MyTutorialRack

Salesforce Admin Certification course

1. Which feature allows a user to group campaigns within a specific marketing program or initiative?

a. Campaign hierarchy

b. Campaign lists

c. Campaign members

d. Campaign influence

2. Which dashboard component can display data from the summary rows of reports?

a. Gauge

b. Table

c. Chart

d. Metric

3. Which Setting can a system administrator enable in the user interface? Pick 2

a. Customizable recent tags

b. Chatter messenger for specific users

c. Printable list views

d. Related list hover links

4. A sales user at universal container has updated the opportunity stage for an opportunity in the pipeline. What may be updated as a result of the stage change? Choose 2 answers

  a. Sales quota

b. Account rating

c. Forecast category

d. Probability

5. What is a method for adding content to Salesforce CRM Content? Choose 2 answers

a. Attachments

b. Chatter files

c. Libraries

d. Documents

6. Universal container uses web-to-case to convert support requests submitted through its website into cases. The support team would like salesforce to automatically send an email containing password reset instructions to the customer when the case subject contains the word "forgot" and "password". What does the administrator need to configure to meet this requirement?

a. Support Settings

b. Auto-response rule

c. Validation rule

d. Email-to-case

7. A sales executive at Universal containers wants to be notified whenever high-value opportunities are created for hot accounts. How should an administrator meet this requirement?

a. Create the workflow rule on opportunity object

b. Create an escalation rules based on the opportunity amount

c. Create an auto-response rule based on the opportunity amount

d. Create a validation rule that evaluates the account rating

8. The sales team at universal container wants an easy solution to gather customer requirements and share presentations with their customers. What should an administrator do to help the sales team achieve this goal? Choose 2 answers

a. Add customers to private chatter groups

b. Use chatter files to share presentations

c. Add customers to libraries

d. Create opportunity teams for customers

9. Which statement about sharing rules is true? Choose 2 answers

a. Sharing rules open up access of records

b. Sharing rules are required in public read/write organizations

c. Sharing rules grant delete access to records

d. Sharing rules grant record access to roles and public groups

10. What must an administrator do when creating a record type?

a. Set the field level security for the record type

b. Create a new page layout for the record type

c. Assign the record type to the appropriate profiles

d. Add the record type to the required user records

11. What is the purpose of the AppExchange? Choose 2 answers

a. Customers can share and install apps published by salesforce partners

b. Support users can install the Service Cloud console custom app.

c. Partners can download accounts and contacts to collaborate on sales deals

d. Administrator can download and customize pre-built dashboards and reports

12. What is a capability of salesforce knowledge? Choose 2 answers

a. Knowledge allows an organization to share articles with partner portal users

b. Knowledge only allows a single article type across all data categories

c. Knowledge automatically creates a solution for each new articles-

d. Knowledge uses data categories and roles to make articles visible to the specific users.

13. Universal container is using a private sharing model. The US sales director needs full access to all records owned by the US sales representatives. How can this be accomplished?

a. Define a role hierarchy where the US sales director rolls up to the CEO.

b. Define a role hierarchy where the US sales representatives roll up to the sales director.

c. Give the US sales director read/write/edit/delete object permission on the profile.

d. Place the US sales director in a queue with the US sales representatives.

14. Which circumstance will prevent a system administrator from deleting a custom field?

a. The field is used in a page layout

b. The field is used in a workflow field update.

c. The field is part of a field dependency.

d. The field is used in a report.

15. Universal container wants to automatically backup all Salesforce data on a monthly basis. which tool can a system administrator use to meet this requirement?

a. Data export service

b. Analytic snapshot

c. Import wizard

d. Scheduled report

16. What item appears in a user's My Unresolved Items after synchronization using Salesforce for outlook?

Choose 2 answers

a. Cases not assigned to a contact

b. Notes not assigned to a record

c. Emails not assigned to a record

d. Contacts not assigned to an account

17. Which statement about products and price books is true?

Choose 2 answers

a. A product can have a different list price in different price books.

b. Price books that contain assets cannot contain products

c. Products without a price are automatically added to the standard price book.

d. The standard and list price for a product can be listed in multiple currencies.

18. What will occur when a system administrator creates a dynamic dashboard?

a. The data displayed varies based on the user viewing the dashboard

b. The dashboard component resize based on the device used to view the

c. The dashboard automatically sends an email when the underlying data.

d. The dashboard refreshes automatically whenever the underlying data

19. A time-dependent action is placed in the workflow queue when the record is created.

When will the action be removed from the queue?

Choose 2 answers

a. When the record no longer matches the rule criteria

b. When a validation rule triggered for the record

c. When another record triggers the same workflow rule

d. When the action is deleted from workflow queue.

20. What can be transferred from one user to another user during mass transfer of account records?

Choose 3 answers

a. Closed cases

b. Open cases

c. Closed activities

d. Open activities

e. Related custom object records

21. Universal container set the organization-wide-setting for cases to private. When a case is escalated, case ownership changes to a Tier 2 support agent

How can a system administrator give the sales operations team read/write access to all escalated cases?

a. Create a criteria based sharing rule

b. Create an ownership based sharing rule

c. Create a case assignment rule

d. Create a case escalation rule

22. What permission is set in a user profile?

Choose 3 answers

a. Object permissions

b. Active

c. Run reports

d. Mass email

e. Marketing user

23. Which statement is true regarding an approval process?

Choose 2 answers

a. An approval action defines the result of record approval or rejection

b. A delegated approver can reassign approval requests

c. The approval history related list can be used to track the process

d. A assignment rule defines the approver for each process step

24. What is affected by changing the default locale setting for an organization?

a. Language

b. Date fields

c. Currency

d. Time zone

25. What will happen when a user attempts to log in to salesforce from an IP address that is outside the login IP range on the User's profile within the organization-wide trusted IP range?

a. The user will not be able to log in at all

b. The user will be able to log in after the computer is activated.

c. The user will be able to log in without activating the computer

d. The user will be able to log in after answering a security question.

26. How can a system administrator add users to a salesforce organization using chatter free?

Choose 2 answers

a. Assign chatter Free licenses to users outside the specified email domains

b. Assign chatter free licenses to existing user Salesforce users

c. Create users in the organization and assign them a chatter free license.

d. Enable invites to allow users to invite others within specified email domains

27. When can a validation rule be used to prevent invalid data?

Choose 3 answers

a. When records are deleted by a user

b. When record are imported

c. When record are edited by user

d. When records are submitted using web-to-lead

e. When records are updated by a workflow rule

28. A universal container has two business groups, products and services. Both groups will be using to

track deals, but different fields are required by each group. How should a system administrator meet this requirement? Choose 2 answers

a. Create two sales processes

b. Create two permission sets

c. Create two record types

d. Create two page layouts

29. Universal container has a private sharing model in which region sales manager are only allow to view opportunities in their own regions. For reporting purposes, they additionally needs read-only access to opportunities in other regions.

What permission can a system administrator enable to meet this requirement in the regional sales managers' customer profile?

a. "visible" for the sales app

b. "view all" for opportunities

c. "view all data"

d. "Read" for opportunities

30. Which statement about chatter posts and comments are true?

Choose 2 answers

a. Update to the chatter feed on a record are only visible to users with access to the record

b. Posts made to a user's profile are visible to all users in the organization.

c. Posts to a user's profile are hidden from anyone below that user in the role hierarchy

d. Posts to a user's profile can be made private by clicking the icon.

31. Criteria-based sharing rules can be created for which objects?

Choose 3 answers

a. Contacts

b. Accounts

c. Opportunities

d. Campaign Members

e. Users

32. Where can conditional highlighting be used?

Choose 2 answers

a. Tabular reports

b. Enhanced list views

c. Matrix reports

d. Summary reports

33. The marketing team at universal containers uses a web-to-lead from to capture leads from its website and a lead assignment rule assigns the leads to the appropriate sales representatives.

How can a system administrator ensure that all leads are handled even when they are not meet the assignment criteria?

a. Specify a default lead owner

b. Specify a default lead creator

c. Create an escalation rule to route unassigned leads

d. Create a validation rule to route unassigned leads

34. What should an administrator consider when setting up case feed?

a. Chatter feed tracking must be enabled for the case object.

b. Case feed requires the service cloud user feature license.

c. The use case feed permission is automatically active for all profiles

d. Case feed replaces the standard case detail page by default.

35. Universal container needs to synchronize data between salesforce and an external financial system.

How can a system administrator accomplish this?

a. Use an external ID field to match records between the systems

b. Use the data loader to match records between the systems

c. Use the data loader to upsert salesforce records into the financial system

d. Use the excel connector to export records from both systems into Excel.

36. Universal containers currently assign its user from the facilities and IT teams to the same profile. Universal container recently created a custom object to track company cars and wants only users from the facilities team to have access to this new object.

How can an administrator meet this requirement?

a. Configure field level security on the new object for the facilities team.

b. Assign the facilities team to a new role in the role hierarchy

c. Create a custom profile for users on the facilities team

d. Modify the standard profile currently shared by both teams

37. Which statement is true regarding the Answer community?

Choose 2 answers

a. Answers can be displayed externally on a customer or partner portal.

b. Data categories control access to articles and questions

c. Unanswered questions are automatically escalated to new cases

d. Community experts must be internal salesforce users.

38. Where can multilingual solution search feature be enabled?

Choose 2 answers

a. Solution tab search

b. Salesforce content

c. Self-service portal

d. Public knowledge base

39. A system administrator at universal containers needs to mass update the lead source on a number opportunity record.

How can this be accomplished? Choose 2 answers

a. Export opportunities and update using the import wizard

b. Use the similar opportunities to update the opportunities

c. Export opportunities and update using the data loader

d. Create a list view for opportunities and update using inline editing.

40. What does a custom report type determine?

Choose 2 answers

a. The report format of the resulting report.

b. The field that can be used as columns when building a report.

c. The custom summary formulas displayed in a resulting report

d. The objects that are available when building a report

41. How can a system administrator grant users access to dashboards?

Choose 2 answers

a. Designate running users

b. Create and share data categories

c. Share folders with public groups

d. Share folders with roles

42. Sales management at universal container needs to display the information listed below in each account record.

Amount of all closed won opportunities

Amount of all open opportunities

Which feature should a system administrator use to meet this requirement?

a. Roll-up summary fields

b. Calculated columns in the related list

c. Cross object formula fields

d. Workflow rules with field updates

43. Universal container requires that the organization-wide default for opportunities be set to public read/write. However sales users are complaining that opportunity reports return too many results, making it difficult to find their team's opportunities

How can the system administrator address this problem?

a. Update the sharing rule to limit user access to certain opportunities.

b. Move the opportunity reports into a folder with restricted access

c. Use the show filter to filter report results and reduce records returned.

d. Move the opportunity reports into each user's personnel report folder.

44. What can be done with a workflow field update action?

Choose 2 answers

a. Change the record type of a record

b. Update the value of a formula field

c. Update the value of a field on a child object

d. Apply a specific value to a field

45. Universal container wants to create a custom object to capture account survey data. Users must be able to select an account from the survey record. Users also need the ability to view related surveys on the account record.

How should a system administrator meet this requirement?

Choose 2 answers

a. Add the account related list to the survey page layout.

b. Create a lookup relationship field on the account object

c. Create a lookup relationship field on the survey object

d. Add the survey related list to the account page layout

46. The cloud scheduler has which capability?

Choose 2 answers

a. The cloud scheduler allows user to view available meeting times on lead and contact calendars

b. Salesforce can automatically propose multiple meeting times based on salesforce user calendars

c. The cloud scheduler can be enabled at the user profile level

d. A custom logo can be added to the meeting request email sent to a contact or lead

47. What can an administrator configure for users on the search result page? Choose 3 answers

a. Columns displayed for each object

b. Filter by which users can narrow down results

c. Number of records displayed for each object

d. Fields being searched on for each object

e. Objects included in the search

48. What should a system administrator consider when setting up mobile Lite? Choose 2 answers

a. It must be enabled for the entire organization

b. It allows access to most custom objects in the organization

c. Only recently viewed records are synchronized

d. It allows access to all standard objects in the organization.

49. What type of field allows users to input text, images and links?

a. Text area

b. Input area

c. Text area (rich)

d. Text and image area

50. A user responsible for managing and creating campaigns is unable to create a new campaign, even though the user's profile has the "Create" profile permission for campaigns.

How should a system administrator grant the correct access to the user?

a. Create a campaign sharing rule to grant access to the user

b. Grant the user delegated administration rights to campaigns

c. Assign the user to the standard marketing user profile

d. Select the marketing user checkbox on the user record

51. When converting a lead, how can an administrator capture custom lead data on the converted contact?

a. Map custom lead field to the standard lead field

b. Use the data loader to move the custom lead data.

c. Map custom lead field to custom contact fields

d. Use the lead conversion wizard to select the fields

52. Universal container has two sales groups, each group has its own unique sales process.

What is the best way to ensure that sales representatives have access to only the stages relevant to their sales process when working on opportunities?

a. Page layouts

b. Multi-select picklists

c. Record types

d. Roles

53. What tab setting on a profile makes a tab NOT accessible on the All Tabs page or visible in any apps?

a. Read-only

b. Default off

c. Tab hidden

d. Default on

54. Which data can be highlighted in a report using conditional highlighting?

Choose 3 answers

a. Date fields

b. Summarized totals

c. Group by field names

d. Summary formulas

e. Grand totals

55. A user at Universal container reports an error message when attempting to log in. the administrator checks the user's login history, but there is no record of the attempted login.

What could be the cause of this issue?

a. The user is attempting to login with the wrong password

b. The user is attempting to login outside of the profile IP login range

c. The user is attempting to login outside of the profile login hours

d. The user is attempting to login with the wrong username

56. What does the controlling field determine when field dependencies are being created?

a. The dependent fields that appear on a layout

b. The default value populated in the dependent field

c. The values that appear in the dependent field

d. The field-level-security for the dependent field

57. Which feature license can be assigned to a user record in salesforce? Choose 2 answers

a. Opportunity user

b. Console user

c. Service cloud user

d. Knowledge user

58. What is the capability of service cloud (Customer) portal?

Choose 2 answers

a. Customers can log, view, edit and close their own cases.

b. The portal can be customized with corporate branding

c. Customers can view and edit contacts related to their own accounts

d. The portal and its users can be created without additional licensing

59. How can a sales user relate an opportunity to a campaign?

Choose 2 answers

a. Select the campaign record type when creating the opportunity

b. Use the campaign influence related list on the opportunity

c. Use the campaign hierarchy related list on the opportunity

d. Select the primary campaign source for the opportunity

60. The administrator at universal containers will create a custom field to track a specific Tier 2 support user on a case record.

What data type should be used when creating this custom field?

a. Lookup filter

b. Formula

c. Hierarchical relationship

d. Lookup relationship

61. The recruiting team at universal containers wants to be more proactive about renewing support plans with customers. They would like the support representative dedicated to each account to be notified a month before the account's support plan expires.

What should an administrator configure to meet this requirement?

a. Auto-response rule

b. Assignment rule

c. Workflow rule

d. Escalation rule

62. Universal containers wants to capture the invoice number and account credit score for billing cases.

How would an administrator accomplish this? Choose 2 answers

a. Create a validation rule

b. Create custom fields

c. Create a support processes

d. Create a page layout

63. Which relationship can be selected in a custom report type where Accounts is the primary object and contacts is the related object?

a. Each account must not have related contacts

b. Each contact must have a related account

c. Each account may or may not have related contacts

d. Each contact may or may not have related account

64. A system administrator at Universal container needs to prevent sales representatives from editing fields on an opportunity once the opportunity has been moved to closed stage. Which data validation tool can be used to accomplish this?

Choose 2 answers

a. Record types and read-only page layouts

b. Formula fields

c. Data validation rules

d. Workflow approvals

65. What can be modified on standard object fields?

Choose 3 answers

a. Picklist values

b. Field type

c. Default text

d. Label

e. Help text

66. Universal container uses a private sharing model for opportunities. The sales team wants sales engineers to be involved in specific opportunities to help sales representatives close deal faster.

How can an administrator meet this request?

a. Enable chatter feed tracking on opportunities

b. Add sales engineers to opportunity teams

c. Add chatter groups to opportunities

d. Add sales engineers to accounts teams

67. What can a marketing user do using the manage members button on a campaign record?

Choose 2 answers

a. Create a custom report including all campaign members

b. Import new leads and associate them with the campaign

c. Associate existing opportunities with the campaign

d. Associate existing contacts with the campaign

68. The support group at universal container wants agents to capture different information for product support and inquiry cases. In addition the lifecycle for product support cases should have more steps than the lifecycle for inquiry cases.

What feature should an administrator use to meet these requirements?

Choose 3 answers

a. Page layouts

b. Permission sets

c. Record types

d. Support processes

e. Field-level-security

69. When the multiple currencies feature is enabled, which currency is used as the basis for all currency conversion rates?

a. Active currency

b. Record currency

c. Corporate currency

d. Personnel currency

70. Universal containers set the organization-wide default setting for opportunities to private/

Which record will an opportunity pipeline report return?

a. Opportunities for which the user running the report is also the account owner.

b. Opportunities for the entire sales organization regardless of the user running the report

c. Opportunities owned by the user running the report and users below them in the role hierarchy

d. Opportunities owned by the user running the report and users in the same role in the role

71. Which privilege can be granted to member of a content library (workspace) without modifying user permissions?

Choose 2 answers

a. Edit a member's library permissions

b. Add tags when editing content details

c. Share content with other users in chatter

d. Create a new library

72. What should an administrator consider when configuring workflow rules?

Choose 2 answers

a. Rules can be evaluated when records are created or edited.

b. Rule actions can take place immediately or on a specific date

c. Rules must be deactivated before using an import wizard

d. All existing records are evaluated when a new rule is activated

73. Universal container has a marketing team set up as a public group. A sales representative would like to engage the marketing team on one opportunity

What should the sales representatives do to ensure the marketing team can access the opportunity?

a. Manually share the record with the public group

b. Add the public group to the opportunity team

c. Add the public group to the opportunity team

d. Change the opportunity owner to the public group

74. What setting is controlled by a user's profile?

Choose 3 answers

a. Locale settings

b. Feature license assignment

c. Field-level security

d. Record type assignment

e. Assigned apps

75. If two objects have parent-child relationship, how can a user access the child record from the parent record?

a. Custom link

b. Child field

c. Lookup field

d. Related list

76. The cloud scheduler has which capability?

Choose 2 answer

a. The cloud scheduler allows users to view available meeting times on lead and contact calendars.

b. Salesforce can automatically propose multiple meeting times base on salesforce user calendars

c. A custom logo can be added to the meeting request email sent to a contact or lead.

d. The cloud scheduler can be enabled at the user profile level.

78. Universal Container wants to ensure that users complete the standard industry field when creating a new account record. To address the concern the administrator set the Industry field as required. However, some users are still able to create a new account record without completing the Industry Field.

What should an administrator do to troubleshoot the issue? Choose 2 answers.

a. Verify the users have the "Modify All Data" permissions for the account on their profiles.

b. Verify the field –level security for the Industry field is not set to "Read Only" on the user profiles.

c. Verify the user have Edit Permission for accounts on their profiles.

d. Verify the Industry field is sent as required on all the account page layouts assigned to the user's

79. Which statement about products and price books is true? Choose 2 answers

a. A product can have a different list price in different price books.

b. Price Books that contain assets cannot contain products.

c. Products without a price are automatically added to the standard price book.

d. The Standard and list price for a product can be listed in multiple currencies.

80. What standard object has a one-to-many relationship with the account object? Choose 3 answers.

a. Case

b. Contact

c. Lead

d. Opportunity

e. Campaign

81. The sales operations team at Universal Containers needs to be able to read edit delete and transfer all records owned by sales representatives. How can a system admin meet this requirement?

a. Add Sales operations users to the default account teams for all sales reps.

b. Define a role hierarchy where the sales operations role is above the sales reps role.

c. Create Sharing Riles that give sales operations access to records owned by sales reps.

d. Manually share all records owned by sales reps with sales operations.

82. What should a system admin consider when deleting a custom field? Choose 3 answers.

a. Field used in workflow and assignment rules cannot be deleted.

b. Fields must be removed from page layouts after being deleted.

c. Field values should be archived before a field is deleted.

d. Existing field values must be transferred to a new custom field.

e. Deleted fields and values can be restored from the recycle bin within 15 days.

83. A marketing user has received a file of leads to import into salesforce. What tool can be used to avoid duplicate lead records?

a. Import Wizard

b. Merge Leads Function

c. Data Loader

d. Validation Rules

84. What is an option when customizing a report? Choose 3 answers

a. Add a grouping

b. Add a filter

c. Add a gauge component

d. Schedule a refresh time

e. Summarize Fields

85. What user Interface setting must be enabled for users to edit records in a list view? Choose 2 answers

a. Inline editing

b. Enhanced Lists

c. Enhanced Profile List Views

d. Enhanced Page Layout Editor.

86. What can be transferred from one user to another user during mass transfer of account records? Choose 3 answers

a. Closed Cases

b. Closed Activities

c. Open Activities

d. Related Custom Object Records

e. Open Cases

87. A marketing user needs to create a new campaign, but the New Button is NOT visible from the campaign home page. The system administrator has verified that the user has the "Create" profile permission for the campaign object. What should the system admin do?

a. Grand the user "Read" profile permissions for the campaign object.

b. Select the Marketing User Check box in the User record

c. Select the "Manage Campaign" profile permissions.

d. Add the New Button to the page layout using the page layout editor.

88. A user is having trouble logging into Salesforce. The user's login history shows that this person has attempted to log in multiple tomes and has been locked out of the organization. How can the system admin help the user log into Salesforce? Choose 2

a. Click Reset Password on the user's record detail page.

b. Send an email to user containing the user's password.

c. Click Unlock on the user's record detail page.

d. Log in as the user and enter a new password.

89. UC uses a custom field on the account object to capture the account credit status. The sales team wants to display the account credit status on opportunities. Which feature should a system admin use this meet this requirement?

a. Roll Up Summary Field.

b. Workflow Field Update.

c. Lookup Field

d. Cross Object Formula Field.

90. Where can the multilingual solution search feature be enabled? Choose 2 answers

a. Salesforce Content

b. Public Knowledge Base

c. Self Service Portal

d. Solution Tab Search

91. UC needs to use cases to manage both customer support issue and internal change requests. Which functionality should a system admin use to meet this requirement? Choose 3 answers

a. Support Process

b. Page Layouts

c. Record Types

d. Validation Rules

e. Delegated Administration

92. What is the purpose of service cloud (customer) portal? Choose 2 answers

a. To allow partners to access contact records for case collaboration

b. To provide Web Self Service by exposing Knowledge articles.

c. To share support reports and dashboards with high profile accounts

d. To allow customer to log and check the status of cases online.

93. UC requires that its Salesforce account data including attachments to be backed up weekly , Which tool should a system admin use to accomplish this?

a. Account analytic snapshot

b. Account Report Export

c. Data Loader

d. Data Export Service

94. A system admin at UC created a new account record type. However, Sales users are unable to select the record type when creating new account records. What is a possible reason for this? Choose 2 answers.

a. The record type has not been activated.

b. The record type has not been added to the sales user profile.

c. The record type has not been set as the default record type.

d. The record type does not have an assigned page layout.

95. A sales user at UC has updated the opportunity stage for an opportunity in the pipleline. What may be the updated as a result of the stage change? (Choose 2)

a. Forecast Category

b. Account rating

c. Probability

d. Sales Quota

96. Which chart type can be used to display summary vales from 2 different levels of grouping in a report? Choose 2 answers

a. Stacked Bar chart

b. Grouped Line Chart

c. Funnel Chart

d. Donut Chart

97. Which level of access can be set when sharing a document folder with users? Choose 2 answers

a. Read/Write/Create/Delete

b. Read/Write

c. Read/Write/Create/Read-Only

d. Read-Only

98. When is validation rules applied when using Salesforce for Outlook?

a. Every time a record is saved.

b. Every time a user views a record

c. Every time a record is updated

d. Every time data is sync with the server

99. What should be considered when configuring the lead conversion process? Choose 2 answers

a. Standard lead fields are automatically converted into account, contact and opportunity fields

b. Custom Lead fields can be mapped to custom object fields.

c. Custom Lead fields can be mapped to account, contact and opportunity fields

d. Roll-up Summary Lead Fields can be mapped to custom contact fields.

100. An opportunity record created with a close date of July 30, meets the criteria of time –dependent workflow rule. The time dependent action is scheduled for July 23. What happens if the opportunity is edited before July 23 and no longer meets the criteria?

a. The time dependent action will execute on July 30

b. The time dependent action is put on hold.

c. The Time dependent action will execute on July 23

d. The time dependent action is automatically removed from the queue.

101. What will occur when a system admin creates a dynamic dashboard?

a. The data displayed varies based on the user viewing the dashboard.

b. The dashboard components resize based on the device used to view the dashboard.

c. The dashboard automatically sends an email when the underlying data changes.

d. The dashboard refreshes automatically whenever the underlying data changes.

102. When case assignment rules are being set up, cases can be assigned to whom? Choose 2 answers.

a. Case Team

b. Queue

c. Contact

d. User

103. Which statement about Chatter post and comments is true? Choose 2 answers

a. Updates to the Chatter Feed on a record are visible to the users with the access to the record.

b. Posts to a user's profile can be made private by clicking the lock icon.

c. Posts to a user's profile are hidden from anyone below hat user in the role hierarchy.

d. Posts made to a user's profile are visible to all users in the organization.

104. The marketing team at UC wants to send an email to each lead received from its website. The country of the incoming lead should determine the language of the email that will be sent to the lead. How can a system admin automate this process?

a. Create an email template for each language and an assignment rule to send the appropriate template.

b. Create a single email template and use the translation workbench to translate and send the appropriate template...

c. Create an email template for each language and an auto-response rule to send the appropriate template.

d. Create an email template for each language and a workflow alert to send the appropriate template.

105. How can a system admin add user to a salesforce organization using Chatter Free? Choose 2 answers

a. Assign Chatter Free Licenses to existing Salesforce Users

b. Create users in the org and assign them a chatter free license

c. Enable invites to allow user to invite others within specified email domains

d. Assign Chatter Free Licenses to users outside the specified email domain.

106. What does a page layout allow an admin to control?

a. The Fields users see on detail and edit pages.

b. The fields user see in reports and list views

c. The record types available to each role and profile.

d. The business process and related picklist value displayed.

107. Which component can be included in a custom home page layout? Choose 3 answers

a. Dashboard Components

b. Trending Chatter Topics

c. Analytic Snapshot

d. Messages and alerts

e. Pending approval list

108. Sales reps at UC should not be able to create leads, delete their own accounts or send mass emails. How can an admin meet these requirements?

a. Change the OWD default settings

b. Modify a standard profile

c. Create a custom profile

d. Create a sharing rule

109. UC has a private sharing model in which regional sales managers are only allowed to view opportunities in their own regions. For reporting purposes, they additionally need read only access to opportunities in other regions. What permission can a system admin give?

a. "Read" for opportunities

b. "View All Data"

c. "View all for opportunities"

d. "Visible" for the Sales app

110. When using sharing rules, what users can records be shared with? Choose 2 answers

a. Queues

b. Roles and subordinates

c. Public Groups

d. Profiles

111. How can knowledge articles be used? Choose 2 answers

a. To display Salesforce Answers

b. To resolve customer cases

c. To display for customer self-service

d. To display Salesforce Solutions

112. When importing data, what happens if some records do NOT met the data validation criteria?

a. Import Process ignores the data validation criteria.

b. Import process requires user authorization to import the invalid records.

c. Import process aborts when it encounters the first invalid record.

d. Import process fails only for the records with invalid data.

113. A user profile has login hour restrictions set to Monday through Friday, 8:00 am to 5:00 pm. The user logged in at 4:30 p.m. on Tuesday and it is now 5:01 pm. Which behavior of the application should the user expect?

a. The use will be able to continue working but will be unable to starts any new sessions.

b. The user will be able to continue working and start new session.

c. The user will be logged out and unsaved work in process will be saved.

d. The user will be logged out and any unsaved work in process will be lost.

114. Which statement about Community experts is true? Choose 2 answers

a. Community experts can delete inappropriate community content.

b. Community experts are designated by an icon.

c. Community Experts can manage Salesforce Ideas Categories.

d. Community Experts can be designated for Salesforce Ideas or Answers.

115. UC wants to create a custom object to capture account survey data. User must be able to select and account from the survey record. Users also need the ability to view related surveys on the account record. How should the system admin meet these requirement (Choose 2)

a. Add the account related list to the survey page layout.

b. Create a lookup relationship field on the account object.

c. Add the survey related list to the account page layout

d. Create a lookup relationship field on the survey object.

116. What option is available when scheduling a dashboard refresh? Choose 2 answers

a. Define refresh times for specific dashboard components.

b. Send a refresh notification to user with access to the dashboard.

c. View and remove scheduled dashboard refresh.

d. Schedule the dashboard to refresh in different time zones.

117. Which option is available when using process Visualizer? Choose 2 answers

a. Share annotated approval process diagrams

b. Add approval steps from the process Visualizer.

c. Edit the criteria used to trigger the approval process.

d. View approval process as a flow chart.

118. What can user do with Mobile Lite? Choose 2 answers

a. View Create Edit and Delete Accounts Contact and Opportunities

b. View Campaign and manager Campaign Member.

c. View Create Edit and Delete Custom Objects.

d. Search for record that was not previously downloaded to a mobile device.