

If a user is working in Salesforce when the login hours end, what will happen?

Choose 1 answer.

- ☐ The user can continue to work with no impact.
- ☐ The user can continue working, but no new users can log in.
- ☐ A warning message is displayed and the user is logged out immediately.
- ☒ The user can continue viewing the page they are currently on, but if they take further action or navigate to a new page they will be logged out.

Correct

The user can continue viewing the page they are currently on, but if they navigate to a new page, they will be logged out and a message displayed: Your login attempt has failed. The username or password may be incorrect, or your location or login time may be restricted. Please contact the administrator at your company for help.

[Reference](#)
[Reference](#)

Objective: User Setup

Detailed Objective: User Setup : Identify the steps to set up and maintain a user

What of the following are correct regarding fiscal year settings?

Choose 3 answers.

- ☒ Custom fiscal years impact forecasts, reports and quotas
- ☒ Customizable Forecasting works with custom fiscal years
- ☒ If you enable custom fiscal years you cannot disable it
- ☐ Once defined, a custom fiscal year cannot be modified

Correct

Fiscal years can be modified at any time.

[Reference](#)

Objective: Organization Setup (Global UI)

Detailed Objective: Organization Setup: Describe the information found in the company profile

The Company Information page includes which of the following settings?

Choose 3 answers.

☒ Fiscal Year settings

☒ Business Hours

☒ Default Language

☐ Company Login Hours

Correct

Login Hours are specified at the profile level.

[Reference](#)

[Reference](#)

Objective: Organization Setup (Global UI)

Detailed Objective: Organization Setup:

Describe the information found in the company profile

A user would like to change the language that the user interface is displayed in. How can the administrator accomplish this?

Choose 2 answers.

☒ The administrator advises the user to change the Language setting in the user's Personal Information

☒ The administrator changes the Language setting for the user

☐ The administrator changes the Locale for the user

☐ The administrator changes the Default Language setting in the Company Profile

Correct

Updating the language setting in the user record or in the user's personal information will result in the user interface and the help language changing.

[Reference](#)

Objective: User Setup

Detailed Objective: User Setup: Distinguish between the various UI features that an administrator controls

What do you need to consider before enabling the My Domain feature? Choose 2 answers.

☐ Users will not be able to login from <https://login.salesforce.com>

☒ Visualforce page URLs will change

☒ After the new domain has been deployed, it cannot be reversed

☐ My Domain cannot be used in a sandbox environment

Correct

My Domain is available for sandbox environments, and users still have the option to login from login.salesforce.com unless it has been prevented.

[Reference](#)

Objective: Security and Access

Detailed Objective: Explain the various organization security controls

A user is having trouble resetting their password. The default security settings have not been changed. Which of the following would you advise? Choose 2 answers.

☒ You are required to have at least one character and one number for your password

☐ You cannot use one of your last four passwords when you reset

☐ Your password hint question should not contain your password

☒ You need to enter at least eight characters for your password

Correct

A password must contain at least eight characters, including one alphabetic character and one number. The security question's answer can't contain the user's password. When users change their password, they can't reuse their last three passwords.

[Reference](#)

Objective: User Setup

Detailed Objective: User Setup : Identify the steps to set up and maintain a user

A customer has 7 million records that need to be loaded into Salesforce. How would you suggest to load these records? Choose 1 answer.

- ☒ Use a third party data loading tool
- ☐ Data Loader
- ☐ Data Import Wizard
- ☐ It is not possible to load 7 million records

Correct

Salesforce suggests that Data Loader can be used for loading up to 5 million records. The import wizards can be used to load up to 50,000 records.

[Reference](#)
[Reference](#)

Objective: Data Management

Detailed Objective: Data Management :

Describe the considerations when importing, updating, transferring, and mass deleting data

You would like visitors to your public site to be able to view knowledge base content. What do you need to do to enable this? Choose 1 answer.

- ☐ Build a custom solution to expose knowledge content to a public site
- ☐ Enable external knowledge access in profile settings
- ☒ Install an app from the App Exchange
- ☐ Nothing, this is enabled by default

Correct

To make knowledge content available to a public knowledge base, the 'Public Knowledge for Mobile, Web, and Facebook' app can be installed from the AppExchange. Creating a public knowledge base also requires Sites and Visualforce.

[Reference](#)

Objective: Service and Support Applications

Detailed Objective: Describe the capabilities of solution management and Salesforce Knowledge

Which of the following is true regarding group tasks?
Choose 1 answer.

- ☐ Group task functionality must be enabled for your org
- ☒ Each member of the group is assigned a copy of the task
- ☐ Group tasks can only be created for personal groups
- ☐ The same task is assigned to all members of the group

Correct

When creating a task, multiple users can be assigned the task. Up to 100 users can be assigned an independent copy of the task.

[Reference](#)

Objective: Activity Management

Detailed Objective: Activity Management:

Describe the capabilities of activity management

When creating a group task in Salesforce, an individual copy of a task can be assigned to as many as ____ users?
Choose 1 answer.

- ☐ 25
- ☒ 100
- ☐ 10
- ☐ 200

Correct

A group task can be assigned to up to 100 users and each are assigned an independent copy of the task.

[Reference](#)

Objective: Activity Management

Detailed Objective: Activity Management:

Describe the capabilities of activity management

**Shared Activities lets users relate events to how many contacts?
Choose 1 answer.**

☐ 20

☐ 5

☐ 10

☒ 50

Correct

Your sales reps can relate up to 50 contacts to each event or task.

[Reference](#)
[Reference](#)

Objective: Activity Management

Detailed Objective: Activity Management:
Describe the capabilities of activity management

**How many contacts on your shared Activities contact can you make as primary contact?
Choose 1 answer.**

☐ 2

☒ 1

☐ 3

Correct

Only one contact can be marked as the primary. You must designate one contact as the primary contact on the activity. If you delete the primary contact, the next contact on the activity's related list becomes the new primary contact. Or you can manually edit the activity to select a primary contact. Lists and reports display primary and secondary contacts differently.

[Reference](#)

Objective: Activity Management

Detailed Objective: Activity Management:
Describe the capabilities of activity management

Salesforce supports the following report formats except which one?
Choose 1 answer.

☐ Tabular

☒ Custom

☐ Matrix

☐ Joined

Correct

Salesforce supports 4 report formats: tabular, summary, matrix, and joined.

[Reference](#)
[Reference](#)

Objective: Analytics – Reports and Dashboards

Detailed Objective: Reports and Dashboards:

Describe the options available when creating or customizing a report

Which of the following settings can NOT be defined during report creation?
Choose 1 answer.

☐ Graphs

☒ Data Sorting Parameters

☐ Data filters

☐ Groupings

Correct

There is no sorting parameter specified in a report. Once a report has been run, the columns can be sorted by clicking on the column heading.

[Reference](#)
[Reference](#)

Objective: Analytics – Reports and Dashboards

Detailed Objective: Reports and Dashboards:

Describe the options available when creating or customizing a report

A Bluesky Marketing manager would like to generate a list of contacts for a mailing list. What type of report would be the most appropriate to use?
Choose 1 answer.

☐ Matrix

☐ Summary

☒ Tabular

☐ Mailing

Correct

Tabular reports are simple lists of records with selected columns, similar to a spreadsheet.

[Reference](#)

Objective: Analytics – Reports and Dashboards

Detailed Objective: Reports and Dashboards:

Describe the options available when creating or customizing a report

A user would like a report that includes data from Accounts and a custom object. What should the administrator do?
Choose 1 answer.

☐ Create a joined report and join Accounts and the custom object

☐ Create a matrix report

☒ Define a new report type that includes accounts and the custom object

☐ Create a summary report

Correct

A custom report type is required to relate a standard object and a new custom object and define the fields for the report. In order to use a Joined Report, a custom report type must first exist for the custom object, and it must contain a field that is also defined in the report type for Accounts.

[Reference](#)

Objective: Analytics – Reports and Dashboards

Detailed Objective: Reports and Dashboards:

Describe the options available when creating or customizing a report

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What is true regarding the refresh of dashboards?

There are two correct answers.

☐ A dashboard is refreshed each time it is displayed

☒ After a scheduled dashboard refresh, it can be emailed automatically to a group of users

☒ A user can refresh the dashboard on demand by clicking the refresh button

☐ A dashboard can be scheduled to refresh hourly, daily, weekly or monthly

Correct

Dashboards are not automatically refreshed when displayed. They can be manually refreshed or a refresh can be scheduled daily, weekly or monthly. Dashboard notifications can be sent to multiple users.

[Reference](#)

Objective: Analytics – Reports and Dashboards

Detailed Objective: Reports and Dashboards: Describe the options available when creating and modifying dashboards

<https://focusonforce.com/salesforce-adm-201-exam-questions/>

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