**FINAL ASSESSMENT – 01**

1. From which location can users post directly to their Chatter followers and the Chatter groups to which they belong? (Choose 3)

1. **Chatter Profile**
2. **Chatter Tab**
3. **Home Tab**
4. Groups Tab
5. User Record

2. An administrator needs to create a permission set for users with different license types. What should the user license setting be?

1. All
2. Salesforce
3. **None**
4. Standard

3. What does a custom report type determine? (Choose 2 answers)

1. The custom summary formulas displayed in a resulting report
2. **The objects available when building a report.**
3. The report format of the resulting report
4. **The fields that can be used as columns when building a report**

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

1. Share folders with queues
2. **Share folders with public groups**
3. Designate running users.
4. **Share folders with roles**

5. What will occur when a system administrator creates a dynamic dashboard? Choose 2.

1. The dashboard components resize based on the device used to view the dashboard
2. **The data displayed varies based on the user viewing the dashboard**
3. You have to create multiple folders to manage access rights
4. **Folders control access to the dashboard, but the running user determines access to data**

6. Which component can be included in a custom home page layout? Choose 3.

1. **Dashboard snapshot**
2. **Calendar**
3. Analytic snapshots
4. **Items to Approve**
5. Trending Chatter topics

7. Which workflow evaluation criterion cannot be used for time dependent workflows?

1. When a record is created, or when a record is edited and did not previously meet the rule criteria
2. Only when a record is created
3. **Every time a record is created or edited**
4. All 3 criteria can be used

8. An approval process begins when a record is:

1. Created
2. Saved
3. Edited
4. **Submitted for approval**

9. Which statement about Chatter posts and comments are true? (Choose 2)

1. **Posts made to a user’s profile are visible to all users in the organization.**
2. **Updates to the chatter feed on a record are only visible to users with access to the record.**
3. Posts to a user’s profile can be made privately by clicking the lock icon.
4. Posts to a user’s profile are hidden from anyone below that user in the role hierarchy.

10. Folders are used to manage:

1. **Either Reports, Dashboards, Documents, or Email Templates**
2. Either Reports, Price Books, Documents, or Products.
3. Either Reports, Price Books, Documents, or Email Templates.
4. Either Reports, Dashboards, Documents, or Other Folders

11. A user profile has login hour’s restrictions set to Monday through Friday, 8:00 am to 5:00 pm. The user logged in at 4:30 pm on a Tuesday and it is now 5:01 pm. What behavior of the application should the user expect?

1. The user will be logged out and any unsaved work-in-progress will be saved.
2. The user will be able to continue working but will be unable to start any new sessions
3. Either Reports, Dashboards, Documents, or Other Folders
4. **The user will be logged out and any unsaved work-in-progress will be lost.**

12. Which functionality is available when using the data export service? Choose 2

1. Roll-up summary fields
2. **Schedule a recurring export.**
3. Include the values for formula fields
4. **Include attachments**
5. Export a subset of records for a given object

13. A user responsible for managing and creating campaign is unable to create a new campaign, even though the users profile has the “Create” profile permission for Campaign. How should a system administrator grant the correct access to the user?

1. Assign the user to the standard marketing user profile
2. Grant the user delegated administration rights to campaigns
3. Create a campaign sharing rule to grant access to the user
4. **Select the marketing user checkbox on the user record.**

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

1. **Open activities**
2. **Open cases**
3. Closed activities
4. Related custom object records
5. **Closed cases**

15. What should a system administrator consider when deleting a custom field? Choose 3 answers.

A. Fields must be removed from page layouts after being deleted.

**B. Deleted fields and values can be restored from the recycle bin within 15 days**.

**C. Fields used in workflow and assignment rules cannot be deleted**

D. Existing field values must be transferred to a new custom field

**E. Field values should be archived before a field is deleted.**

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

1. Data Loader
2. **Data Export Service**
3. Account Report Export
4. Account analytic snapshot

18. Universal Containers sells products to both businesses and consumers. Sales representatives must capture different opportunity data for each customer type. How can a system administrator ensure that the correct information is entered for the different opportunity types?

1. Create a custom object to capture the business and consumer specific data
2. Add this business and consumer specific fields to a single opportunity page layout
3. **Create one page layout for business opportunities and another for consumer opportunities**
4. Add the business fields to the opportunity page layout and make read only for consumer sales

19. From the list below, select all components of Page Layouts.

1. **Buttons**
2. **Fields**
3. **Sections**
4. **Custom Links**
5. **Related Lists**
6. Colors

20. What is true about universally required fields? (Choose 3)

1. **Making a field required universally gives you a higher level of data quality beyond the presentation level of page layouts**
2. Can be removed from page layout if they are read only.
3. Can be created by field level security.
4. **Always displayed on edit pages regardless of field level security**
5. Can be Standard fields or Custom Fields
6. **Are automatically added to the end of the page layout if they are not already on it**.

21. How can you make a field universally required?

1. By making it required on the page layout
2. By setting it as universally required in field level security on a permission set
3. **Select the Required checkbox when defining the custom field.**
4. By setting it as universally required in field level security on a profile

22. What is true about field-level security? (Choose 3)

1. **Field-level security can be defined for multiple fields on a single permission set or profile**
2. After setting field-level security, you can create a page layout to organize the fields on detail pages, but not edit pages.
3. **Field-level security can be defined for a single field on all profiles**
4. Page layout overrides field-level security
5. **You can restrict access to specific fields on a profile by profile basis**

23. What is NOT true about lead conversions?

1. If the organization uses record types, the default record type of the new owner is assigned to records created during lead conversion
2. Typically, a lead can be converted as soon as it becomes a real opportunity that you want to forecast.
3. **Accounts, contacts, and opportunities are always automatically created in a lead conversion**
4. The system assigns the default picklist values for the account, contact, and opportunity when mapping any standard lead picklist fields that are blank.

**Note: Opportunities are optionally created in a lead conversion**

24. What IS true about lead conversions?

1. **The system automatically maps standard lead fields to standard account, contact, and opportunity fields.**
2. **If data is merged into existing account and contact objects, then only empty fields in the target object are overwritten—existing data (including IDs) are not overwritten.**
3. There is no exception to the above statement
4. **For custom lead fields, your Salesforce administrator can specify how they map to custom account, contact, and opportunity fields.**

Note: The only exception to this is if your client application sets overwriteLeadSource to true, in which case the Lead Source field in the target [Contact](http://www.salesforce.com/us/developer/docs/api/Content/sforce_api_objects_contact.htm#topic-title) object will be overwritten with the contents of the Lead Source field in the source [Lead](http://www.salesforce.com/us/developer/docs/api/Content/sforce_api_objects_lead.htm#topic-title) object)

25. What is true about Web-to-Case? (Choose 3)

1. **All Web-generated cases that are not assigned automatically via the case assignment rule are assigned to the default case owner specified in your Support Settings page.**
2. Customers can only report cases on one product at a time.
3. **Whenever possible, Web-generated cases are automatically linked to the relevant contact and account based on the customer’s email address.**
4. **Salesforce runs** [**field validation rules**](http://na11.salesforce.com/help/doc/en/fields_about_field_validation.htm) **before creating records submitted via Web-to-Case and only creates records that have valid values.**

Note: A custom multi-select pick list allows customers to report cases on several products at a time.

26. What type of report cannot be used to run a dashboard report?

1. **Tabular**
2. Matrix
3. Summary
4. Tabular with Row Limit specified
5. None of the above

25. What can users do with Mobile lite? Choose 2 answers

1. Search for records that were not previously downloaded to mobile device
2. **View, create, edit, and delete accounts, contacts and opportunities**
3. View, create, edit and delete custom objects
4. **View campaigns and manage campaign members**

26. Which action is possible with a workflow task? Choose 2 answers

1. **A task can be tracked in the activity history**
2. A task can be assigned to a chatter free user
3. **A task can be reused in multiple workflow rules**
4. A single task can be assigned to multiple users

27. Which action can a delegated administrator take? Choose 2 answers

1. Create new users and assign them specified profiles
2. **Manage users in specified roles and subordinate roles**
3. Create custom profiles with limited permissions
4. **Log in as a user who has granted administrator login access**

28. Regional Sales Users at Universal Containers sell to both business and consumer accounts. However, Regional Sales Users are unable to see the set of stages that apply to consumer opportunities. How can a system administrator correct this problem?

1. Check for a validation rule that restricts the visibility of the opportunity stages
2. **Assign the relevant record type to the regional sales team profile**
3. Ensure that regional sales users are routing consumer opportunities to the appropriate approver.
4. Remove all but one record type from the regional sales team profile

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

1. Edit the criteria used to trigger the approval process.
2. **Share annotated approval process diagrams**
3. Add approval steps from the process visualizer
4. **View approval processes as a flow chart**

30. A company 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)

1. Validation rules
2. **Record Types**
3. Delegated administration
4. Support processes
5. Page Layouts

31. When is validation rules applied when using Salesforce for outlook?

1. Every time a user views a record
2. Every time data is synchronized with the server
3. Every time a record is updated
4. Every time a record is saved

32. Which of the following is used to make a field required?

1. Page Layout
2. Field Level Security
3. Profile
4. Both Page Layout and Field Security

33. 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

1. Account rating
2. Probability
3. Sales quote
4. Forecast Category

34. 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? Choose 2

1. Workflow Rule
2. Record types and read only page layouts
3. Data Validation rules
4. Formula fields

35. The cloud scheduler has which capability? Choose 2 answers

1. A custom logo can be added to the meeting request email sent to a contact or lead
2. The cloud scheduler can be enabled at the user profile level
3. The cloud scheduler allows user to view available meeting times on lead and contact calendars.
4. Sales force can automatically propose multiple meeting times based on sales force user calendars.

36. What is NOT true about a roll-up summary field? Choose 3

1. The types of fields you can calculate in a roll-up summary field depend on the type of calculation.
2. Roll-up summary fields can be created on any custom object that is on the detail side of a master-detail relationship.
3. Auto number fields are not available as the field to aggregate in a roll-up summary field.
4. Salesforce recalculates the value of campaign roll-up summary fields when leads or contacts are deleted.
5. After you have created a roll-up summary field on an object, you can convert the object's master-detail relationship into a lookup relationship.
6. Roll-up summary fields are not available for mapping lead fields of converted leads

37. What is true about the running user? Choose 3

1. The running user’s security settings determine which data to display in a dashboard.
2. If you have “View All Data” you can only choose yourself to run as specified user.
3. When the “Run as specified user” setting is specified, the dashboard runs using the security settings of that single, specific user.
4. With the “Run as logged-in user” a dynamic dashboard runs using the security setting of the user viewing the dashboard.

38. Which of the following is true that can cause data loss when an existing custom field is changed? (Check all that apply)

1. Changing to or from type Date or Date/Time
2. Changing to Number from any other type
3. Changing to number from Percent
4. Changing to one Currency from any other currency type

39. Which statements about sharing rules are true?

1. Sharing rules grant read/write or delete access to records
2. Sharing rule open up access to records
3. Sharing rules are required in public read/write organizations
4. Sharing rules grant record access to roles and public groups.

40. What is true regarding Role hierarchy? Choose 2

1. Controls data visibility
2. Users inherit the special privileges of data owed by or shared with users above them in hierarchy
3. Necessarily it should follow the company’s organization chart.
4. A user may or may not be associated to a role.

41. What can users do when Chatter feed tracking is enable for dashboards? Choose 2 answers.

1. Follow files and links for a dashboard.
2. Follow posts and comments for a dashboard.
3. Follow posts and comments for the dashboard source reports.
4. Auto-follow dashboards created by the user.

42. A sales manager would like to view a dashboard from the perspective of different users and switch between users without editing the dashboard. How would an administrator enable this? Choose two.

1. Grant the sales manager the "Drag-and-Drop Dashboard Builder" permission.
2. Create the dashboard as dynamic dashboard.
3. Grant the sale manager the "Manage Dynamic Dashboards" permission.
4. Grant the sales manager the "View My Teams Dashboards" permission.

43. The org wide default is set to private. Phil smith the owner of ABC account is a US Sales Rep reporting to the US Sales Director. The users in the US sales rep role can edit ALL opportunities associated with the accounts they own. Tim an EMEA sales rep owns an opportunity associated with the ABC account. Identify the correct role access. Choose two.

1. Phil can VIEW but cannot EDIT Tim’s ABC opportunity
2. TIM cannot VIEW / EDIT Phil’s account
3. Phil can EDIT and VIEW Tim’s ABC opportunity
4. Tim can VIEW and EDIT Phil’s account
5. Tim can VIEW but cannot EDIT Phil’s account.

44. Multiple Approvers have received your request for approving a discount that was invoked by the approval process? Approver A rejects your request. Approver B accepts your request after Approver A rejects it. Is your request approved or denied. (Assume you need only one person to approve out of all the approvers)

1. Approved
2. Denied
3. Approval process is revoked
4. Approval changes to pending stage due to conflict within approvers

45. A record is modified on 1/1/2013. It meets criteria for a time-based workflow rule; this rule schedules an action for 7 days after rule execution. On 1/4/2013 the record is modified and no longer meets workflow rule criteria. On 1/5/2013 the record is modified and once again meets the initial time-based workflow rule criteria. How many workflow actions will execute and when?

1. 0
2. 1 on 1/8/2013
3. 1 on 1/12/2013
4. 2 on 1/8/2013 and 1/12/2013

46. If Phil is promoted from a Sales Associate to Senior Sales Exec, and the new sales associate is appointed to take Phil's responsibilities. What are the appropriate steps to transfer Phil's account to the new associate?

1. Overwrite Phil's User Profile with the new associate’s information and create a new profile for Phil.
2. Create a new profile for Phil as well as new associate. Deactivate Phil's profile with Sales Associate role and transfer all the accounts, opportunities and leads to the new associate.
3. Associate the new role to Phil's existing profile and Transfer all the accounts, opportunities and leads to the new associate.
4. Keep Phil's existing profile and Transfer all the accounts, opportunities and leads to the new associate.

47. What is a function of Chatter Polls?

1. Report on Activity levels for followers and group members
2. Ask followers and group members to rank a list of choices
3. View hashtag usage among followers and group members
4. **Request votes from followers and group members**

48. What is the purpose of Idea Community? (Choose 2)

1. Allow service cloud portal users to post ideas by logging cases
2. **Comment on and Vote for ideas posted by other community members**
3. Provide access to articles that answer questions around an idea theme
4. **Invite customers , partners, and employee to submit the ideas around a theme**

**49. What is a capability of Salesforce knowledge?**

1. Knowledge automatically creates a solution for each new article.
2. **Knowledge allows an organization to share articles with partner portal users**
3. Knowledge only allows a single article type across all data categories.
4. **Knowledge uses data categories and roles to make articles visible to specific users.**

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

1. **Opportunities owned by the user running the report and users below them in the role hierarchy**
2. Opportunities owned by the user running the report and users in the same role in the role hierarchy.
3. Opportunities for which the user running the report is also the account owner.
4. Opportunities for the entire sales organization regardless of the user running the report.

51. Sales users need the ability to create and modify all public reports. The user has the “Create and customize reports” permission on his profile. How can the system administrator provide the correct access?

1. **Add the “Manage Public Reports” Permission to the users’s profile.**
2. Enable the report builder feature for the user.
3. Grant the user access to the appropriate report folders
4. Add the “Manage Custom Report Types” permission to the user’s profile.

52. Universal Containers would like their sales reps to be able to send branded email invitations to customers for business meetings and to collaborate with customers from a branded Website to find a suitable meeting time. How can an Administrator accomplish this?

1. Create a custom email template for invitations that displays your company logo
2. Add a company logo to meeting requests in Salesforce
3. Create an external integration with Google calendar using Sites
4. Enable Chatter to allow reps to Communicate with customers

53. 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. How can a system administrator accomplish this?

1. Notify the product manager using opportunity update reminders.
2. Enable sales teams and allow users to add the product manager.
3. Use similar opportunities to show opportunities related to the product manager.
4. Enable account teams and allow users to add the product manager.

54. Which user is listed in the case history related list for case changes made from Assignment and escalation rules?

1. The user who created the assignment or escalation rule
2. The automated case user specified in the support settings
3. The default case owner specified in the assignment or escalation rule.
4. The owner of the case when the rule was triggered

55. Which action should a system administrator take when a sales representative leaves the company?

1. Change the user contact details for a new hire.
2. Deactivate the user account
3. Deactivate and then delete the user account
4. Delete the user account

56. The marketing team at universal container users a web-to-led 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 they do not meet the Assignment criteria?

1. Specify a default lead owner
2. Specify a default lead creator
3. Create an escalation rule to route unassigned leads
4. Create a validation rule to route unassigned leads.

57. 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 a system administrator correct this problem?

1. Check for a validation rule that restricts the visibility of the opportunity stages
2. Assign the relevant record types and sales processes to the regional sales team profile.
3. Ensure that regional sales users are routing consumer opportunities to the appropriate approver.
4. Remove all but one record type from the regional sales team profile.

58. 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?

1. Create a case assignment rule
2. Create an ownership-based sharing
3. Create a criteria based sharing rule
4. Create a case escalation rule

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

1. Edit the criteria used to trigger the approval process.
2. Share annotated approval process diagrams
3. Add approval steps from the process visualizer
4. View approval processes as a flow chart

60. 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?

1. Manually share all records owned by sales representatives with sales operations.
2. Define a role hierarchy where the sales operations role is above the sales representative role.
3. Add sales operations users to the default account teams for all sales representatives.
4. Create sharing rules that give sales operations access to records owned by sales representatives.