**Few Qs**

1. Conditional Highlighting is available on which reports ? (any 2)

**Summary, Matrix,** Tabular, Joined

1. What happens if Dashboard is dynamic?

Dashboard is Auto-refreshed when data changes,

**User can see data in his context.**

Email is sent when dashboard refreshes.

One more option.

1. Conditional Highlighting will be available on which following fields ?(any 3)

**Grand Total,** Date Fields, **Summarized Total, Summary Field,** Grouped Fields.

1. Validation Rules will fire in which of the following Cases? (any 3)

**When Record is updated,**

**When record is imported,**

Workflow field Update,

When record is deleted,

**Record is inserted via Data loader.**

1. What is true about chatter feeds?

**Feeds not accessible to user if corresponding record is inaccessible.**

**Feeds posted on User profile is visible to all.**

Feeds posted on User Profile respect role hierarchy.

There is some icon to mark feed as Private.

1. If system wants to send ‘Password Reset Details’ whenever the Email Contains ‘Forgot’ & ‘Password’ in Email to Case. What should be configured?

Email to Case

**Auto Response Rule**

Escalation Rule

Some Support Setting(I don’t remember).

1. In a scenario where Case Assignment is done to Queues via Assignment Rule on basis of Country, The Admin User now wants that a Case with Country that doesn’t have assignment rule should not go unhandled, how ?

Default Case Creator

**Default Case Owner**

Default Case User

1. Which of the following License can be tagged with user? (any 2)

Opportunity User

Console User

**Service Cloud User**

**Knowledge User**

1. There are two groups PRODUCT & SERVICE which use the same object Opportunity to track sales. These groups require different fields. How will you accomplish ? (Any 2)

**Two Record Types**

Two Business Processes

**Two Page Layouts**

1. Which of the following are features of Mobile Lite?

Available by Default in all editions.

**Does not support Custom Object.**

Available for Partner Portal Users.

**Admin has to turn this feature on.**

Does not support all Standard Object. [**Excludes Product & Price Book**]

1. Your IP address is white-listed at Org Level but restricted at Profile Level . what will happen in this scenario ?

The User will be able to Log in directly.

The User will be asked for Activation Key & then log in.

**The user will not be able to login at all.**

1. What can be mapped on Lead Conversion?

**Lead Custom Fields with Contact Custom fields**

Lead Custom Fields with Contact Standard fields

Lead Standard Fields with Contact Custom Fields

**Lead Standard Fields with Contact Standard Fields.**

1. Which of the following are ideal dashboard component to show grand total ?

**Bar**, Pie, table, Gauge, Funnel

1. Suppose you want to Calculate ‘Total Amount on Closed Won Opportunities’ & ‘Total Amount on Closed Lost Opportunities’ on Account Object. Select from following.

Cross object formula field

Workflow field update

**Roll up Summary**

Apex Trigger

1. What is true about Community Expert?

**He should be internal person** (In the Organization)

He can be internal or External.

**The Salesforce administrator can designate as many community experts as necessary.**

1. When is workflow rule fired?

**Before Escalation Rule**

After Escalation Rule

Before Assignment Rule

**After Assignment Rule**

1. Which of the Following is not a feature that Salesforce provides for Login Restriction?

**Org Wide Default IP Range**

Org wide Default Login Hours

**Profile base IP range**

**Profile based Login Hours.**

1. Which of the following is the Salesforce feature wherein one campaign will be part of a larger Company promotional event?

Campaign influence

Campaign Member

**Campaign Hierarchy**

Primary Campaign Source

1. A User has Create, Read, Edit permission on Campaigns still he is not able  to create/edit/view campaigns. What will system Admin do in this case ?

Assign Marketing Profile to the User

**Check the Marketing User Checkbox on the User Record.**

Check the Security Settings.

Give import Lead Permission on User profile.

1. what is applicable while building report type?

**Objects to be shown.**

**Default Columns for reports.**

**Fields to be displayed on report**.

Report Type i.e. Summary, Matrix .Tabular.

1. Which of the following setting can be enabled from User Interface?
2. Which of the following are feature of Console View ?
3. Which of the following is true about Knowledge?
4. Which of the Following is feature of Content Delivery?
5. Which of the following is true around Customer Portal?
6. Which of following is true about Approval Process?
7. Which of the following is true about Data Categories in Salesforce?
8. What can a System Admin do using Cloud Scheduler?
9. What can a System Admin do using Process Visualizer?

**Mobile lite allows you to do what?  Pick two**

1. **View, create, edit, delete Accounts, Contacts and Opportunities**
2. Manage Campaign members
3. Create, edit and delete custom objects
4. **Search for Accounts, Contacts and Opportunities not previously downloaded to device.**

**Process visualizer allows you do to what?  (No idea what that is) pick two**

1. Edit workflow entry criteria
2. **View a flow chart of the process**
3. Add a process step
4. and another option I can’t remember

Manage members on campaign allows you to? Pick two

1. **Import leads**
2. Add opportunities
3. View a report
4. **Add contacts to campaign**

Time trigger workflow –An opportunity with a close date for July 30, has a workflow action that will be fired on July 27.  If the opportunity is edited so that the entry criteria for the workflow are no longer valid, what will happen to the workflow action?

1. **Removed from the action queue**
2. Will still fire on July 27
3. Will fire on July 30
4. Nothing will happen

An organization requires that account data, along with attachments, be backed up every week.  What is the best way to do this?

1. **Data export service**
2. Account profile report
3. Data loader
4. And another option I can’t remember

Groupings on reports—If you have a grouping and a sub-grouping, what type of chart is best to use?

1. Donut
2. Funnel
3. **Stacked bar**
4. Scatter chart

* Knowledge—What’s it used for?  Can customers access it through customer portal?
* What are solutions used for?
* Community experts—What can they do in Ideas and Answers section?  Do they have a special icon?**Yes** . Can they delete inappropriate comments?  Can they manage Idea categories?
* Dynamic dashboards—How do you manage dashboard refreshes?  What are the options?
* Login Hours, IPs—An org has login hours set to between 8 and 5.  User logs in at 4:30—what happens at 5:01?
* Know the difference between marketing user checkbox on user record and marketing profile.
* Cloud scheduler—what is it?
* If you have a dashboard and want to display the top 5 salespeople, what type of dashboard component would you use?
* Also, there was a lot about record types, business processes, and page layouts and how you can customize those three items to fulfill a business need.
* Know how to make a field required on a record in a variety of ways  (FLS, page layout, etc)
* Know what Service Cloud is for
* Know role hierarchy and how that influences record access.
* Know about sales teams vs. account teams and what they are used for
* Know how manual sharing works.
* Understand parent-child relationships, lookup fields and related lists.