

Salesforce.com New User Training – Final Quiz Answers

1. You keep track of information about companies and organizations you do business with on an ___Account___ record.
2. Which of the following best describes what Salesforce.com (SFDC) is?
An online database pre-configured for common business needs
3. Which of the following is not a type of activity record?
Chat message
4. In the SFDC database, date values are stored in Fields. Collections of Fields are found on Records. And collections of Records are organized by Object, which are accessible by Tabs, and arranged in Apps.
True
5. If an individual works at two different companies, there should be two different Contact records for that person, one associated with each Account.
True
6. Which of the following is not a field that is automatically tracked for you on the Opportunity's Stage History related list?
Next Step
7. If you want to be able to attach emails you send or receive in email clients, like Outlook or Gmail, to SFDC records by using BCC to Salesforce, your Sys Admin must have first turned on the feature.
True
8. Which of the following would you create if you wanted to see all your Contacts in a given city?
A Contact list view filtered by city