members

D. Groups

E. Files

F. Leads

19. This type of relation links two objects, but has no impact concerning the suppression, the responsibility or the security.

A. Look up relationship

B. Master detail relationship

20. If you are added to a sales team with a writing/ reading access, you will have the possibility to open opportunities’ sharing to other users.

A. Right

B. Wrong

21. Which one of those fields can’t be a control field of picklist field?

A. A standard picklist field

B. A customized picklist field

C. A several customized picklist field

D. A standard Checkbox

E. A customized Checkbox

22. An approval processes begins when a record is:

A. Created

B. Saved

C. Updated

D. Submitted to approval

23. What can’t contain a queue?

A. Individual users

B. Public groups

C. Profiles

D. Roles

24. It is possible to use standard reports in dashboards.

A. Right

B. Wrong

25. An object contains a customized field which is a “number” type. If we change this type of field in another type, will data of this field be lost?

A. Yes

B. No

C. It depends on the type of field which replaces the first one

26. During a Lead conversion, which object can’t be mapped with a customize field?

A. Account

B. Contact

C. Request

D. Opportunity

27. I must import 65 000 leads. Which tool must be used?

A. Data import Wizzard

B. Data Loader

C. Both of those answers

28. I must import 45 000 contacts. Which tool must be used?

A. Data import Wizzard

B. Data Loader

C. Both of those answers

29. Which one of those functionalities is not a standard functionality of Salesforce?

A. Email to Lead

B. Email to request

C. Web to Lead

D. Web to Request

30. During the creation of an user, which one of those fields is not a required one?

A. Profile

B. Role

C. Alias

D. Name of the user

31. An user connects himself at 16:57. If the time zone of connection is planed between 8:00 and 17:00 for his profile, so at 17:01 :

A. The user will be automatically disconnected

B. The user can work without any problem

C. A pop-up window will open up to propose to the user extending his session

32. In which Salesforce edition it isn’t possible to use the API?

A. Developer edition

B. Professional edition

C. Company edition

D. Unlimited edition

33. Which one of those options is not available on Salesforce.com? (2 answers)

A. Time zone of connection for each profile

B. IP address zone of connection for each profile

C. Time zone of connection on the whole company

D. IP address zone of connection on the whole company

34. How many days deleted records are they available?

A. 15

B. 30

C. 45

D. 60

35. What is the best way to make a field to be required for all users?

A. A page layout

B. A validation rule

C. Roles and profiles

D. Security on the field

36. Which field type is not usable as an extern ID?

A. Text field

B. Number field

C. Picklist field

D. Email field

37. Which field type can’t be a dependent field in one dependence field? (2 answers)

A. The Checkbox

B. The customized picklist

C. The standard picklist

D. The several picklist

38. Are the validation rules respected/applied when a lead conversion is done?

A. Yes

B. No

39. In a standard fiscal year, when a lead conversion is done, the closed date of the opportunity which is created is automatically :

A. A blank (an empty field)

B. The day of today

C. The last day of the current trimester

D. The last day of the current month

E. The last of the current year

40. Which one of those following permissions on the profile lets the user editing any record, whatever the OWD?

A. To customize apps

B. To see configuration settings

C. To see all data

D. To edit all data

E. No one of those precedent answers

41. Can an administrator change profile parameters of the standard profile “Solutions responsible”?

A. Yes

B. No

C. It depends on settings in the administrator profile

42. On which objects is it not possible to create a queue?

A. Lead

B. Request

C; Account

D. A customized object

43. Which one of those processes is not a valid process business in Salesforce?

A. Sales processes

B. Marketing processes

C. Lead processes

D. Support processes

E; Solution processes

44. What the relation Master Detail means in a cross-object relation?

A. The display and the security of the child record is inherited by the master record

B. The responsibility of the child record is inherited by the responsibility of the record on the master object

C. This relation does not exist

D. A and B

45. Can users be definitively deleted of Salesforce ?

A. Yes

B. No

C. It depends on settings of the administrator profile

D. Users’ records can be archived and are available if a request is done

46. In which object, records can’t be imported to Data Import Wizard ?

A. Lead

B. Account

C. Opportunity

D. Solution

47. A customized field is set as “Writing only” mode on the security of the field and as “Required” on the page layout. Thus, the field will be :

A. In “Writing only” mode for the user

B. “Required” for the user

C. Will show an error message and won’t authorize to set in “Writing only” mode a required field on a page layout

D. A Pop-up window will appear to the user

48. Which one of those operations is not a roll-up summary?

A. Sum

B. Max

C. Min

D. Count

E. Average

49. How many fields are authorized per object to establish the field historic tracking?

A. 10

B. 20

C. 30

D. 40  
E. No one of those answers

50. Which one of those elements don’t refer to the profile? (2 answers)

A. The user license

B. The page layout

C. The field type

D. The field security level

51. How many formulas are they authorized on a report?

A. 5

B. 10

C. 15

D. 20

E. There is no limit

52. Which one of those elements can’t be inserted in a formula (field)?

A. Hyperlink

B. Substitute

C. Rpad

D. Vlookup (Look up relationship)

53. Which importation tool should be used when we want to import 30 000 Requests in SF?

A. Data Import Wizard

B. Data Loader

C. Answers A and B

D. No one of those answers

54. All readers of a dashboard see data based on security settings of the same person defined as a “Running user”, whatever what are their personal settings of security.

A. Right

B. Wrong

55. Which report type can’t be used for the creation of groupings or graphics ?

A. Tabular

B. Summary

C. Matrix

D. No one of those answers

56. How many roll up summary fields can we create for a customized object in the Company edition?

A. 15

B. 25

C. 35

D. There is no restriction for those fields

57. A sales team is an users grouping who usually work together on :

A. Accounts

B. Leads

C. Opportunities

D. Requests

E. Contacts

58. Which Salesforce functionality combines both lists view and related records, on a same screen with several framed, so that it’s allowing users to have all information they need to interact with Salesforce?

A. Accounts

B. The server

C. The console

D. The call center

E. Campaigns

59. Which OWD doesn’t have any interest to define sharing rules ?

A. Private OWD

B. Read only OWD

C. Read/Write OWD

D. Sharing rules have always an interest, no matter the OWD level

60. What’s happening when an user is responsible of an opportunity record but he hasn’t access in the Read model to the object Opportunity?

A. He can see records of opportunities yet

B. He can’t see records of opportunities

C. This case is impossible