1. How to relate a Campaign to an Opportunity? (2)

* Use Primary campaign source in Opportunity
* Use Campaign Influence related list
* Use campaign record type while creating Opportunity

1. What changes when the default locale of an Organization is changed?(1)

* Date format
* Number format
* Currency format
* Time format

1. What is transferred to the new owner on transfer of accounts? (3)

* Open activities
* Open Cases
* Contacts
* Closed activities
* Closed Cases
* Custom Objects

1. A user cannot login and when the admin looks into the login history of the user cannot find any history, this would be because? (1)

* User trying to login outside trusted IP ranges
* User using wrong password
* User logging at a restricted login hour
* User using wrong username

1. What should an admin consider for using Mobile lite? (2)

* It should be enabled for all users in the org
* It gives access to all standard objects
* Users need to be assigned to a mobile configuration
* It gives access to all custom objects.

Which data can be highlighted in a report using conditional highlighting?  
Choose 3 answers:

* Grand totals  
  Summarized totals  
  Data fields  
  Grouped by field names  
  Summary formula

1. A user tries to login from an IP which is not within the IP range for his profile but within the trusted IP range of the Organization, what would happen (1)

* The user will be able to login after activating the computer
* The user cannot login at all
* The user will be able to login without activating the computer
* The user will be able to login by answering a security question.

1. Workflow for field update can be used to (2)

* Update a specific value to a field
* Change a record type of a record
* Change a value of a formula field
* Update a blank value for a field

1. An admin can give access to dashboards by (2)

* Sharing the dashboard folder to users
* Sharing the dashboard folder to roles and public groups
* Storing reports in a restricted folder
* Storing a report in a public folder

1. What does a custom report type determine? (2)

* The objects available in the report
* The fields available as columns in the report
* The number of records to be displayed when the report is run

1. An administrator needs to export weekly salesforce data of his organization, which tool should he use? (1)

* Scheduled reports
* Data export
* Analytic Snapshots
* Import Wizard

1. When validation rules are enforced? (3)

* When a record is edited
* When a record is imported
* During web to lead
* When record is deleted

1. In Universal containers the org wide default is required to be Private, the US sales manager wants to access all opportunities owned by the US sales rep. How can this be achieved (1)

* Create a role hierarchy where the US Sales manager rolls up to the US CEO
* Create sharing rule to provide access
* Create a role hierarchy where the US Sales reps roll up to the US Sales Manager
* Provide permission sets to the US sales manager.

1. How can an admin provide users the Chatter free license? (2)

* Assign the license to users within the invited email domains
* Create new users and assign Chatter Free license
* Change existing user license to Chatter Free license
* Assign the license to users outside the invited email domains

1. The sales team wants to easily share presentations with customers, this can be done by: (2)

* Sharing presentations as Chatter files
* Adding customer to a private Chatter group
* Enable customers to access libraries
* Send file links to customers

1. How can a user establish a relationship between campaigns?

* Campaign History
* Campaign Influence
* Campaign Hierarchy
* Campaign statistics

1. Criteria-based sharing rules is available for the below objects(3)

* Accounts
* Contacts
* Campaign members
* Opportunities

1. What should an admin consider when enabling Case Feed? (2)

* The default case detail page will change to a new interface
* Chatter feed tracking should be enabled for Cases
* Users can enter comments within Chatter
* CANNOT REMEMBER OPTION

1. What can be enabled in a user’s profile?(3)

* Marketing User
* Active
* Mass Email
* Run Reports
* Transfer leads

1. 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 status change?   
   Choose 2 answers  
     
   A. Sales quota  
   B. Amount rating  
   C. Forecast category  
   D. Probability
2. 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.
3. 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
4. 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
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
6. 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
7. 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
8. 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
9. Which field type can be used to store text, images and links

* Number
* Text ( large)
* Text (rich)
* Auto-number

1. What should an admin consider when deleting a field?

* Field used in workflow cannot be deleted
* Field cannot be deleted if used in field dependency
* Field should be removed from the page layouts before deleting
* Formula field cannot be deleted

29. 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.

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

A) Account

B) Contacts

C) Case

D) Opportunity

31. Which Workflow evaluation Criteria cannot be used for Time Dependent Workflows?

A. When a record is created, or when a record is edited and did not previously meet the rule criteria

B. Only when a record is created

C. Every time a record is created or edited

D. All 3 criteria’s can be used

32. 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

33. Which of the field types cannot be used as an External Id?

A. Text Field

B. Number Field

C. Pick list Field

D. Email Id Field

34. Queues cannot be created on which Object in salesforce.com?

A. Lead

B. Case

C. Account

D. Custom Object

35. Which of the following make a User record Unique?

A. Profile

B. Email Id

C. Username

D. Role

36. What can you edit in the UI?

A. Enable Chatter

B. Enable Spell Check

C. Enable Inline Editing

D. Enable Hover Details

37. 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.

38. A user is unable to sign to Salesforce. As a System Administrator what should be the first step to take?

a)       Reset password

b)       Check login history

c)       Check trusted IP

d)       Check login-IP restriction

e)       Check for API permission

39. The marketing team at Universal Containers is responsible for creating new leads and distributing them to regional sales groups. How can a system administrator automate this process?

a)       Create a Web-to-lead and embed it to the website

b)       Create an escalation rule for Marketing Team

c)       Create a Lead Assignment rule

d)       Create an Account Assignment Rule

40. Which customization option is available for standard fields? Choose 3 answers:

A. Delete standard fields   
 B. Edit pick list values for standard fields - T  
 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

41. WHICH STATEMENT IS TRUE REGARDING CHATTER GROUPS? (Please verify from helpfile)  
 A. Private groups are not displayed in the Groups tab.  
 B. Private group posts are visible to the owner and anyone above in the role hierarchy.,  
 C. Users with the "Manage Chatter Groups" profile permission can create groups.,   
 D. Any Chatter user can create public or private groups.

42. What is true about Chatter?

a) System administrator must enable it

b)  Chatter free license can be used outside Salesforce

c)   Can be available to user without chatter free license

d)   Assign a chatter free user license to users in Salesforce  - T

43. Which feature does Salesforce CRM provide for restricting login access to the application? (3)

A. Profile-based IP restrictions

B. Organization-wide IP restrictions

C. Profile-based login hour restrictions

D. Organization-wide login hour restrictions

44. When are data validation rule enforced when using Outlook? (Please verify from helpfile)

a)  When a user views a record

b)  When data is sync with the server

c)  When a record is saved

d)   When a record is updated

45. Which of the following feature allows you to send an email when an opportunity reaches a threshold value?

A. Validation Rule

B. Big Deal Alert

C. Opportunity Alert

D. Big Ticket Email

46. Auto Response rules work on which objects?

A. Leads and Cases

B. Leads and Accounts

C. Accounts and Opportunity

D. Account and Cases

47. Which one is the following is a salesforce.com definition for a Lead?

A. Any person, organization or company that may be interested in your products and services, not yet customers

B. An organization, individual or company involved with your business such as customers, competitors and partners

C. Any potential revenue-generating event i.e. “sales deal”

D. Any individual or influencer associated with an account

48. \_\_\_\_\_\_\_\_\_ are words or short phrases that users can associate with most Salesforce.com records to describe and organize their data in a personalized way?

A. Views

B. Tags

C. Dashboards

D. Home Page layout

E. Apps

49. On Lead Conversion, the Close Date of the newly created opportunity is automatically set to?   
  
A. Blank  
B. Today ()  
C. Last Day of Current Quarter  
D. Last Day of Current Month  
E. Last Day of Current Year

50. How many fields can be enabled for tracking on a custom Object?   
  
A. 10   
B. 20   
C. 30   
D. 40   
E. None of the Above

51. Which one is the following is a salesforce.com definition for an opportunity?   
  
A. Any person, organization or company that may be interested in your products and services, not yet customers   
B. An organization, individual or company involved with your business such as customers, competitors and partners   
C. Any potential revenue-generating event i.e. “sales deal”   
D. Any individual or influencer associated with an account

52. What of the following statements is True?   
  
A. Tasks allow you to track the specific actions you plan to perform or have performed; Email Alerts cannot track specific actions   
B. Email Alerts allow you to track the specific actions you plan to perform or have performed, Tasks cannot track specific actions   
C. Email Alerts and Tasks allow you to track the specific actions you plan to perform or have performed   
D. Email Alerts and Tasks cannot track the specific actions you plan to perform or have performed.

53. Which file type’s can you use when exporting reports?  
  
0. You can not export a report. You can only email it.  
1. Comma Delimited (.csv)  
2. Excel (.xls)  
3. PDF

54. When are data Validation Rules enforced?   
  
0. Upon opening the record  
1. Upon closing the record  
2. Upon editing a field  
3. Upon saving a record

55. What are two sources from which cases can be created.   
  
0. Web-to-Lead  
1. Web-to-Web  
2. Email-to-Case  
3. Connect for Outlook

56. Which of the following fields CAN NOT be a controlling field for Dependent Picklists  
  
A. Standard Picklist   
B. Custom Picklist   
C. Custom Multi-Select Picklist  
D. Standard Checkbox   
E. Custom Checkbox   
  
57. How is the expected revenue calculated in the opportunity?  
  
 A. Amount multiplied by the total price of all opportunity line items   
 B. The sales price on any line item times the probability of the opportunity  
 C. Opportunity Amount multiplied by the probability  
 D. Amount multiplied by the discount percent   
  
58. The Campaign ROI Analysis Report uses which of the following calculations to determine the ROI percentage for a campaign?  
  
A. Total Amount of Opportunities / Expected Revenue   
B. Amount of Won Opportunities / Budgeted Cost   
C. Expected Revenue / Budgeted Cost   
D. (Amount of Won Opportunities minus Actual Cost) / Actual Cost

59. All of the following are true about Opportunity Pipeline and Forecast reporting EXCEPT:  
  
A. Pipeline reports may include omitted opportunities from the forecast  
B. Forecasts may be overridden   
C. Pipeline reports may be overridden   
D. Opportunity stages may be used to determine the forecast category of an opportunity   
  
60. In order to Enable Territory Management you should have:   
  
A. Standard Profile   
B. Customizable Forecasting  
C. Enable Forecasting   
D. All of the above

61. What happens when an email is sent to a customer from a case?  
  
A. Case hierarchy is reset  
B. Case escalation is reset  
C. Case escalation rules are deleted  
D. Case assignment rules are deleted

62. Select the order in which the Workflow actions fire in Salesforce.   
  
A. Field Updates, Outbound Messages, Email Alerts, Tasks   
B. Field Updates, Tasks, Email Alerts, Outbound Messages   
C. Apex before Triggers, Apex after Triggers, Workflow Rules   
D. Email Alerts, Outbound Messages, Field updates