1. SFB Industries have set their Sales users profiles to read only on cases. But they have recently created a sharing rule that grants all sales users write access. What is true about the sales users level of access?

B) They cannot edit cases

A) They can edit cases

B) They cannot edit cases

C) They can only edit cases if they are the owner of the case

D) They can only edit cases if they are the owner of the account

2. How can Accounts be added to Territories?

A) Account Assignment Rules

C) Manual Assignment

A) Account Assignment Rules

B) Role Hierarchy Assignment

C) Manual Assignment

D) Territory Assignment Queue

3. A custom object called Deliveries is created with a Master-detail relationship to Opportunities. Which report type is created?

A) Opportunities with Deliveries

A) Opportunities with Deliveries

B) Deliveries with Opportunities

C) Opportunities and Deliveries

D) None. A custom report type will need to be created manually.

4. What can Delegated Administrators NOT do?

D) Create profiles

A) Login as a specific user

B) Manage custom objects

C) Create users

D) Create profiles

5. What is NOT a feature of Custom Report Types?

C) Add default filters

A) Add fields to the report type via lookups

B) Remove, reorder and rename fields

C) Add default filters

D) Select which fields appear as columns by default

6. How do you create an Exception Report?

B) Create a cross filter on the report builder

A) Create a custom report type with a "without" filter

B) Create a cross filter on the report builder

C) Use an Exception report type

D) Create a cross filter on the custom report type

7. What Publisher Action cannot be Global?

C) Update

A) Create

B) Log a Call

C) Update

D) Custom

8. Which feature should NOT be used if SFB Consulting wants to validate data being entered via an API?

C) Marking "Required" via the page layout edit page.

A) Validation Rules

B) Checking the "Required" box when creating a field.

C) Marking "Required" via the page layout edit page.

9. What permissions do you need to merge Leads?

B) Edit and Delete on Leads

A) Merge Leads

B) Edit and Delete on Leads

C) Create and Delete on Leads

D) Merge Leads & Edit, Delete on Leads

10. How should a Workflow issue be properly monitored and Debugged?

A) Check the standard Debug Logs

B) Add a new monitored user and check the Debug Logs

C) Check the standard Workflow logs

D) Check the Time Based Workflow Log

B) Add a new monitored user and check the Debug Logs

11. What is NOT a feature of Content Delivery?

A) View Microsoft PowerPoint and Word files in a browser

B) View how often the content has been viewed or downloaded

C) Setting an expiry time on when the content is available till

D) Add comments to the document

D) Add comments to the document

12. Google Docs can be added to Sales force CRM Content?

A) True

B) False

A) True

13. What is an Article Type?

A) An Article Type defines the structure and format of an article.

B) An Article Type defines the access and security of an article.

C) An Article Type defines which channel can access the

A) An Article Type defines the structure and format of an article.

article. Internal, Partner, Customer etc.

D) Each Article created will have a corresponding Article Type that controls its content.

14. What are the three types of visibility with Data Categories?

A) All Categories

B) None

C) Custom

D) Internal

E) External

A) All Categories

B) None

C) Custom

15. Which feature is required to use Territory Management?

A) Customizable Forecasting

B) Multiple Currencies

C) Advanced Currency Management

D) Collaborative Forecasting

A) Customizable Forecasting

16. Which text formula is correct to assign a value based on a custom lead field?

A) CASE(Lead_Score__c , 10, "Cold", 20, "Warm", 30, "Hot", "Null")

B) CASE(Lead_Score__c , "10", Cold, "20", Warm, " 30", Hot, Null)

C) CASE(Lead_Score__c , 10, Cold, 20, Warm, 30, Hot)

D) CASE(Lead_Score__c , 10, "Cold", 20, "Warm", 30, "Hot")

A) CASE(Lead_Score__c , 10, "Cold", 20, "Warm", 30, "Hot", "Null")

17. Roll-up Summary Fields work with Opportunity Line Items to Opportunities?

A) True

A) True

B) False

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18. A Sales Manager does not have edit access on accounts. However, a user below them in the role hierarchy does have edit access. Do they inherit this access?

A) True

B) False

B) False

---

19. Territory Management can set access to which objects?

A) Accounts only

B) Accounts, Contacts, Cases & Opportunities

C) Accounts, Contacts & Opportunities

D) Accounts, Contacts, Cases, Opportunities & Custom Objects

B) Accounts, Contacts, Cases & Opportunities

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20. When setting up a Workflow rule with a field update, you realise that some users may not have access to the field in question due to Field Level Security. What will happen if a user who cannot see this field triggers the Workflow rule?

A) The field will not update

B) An error will appear when the record is saved

C) The field will update as normal

D) The Administrator will have to approve the update

C) The field will update as normal

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21. SFB Industries are on boarding a large amount of users onto their Salesforce Org over the coming months. They would like their Sales Managers to set up new users and edit them when appropriate, to take the pressure off the Administrators. How can you best enable them to do this?

A) Assign the Sales Managers the System Administrator default profile

B) Create a permission set and assign it to the Sales Managers users

D) Use the Delegated Administrator feature

C) Add relevant permissions to the Sales Managers profile

D) Use the Delegated Administrator feature

22. Some users across the business in various departments need the ability to export reports. Which feature will best grant access to these users?

A) Create a new profile with the Export Reports permission

B) Create a permission set with the Export Reports permission and assign it to the relevant users

C) Use Delegated Administration and assign it to the relevant users

D) Enable the Export Reports permission on their existing profiles

B) Create a permission set with the Export Reports permission and assign it to the relevant users

23. SFB Industries needs to use two Custom Objects, Shipments & Shipment items. Every time a Shipment item is marked as packed, it needs to trigger a field update on the master shipment record. What kind of relationship and feature needs to be present for this to work?

A) Lookup-relationship with a roll-up summary field

B) Master-detail relationship with a roll-up summary field

C) Master-detail relationship with a cross object field update

D) Lookup-relationship with a cross object field update

C) Master-detail relationship with a cross object field update

24. SFB Industries are offering standard lower prices to some of their key accounts. How can this be reflected within Products/Price books?

A) Add new products into Salesforce with lower prices

B) Add a discounted price to the existing products inside of Salesforce

C) Create a custom field on the product object where you can enter the lower price

D) Create a new price book and add the relevant products

D) Create a new pricebook and add the relevant products with new prices

with new prices

25. SFB Industries are tightening up their forecasting procedure. Sales Managers would now like to see a submission of each users forecast at the end of each week. Which feature will allow you to do this?

A) Customizable Forecasting

B) Collaborative Forecasting

A) Customizable Forecasting

26. How is Salesforce Knowledge enabled for users that need access to article management?

A) Contact Salesforce Support

B) Use the Knowledge checkbox on a profile to enable to feature license

C) Use the Knowledge checkbox on a user record to enable the feature license

D) Add users that need access to Knowledge inside the App

C) Use the Knowledge checkbox on a user record to enable the feature license

27. What are the three types of Milestone Actions that you can trigger when working with Entitlements? (Select 3)

A) Success Action

B) Completion Action

C) Warning Action

D) Violation Action

E) Starting Action

A) Success Action

C) Warning Action

D) Violation Action

28. Suggest a feature that SFB Industries can enable to increase call deflection.

A) Click-to-dial

B) Email-to-Case

C) Public Knowledge Base

D) Live Chat

C) Public Knowledge Base

29. How can SFB Industries ensure that incoming cases are routed to the correct department based on the "Type" field on Cases?

A) Enable case routing for agents

B) Use Auto-response rules & Queues

C) Create a workflow rule to assign users the correct case

D) Use Assignment rules & Queues

A) Enable case routing for agents

30. How can you ensure that when people are entering State & Country information, it is standardised across the entire business?

A) Build a validation rule that only lets the correct country/state name be entered.

B) Make the relevant fields required on the page layout

C) Enable State & Country picklists feature

D) Install a third party AppExchange app

C) Enable State & Country picklists feature

31. What is NOT a feature of CRM Content Packs?

A) A content pack can contain a collection of related documents

B)   A content pack can include any file from inside CRM content

C) If individual documents are updated, the content pack can also be updated

D) CRM Content requires a feature license

D) CRM Content requires a feature license

32. The administrator for SFB Industries would like to deploy a custom object and fields to an unrelated Org. What is the best way to do this using declarative functionality?

C) Unmanaged package

A) Change Sets

B) Force.com IDE

C) Unmanaged package

D) Force.com Migration Tools

33. While working with a report, a Sales Manager at SFB Industries would like to see the % that each opportunity is contributing to the overall pipeline. How can this be achieved?

A) Create a custom summary formula and use the PARENTGROUPVAL function

A) Create a custom summary formula and use the PARENTGROUPVAL function

B) Create a formula field on the opportunity and include this in the report

C) Create a formula field on the opportunity that uses the PARENTGROUPVAL function. Include this in the report

D) Create a custom summary formula and use the PREVGROUPVAL function

34. What determines whether a user can submit a record for approval?

C) If the record meets the entry criteria set on the approval process

A) If they have the Submit Approvals permission on their user record

B) Anyone can submit a record that has an approval process

C) If the record meets the entry criteria set on the approval process

D) If they are a delegated approver

35. **SFB Industries have two custom objects in a master-detail relationship, Total Payments & Daily Payments. If more than 3 daily payment records are added to a total payment record, a notification needs to be sent to the operations manager. How can this be achieved?**

A) Setup a workflow rule with an email alert

B) Create an Apex Trigger on Total Payments

C) Use a roll-up summary field in combination with a workflow rule and email alert

D) Create a cross object formula field in combination with a workflow rule and email alert

C) **Use a roll-up summary field in combination with a workflow rule and email alert**

36. **When an Opportunity reaches a certain value, new fields need to be displayed to collect more "high profile" information. How can this be automated inside of Salesforce?**

A) Create a page layout, record type & workflow rule with a field update.

B) Create a page layout & workflow rule with a field update

C) Create a page layout, record type & Apex trigger

D) Create a page layout & Apex Trigger

D) **Create a page layout, record type & workflow rule with a field update.**

37. **SFB Industries need to create a relationship between two objects. They need to have their own independent security settings, but if a child record has a parent, the parent CANNOT be deleted. How can this be achieved?**

A) Create a Master-detail relationship

B) Create a lookup relationship

C) Create a lookup relationship and enforce the checkbox that does not allow deletion of parent records.

D) Create a master-detail relationship and enforce the checkbox that does not allow deletion of parent records.

C) **Create a lookup relationship and enforce the checkbox that does not allow deletion of parent records.**

38. A Sales Manager needs to see a pipeline report based on standard industries. The company has 3 main groups of industries they sell into and the report needs to reflect this. Which feature can be used to group the various standard industries into groups on the report?

C) Bucket Fields

A) Parent Grouping

B) Custom Summary Formulas

C) Bucket Fields

D) Summary grouping

39. SFB Industries would like to see Opportunity, Cases & Account information on one report. How can this be achieved inside of Salesforce?

C) Create a Joined Report

A) Create a custom report type with Accounts, Cases & Opportunities

B) Use the standard report type for Accounts, Cases & Opportunities

C) Create a Joined Report

D) Create a Matrix Report

40. SFB Industries have started to make use of Collaborative Forecasts & Quotas. How can the Administrators upload Quota data into Salesforce? (Select 2)

B) Use the Quota uploader under setup

A) Use the Quota uploader under setup

B) Use the Quota uploader under setup

C) Add Quotas with the API

C) Add Quotas with the API

D) Add Quotas manually on the Quota Object

41. Which Objects in Salesforce does Data.com allow you to cleanse? (Select 3)

A) Leads

A) Leads

B) Accounts

B) Accounts

D) Contacts

C) Cases

D) Contacts

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42. How can you display a dynamic traffic light style image (Red, Amber, Green) on the Lead Object, depending on a custom Lead Score field?

A) Use a formula field with the IMAGE() function

B) Create an Image field and set a default formula using the IMAGE() function

C) Create a workflow rule to automatically update a custom field with the relevant image

D) Enable the Lead Score image field

A) Use a formula field with the IMAGE() function

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43. When support calls come into SFB Industries they frequently do not have Accounts already in Salesforce. Once the customer's details are collected by the support rep, an Account, Contact & Case should be created at the same time. Which feature can be used to automate this?

A) Apex Trigger on the Cases Object

B) Visualforce page

C) Visual Workflow

D) Workflow

C) Visual Workflow

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44. The Organization Wide Defaults for SFB Industries on Accounts is set to Private. Because of an acquisition, new sales users are going to start using Salesforce but need to see all Accounts. How can this be reflected in Salesforce?

A) Create a new profile with View All enabled on Accounts and assign to the new users

B) Create a permission set with View All enabled on Accounts and assign to the new users

C) Set Accounts Org-wide defaults to Public

D) Set Accounts Org-wide defaults to Public read/write

A) Create a new profile with View All enabled on Accounts and assign to the new users

45. SFB Industries are looking to set up Entitlements in Salesforce. What is the first thing you must do in Salesforce when setting this up?

D) Choose an Entitlement Model

A) Setup Milestone Actions

B) Create an Entitlement Process

C) Set Up Milestones

D) Choose an Entitlement Model

46. SFB Industries is currently granting access to a number of users around the business to various reports and folders in Salesforce. They are currently granting access based on the specific users. Which feature in Salesforce can be used to make this more efficient?

C) Create a public group and add the users to it

A) Create a new profile for the users

B) Place all users in the same Role

C) Create a public group and add the users to it

D) Create a sharing rule and add the users to it

47. SFB Industries have a requirement to see how many cases are open at any one time over the year. How can this be achieved?

C) Analytical Snapshots

A) Custom Report Types

B) Scheduled Reports

C) Analytical Snapshots

D) Exception Reports

48. What is not a requirement of Joined Reports? (Select 2)

B) Objects can only be standard

A) Objects must be grouped by one common field to all objects

C) All objects must have the same parent object

B) Objects can only be standard

C) All objects must have the same parent object

D) Joined reports display multiple report blocks

49. A Sales manager at SFB Industries would like to view the global company sales dashboard but be able to switch between a US, EMEA & APAC view. How can this best be achieved?

C) Use Dashboard filters

A) Clone the Dashboard and change the filters on the various reports

B) Use a Dynamic Dashboard to switch between regions

C) Use Dashboard filters

D) Change the filters on the various reports

50. The Sales manager at SFB Industries would like to display the amounts closed this month, this quarter, and this year so far on an existing dashboard. Which component would best represent this?

C) Metric

A) Gauge

B) Table

C) Metric

D) Chart

51. A user has asked the Administrator at SFB Industries if they should have access to the salary field on the user object, they should not. The Administrator has checked their profile and they do not have access to this field on field level security. Where else should they check?

C) Permission Sets

A) Org-wide defaults

B) Sharing Rules

C) Permission Sets

D) Profile Object settings

52. What is true about Territory Management? (Choose 2)

A) Accounts can belong to one or more territories

B) Accounts can belong to one territory

C) Users can belong to one territory

D) Users can belong to one or more territories

A) Accounts can belong to one or more territories

D) Users can belong to one or more territories

53. SFB Industries would like to create a custom objects to link Contacts to multiple Accounts. What type of object/relationship should be created?

A) Custom Object with two Master-detail relationship fields to Contact & Account

B) Custom Object with Lookup relationship fields to Contact & Account

C) Custom Object with Lookup field to Accounts

D) Custom Object with Master-Detail relationship field to Accounts

A) Custom Object with two Master-detail relationship fields to Contact & Account

54. How can you create a report in Salesforce that shows all Accounts with and without Opportunities?

A) Use the standard Accounts & Opportunities Report

B) Create a Joined Report

C) Create an Exception Report

D) Create a Custom Report Type

D) Create a Custom Report Type

55. How could you show a report of Accounts that do not have any Opportunity associated with them?

A) Use a filter on the standard Accounts report type and set it to without Opportunities

B) Use a cross filter on the standard Accounts report type and set it to without Opportunities

B) Use a cross filter on the standard Accounts report type and set it to without Opportunities

C) Create a Custom Report Type for Accounts & without Opportunities

D) Use the standard Accounts without Opportunities Report

56. A user at SFB Industries has reported that a Quote cannot sync with their Opportunity. What could this issue be a result of? (Select 2)

A) The Quote has an inactive or archived list price

B) The Quote has an inactive currency

C) The Opportunity already has a quote synced to it

D) The user does not have access to the Quote object

A) The Quote has an inactive or archived list price

B) The Quote has an inactive currency

57. When users are entering phone numbers in Salesforce, and then need to make sure that they are entering the international code. This requires a specific format of (XX) 123-456-789. Which function will best suit this requirement using a Validation Rule?

A) REGEX

B) IF Statement

C) VLOOKUP

D) ISNUMBER

A) REGEX

58. SFB Industries operates in a highly regulated industry. Recently a key bit of information has been changed from a customers record. How can this be audited in the future?

A) Debug Logs

B) Setup Audit Trail

C) Field History Tracking

D) Login History

C) Field History Tracking

59. What are three characteristics of Dynamic Dashboards? (Select 3)

A) Dynamic Dashboards can display the data of a set running user

B) Dynamic Dashboards can display the data of the logged-in user

C) Dynamic Dashboards can be viewed by anyone

D) Authorised users can change the running user of a Dynamic Dashboard

A) **Dynamic Dashboards can display the data of a set running user**

B) **Dynamic Dashboards can display the data of the logged-in user**

D) **Authorised users can change the running user of a Dynamic Dashboard**

60.   An Administrator wants to create a Knowledge base for articles such as FAQ, Setup Guides & Guides with Images. What should be created to accommodate this?

A) Data Categories

B) Article Types

C) Knowledge Categories

D) Display Types

B) Article Types