01. Which Functionality is not available in Salesforce.com?

A. Profile Based Login Hours
B. Profile Based Login IP Ranges
C. Organization based Login Hours
D. Organization based Login IP Ranges
Your Answer: C;
Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/en/sites_pu...

02. Which of the following statements are true regarding merging Ideas? Select 2 answers.

A. Merged ideas can still be separated by administrators.
B. You cannot merge ideas in separate communities.
C. Users can only vote for and add comments to a master idea. Child ideas become read-only.
D. The master idea inherits the status and category values of its child ideas.
Your Answer: B; C;
Is Correct? : Yes
Source: http://na14.salesforce.com/help/doc/en/ideas_me...

03. In what sandbox are Salesforce.com record Id's identical?

A. Production and Config Only Sandbox
B. Production and Developer Sandbox
C. Production and Full Copy Sandbox
D. Record ID's are always different in different environment
Your Answer: C;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/create_t...

04. When setting up dependent picklists, which field type cannot be set as the controlling field?

A. Checkbox
B. Custom Picklist
C. Standard Picklist
D. Multi-Select Picklist
Your Answer: D;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/fields_d...

05. Deleted records can be still recovered from the recycle bin within how many days after deletion?

A. 15
B. 30
C. 45
D. 60
Your Answer: A;
Is Correct? : Yes

06. True or False: An administrator can forcely expire all user passwords.

A. True
B. False

Your Answer: A;
Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/en/expiring...

07. True or False: An AppExchange application cannot be uninstalled once it has been deployed.

A. True
B. False

Your Answer: B;
Is Correct? : Yes
Source: https://na14.salesforce.com/help/doc/en/salesfo...

08. Which of the following is a prerequisite for enabling territory management?

A. Custom fiscal years must be enabled in your organization
B. Customizable Forecasting must be enabled in your organization
C. Multi-currency must be enabled in your organization
D. You must have the Marketing User Profile
Your Answer: B;
Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/en/territor...

09. Via the Salesforce.com Import Wizard, in which object can a record not be imported ?

A. Leads
B. Accounts
C. Opportunites
D. Solutions
Your Answer: C;
Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/user_ed.jsp...

10. Which of the following can be changed under Global search settings? Select 3 answers.

A. The number of records displayed per object on search results page
B. Enable Inline Editing
C. Enable Drop-Down List for Portal Sidebar Search
D. Enable Document Content Search
Your Answer: A; C; D;
Is Correct? : Yes
Source: http://na14.salesforce.com/help/doc/en/customiz...

11. Regardless of the Sharing Model, which of the profile permissions will enable the User to edit any record?

A. Customize Application

B. View Setup and Configuration
C. ViewAll Data
D. Modify All Data
Your Answer: D;
Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/en/users_pr...

12. True or False: A custom multi-select picklist can be a controlling field for a dependent field.

A. True
B. False

Your Answer: B;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/fields_d...

13. True or False: Changes in the data type of a custom field used in lead conversion has no effect on its field mapping.

A. True
B. False

Your Answer: B;
Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/en/customiz...

14. True or False: Administrators cannot permanently delete a User record in Salesforce.com.

A. True
B. False
C. Depends on Profile Settings of the Administrator
D. User Records can be archived so that they are available on request
Your Answer: A;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/deactiva...

15. True or False: As a system administrator, you can create a page layout in the console and assign it to profiles.

A. True
B. False

Your Answer: A;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/console_...

16. Given certain conditions during Lead Conversion, Close Date of the created Opportunity is automatically set to?

A. Last day of the current fiscal quarter
B. Last day of current fiscal period
C. End of current calendat quarter
D. Blank
Your Answer: A;

Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/en/lead_con...

17. How often can data export backup your organization's data?

A. Daily
B. Weekly
C. Every 6 Days
D. Every 15 days
Your Answer: C;
Is Correct? : Yes
Source: http://na14.salesforce.com/help/doc/en/admin_ex...

18. What type of relationship has no effect on the ownership and security of the child objects?

A. Self Relationship
B. Master-Detail Relationship
C. Lookup Relationship
D. Hierarchical Relationship
Your Answer: C;
Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/en/relation...

19. What is the significance of Primary Master – Detail Relationship in a Junction Object?

A. Look and Feel is inherited from Primary Master Object
B. Record Ownership is inherited from Primary Object
C. No significance
D. Both A & B
Your Answer: D;
Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/user_ed.jsp...

20. Custom lead fields can be mapped to which of the following objects' custom fields? Select 3 answers.

A. Account
B. Case
C. Contacts
D. Opportunity
Your Answer: A; C; D;
Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/en/customiz...

21. Who can view campaigns?

A. Administrator
B. Administrator and Marketing Users only
C. Marketing Users only
D. All users with Read Permission on Campaign
Your Answer: D;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/campaign...

22. What statement is false for a workflow task?

A. To assign tasks to multiple users, create multiple tasks as outcomes of the rule
B. A single task can be assigned to multiple users
C. The due dates for workflow task is based on number of calendar days, The rule fails to recognize only working business days by default.
D. Historical tracking is allowed for workflow task
Your Answer: B;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/creating...

23. How is Multi-Currency enabled?

A. Tick "Enable Multi-Currency" in the company profile settings.
B. Multi-Currency is enabled by default on all organizations.
C. Contact Salesforce.com to have Multi-Currency enabled in the organization.
D. Choose a default currency
Your Answer: C;
Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/en/admin_en...

24. Which of the statements are true about data validation? Select 2 answers.

A. Data Validation can enforce data integrity as well as make a field required in the page layout
B. Data Validation can prevent duplication of records
C. Data Validation run on the client machine after the user clicks the Save button
D. Data Validation rules are not enforced when using API & import operations
Your Answer: A; B;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/fields_a...

25. True or False: It is possible for a user to own a record and not see it.

A. True
B. False

Your Answer: A;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/security...

26. Which can be done under activity settings? Select 2 answers.

A. Show Custom Logo in Meeting Requests
B. Add New Meeting Request button on Oen Activities related list
C. Mass transfer activities
D. Show Event Details on Multi-User Calendar View.
Your Answer: B; D;
Is Correct? : No
Source: https://na9.salesforce.com/help/doc/en/activity...

27. True or False: File attachments, document tabs and salesforce content count towards Data Storage.

A. True
B. False

Your Answer: B;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/admin_mo...

28. If Pedro is promoted from Sales Associate to Senior Sales Executive, and the new sales associate is appointed to take Pedro's responsibilities. What are the appropriate steps to transfer Pedro's account to the new associate?

A. Overwrite Pedro's User Profile with the new associates information and create a new profile for Pedro.
B. Create a new profile for Pedro as well as new associate. Deactivate Pedro's profile with Sales Associate role and transfer all the accounts, opportunities and leads to the new associate.
C. Associate the new role to Pedro's existing profile and Transfer all the accounts, opportunities and leads to the new associate.
D. None of the Above
Your Answer: B;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/admin_ro...

29. The system administrator changed the Organization's default locale. What will be the effect on the user?

A. The user will see everything based on the organization's new locale setting the next time he logs on.
B. The User will be prompted for a choice wether to follow the Organization's Locale setting or not.
C. There will be no impact on the User as he keeps on using his default Locale setting.
D. The user's locale will also be changed to the organization's default locale.
Your Answer: C;
Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/en/admin_la...

30. In which means can a case be created? Select 2 answers.

A. Metadata API
B. Force.com explorer
C. Connect for Outlook
D. Email-to-Case
Your Answer: C; D;
Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/en/email_ou...

31. Which of the following statements are true regarding sharing rules? Select 2 answers.

A. Sharing rules should be used when a user or group of users needs access to records not granted them by either role hierarchy or organization wide defaults
B. Sharing rules apply only to new records owned by specified role or group member
C. When you transfer records from user to another, the sharing rules are removed during the transfer.
D. You cannot change the specified groups or roles for sharing rules.
Your Answer: A; D;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/security...

32. True or False: Standard Solution Manager profile can be changed by the Administrator in profile settings.

A. True
B. False
C. Depends on the Setting of the Administrator profile
D. None of the Above
Your Answer: B;

Is Correct? : Yes
Source: https://help.salesforce.com/HTViewHelpDoc?id=fa...

33. Which function is not available in Formula Fields?

A. Hyperlink
B. Substitute
C. Rpad
<mark>D. Vlookup</mark>
Your Answer: D;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/customiz...

34. Which of the choices are Dashboard Components? Select 3 answers.

<mark>A. Charts</mark>
B. Graphs
<mark>C. Tables</mark>
<mark>D. Gauge</mark>
Your Answer: A; C; D;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/dashboar...

35. Which Salesforce edition supports validation rules?

A. Enterprise and Developer
B. Group and Professional
C. Professional and Developer
<mark>D. All editions support validation rules</mark>
Your Answer: D;
Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/en/fields_a...

36. Deleting a contact also deletes which of the following associated records?

A. Account
B. Lead
<mark>C. Campaign Member</mark>
D. None of the above
Your Answer: C;
Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/en/contacts...

37. Which of the following tasks can a delegated administrator perform? Select 3 answers.

<mark>A. Create and edit users and resetting passwords for users in specified roles and all subordinate roles.</mark>
<mark>B. Assigning users to specified profiles.</mark>
<mark>C. Manage custom objects created by administrators.</mark>
D.Create new profiles.
Your Answer: A; B; C;
Is Correct? : Yes
Source: https://na14.salesforce.com/help/doc/en/admin_d...

38. Which of the following are not included in the standard Salesforce applications? Select 2 answers.

A. Marketing
B. Campaigns
C. Service
D. Community
Your Answer: B; C;
Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/en/dev_tabs...

39. Which of the following can all be found on the company profile?

A. Language, Locale, and Time Zone, Licenses, and Storage and Used Space
B. Language, Locale, and Time Zone, Licenses, and Profiles
C. Licenses, Language Preferences, Queues, and Locale Settings
D. Storage and Used Space, OWD, Profiles, and Business hours
Your Answer: A;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/company_...

40. In Unlimited Edition, up to how many custom fields can be created in an object?

A. 100
B. 200
C. 800
D. Unlimited Fields
Your Answer: C;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/limits.h...

41. Which of the following are true that can cause data loss when an existing custom field is changed? Select 2 answers.

A. Changing to or from type Date or Date/Time
B. Changing to Number from any other type
C. Changing to number from Percent
D. Changing to one Currency from any other currency type
Your Answer: A; B;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/notes_on...

42. The maximum number of time trigger actions is?

A. 10
B. 20
C. 30
D. 40
Your Answer: A;
Is Correct? : No
Source: https://ap1.salesforce.com/help/doc/en/limits.htm

43. What are the different types of Sharing Rules? Select 3 answers.

A. Case Sharing Rules
B. Lead Sharing Rules
C. Solutions Sharing Rules
D. Campaign Sharing Rules

Your Answer: A; B; D;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/security...

44. Which of these statements are true for Cases? Select 3 answers.

A. Manually entering the case received from an email
B. Automatically generated by an email or website form
C. Can be assigned only automatically by rule assignment however it can be reassigned manually at later time
D. Associated to Contacts and Accounts
Your Answer: A; C; D;
Is Correct? : No
Source: https://ap1.salesforce.com/help/doc/en/cases_cr...

45. True or False: You can remove universally required fields on view and edit page layouts.

A. True
B. False

Your Answer: B;
Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/en/fields_u...

46. What does conditional highlighting for reports means?

A. You can set conditions that when met will report the calculated fields
B. Set thresholds for report analysis
C. Lets you make calculations on custom fields
D. None of the above
Your Answer: B;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/reports_...

47. An external client can be invited to chatter and assigned with a Chatter-Free license. Which of the following does he have access to? Select 2 answers.

A. People
B. Custom Objects
C. Groups
D. Cases
Your Answer: A; C;
Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/en/users_un...

48. True or False: "Password Never Expires" attribute can be set on all profiles.

A. True
B. False

Your Answer: B;
Is Correct? : Yes
Source: http://help.salesforce.com/HTViewHelpDoc?id=sec...

49. Which of the following fields cannot be used as the field column of a roll-up summary? Select 3 answers.

A. Cross-object formula fields
B. Long text area fields
C. Datetime fields
D. Multi-select picklists
Your Answer: A; B; D;
Is Correct? : Yes
Source: http://na14.salesforce.com/help/doc/en/fields_a...

50. True or False: Regardless of own personal security settings, data viewed in all dashboards are based on the security settings of the Running User.

A. True
B. False

Your Answer: A;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/dashboar...

51. True or False: In a workflow approval process, record locking is used to prevent users form editing a record depending on their field-level security.

A. True
B. False

Your Answer: B;
Is Correct? : Yes
Source: https://na14.salesforce.com/help/doc/en/approva...

52. Which tool should be used to import 5000 Cases into Salesforce.com?

A. Import Wizard
B. Data Loader
C. Either A or B
D. Neither A nor B
Your Answer: B;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/import_w...

53. True or False: You can use conditional highlighting for summary and matrix reports only.

A. True
B. False

Your Answer: A;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/reports_...

54. What are applicable to list view? Select 2 answers.

A. Show up to 5000 records in the record count display

C. Be enabled and disabled by individual users
D. Print list can be exported to excel
Your Answer: B;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/customvi...

55. Which of the field types can be used as an External Id? Select 3 answers.

A. Text Field
B. URL
C. Number Field
D. Email Id Field
Your Answer: A; C; D;
Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/en/custom_f...

56. True or False: In Partner Portal, users log-in to Salesforce.com portal rather than through web portal.

A. True
B. False

Your Answer: B;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/partner_...

57. True or False: Tags section of a page can be viewed by Customer Portal users as long as it is exposed in the page layout.

A. True
B. False

Your Answer: B;
Is Correct? : Yes
Source: https://ap1.salesforce.com/help/doc/en/customiz...

58. How can an administrator make a field required?

A. Field Level Security
B. Page Layout
C. Profile
D. Both Page Layout and Field Level Security
Your Answer: B;
Is Correct? : Yes
Source: https://na9.salesforce.com/help/doc/en/managing...

59. Of the choices below, which are the possible ways to set a field mandatory to all users? Select 2 answers.

A. Page Layout
B. Validation Rule
C. Roles & Profiles
D. Field Properties
Your Answer: B; D;

Is Correct? : No
Source:

60. When an administrator wants to set a field as an External ID, which of the field types should he not use?

A. Text Field
B. Number Field
C. Picklist Field
D. Email ID Field
Your Answer: C;
Is Correct? : Yes
Source: