

01. Arthur modifies a record which triggered an immediate workflow action which updates a field on the same record. Which user will be registered on the Last Modified By field of the record?

- A. The system administrator
- B. Arthur**
- C. The default workflow user
- D. This field will not change since it was changed by the system.

02. In which means can a case be created? Choose 2 answers

- A. Web-to-Web
- B. [Force.com](#) explorer
- C. Connect for Outlook**
- D. Email-to-Case**

03. TRUE or FALSE: You can convert a lead and associate the resulting opportunity to an already existing account and/or contact.

- A. True**
- B. False

04. Which of the following are not included in the standard Salesforce applications? Choose 2 answers

- A. Marketing
- B. Campaigns**
- C. Service**
- D. Community

05. Which of the following can be customized in the service cloud console? Choose 2 answers

- A. The objects available in the navigation tab**
- B. The default page layout per object
- C. The available record types per object
- D. The fields shown in the highlights panel**

06. Which of the following can be accessed by a user assigned to a Chatter Free license? Choose 2 answers

- A. People**
- B. Custom Objects
- C. Groups**
- D. Cases

07. 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

08. When you delete a Contact, which of the following associated records will be deleted as well?

- A. Account
- B. Lead
- C. Campaign Member**
- D. None of the above

09. Which edition supports validation rules?

- A. Enterprise
- B. Group
- C. Professional
- D. All editions support validation rules**

10. TRUE or FALSE: Your complimentary document storage can be used as an additional space when you have exceeded your general storage limit.

A. True

B. False

11. How can an administrator make a field required? (Pick the best possible answer)

A. Field Level Security

B. Page Layout

C. Profile

D. Both Page Layout and Field Level Security

12. Which of these are Standard Salesforce.com Profiles? Select 3 choices

A. Marketing User

B. Read Only

C. Contract Manager

D. Sales User

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

A. Account

B. Case

C. Contacts

D. Opportunity

14. Which of the following are included in Salesforce.com standard functionality? Choose 3 answers

A. Web to Lead

B. Web to case

C. Email to Lead

D. Email to Case

15. 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 whether 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.

16. TRUE or FALSE: Lead conversion overrides validation rules.

A. TRUE

B. FALSE

17. Which of the following can be done under activity settings? Choose 2 answers

A. Show Custom Logo in Meeting Requests

B. Add New Meeting Request button on Open Activities related list

C. Mass transfer activities

D. Show Event Details on Multi-User Calendar View.

18. In which of the following is inline editing supported?

A. System Fields

B. Case Status

C. Related Lists

D. Read-Only Fields

19. How can an administrator enable Multi-Currency in his Organization?

- A. Tick "Enable Multi-Currency" in the company profile settings.
- B. Multi-Currency is enabled by default on all organizations.
- C. Contact [Salesforce.com](https://www.salesforce.com) to have Multi-Currency enabled in the organization.**
- D. Choose a default currency

20. Who can submit ideas to the [Salesforce.com](https://www.salesforce.com) IdeaExchange?

- A. [Salesforce.com](https://www.salesforce.com) partners
- B. Partner Portal users
- C. Anyone who has login access to the IdeaExchange**
- D. Everyone can post to the IdeaExchange. No logins required.

21. TRUE or FALSE: An administrator can assign a single workflow task to multiple users.

- A. TRUE
- B. FALSE**

22. Which of the following are the three mail template formats accepted by Salesforce?

- A. Visual Force**
- B. HTML with Letterhead**
- C. XML
- D. Text**

23. You can remove universally required fields on view and edit page layouts.

- A. True
- B. False**

24. 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**

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

- A. Text Field**
- B. URL
- C. Number Field**
- D. Email Id Field**
- E. Picklist Field

26. Which of the following statements about Chatter posts and comments are true? Choose 2 answers

- A. Posts made to a user's profile are visible to all users in the organization**
- B. Posts on a user profile are not visible to other users
- C. Updates to the Chatter feed on a record are only visible to a user if he has access to the record**
- D. Post visibility rolls-up via the role hierarchy

27. What privileges can be given to content library members without modifying their user permissions? Choose 2 answers

- A. Edit other member's library permissions
- B. Attach or share content from this library to Chatter**
- C. Edit library details and library membership**
- D. Create new content libraries
- E. Add tags when editing content details**

28. Which of the following are true when setting up running user? Choose 2 answers

- A. Users may see different data between dashboard components and source reports
- B. The running user's access permissions determine the data displayed in the components of the dashboard
- C. Dashboards with running users cannot have scheduled refresh
- D. The running user becomes the default dashboard owner.

29. Which salesforce functionality can an administrator leverage to help sales reps understand how their peers successfully managed other opportunities especially those with comparable products? Choose 2 answers

- A. Chatter groups
- B. Workflow rule on opportunity
- C. Similar opportunities
- D. Big deal alerts

30. Which of the following are true regarding deletion of custom fields? Choose 2 answers

- A. Deleting a field also deletes the field history data
- B. Unnecessary fields must be removed from the page layout after deletion
- C. Fields referenced elsewhere in Salesforce cannot be deleted.
- D. Undeleting a custom field also restores all of its attributes automatically.

31. Which of the following is true regarding workflow tasks? Choose 2 answers

- A. A task can be reused in multiple workflow rules
- B. A task can be assigned to a Chatter Free user
- C. A single task can be assigned to multiple users
- D. A task can be tracked in the activity history

32. What can be specified using custom report types? Choose 2 answers

- A. The fields available in creating reports
- B. The objects that can be used in reports
- C. The time-frame of the included records.
- D. Security of objects to be displayed in the report.

33. Where can conditional highlighting be used? Choose 2 answers

- A. Matrix reports
- B. Summary reports
- C. Enhanced List views
- D. Tabular reports

34. Which of the following about mapping a custom formula field on the Lead object is true?

- A. A custom Lead formula field can only be mapped to a custom formula field on Account object provided that they have the same formula return type.
- B. Custom formula fields can be mapped to any custom field on the Account object.
- C. The value of the Lead formula field can be mapped to an Account object field as long as the formula return type matches the type of the Account field.
- D. Custom formula fields cannot be used in Lead conversion.

35. During mass transfer, which of the following can be transferred along with the account record? Choose 3 answers

- A. Open activities
- B. Closed activities
- C. Open cases
- D. Closed cases

36. What tasks can be done by a delegated administrator? Choose 3 answers

- A. Assign Users to specified profiles
- B. Manage users within specified roles
- C. Create new user profiles
- D. Log in as a user who has granted login access

37. In which part of reports can conditional highlighting be used? Choose 3 answers

- A. Grand totals
- B. Data fields
- C. Summarized totals
- D. Summary formula

38. When implementing web to lead, what must an administrator do to ensure that leads that do not meet the assignment criteria are also handled?

- A. Specify a default lead creator
- B. Create a workflow rule to handle unassigned leads.
- C. Specify a default lead owner
- D. Create an auto-response rule to alert the user that the lead record does not meet the assignment criteria.

39. What must be the first step in troubleshooting login issues?

- A. Check the login IP ranges
- B. Reset the user's password
- C. Unlock the user
- D. View the login history

40. Which of the following components can be used to customize the home page layout? Choose 3 answers

- A. Dashboard components
- B. Trending chatter topics
- C. Pending approvals list
- D. Analytic snapshots
- E. Messages and alerts

41. What are the capabilities of the cloud scheduler? Choose 2 answers

- A. Users can view the available meeting times on lead and contact calendars.
- B. Salesforce can automatically propose multiple meeting times based on Salesforce user calendars.
- C. Custom logos can be used to customize meeting request email sent to the invitees.
- D. Can be enabled only to certain profiles.

42. When converting a lead, what are the three related objects that are created?

- A. Account
- B. Case
- C. Contact
- D. Opportunity

43. What does salesforce check when a user tries to login? Choose 3 answers

- A. Whether the user's profile has IP address restrictions
- B. Whether the user's profile has login hour restrictions
- C. Whether the organization has login hour restrictions
- D. Whether the organization has trusted IP ranges

44. Which of the following is true regarding community experts? Choose 2 answers

- A. Community experts can be designated for Salesforce Ideas only**
- B. Community experts can be designated for Salesforce Answers only
- C. Community experts are designated by an icon**
- D. Community experts can delete inappropriate community content

45. Which of the following is affected by organization locale changes?

- A. Currency
- B. Date fields**
- C. Language
- D. Time zone

46. What does field dependency control?

- A. The fields that appear on the page layout
- B. The default value of the dependent field
- C. The value that appears in the dependent field**
- D. The validation rule evaluation formula

47. A user has the "Create" permission on campaign object but is still not able to create campaigns. What must the administrator do to grant proper access to the user?

- A. Tick the Marketing User checkbox on the user record**
- B. Assign the user to the standard Marketing User profile
- C. Create a sharing rule to open up access to campaigns
- D. Grant delegated administration rights to the user

48. What feature can be used to back-up Salesforce data including attachments weekly?

- A. Data export service**
- B. Analytics snapshots
- C. CLI of Data Loader
- D. Schedule report runs

49. Managers at Digitec Inc. want to be notified every time cases related to their VIP accounts change status.

What must an administrator do to cater this requirement?

- A. Create an escalation rule to notify the managers
- B. Create an auto-response rule to send emails to managers
- C. Create a workflow rule to send an email to managers.**
- D. Use setup audit trails to send notifications to managers

50. Which option is available to a system administrator when managing passwords for Salesforce Users? Choose 3 answers

- A. Administrators can reset passwords for all users at once**
- B. Administrators can enforce all numeric password policy
- C. Administrators can assign a password to a set of users
- D. Administrators can customize the message sent to locked out users**
- E. Administrators can grant users the "password never expires" permission**

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

- A. Sharing rules are used to restrict access to records
- B. Sharing rules is applicable also in objects with Public OWD.**
- C. Administrators can always change whether to whom they want to share the records with
- D. Sharing rules grant record access to roles and public groups**

52. What is the proper order of execution for automation rules?

- v. Auto-Response Rules
- w. Escalation Rules
- x. Validation Rules
- y. Assignment Rules
- z. Workflow Rules (with immediate action/s)
- A. v,x,z,y,w
- B. z,y,v,x,w
- C. x,v,y,z,w
- D. x,y,v,z,w**

53. Which of the following can be done by a system administrator? Choose 3 answers

- A. Create and assign custom profiles to users**
- B. Assign feature licenses to users**
- C. Delete users
- D. Manage other users**

54. Which feature can be used to restrict access to Salesforce? Choose 2 answers

- A. Organization-wide login hours
- B. Trusted IP Ranges
- C. Login IP Ranges**
- D. Profile-based login hours**

55. What permissions are required to convert a lead? Choose 2 answers

- A. "Convert Leads" profile permission**
- B. "Modify All" on leads, accounts, contacts and opportunities
- C. "Create" and "Edit" on leads, accounts, contacts, and opportunities**
- D. "Transfer" access for leads, accounts, contacts and opportunities

56. Which feature can be used to prevent users from editing other fields after the opportunity has been moved to a closed stage? Select 2 answers

- A. Record types and read-only page layouts**
- B. Workflow field update
- C. Data validation rules**
- D. Record locking

57. True or False: A marketing user can choose whether to import leads and associate them to a campaign record or associate an existing contact to the campaign after clicking the Manage Members button.

- A. True**
- B. False

58. Which settings can a System Administrator control in the user interface? Choose 3 answers

- A. Enable inline editing**
- B. Enable printable list views**
- C. Enable enhanced lookups
- D. Show quick create**

59. Which of the following is true regarding dynamic dashboards?

- A. Dynamic dashboards can have scheduled refresh
- B. Displayed data may vary depending on the user viewing the dashboard**
- C. Dynamic dashboards refreshes every time the underlying data changes
- D. There are no limits to the number of dashboards that can be created per organization

60. When would creating record types for an object be considered by an administrator? Choose 2 answers

- A. When different picklist values are required**
- B. When different field-level security is required
- C. When different page layouts are required**
- D. When different validation rules are required

61. 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

62. What lead values are transferred to the opportunity upon lead conversion? Choose 2 answers

- A. Close Date = Today
- B. Opportunity status = Lead status
- C. Close Date = Last day in fiscal quarter**
- D. Stage = First stage in the list**

63. 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

64. Which salesforce feature can an administrator use to allow a group of users to view records that they don't have access to?

- A. Sharing rules and Public groups**
- B. Record types and Page layouts
- C. Field level security
- D. Profiles

65. Which of the following can be scheduled for a product? Choose 2 answers

- A. Quantity**
- B. Forecast
- C. Production
- D. Revenue**

66. In what ways can standard fields be customized? Chose 3 answers

- A. Use a standard field as a foreign key
- B. Edit standard picklist field values**
- C. Change the field type
- D. Rename the standard field labels**
- E. Remove non-required standard fields from a page layout**

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

- A. Every time a user views a record
- B. Every time a record is updated
- C. Every time data is synchronized with the server
- D. Every time a record is saved

68. Universal Containers needs to allow a group of users to view account records that they do NOT own. Which feature can the system administrator use to meet this requirement? Choose 2 answers

- A. Field Level Security
- B. Account record types
- C. Sharing Rules
- D. Public groups

69. What should a system administrator consider when deleting a custom field? Choose 3 answers

- A. Field used in workflow and assignment rules cannot be deleted
- B. Field values should be archived before a field is deleted.
- C. Existing field values must be transferred to a new custom field
- D. Fields must be removed from page layouts after being deleted
- E. Deleted fields and values can be restored from the recycle bin within 15 days.

70. How can a system administrator grant user access to dashboards? Choose 2 answers

- A. Create and share data categories
- B. Share folders with public groups
- C. Designate running users
- D. Share folders with roles

71. Universal Containers set the organization-wide default setting for opportunities to private. Which records will an opportunity pipeline report return?

- A. Opportunities owned by the user running the report and users below them in the role hierarchy
- B. Opportunities owned by the user running the report and users in the same role in the role hierarchy
- C. Opportunities for the entire sales organization regardless of the user running the report
- D. Opportunities for which the user running the report is also the account owner

72. Which user is listed in the case history related list for case changes made for assignment and escalation rules?

- A. The owner of the case when the rule was triggered
- B. The default case owner specified in the assignment or escalation rule
- C. The user who created the assignment or escalation rule
- D. The automated case user specified in the support settings

73. What may be updated as a result of the status change? Choose 2 answers

- A. Sales quota
- B. Amount rating
- C. Forecast category
- D. Probability

74. A system administrator has created a formula field on a lead object to calculate a number. How can the numerical value be mapped to the account record upon lead conversion?

- A. The lead formula field value can be mapped to a number field on the account record
- B. The lead formula field value can be mapped to a roll-up summary field on the account record
- C. The lead formula field value can be mapped to a formula field on the account record
- D. The lead formula field value can be mapped to a standard field on the account record

75. A system administrator at Universal Containers created a custom object to capture custom feedback. How can the administrator ensure that users have access to this new object?

- A. Add fields from the feedback object to the account page layout
- B. Create a lookup relationship from the account page to the feedback object
- C. Assign the feedback page layout to the appropriate user profiles**
- D. Create a role in the hierarchy to provide user access to the new object

76. Universal Containers has segmented its customer base into two categories: High Wealth and Retirement. High Wealth accounts should be visible to the High Wealth Sales Team Members only. Retirement accounts should be visible to all sales users.

How can a system administrator meet this requirement?

- A. Create a new record type for the High Wealth accounts and share the record type with High Wealth team members**
- B. Create a new profile for Retirement sales team members and remove read access to High Wealth account records
- C. Set the OWD sharing to public read-only and create a sharing rule to limit access to High Wealth accounts
- D. Set the OWD sharing to private and create a sharing rule to share Retirement accounts with all sales users

77. Criteria-based sharing rules can be created for which objects? Choose 4 answers

- A. Leads
- B. Campaigns**
- C. Contacts**
- D. Opportunities**
- E. Accounts**

78. What should a system administrator consider when setting up Mobile Lite? Choose 2 answers

- A. Mobile Lite configurations can be created for each user profile
- B. Mobile Lite must be enabled before users can install it**
- C. Mobile Lite provides access to standard objects and dashboards**
- D. Mobile Lite users must have a mobile license assigned to them

79. What is used to create a relationship between an Opportunity object and a Campaign object? Choose 2 answers

- A. Campaign hierarchy fields
- B. Campaign influence related list**
- C. Opportunity sales process
- D. Primary campaign source field**

80. A system administrator created a custom object for a recruiting application to track open positions. The administrator needs to give recruiting users the ability to read, create, edit and delete position records.

How should the administrator proceed?

- A. Modify a standard profile and enable the custom object permissions
- B. Use an existing standard profile that will automatically have the custom object permissions enabled
- C. Create a custom profile and enable the custom object permissions**
- D. Use an existing custom profile that will automatically have the custom object permissions enabled.

81. What is a capability of Salesforce Knowledge? Choose 2 answers

- A. Knowledge automatically creates a solution for each new article
- B. Knowledge uses data categories and roles to make articles visible to specific users**
- C. Knowledge only allows a single article type across all data categories
- D. Knowledge allows an organization to share articles with partner portal users**

82. Regional sales users at Universal Containers sell to both business and consumer accounts. However, sales users are unable to see the set of stages that apply to consumer opportunities.

How can an administrator correct the problem?

- A. Remove all but one record type from the regional sales team profile
- B. Check for a validation rule that restricts the visibility of the opportunity stages
- C. Assign the relevant record types and sales processes to the regional sales team profile**
- D. Ensure that regional sales users are routing consumer opportunities to the appropriate approver

83. When should a system administrator consider using the Salesforce AppExchange? Choose 2 answers

- A. To find answers to Salesforce application questions
- B. When standard Salesforce functionality needs to be extended**
- C. To submit ideas for Salesforce application enhancements
- D. When looking for pre-built custom applications and tools.**

84. What action can a user with the standard system administrator profile take? Choose 3 answers

- A. Access a log of the records a user has viewed
- B. Delete user records
- C. Reset all user passwords**
- D. Assign feature licenses to users**
- E. Define and assign custom profiles to users.**

85. A system administrator at Universal Containers needs to prevent sales representatives from editing fields on an opportunity once the opportunity has been moved to a closed stage.

Which data validation tool can be used to accomplish this? Choose 2 answers

- A. Formula fields
- B. Data Validation rules**
- C. Record Types and read only page layouts**
- D. Workflow field updates

86. Which setting can a system administrator control in the Salesforce user interface? Choose 3 answers

- A. Enable spell checker**
- B. Enable enhanced list views**
- C. Enable customizable recent items
- D. Enable hover details**
- E. Enable Chatter for specific users

87. Sales managers need to view and report on sales revenue across an entire company without having access to a custom object that tracks personal time off requests.

Which permission should a system administrator enable in a custom profile to meet this requirement in a private sharing model?

- A. "Read for Accounts"
- B. "View All Data"**
- C. "Read for Opportunities"
- D. "View All for Opportunities"

88. Universal Containers has certain customers that must be placed on the Do Not Contact (DNC) list. A system administrator needs to ensure that sales representatives do not contact these customers.

Which step should the administrator take to enforce this requirement? Choose 3 answers

- A. Make the DNC contact records private to all sales users**
- B. Filter the DNC contacts from mass email list views shared with sales users
- C. Select the Mass Email checkbox on the DNC contact record**
- D. Remove the phone number and email address fields from the contact page layout for DNC contacts
- E. Add the Do Not Contact field to the contact layout and make it visible for all sales user profiles**

89. Universal Containers needs to use cases to manage both customer support and internal change requests. Which functionality should a system administrator use to meet this requirement? Choose 3 answers

- A. Page Layouts**
- B. Support processes**
- C. Validation rules
- D. Delegated administration
- E. Record types**

90. Where can the multi-language solution feature be enabled? Choose 2 answers

- A. Public solutions**
- B. Self-service portal**
- C. Salesforce Content
- D. Solution tab search

91. A system administrator at Universal Containers needs to mass update the lead source on a number of opportunity records.

How can this be accomplished? Choose 2 answers

- A. Use similar opportunities to update the opportunities
- B. Create a list view for opportunities and update using inline editing**
- C. Export opportunities and update using the import wizard**
- D. Export opportunities and update using the data loader

92. What is required to make a user an approver in the approval process?

- A. The user must be in the same role as the approval submitter in the role hierarchy
- B. The user must opt in to receive email alerts when an approval is requested
- C. The user must be set up as a delegated approver**
- D. The user must have read permission for the object in the approval process