What is a capability of the Data Import Wizard?  
  
**Example import values are displayed to help with field mapping.**  
Records can be imported for all standard and custom objects.  
**An import file can be dragged into the wizard for uploading.**  
Field mappings can be saved and used in later imports.  
  
  
What is a capability of Case Feed?  
  
**Add inline images to emails from the publisher.  
Drag and drop attachments into emails.**  
Use @mentions to reference Chatter External users.  
Continue a customer chat started through LiveAgent.  
  
  
How can an administrator control access to the Salesforce1 mobile application?  
  
Assign the Mobile User a standard profile.  
**Define which users have login access.**  
Create and assign a mobile configuration.  
**Enforce IP restrictions for mobile devices.**  
  
  
What is a capability of Salesforce Orders?  
  
Account and contract fields on an order can be modified.  
An order can be associated with multiple price books.  
**Reduction orders can be created to process product returns.  
Orders can be created directly from an account or contract.**  
  
  
How can the Salesforce Console be used?  
  
**Support agents can split workspaces across multiple screens.**  
**Sales reps can access multiple component types in a single sidebar.**  
Support agents can personalize which fields they see in the highlights panel.  
External users can find articles using the Knowledge footer in the console.  
  
  
Which Salesforce feature is used to create cases from the Salesforce side panel in Outlook?  
  
Workflow actions  
**Email-to-case**  
Web-to-case  
Global create actions  
  
  
What is a capability of Collaborative Forecasts?  
  
Show forecasts by territory in the Forecasts tab.  
**Filter forecast report data using the "My direct reports" filter.  
View different types of forecasts in the Forecasts tab.**  
Filter forecast report data by periods in a custom fiscal year.  
  
  
What can an administrator do using SalesforceA on a mobile device?  
  
Assign a user to a custom profile.  
**Reset a users password.**  
Create a new user.  
**Assign a permission set to a user.  
Freeze a user.**  
  
  
How can Salesforce Knowledge be used in the Salesforce Console?  
  
**A sales rep can search for articles using the Knowledge footer while viewing an opportunity.  
A support agent can track the status of articles using the interaction log layout.**  
A support agent can create an article from the Knowledge widget without leaving the case.  
A sales rep can create an article from the Solutions related list on an opportunity.  
  
  
What can users do on a topic detail page?  
  
**Endorse other people as knowledgeable about the topic.  
View people who are knowledgeable about the topic.**  
Rank knowledgeable people by level of expertise on the topic.  
Endorse themselves as knowledgeable about the topic.  
  
  
How can Salesforce Files Sync be used?  
  
**Collaborate on files with Chatter users and groups.**  
**Sync files between Salesforce and your computer.**  
Share files with users by profile or role.  
Control which version of a file is visible to each user.  
  
  
What option is available to a user when building a dashboard?  
  
Display data from multiple reports in a single component.  
**Group and name dashboard filter values.**  
Add up to 50 components to a single dashboard.  
**Display fractions as percentages in a table component.**  
  
  
How can an administrator customize reporting for users?  
  
Enable historical trending reports for campaigns.  
Limit the number of reports a single user can create.  
**Hide report types from all users.  
Remove footer information from exported reports.**

Which SFDC objects have a special picklist field, or business process that tracks records through lifecycles?

**A. Opportunities  
B. Cases  
C. Solutions  
D. Leads**

Deleted records are stored in the recycle bin a maximum of \_\_\_\_\_\_\_\_ days.

**A. 15**B. 30  
C. 45  
D. 90

A checkbox can be a controlling field in a field dependency.

**A. True**B. False

When you define a data validation rule, what else must you also define?

A. Profile for the user  
**B. Error message**C. Field level security  
D. Opportunity associated with the rule