1.) On Lead Conversion a Lead Object Custom field cannot be mapped to Which Object custom field?

    A.   Account
    B.   Contacts
    C.   Case
    D.   Opportunity

Ans: C
Click here for the Reference

2.) Will two different users get the same search results on searching for a common keyword?

    A.   Yes
    B.   No

Ans: B
Click here for the Reference

3.) Which statement about public groups is true?
Choose two answers

    A.   public groups allow users to delete personal accounts.
    B.   public groups can be used in sharing rules.
    C.   public groups can be created by any user.
    D.   public groups can be used when manually sharing a record.

Ans: B, D
Click here for the Reference

4.) Which record type can be updated when converting a lead?
Choose two answers

    A.   An existing custom object record
    B.   An existing contact record
    C.   An existing opportunity record
    D.   An existing account record

Ans: B, D
Click here for the Reference

5.) Universal Containers outsources its first tier of customer support to a partner. What can be used to identify all individuals who contribute to resolving a case?

    A.   Sales teams

    B.   Case teams

    C.   Partner roles

    D.   Contact roles

Ans: B
Click here for the Reference

6.) Which step must a system administrator take before users use the Salesforce for Outlook client?
Choose two answers

    A.   Run a first time synchronization for each user.

    B.   Assign users to Outlook configurations.

    C.   Specify user's Outlook synchronization folders.

    D.   Select syncing direction and conflict behavior.

Ans: B, D
Click here for the Reference

7.) What should a system administrator use to disable access to a custom application for a group of users?

    A.   Profiles

    B.   Sharing rules

    C.   Web tabs

    D.   Page layouts

Ans: A
Click here for the Reference

8.) Universal Containers needs to track the manufacturer and model for specific car companies. How can the system administrator ensure that the manufacturer selected influences the values available for the model?

A. Create the manufacturer field as a dependent picklist and the model as a controlling picklist.es

B. Create a lookup field from the manufacturer object to the model object.

C. Create the manufacturer field as a controlling picklist and the model as a dependent picklist.

D. Create a multi-select picklist field that includes both manufacturers and models.

Ans: C
Click here for the Reference

9.) Sales representatives at Universal Containers need assistance from product managers when selling certain products. Product managers do not have access to opportunities, but need to gain access when they are assisting with a specific deal.

A. Notify the product manager using opportunity update reminders

B. Enable opportunity teams and allow users to add the product manager.

C. Use similar opportunities to show opportunities related to the product manager.

D. Enable account teams and allow users to add the product manager.

Ans: B
Click here for the Reference

10.) What should a system administrator consider before importing a set of records into Salesforce?
(There are two correct answers.)

A. The import file should include a record owner for each record.

B. Currency field values will default to the personal currency of the record owner.

C. Data should be de-duplicated in the import file prior to import.

D. Validation rules are not triggered when importing data using the import wizard.

Ans: A, C
Click here for the Reference

11.) Which statement about custom summary formulas in reports is true?
(There are two correct answers.)

A. Reports can be grouped by a custom summary formula result.

B. Custom summary formulas can reference a formula field within a report.

C. Custom summary formulas can reference another custom summary formula.

D. Custom summary formulas can be used in a report built from a custom report type.

Ans: B, D
Click here for the Reference

12.) Dashboards can be created by using Standard Reports as Source Reports?

A. True

B. False

Ans: B

13.) Which tool should be used to Import more then 65000 records in Salesforce.com?

A. SFDC Import Wizard

B. Data Loader

Ans: B

14.) Which of the following is NOT a Standard Salesforce.com Functionality?

A. Email to Lead

B. Email to Case

C. Web to Lead

D. Web to case

Ans: A
Click here for the Reference

15.) Which of the following is Not a Mandatory Field while creating a User Record?

A. Profile

B. Role

C. Alias

D. Community Nickname

Ans: B

16.) A user successfully login's at 3:00 PM, What happens at 3:31 PM, if the Login hours for the user's Profile are set from 7:30 AM to 3:30 PM?

A. User is automatically Logged Out

B. User keeps working continuously without any issues

C. User is asked in a Popup window if he would like to extend his session

D. User is logged out once he tries to do any DML (Data Manipulation) Operation i.e. Save, Edit etc.

Ans: D
Click here for the Reference

17.) What is the Impact on a User of the Organization level Locale Changes?

A. The default Locale of the user is also set to the new Organization Level locale

B. The User is asked for a Choice; if he would like to choose New Organization Locale or his own Locale

C. No Impact on the User as he keeps using his own default Locale

D. From a new session, user will see everything in the New Organization Locale

Ans: C

18.) API's are not available for use in which Salesforce.com edition?

A. Developer Edition

B. Professional Edition

C. Enterprise Edition

D. Unlimited Edition

Ans: B

19.) Which Feature 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

Ans: C

20.) For how many days deleted records are kept in the Recycle Bin?

A. 15

B. 30

C. 45

D. 60

Ans: A
Click here for the Reference

21.) Which data can be highlighted in a report using conditional highlighting?
<mark>Choose 3 answers</mark>

A. Grand totals

B. Summarized totals

C. Date fields

D. Grouped by field names

E. Summary formulas

Ans: A, B, D
Click here for the Reference

22.) Which circumstance will prevent a system administrator from deleting a custom field?

A. The field is used in a workflow field update.

B. The field is used in a report.

C. The field is used in a page layout.

D. The field is part of a field dependency.

Ans: A

23.) Sales management at Universal Containers needs to display the information listed below on each account record.

- Amount of all closed won opportunities
- Amount of all open opportunities

Which feature should a system administrator use to meet this requirement?

A. Cross-object formula fields

B. Calculated columns in the related list

C.   Roll-up summary fields

D.   Workflow rules with field updates

Ans: C

24.)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 actross all data categories.

D.   Knowledge allows an organization to share articles with partner portal users.111

Ans: B, D
Click here for the Reference

25.) What item appears in a user's My Unresolved Items after synchronization using Salesforce for Outlook?
Choose 2 answers

A.   Notes not associated to a record

B.   Emails not associated to a record

C.   Contacts not assigned to an account

D.   Cases not assigned to a contact

Ans: C, D
Click here for the Reference

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

A.   Sharing rules open up access to records.

B.   Sharing rules are required in public read/write organizations.

C.   Sharing rules grant delete access to records.

D.   Sharing rules grant record access to roles and public groups.

Ans: A, D

27.) The administrator at Universal Containers will create a custom field to track a specific Tier 2 support user on a case record.
What data type should be used when creating this custom field?

A. Hierarchical relationship
B. Lookup filter
C. Lookup relationship
D. Formula

Ans: C

28.) What feature allows a user to group campaigns within a specific marketing program or initiative?

A. Campaign members
B. Campaign influence
C. Campaign lists
D. Campaign hierarchy

Ans: D
Click here for the Reference

29.) Universal Containers wants to create a custom object to capture account survey data. Users must be able to select an account from the survey record. Users also need the ability to view related surveys on the account record.
How should the system administrator meet these requirements?
Choose 2 answers

A. Create a lookup relationship field on the account object.
B. Add the account related list to the survey page layout.
C. Create a lookup relationship field on the survey object.
D. Add the survey related list to the account page layout.

Ans: C, D

30.) When can a validation rule be used to prevent invalid data?
Choose 3 answers

A. When records are deleted by a user
B. When records are imported
C. When records are edited by a user
D. When records are updated by a workflow rule
E. When records are submitted using web-to-lead

Ans: B, C, D

31.) What is affected by changing the default locale setting for an organization?

    A.   Time Zone
    B.   Currency
    C.   Language
    D.   Date fields

Ans: D
Click here for the Reference

32.) Where can be conditional highlighting be used?
Choose 2 answers

    A.   Enhanced list views
    B.   Matrix Reports
    C.   Summary reports
    D.   Tabular reports

Ans: B, C
Click here for the Reference

33.) When converting a lead, how can an administrator capture custom lead data on the converted contact?

    A.   Map custom lead fields to custom contact fields.
    B.   Use the lead conversion wizard to select the fields.
    C.   Use the data loader to move the custom lead data.
    D.   Map custom lead fields to standard contact fields.

Ans: A

34.) Criteria-based sharing rules can be created for which objects?
Choose 3 answers

    A.   Opportunities
    B.   Contacts
    C.   Accounts
    D.   Users
    E.   Campaign Members

Ans: A, B, C

35.) What will occur when a system administrator creates a dynamic dashboard?

A. The dashboard components resize based on the device used to view the dashboard.

B. The data displayed varies based on the user viewing the dashboard.

C. The dashboard refreshes automatically whehever the underlying data changes.

D. The dashboard automatically sends an email when the underlying data changes.

Ans: B
Click here for the Reference

36.) Which feature license can be assigned to a user record in Salesforce?
Choose 2 answers

A. Service Cloud User

B. Console User

C. Knowledge User

D. Opportunity User

Ans: A, C
Click here for the Reference

37.) A sales user at Universal Containers has updated the opportunity stage for an opportunity in the pipeline.
What may be updated as a result of the stage change?
Choose 2 answers

A. Sales quota

B. Forecast category

C. Account rating

D. Probability

Ans: B, D
Click here for the Reference

38.) How can a system administrator add users to a Salesforce organization using Chatter Free?
Choose 2 answers

A. Assign Chatter Free licenses to existing Salesforce users.

B.   Enable invites to allow users to invite others within specified email domains.

C.   Create users in the organization and assign them a Chatter Free license.

D.   Assign Chatter Free licenses to users outside the specified email domains.

Ans: B, C
Click here for the Reference

39.) How can a system administrator grant users access to dashboards?
Choose 2 answers

A.   Designate running users.

B.   Share folders with public groups.

C.   Share folders with roles.

D.   Create and share data categories.

Ans: B, C

40.) 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 custom summary formulas displayed in a resulting report

D.   The fields that can be used as columns when building a report

Ans: A, D
Click here for the Reference

41.) Universal Containers currently assigns its users from the facilities and IT teams to the same profile. Universal Containers recently created a custom object to track company cars and wants only users from the facilities team to have access to this new object.
How can an administrator meet this requirement?

A.   Create a custom profile for users on the facilities team.

B.   Modify the standard profile currently shared by both teams.

C.   Assign the facilities team to a new role in the role hierarchy.

D.   Configure field-level security on the new object for the facilities team.

Ans: A

42.) Which statement is true regarding the answers community?

A.   Data categories control access to articles and questions.
B.   Unanswered questions are automatically escalated to new cases.
C.   Community experts must be internal Salesforce users.
D.   Answers can be displayed externally on a customer or partner portal.

Ans: A, D
Click here for the Reference

43.) A time-dependent action is placed in the workflow queue when the record is created.
When will the action be removed from the queue?

A.   When another record triggers the same workflow rule
B.   When the record no longer matches the rule criteria
C.   When a validation rule is triggered for the record
D.   when the action is deleted from the workflow queue

Ans: B, D

44.) A system administrator at Universal Containers needs to mass update the lead source on a number of opportunity records.
How can this be accomplished?

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

Ans: B, C

45.) The sales team at Universal Containers wants an easy solution to gather customer requirements and share presentations with their customers
What should an administrator do to help the sales team achieve this goal?

A.   Add customers to private Chatter groups.
B.   Create opportunity teams for customers.

C.	Add customers to libraries.
D.	Use Chatter files to share presentations.

Ans: A, D
Click here for the Reference

46.) How can a sales user relate an opportunity to a campaign?
Choose 2 answers

A.	Select the campaign record type when creating the opportunity.
B.	Select the primary campaign source for the opportunity.
C.	Use the campaign influence related list on the opprotunity.
D.	Use the campaign hierarchy related list on the opportunity.

Ans: B, C
Click here for the Reference

47.) Universal Containers requires that the organization-wide default for opportunities be set to public read/write. However, sales users are complainging that reports return too many results, making it difficult to find their team's opportunites in the report results.
How can the system administrator address this problem?

A.	Update the sharing rules to limit user access to certain opportunities.
B.	Move the opportunity reports into each user's personal report folder.
C.	Move the opportunity reports into a folder with restricted access.
D.	Use the Show filter to filter report results and reduce records returned.

Ans: D

48.) A user responsible for managing and creating 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.	Grant the user delegated administration rights to campaigns.
B.	Select the Marketing User chekbox on the user record.
C.	Assign the user to the standard Marketing User profile.
D.	Create a campaign sharing rule to grant access to the user.

Ans: B

49.) What is a method for adding content to Salesforce CRM Content?
Choose 2 answers

A. Chatter Files.

B. Libraries.

C. Documents.

D. Attachments.

Ans: A, B
Click here for the Reference

50.) Which dashboard component can display data from the summary rows of a report?
<mark>Choose 2 answers</mark>

A. Table

B. Gauge

C. Chart

D. Metric

Ans: B, D

51.) A user at Universal Containers reports an error message when attempting to log in. The administrator checks the user's login history, but there is no record of the attempted login.
What could be the cause of this issue?

A. The user is attempting to log in with the wrong password.

B. The user is attempting to log in outside of the profile login hours.

C. The user is attempting to log in outside of the profile IP login range.

D. The user is attempting to log in with the wrong username.

Ans: D

52.) Universal Containers uses web-to-case to convert support requests subitted through its website into cases. The support team would like Salesforce to automatically send an email containing password reset instructions to the customer when the case subject contains the words "forgot" and "password".
What does the administrator need to configure to meet this requirement?

A. Auto-response rule

B. Validation rule

C. Email-to-Case.

D. Support settings

Ans: A

53.) A sales executive at Universal Containers wants to be notified whenever high-value opportunities are created for hot accounts.
How should an administrator meet this requirement?

    A.   Create an escalation rule based on the opportunity amount.

    B.   Create an auto-response rule on the opportunity object.

    C.   Create a validation rule that evaluates the account rating.

    D.   Create a workflow rule on the opportunity object.

Ans: D

54.) What is the purpose of the AppExchange?
Choose 2 answers

    A.   Customers can share and install apps published by Salesforce partners.

    B.   Administrators can download and customize pre-buit dashboards and reports.

    C.   Support users can install the Service Cloud console custom app.

    D.   Partners can download accounts and contacts to collaborate on sales deals.

Ans: A, B

55.) Which statement is true regarding an approval process?
Choose 2 answers

    A.   An assignment rule defines the approver for each process step.

    B.   The approval history related list can be used to track the process.

    C.   An approval action defines the result of record approval or rejection.

    D.   A delegated approver can reassign approval requests.

Ans: B, C

56.) What must an administrator do when creating a record type?

    A.   Set the field-level security for the record type.

    B.   Create a new page layout for the record type.

    C.   Add the record type to the required user records.

    D.   Assign the record type to the appropriate profiles.

Ans: D

57.) What type of field allows users to input text, images, and links?

    A.   Input area
    B.   Text area(rich)
    C.   Text and image area
    D.   Text area.

Ans: B

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

    A.   It allows access to all standard objects in the organization.
    B.   It allows access to most custom objects in the organization.
    C.   It must be enabled for the entire organization.
    D.   Only recently viewed records are synchronized.

Ans: C, D
Click here for the Reference

59.) Which statement about products and price books is true?
Choose 2 answers

    A.   The standard and list price for a product can be listed in multiple currencies.
    B.   A product can have a different list price in different price books.
    C.   Price books that contain assets cannot contain products.
    D.   Products without a price are automatically added to the standard price book.

Ans: A, B
Click here for the Reference

60.) What can be done with a workflow field update action?
Choose 2 answers

    A.   Apply a specific value to a field.
    B.   Change the record type of a record.
    C.   Update the value of a field on a child object.
    D.   Update the value of a formula field.

Ans: A, B

61.) Universal Containers has two sales groups, Each group has its own unique sales process.
What is the best way to ensure that sales representatives have access to only the stages relevant to their sales process when working on opportunities?

    A.   Roles

    B.   Multi-select picklists

    C.   Record Types

    D.   Page layouts

Ans: C

62.) What premission is set in a user's profile?
Choose 3 answers

    A.   Object Permisssions

    B.   Marketing User

    C.   Mass Email

    D.   Active

    E.   Run Reports

Ans: A, C, E

63.) What tab setting on a profile makes a tab NOT accessible on the All Tabs page or visible in any apps?

    A.   Tab Hidden

    B.   Default On

    C.   Default Off

    D.   Read-Only

Ans: A

64.) What should an administrator consider when setting up Case Feed?

    A.   The Use Case Feed permission is automatically active for all profiles.

    B.   Case Feed replaces the standard case detail page by default.

    C.   Case Feed required the Service Cloud User feature license.

    D.   Chatter Feed tracking must be enabled for the case object.

Ans: D
Click here for the Reference

65.) Where can the multilingual solution feature be enabled?
Choose 2 answers

    A.   Public Knowledge Base

    B.   Salesforce Content

    C.   Self-service portal

    D.   Solution tab search

Ans: A, C

66.) Universal Containers wants to automatically back up all Salesforce data on a monthly basis.
Which tool can a system administrator use to meet this requirement?

    A.   Data export service

    B.   Analytic sanpshot

    C.   Import wizard

    D.   Scheduled report

Ans: A

67.) Universal Containers set the organization-wide defaults for cases to private.
When a case is escalated, case ownership changes to a Tier 2 support agent.
How can a system administrator give the sales operations team read/write access to all escalated cases?

    A.   Create an ownership-based sharing rule.

    B.   Create a criteria-based sharing rule.

    C.   Create a case assignment rule.

    D.   Create a case escalation rule.

Ans: B

68.) Universal Containers needs to syncronize data between Salesforce and an external financial system.
How can a system administrator accomplish this?

    A.   Use the data loader to upsert Salesforce records into the financial system.

    B.   Use the data loader to match records between the systems.

    C.   Use the Excel connector to export records from both systems into Excel.

    D.   Use an external ID field to match records between the systems.

Ans: D

69.) The cloud scheduler has which capability
Choose 2 answers

    A.   The cloud scheduler can be enabled at the user profile level.

    B.   Salesforce can automatically propose multiple meeting times based on Salesforce user calendars.

    C.   A custom logo can be added to the meeting request email sent to a contact or lead.

    D.   The cloud scheduler allows users to view available meeting times on lead and contact calendars.

Ans: C, D

70.) Which statement about Chatter posts and comments is true?
Choose 2 answers

    A.   Updates to the Chatter feed on a record are only visible to users with access to the record.

    B.   Posts to a user's profile can be made private by clicking the lock icon.

    C.   Posts to a user's profile are hidden from anyone below that user in the role hierarchy.

    D.   Posts made to a user's profile are visible to all users in the organization.

Ans: A, D

71.) The marketing team at Universal Containers uses 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.

Ans: A

72.) 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

Ans: A

73.) What will happen when a user attempts to log in to Salesforce from an IP address that is outside the login IP range on the user's profile but within the organization-wide trusted IP range?

    A.   The user will not be able to log in at all.
    B.   The user will be able to log in without activating the computer.
    C.   The user will be able to log in after the computer is activated.
    D.   The user will be able to log in after answering a security question.

Ans: A

74.) What can be transferred from one user to another user during a mass transfer of account records?
Choose 3 answers

    A.   Open activities
    B.   Open cases
    C.   Closed activities
    D.   Related custom object records
    E.   Closed cases

Ans: A, B, E

75.) Which setting can a system administrator enable in the Salesforce user interface?
Choose 2 answers

    A.   Chatter Messager for specific users

B.	Related list hover links
C.	Printable list views
D.	Customizable recent tags

Ans: B, C

76.) What can an administrator configure for users on the search results page?
Choose 3 answers

A.	Filters by which users can narrow down results
B.	Objects included in the search
C.	Fields being searched on for each object
D.	Columns displayed for each object
E.	Number of records displayed for each object

Ans: B, C, E

C,D,E

77.) Universal Containers is using a private sharing model. The US sales director needs full access to all records owned by the US sales representatives.
How can this be accomplished?

A.	Place the US sales director in a queue with the US sales representatives.
B.	Define a role hierarchy where the US sales representatives roll up to the US sales director.
C.	Define a role hierarchy where the US sales director rolls up to the CEO.
D.	Give the US sales director read/write/edit/delete object permissions on the profile.

Ans: B

78.) What is a capability of the Service Cloud (customer) portal?

A.	Customers can view and edit contacts related to their own accounts.
B.	Customers can log, view, edit, and close their own cases.
C.	The portal can be customized with corporate branding.
D.	The portal and its users can be created without additional licensing.

Ans: B, D

79.) Which functionality is available when using the data export service?
Choose 2 answers

    A.   Include the vlaues of formula fields.
    B.   Include attachments.
    C.   schedule a recurring export.
    D.   Export a subset or records for a given object.

Ans: B, C

80.) Universal Containers has two business groups, Products and Services. Both groups will be using opportunities to track deals, but different fields are required by each group.
How should a system administrator meet this requirement? Choose 2 answers

    A.   Create two record types.
    B.   Create two page layouts.
    C.   Create two permission Sets.
    D.   Create two Sales Processes.

Ans: A, B

81.) What can a marketing user do using the Manage Members button on a campaign record?
Choose 2 answers

    A.   Import new leads and associate them with the campaign.
    B.   Create a custom report including all campaign members.
    C.   Associate existing opportunities with the campaign.
    D.   Associate existing contacts with the campaign.

Ans: A, D

82.) Universal Containers has a private sharing model in which regional sales managers are only allowed to view opportunities in their own regions. For reporting purposes, they additionally need read-only access to opportunities in other regions.

What permission can a system administrator enable to meet this requirement in the regional sales managers custom profiles?

    A.   "View All" for opportunities

    B.   "Visible" for the Sales app

    C.   "View All Data"

    D.   "Read" for opportunities

Ans: A

83.) What can users do with Mobile Lite?
Choose 2 answers

    A.   View campaigns and manage campaign members.

    B.   View, create, edit and delete accounts, contacts and opprotunities

    C.   View, create, edit and delete custom objects.

    D.   Search for records that were not previously downloaded to a mobile device.

Ans: B, D

84.) Which component can be included in a custom home page layout?
Choose 3 answers

    A.   Analytic snapshots

    B.   Pending approvals list

    C.   Messages and alerts

    D.   Trending Chatter topics

    E.   Dashboard components

Ans: B, C, E

85.) If two objects have a parent-child relationship, how can a user access the child record from the parent record?

    A.   Related list

    B.   Lookup field

    C.   Custom link

    D.   Child field

Ans: A

86.) A system administrator at Universal Containers created a new account record type. However, sales users are unable to select the new record type when creating new account records.
What is a possible reason for this?

    A.   The record type has not been activated.
    B.   The record type does not have an associated page layout.
    C.   The record type has not been set as the default record type.
    D.   The record type has not been added to the sales user profile.

Ans: A, D

87.) How can a system administrator restrict users from veiwing certain fields in list views, searches, page layouts and reports?

    A.   Remove the field from reports and list views.
    B.   Set the field to hidden on the user role.
    C.   Remove the field from page layouts.
    D.   Set the field to hidden using field-level security.

Ans: D

88.) What should an administrator consider when configuring workflow rules?

    A.   Rules must be deactivated before using an import wizard.
    B.   Rule actions can take place immediately or on a specific date.
    C.   All existing records are evaluated when a new rule is activated.
    D.   Rules can be evaluated when records are created or edited.

Ans: B, D

89.) When importing data, what happens if some records do NOT meet the data validation criteria?

    A.   Import process fails only for the records with invalid data.
    B.   Import process ignores the data validation criteria.
    C.   Import process requires user authorizaton to import the invalid records.
    D.   Import process aborts when it encounters the first invalid record.

Ans: A

90.) How can a system administrator add users to a Salesforce organization using Chatter Free?

    A.   Create users in the organization and assign them a Chatter Free license.

    B.   Assign Chatter Free licenses to users outside the specified email domains.

    C.   Assign Chatter Free licenses to existing Salesforce users.

    D.   Enable invites to allow users to invite others within specified email domains.

Ans: A, D

91.) What is an option when customizing a report?

    A.   Add a grouping.

    B.   Add a filter.

    C.   Add a gauge component

    D.   Schedule a refresh time

    E.   Summarize fields

Ans: A, B, E

92.) Which statement about Chatter posts and comments is true?
Choose 2 answers

    A.   Updates to the Chatter feed on a record are only visible to users with access to the record.

    B.   Posts to a user's profile are hidden from anyone below that user in the role hierarchy.

    C.   Posts made to user's profile are visible to all users in the organization

    D.   Posts to a user's profile can be made private by clicking the lock icon.

Ans: A, C

93.) A user is having trouble logging into Salesforce. The user's login history shows that this person has attempted log in multiple times and has been locked out of organization.
How can the system administrator help the user log into Salesforce?

    A.   Click Reset Password on the user's record detail page.

    B.   Log in as the user and enter a new password.

    C.   Click unlock on the user's record detail page.

      D.   Send an email to the user containing the user's password.

Ans: A, C

94.) Universal Containers uses a private sharing model for opportunities. The sales team wants sales engineers to be involved in specific opportunities to help sales representatives close deals faster.
How can an administrator meet this request?

      A.   Add Chatter groups to opportunities.
      B.   Enable Chatter Feed Tracking on opportunities.
      C.   Add sales engineers to account teams.
      D.   Add sales engineers to opportunity teams.

Ans: D

95.) The support group at Universal Containers wants agents to capture different information for product support and inquiry cases. In addition, the lifecycle for product support cases should have more steps than the lifecycle for inquiry cases. What feature should an administrator use to meet these requirements?
Choose 3 answers

      A.   Field-level security
      B.   Page layouts
      C.   Support processes
      D.   Permission sets.
      E.   Record types.

Ans: B, C, E

96.) How can knowledge articles be used?
Choose 2 answers

      A.   To display Salesforce Answers
      B.   To resolve customer cases
      C.   To display Salesforce Solutions
      D.   To display for Customer self-service

Ans: B, D

97.) The marketing team at Universal Containers wants to send an email to each lead received from its website. The country of the incoming lead should determine the

language of the email that will be sent to the lead.
How can system administrator automate this process?

A.   Create an email template for each language and an auto-response rule to send the appropriate template.

B.   Create an email template for each language and an assignment rule to send the appropriate template.

C.   Create an email template for each language and a workflow alert to send teh appropirate template.

D.   Create a single email template and use the translation workbench to translate and send the appropriate template.

Ans: D

98.) A system administrator at Universal Containers needs to prevent sales representatives from editing fields on an opportunity once the opprotuity has been moved to a closed stage.
Which data validation tool can be used to accomplish this?
Choose 2 answers

A.   Workflow approvals

B.   Formula fields

C.   Record Types and read-only page layouts

D.   Data validation rules

Ans: C, D

99.) When the multiple currencies feature is enabled, which currency is used as the basis for all currency conversion rates?

A.   Personal currency

B.   Corporate currency

C.   Record currency

D.   Active currency

Ans: B

100.) What should be considered when configuring the lead conversion process?
Choose 2 answers

A.   Roll-up summary lead fields can be mapped to custom contact fields.

B.   Standard lead fields are automatically converted to account, contact, and opportunity fields.

C.   Custom lead fields can be mapped to account, contact, and opprotunity fields.

D.   Custom lead fields can be mapped to custom object fields.

Ans: B, C

101.) Universal Containers requires that its Salesforce account data, including attachments, be backed up weekly.
Which tool should a stystem administrator use to accomplish this?

A.   Account report export

B.   Data export service

C.   Account analytic snapshot

D.   Data loader

Ans: B

102.) A user profile has login hour restrictions set to Monday through Friday, 8:00 a.m. to 5:00 p.m. The user logged in at 4:30 p.m. on a Tuesday and it is now 5:01 p.m.
Which behavior of the application should the user expect?

A.   The user will be able to continue working and start new sessions.

B.   The user will be logged out and any unsaved work-in-process will be saved.

C.   The user will be able to continue working, but will be unable to start any new sessions.

D.   The user will be logged out and any unsaved work-in-process will be lost.

Ans: C

103.) 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 refreshes automatically whenever the underlying data changes.

C.   The dashboard components resize based on the device used to view the dashboard.

D.   The dashboard automatically sends an email when the underlying data changes.

Ans: A

104.) What can be modified on standard object fields?
Choose 3 answers

    A.   Help text
    B.   Default text
    C.   Label
    D.   Field type
    E.   Picklist values

Ans: A, C, E

105.) What is the purpose of the AppExchange?
Choose 2 answers

    A.   Support users can install the Service Cloud console custom app.
    B.   Customers can share and install apps published by Salesforce partners.
    C.   Administrators can download and customize pre-built dashboards and reports.
    D.   Partners can download accounts and contacts to collaborate on sales deals.

Ans: B, C

106.) What is the purpose of the Service Cloud (customer) portal?
Choose 2 answers

    A.   To allow partners to access contact records for case collaboration
    B.   To provide Web self-service by exposing Knowledge articles
    C.   To allow customers to log and check the status of cases online
    D.   To share support reports and dashboards with high-profile accoutns

Ans: B, C

107.) Criteria-based sharing rules can be created for which objects?
Choose 3 answers

A. Users
B. Contacts
C. Campaign Members
D. Accounts
E. Opportunities

Ans: B, D, E

108.) When using sharing rules, what users can records be shared with?
Choose 2 answers

A. Public groups
B. Roles and subordinates
C. Profiles
D. Queues

Ans: A, B

109.) Universal Containers wants to ensure that users complete the standard Industry field when creating a new account record. To address this concern, the administrator set the Industry field as required. However, some users are still able to create a new account record wihtout completing the Industry field.
What should an administrator do to troubleshoot the issue?
Choose 2 answers

A. Verify the Industry field is set as required on all the account page layouts assigned to the user's profile

B. Verify the users have the "Modify All Data" permission for accounts on their profiles.

C. Verify the users have the "Edit" permission for accounts on their profiles.

D. Verify the field-level security for the Industry field is not set to "Read Only" on the user's profiles.

Ans: A, D

110.) Universal Containers wants to create a custom object to capture account survey data. Users must be able to select an account from the survey record. Users also need the ability to view related surveys on the account record.
How should the system administrator meet these requirements?
Choose 2 answers

A. Create a lookup relationship field on the survey object.
B. Add the account related list to the survey page layout.
C. Add the survey related list to the account page layout.
D. Create a lookup relationship field on the account object.

Ans: A, C

111.) Sales representatives at Universal Containers should not be able to create leads, delete their own accounts, or send mass emails.
How can an administrator meet these requirements?

A. Create a sharing rule.
B. Create a custom profile.
C. Modify a standard profile.
D. Change the organization-wide default settings.

Ans: B

112.) Universal Containers wants to capture the invoice number and account credit score for billing cases.
How would an administrator accomplish this?
Choose 2 answers

A. Create a validation rule.
B. Create a support process.
C. Create custom fields.
D. Create a page layout.

Ans: C, D

113.) A sales User at Universal Containers has updated the opportunity stage for an opportunity in the pipeline.
What may be updated as a result of the stage change?
Choose 2 answers

A. Forecast category
B. Sales quota
C. Probability
D. Account rating

Ans: A, C

114.) What option is available when scheduling a dashboard refresh?
Choose 2 answers

    A.   Schedule the dashboard to refresh in different time zones.

    B.   View and remove a scheduled dashboard refresh.

    C.   Define refresh times for specific dashboard components.

    D.   Send a refresh notificaton to users with access to the dashboard.

Ans: C, D

115.) Which chart type can be used to display summary values from two different levels of grouping in a report?
Choose 2 answers

    A.   Stacked bar chart

    B.   Grouped line chart

    C.   Donut chart

    D.   Funnel chart

Ans: A, B

116.) The support team at Universal Containers wants to be more proactive about reviewing support plans with customers. They would like the support representative dedicated to each account to be notified a month before the account's support plan expires.
What should an administrator configure to meet this requirement?

    A.   Escalation rule

    B.   Auto-response rule

    C.   Assignment rule

    D.   Workflow rule

Ans: D

117.) What setting is controlled by a user's profile?
Choose 3 answers

    A.   Local settings

B.   Assigned apps
C.   Record type assignment
D.   Field-level security
E.   Feature icense assignment

Ans: B, C, D

118.) What relationship can be selected in a custom report type where Accounts is the primary object and Contacts is the related object?

A.   Each contact must have a related account.
B.   Each contact may or may not have a related account.
C.   Each account must not have related contacts.
D.   Each account may or may not have related contacts.

Ans: D

119.) Where can the multilingual solution search feature be enabled?
Choose 2 answers

A.   Salesforce Content
B.   Solution tab search
C.   Public Knowledge Base
D.   Self-service portal

Ans: C, D

120.) Universal Containers uses a custom field on the account object to capture the account credit status. The sales team wants to display the account credit status on opportunities.
Which feature should a system administrator use to meet this requirement?

A.   Lookup field
B.   Workflow field update
C.   Roll-up summary field
D.   Cross-object formula field

Ans: D

121.) What should a system administrator consider when deleting a custom field
Choose 3 answers

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

Ans: A, C, D

122.) What can be transferred from one user to another user during a mass transfer of account records?
Choose 3 answers

    A.   Open activities
    B.   Open cases
    C.   Closed cases
    D.   Related custom object records
    E.   Closed activities

Ans: A, B, C

123.) What level of access can be set when sharing a document folder with users?
Choose 2 answers

    A.   Read/Write
    B.   Read/Write/Create/Delete
    C.   Read/Write/Create
    D.   Read-only

Ans: A, D

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

    A.   Opportunities for which the user running the report is also the account owner

B. Opportunities owned by the user running the report and users below them in the role hierarchy

C. Opportunities for the entire Sales organization regardless of the user running the report

D. Opportunities owned by the user running the report and users in the same role in the role hierarchy

Ans: B

125.) The sales operations team at Universal Containers needs to be able to read, edit, delete, and transfer all records owned by sales representatives.
How can a system administrator meet this requirement?

A. Create sharing rules that give sales operation access to records owned by sales representatives.

B. Add sales operations users to the default account teams for all sales representatives.

C. Define a role hierarchy where the sales operations role is above the sales represntative role.

D. Manually share all records owned by sales representatives with sales operations.

Ans: A

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

A. Validation rules
B. Support processes
C. Record types
D. Page layouts
E. Delegated administration

Ans: B, C, D

127.) An opportunity record, created with a close date of July 30, meets the criteria of a time-dependent workflow rule. The time-dependent action is scheduled for July

23.
What happens if the opportunity is edited before July 23 and no longer meets the criteria?

    A.   The time-dependent action is put on hold.
    B.   The time-dependent action will execute on July 23.
    C.   The time-dependent action is automatically removed from the queue.
    D.   The time-dependent action will execute on July 30.

Ans: C

128.) When case assignment rules are being set up, cases can be assigned to whom?
Choose 2 answers

    A.   Queue
    B.   Case team
    C.   Contact
    D.   User

Ans: A, D

129.) Which privilege can be granted to members of a content library (workspace) without modifying user permissions?
Choose 2 answers

    A.   Create a new content library.
    B.   Edit a member's library permissions.
    C.   Add tags when editing content details.
    D.   Share content with other users in Chatter.

Ans: C, Dcommu

130.) 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.

Ans: C, D

131.) What does a page layout allow an administrator to control?

> **A.** The business process and related picklist values displayed
> **B.** The fields users see on detail and edit pages
> **C.** The fields users see in reports and list views
> **D.** The record types available to each role and profile

Ans: B

132.) What standard object has a one-to-many relationship with the account object?
Choose 3 answers

> **A.** Lead
> **B.** Contact
> **C.** Opportunity
> **D.** Case
> **E.** Campaign

Ans: B, C, D

133.) What user interface setting must be enabled for users to edit records in a list view?
Choose 2 answers

> **A.** Enhanced lists
> **B.** Enhanced page layout editor
> **C.** Enhanced profile list views
> **D.** Inline editing

Ans: A, D

134.) A marketing user has received a file of leads to import into Salesforce.
What tool can be used to avoid duplicate records?

> **A.** Merge leads function

B.	Validation rules
C.	Data loader
D.	Import wizard

Ans: D

135.) Which statement about Community experts is true?
Choose 2 answers

A.	Community experts are designated by an icon.
B.	Community experts can be designated for Salesforce Ideas or Answers.
C.	Community experts can delete inappropriate community content.
D.	Commuity experts can manage Salesforce Ideas categories.

Ans: A, B

136.) A marketing user needs to create a new campaign, but the New button is NOT visible from the campaign home page. The system administrator has verified that the user has the "create" profile permission for the campaign object.
How should the system administrator resolve the issue?

A.	Add the New button to the page layout using the page layout editor.
B.	Select the Marketing User checkbox in the user record.
C.	Grant the user "Read" profile permission for the campaign object.
D.	Select the "Manage Campaigns" profile permission.

Ans: B

137.) When are validation rules applied when using Salesforce for Outlook?

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

Ans: D

138.) Which option is available when using the process visualizer?
Choose 2 answers

    A.   View approval processes as a flow chart.

    B.   Share annotated approval process diagrams.

    C.   Edit the criteria used to trigger the approval process.

    D.   Add approval steps from the process visualizer.

Ans: A, B

139.) Universal Containers has a marketing team set up as a public group. A sales representative would like to engage the marketing team on one opportunity.
What should the sales representative do to ensure the marketing team can access the opportunity?

    A.   Change the opportunity owner to the public group.

    B.   Manually share the record with the public group.

    C.   Add the public group to the opportunity team.

    D.   Add the public group to an opportunity queue.

Ans: B

140.) Which statement about products and price books is true?
Choose 2 answers

    A.   The standard and list price for a product can be listed in multiple currencies.

    B.   Products without a price are automatically added to the standard price book.

    C.   A product can have a different list price in different price books.

    D.   Price books that contain assets cannot contain products.

Ans: A, C