1. **Which of the field types can be used as an External Id? Choose 3**
   1. Text Field
   2. Number Field
   3. Picklist Field
   4. Email Id Field

Salesforce allows you mark up to 3 fields as External IDs and these fields must be text, number or email field types. Values in these External ID field must also be unique and you can also determine whether or not value are case sensitive.

1. Which statement about Chatter posts and comments is true? Choose 2 answers
   1. Posts to a user's profile are hidden from anyone below that user in the role hierarchy.
   2. Posts made to a user's profile are visible to all users in the organization.
   3. Updates to the Chatter feed on a record are only visible to users with access to the record.
   4. Posts to a user's profile can be made private by checking the lock icon.
2. **Which privilege can be granted to members of a content library (workspace) without modifying user permissions? Choose 2 answers:**
   1. Create a new content library
   2. Share content with other users in Chatter
   3. Edit a member's library permissions
   4. Add tags when editing content details



1. What must a system administrator consider when setting up the running user for a dashboard?  
   Choose 2 answers  
   A. The running user becomes the default owner of the dashboard  
   B. Data access permissions determine what data the users can view in the source reports  
   C. Only users in the same role as the running user can view the dashboard  
   D. The running user determines the data displayed in the components of the dashboard
2. 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

-not sure ☺

1. When working on opportunities, sales representatives at Universal Containers need to understand how their peers have successfully managed other opportunities with comparable products, competing against the same competitors.  
   Which feature should a system administrator use to facilitate them? Choose 2 answers  
   A. Big deal alerts  
   B. Chatter groups  
   C. Similar opportunities  
   D. Opportunity update reminders

-not sure ☺

1. 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
2. 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.
3. 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

- not sure ☺

1. 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

- not sure ☺

1. What action is possible with a workflow task? Choose 2 answers:  
   A. A task can be reused in multiple workflow rules  
   B. A task can be tracked in the activity history  
   C. A single task can be assigned to multiple users  
   D. A task can be assigned to a Chatter Free user
2. What does a custom report type determine? Choose 2 answers:  
   A. The objects that are available when building a report  
   B. The report format of the resulting report  
   C. The fields that can be used as columns when building a report  
   D. The custom summary formulas displayed in a resulting report
3. Where can conditional highlighting be used?  
   Choose 2 answers:  
   A. Matrix reports  
   B. Summary reports  
   C. Enhanced List views  
   D. tabular reports
4. 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

- not sure ☺

1. 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

- not sure ☺

1. 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
2. Which schedule type can be defined for a product?  
   Choose 2 answers  
   A. Revenue  
   B. Production  
   C. Quantity  
   D. Forecast
3. What can be transferred from one user to another user during a mass transfer of account records?  
   Choose 3 answers:  
   A. Open activities  
   B. Closed activities  
   C. Open cases  
   D. Related custom object records  
   E. Closed cases
4. What task can a delegated administrator perform?  
   Choose 3 answers:  
   A. Manage users within specified roles  
   B. Create new user profiles  
   C. Reset passwords for all users  
   D. Log in as a user who has granted login access  
   E. Manage specified custom objects
5. Which data can be highlighted in a report using conditional highlighting?  
   Choose 3 answers:  
   A. Grand totals   
   B. Summarized totals  
   C. Data fields  
   E. Grouped by field names  
   F. Summary formula
6. The marketing team at Universal Containers use a web to lead form to capture leads from its website and a lead assignment rule to assign the leads to the appropriate sales representatives.  
   How can a system administrator ensure that all leads are handled even when they do 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
7. 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
8. A user received an error message when attempting to log into Salesforce. What is the first step the Salesforce administrator would take to troubleshoot the problem?  
   A. Reset the password  
   B. Unlock the user  
   C. Change the login IP ranges  
   D. View the login history
9. 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
10. Which component can be included in a custom home page layout?  
    Choose 3:  
    A. Analytic Snapshots  
    B. Dashboard components  
    C. Pending approvals list  
    D. Trending Chatter topics  
    E. Messages and alerts
11. The cloud scheduler has which capability?  
    Choose 2 answers:  
    A. The cloud scheduler can be enabled at the user profile level  
    B. The cloud scheduler allows users to view available meeting times on lead and contact calendars  
    C. Salesforce can automatically propose multiple meeting times based on Salesforce user calendars  
    D. A custom logo can be added to the meeting request email sent to a contact or lead.
12. When a lead is converted and an opportunity record is created, which other object is related to the new opportunity by default?  
    Choose 2 answers:  
    A. Account  
    B. Case  
    C. Contact  
    D. Lead
13. What does Salesforce authenticate before allowing a user to log in through the user interface?  
    Choose 3 answers:  
    A. Whether the user's profile has specified business hours  
    B. Whether the user's profile is API enabled  
    C. Whether the user's profile has IP address restrictions  
    D. Whether the user's profile has login hour restrictions  
    E. Whether the organization has trusted IP addresses
14. Which statement about Community experts is true?  
    Choose 2 answers:  
    A. Community experts can be designated for Salesforce Ideas  
    B. Community experts can manage Salesforce Ideas categories  
    C. Community experts are designated by an icon  
    D. Community experts can delete inappropriate community content

- not sure ☺

1. What is affected by changing the default locale for an Organization?  
   A. Date fields  
   B. Currency  
   C. Time zone  
   D. Language
2. What does the controlling field determine when field dependencies are being created?  
   A. The values that appear in the dependent field  
   B. The dependent fields that appear on a layout  
   C. The default value populated in the dependent field  
   D. The field-level security for the dependent field
3. 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. Assign the user to the standard Marketing User profile  
   B. Select the Marketing User checkbox on the user record  
   C. Grant the user delegated administration rights to campaigns  
   D. Create a campaign sharing rule to grant access to the user
4. 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 alters 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

- not sure ☺

1. 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
2. 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
3. Universal Containers requires that its Salesforce account data including attachments be backed up weekly. Which tool should a system administrator use to accomplish this?  
   A. Account report export  
   B. Data loader  
   C. Account analytic snapshot  
   D. Data export service
4. Sales representatives at Universal Containers should be notified any time support cases related to accounts they own change status.  
   How can a system administrator accomplish this?  
   A. Enable field history tracking to send an email alert to the account owner  
   B. Create a workflow rule to send an email alert to the account owner  
   C. Create an escalation rule to notify the account owner  
   D. Create an auto-response rule to send an email alert to the account owner
5. 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

- not sure ☺

1. 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
2. Which statement about sharing rules is true?  
   Choose 2 answers  
   A. Sharing rules grant read/write or delete access to records  
   B. Sharing rules are required in public read/write organizations  
   C. Sharing rules open up access to records  
   D. Sharing rules grant record access to roles and public groups
3. 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.
4. Match the automation rules with the order in which they are processed.  
   1. Validation Rules

2. Assignment Rules   
3. Workflow Rules  
4. Escalation Rules

1. 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
2. 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
3. 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.
4. 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.
5. Which feature restricts a user's ability to log into Salesforce?  
   Choose 2 answers:  
   A. Trusted IP ranges  
   B. Login hours  
   C. Login IP ranges  
   D. Password policies

- not sure ☺

1. Which permission is required to convert a lead?  
   Choose 2 answers:  
   A. "Transfer" access for leads, accounts, contacts and opportunities  
   B. "Import leads" profile permission  
   C. "Create" and "Edit" access for leads, accounts, contacts and opportunities  
   D. "Convert Leads" profile permission
2. Criteria-based sharing rules can be created for which objects?  
   Choose 3 answers:  
   A.Leads  
   B. Campaigns  
   C. Contacts  
   D. Opportunities  
   E. Accounts

- not sure ☺

1. 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
2. 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 campaigns  
   C. Associate existing opportunities with the campaign  
   D. Associate existing contacts with the campaign
3. Which setting can a system administrator control in the Salesforce user interface?  
   Choose 3:  
   A. Enable spell checker  
   B. Enable enhanced list views  
   C. Enable customizable recent items  
   D. Enable hover details  
   E. Enable Chatter for specific users
4. 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 components resize based on the device users to view the dashboard  
   C. The dashboard refreshes automatically whenever the underlying data changes  
   D. The dashboard automatically send an email when the underlying data changes
5. Universal Containers has multiple support teams. One team handles technical support issues and another handles billing issues.  
   When would a system administrator consider introducing a new record type for cases?  
   Choose 2 answers:  
   A. When different field-level security is required  
   B. When different record access is required  
   C. When multiple page layouts are required  
   D. When different picklist values are required
6. Which customization option is available for standard fields?  
   Choose 3 answers:  
   A. Delete standard fields  
   B. Edit picklist values for standard fields  
   C. Change the field type of standard fields  
   D. Rename standard field labels in the user interface  
   E. Remove non-required standard fields from a page layout
7. 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"
8. 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
9. 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

- not sure ☺

1. 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