**PUNE ACTUAL QUESTIONS**

1. In which scenario will you not be able to delete a custom field?
2. **If the field is used in field dependency.**
3. **If the field is used in workflow field update.**
4. What might App exchange be used for?
5. What are the considerations before using mobile lite?
6. What is included in unassigned items?
7. An organization wants to back up all its data on a monthly basis. How can this be achieved?
8. **Data Export Service**
9. Import wizard
10. Report exports
11. Import wizard
12. Which feature licenses can be enabled from the user information page?
13. **Knowledge user.**
14. Console.
15. **Service cloud user.**
16. From where can files in content be accessed?
17. Files tab in chatter.
18. Documents tab.
19. Content tab.
20. What does the controlling field determine?
21. Values in dependent fields.
22. Page layout associated with the dependent field.
23. Which data type can include text, images, URL etc?
24. Text area
25. **Rich text area**
26. Image area
27. Universal containers have org wide defaults for opportunities as public/read write. Sales users complaint that the reports for opportunities returns all unwanted data. How can this be corrected?
28. Use required fields filter in the report.
29. Forecast and probability question from weekly assessment.
30. Default case owner question from weekly assessment.
31. What can a field update in workflow rule do?
32. Set the value of a field.
33. **Set the record type of a record.**
34. Update the value of a field.

**DESMOINES SAMPLE TEST PAPERS**

**Part 1**

1. Universal Containers set the organization-wide default setting for opportunities to private. Which records will an opportunity pipeline report return?
2. **Opportunities owned by the user running the report and users below them in the role hierarchy.**
3. Opportunities owned by the user running the report and users in the same role in the role hierarchy.
4. Opportunities for which the user running the report is also the account owner.
5. Opportunities for the entire sales organization regardless of the user running the report.
6. What does a custom report type determine? Choose 2 answers
7. The custom summary formulas displayed in a resulting report
8. **The objects available when building a report.**
9. The report format of the resulting report
10. **The fields that can be used as columns when building a report**
11. How can a system administrator grant users access to dashboards? Choose 2 answers
12. Share folders with queues
13. **Share folders with public groups**
14. Designate running users.
15. **Share folders with roles**
16. What will occur when a system administrator creates a dynamic dashboard? Choose 2.
17. The dashboard components resize based on the device used to view the dashboard
18. **The data displayed varies based on the user viewing the dashboard**
19. You have to create multiple folders to manage access rights
20. **Folders control access to the dashboard, but the running user determines access to data**
21. Which component can be included in a custom home page layout? Choose 3.
22. **Dashboard snapshot**
23. **Calendar**
24. Analytic snapshots
25. **Items to Approve**
26. Trending Chatter topics
27. Which workflow evaluation criterion 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 can be used

1. An approval process begins when a record is:

A. Created

B. Saved

C. Edited

**D. Submitted for approval**

8. Which statement about Chatter posts and comments are true?

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.

9. 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

10. A user profile has login hours 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.**

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

A. Roll-up summary fields

**B. Schedule a recurring export.**

C. Include the values for formula fields

**D. Include attachments**

E. Export a subset of records for a given object

12. 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?

A. Assign the user to the standard marketing user profile

B. Grant the user delegated administration rights to campaigns

C. Create a campaign sharing rule to grant access to the user

**D. Select the marketing user checkbox on the user record.**

13. What can be transferred from one use 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**

14. 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.**

15. 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

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

A. Data Loader

**B. Data Export Service**

C. Account Report Export

D. Account analytic snapshot

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

**A. Buttons**

**B. Fields**

**C. Sections**

**D. Custom Links**

**E. Related Lists**

F. Colors

18. What is true about universally required fields?

**A. Making a field required universally gives you a higher level of data quality beyond the presentation level of page layouts**

B. Can be removed from page layout if they are read only.

C. Can be created by field level security.

D**. Always displayed on edit pages regardless of field level security**

E. Can be Standard fields or Custom Fields

**F. Are automatically added to the end of the page layout if they are not already on it**.

19. How can you make a field universally required?

A. By making it required on the page layout

B. By setting it as universally required in field level security on a permission set

**C. Select the Required checkbox when defining the custom field.**

D. By setting it as universally required in field level security on a profile

20. What is true about field-level security?

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**

21. 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**

22. 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 LeadSource 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 LeadSource field in the source [Lead](http://www.salesforce.com/us/developer/docs/api/Content/sforce_api_objects_lead.htm#topic-title) object)

23. What is true about Web-to-Case?

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

24. 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 are 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 setting s 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.**

**Part 2**

1- 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.

2- 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.**

3- Select the order in which the Workflow actions fire in Salesforce.

1. Field Updates, Outbound Messages, Email Alerts, Tasks
2. Field Updates, Tasks, Email Alerts, Outbound Messages
3. **Apex before Triggers, Apex after Triggers, Workflow Rules**
4. Tasks, Email Alerts, Outbound Messages, Field updates

4- Which of the following statements are true about trusted ranges? Choose two.

1. They enable end users to activate additional IP addresses for accessing salesforce.
2. **They are used to identify regular SF users**
3. **They include IP addresses that are used in conjunction with a browser cookie**
4. They approve login requests from unknown browsers and IP addresses.

5- 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**.

6- 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

7. Which of the following statements is/are true for sharing rules? Choose two.

1. **Sharing rules should be used when a user or group of users’ needs access to records not granted them by either role hierarchy or organization wide defaults.**
2. Sharing rules apply only to new records owned by specified role or group member
3. When you transfer records from user to another, the sharing rules are removed during the transfer.
4. **You cannot change the specified groups or roles for sharing rules.**

8. 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.

9. 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

10. How can an Administrator customize campaign members? Choose two.

1. **Display Lead or Contact data directly on a campaign member record**
2. Create an approval process for new campaign members
3. Customize the campaign history related list to include campaign member custom fields
4. **Display key campaign member data on an opportunity record**

11. Which statement is TRUE regarding dependent lookups? Choose two

1. **They can be configured to make fields on related records, depending on data in the source record**
2. **They can be configured to limit the records returned by a lookup based on the value of a field on a related record**
3. They can be configured to compare data to external sources to verify that contact and prospect information is up to date.
4. They can be configured when creating the master-detail or lookup relationships

12. 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

13. Marketing and Sales users at Universal Containers would like more visibility into Lead and Contact participation in this year’s Trade Show. How would an Administrator build this into the application? Choose 2 answers:

1. Create Cross-object formula fields to display campaign member record details on a lead or a contact record
2. **Alert lead and contact owners with workflow when a prospective customer registers for the event**
3. **Customize the campaign member related list on the lead or contact object**
4. Create Cross-object formula fields to display lead or contact record details on a campaign member record

14. Which of the following components lets customers find solutions to their cases on their own?

1. Call center
2. Email
3. Chat
4. **Customer Portal**

15. How does an agent submit an article for publishing? Choose 3 answers:

1. **Promote an Answer for consideration**
2. Re-assign an article to the publishing queue
3. Publish an article to the solution category
4. **Submit an article upon closing a case**
5. **Publish at-will, with "Manage Articles" profile permission**

16. Which statement is true regarding High Volume Portal users? Choose 2 answers

1. **Are not assigned to roles in the role hierarchy**
2. Are allotted extra data storage usage
3. Can view documents from Content workspaces
4. **Cannot own an Account record**

17. Assets are related to which of the following sets of objects?

1. Opportunities, Products, Cases, Accounts, and Contacts
2. **Products, Cases, Accounts, and Contacts**
3. Cases, Contracts, Accounts, and Contacts
4. Opportunities, Cases, and Accounts
5. Opportunity Line Items, Cases, Accounts, and Contacts

18. What is the difference between the Marketing User Profile and the Marketing User checkbox at the User level?

1. They are the same thing
2. **Marketing User Profile allows users to create and edit Campaigns. Marketing User checkbox allows users to import Leads.**
3. Marketing User Profile allows users to import Leads. Marketing User checkbox allows users to create and edit Campaigns.
4. Marketing User Profile allows users to create, edit, delete, and transfer Campaigns. Marketing User checkbox allows users to import Leads and create Campaigns.

19. Select the best component to use if you want to list the top five sales performers on a dashboard.

1. Chart
2. **Table**
3. Metric
4. Gauge

20. Your organization is a US-based company with a default currency of US Dollars. As a sales rep, your personal currency set to British Pounds. You create an opportunity with a currency in British Pounds. The administrator updates the currency conversion rates. Which of the following best describes what happens to the amount of your British-Pound-based opportunity?

1. **The overall opportunity amount does not change but the converted amount in a report does.**
2. The overall opportunity amount and converted amount in a report changes
3. Only newly created opportunities reflect the change
4. Only historically created opportunities reflect the change

21. What is a capability of Salesforce Knowledge? Choose 2 answers:

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

22. 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?

1. Create the manufacturer field as a dependent picklist and the model as a controlling picklist.
2. Create a lookup field from the manufacturer object to the model object.
3. **Create the manufacturer field as a controlling picklist and the model as a dependent picklist.**
4. Create a multi-select picklist field that includes both manufacturers and models.

23. 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.

24. Which statement about Community experts is true?

1. Community experts can be designated for Salesforce Ideas
2. Community experts can manage Salesforce Ideas categories
3. **Community experts are designated by an icon**
4. **Community experts can delete inappropriate community content**

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

1. **The import file should include a record owner for each record.**
2. Currency field values will default to the personal currency of the record owner.
3. **Data should be de-duplicated in the import file prior to import.**
4. Validation rules are not triggered when importing data using the import wizard.

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

1. Reports can be grouped by a custom summary formula result.
2. **Custom summary formulas can reference a formula field within a report**.
3. Custom summary formulas can reference another custom summary formula.
4. **Custom summary formulas can be used in a report built from a custom report type.**

27. Within a custom recruiting application, Universal Containers uses a custom position object to track positions. Positions expire 90 days after they have been approved. A Workflow Rule is in place to send an email to the hiring manager listed on a position 15 days before the expiration date. What will happen if the expiration date of a position is extended by 30 days?

1. An email will be sent 15 days before the original expiration date.
2. **An email will be sent 15 days before the updated expiration date**.
3. An email will be sent on the original expiration date.
4. An email will not be sent.

28- An administrator notices there are too many duplicate records, numerous sharing rules, and a large number of manually shared records. Which situation may this be a symptom of?

1. A role hierarchy that has too few roles.
2. A sharing model that is too public.
3. **A sharing model that is too private.**
4. Object permissions on profiles that are too restrictive.

29. What do recent items use?

1. Edit page layout
2. Detail page layout
3. **Sidebar**
4. Related list

30. Which of the following are setting options for the user interface? Choose three.

1. **Enable Hover Links for My Tasks list**
2. **Enable Tab Bar Organizer**
3. **Enable Enhanced Page Layout Editor**
4. Enable Enhanced Quick Create
5. Enable drag-and-drop scheduling on related lists

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

1. Create a new content library
2. **Share content with other users in Chatter**
3. Edit a member's library permissions
4. **Add tags when editing content details**

32. Which is a capability of the new Service Cloud console? Choose three.

1. **It provides data visibility by combining a list view and related records on one screen.**
2. **It allows agents to view key record information in the highlights panel.**
3. It preserves the context of calls using primary tabs and sub tabs.
4. **It allows access to data by opening each record in a new window.**
5. It allows agents to take notes in an interaction log while in a call.

33. What happens when you convert a Lead and an existing account and contact have the same name as the one specified on the lead?

1. The account and contact will automatically be overwritten.
2. A new account and contact will be created with different SalesForce ID.
3. **You can choose to update the existing account and contact.**
4. The records will automatically update.
5. The conversion will fail.

34. Which of the following best describes the Opportunity Stage History related list?

1. By default the list shows, ALL changes made on the opportunity record
2. **The list tracks Stage, Amount, expected Amount, Probability, and Close Date changes**
3. The list can be customized to show changes to specific fields on the opportunity
4. None of the above

35. A virtual storage that can be used to group on criteria such as skill requirements, product categories,

customer types or service levels is called a

1. **Case Queue**
2. User Queue
3. Solutions Queue
4. Knowledge Queue

36. What is a capability of Salesforce Knowledge? Choose 2 answers:

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

37. How many cases records can be imported via Import Wizard?

a.500

1. 5,000
2. 50,000
3. Any number over 50,000
4. **Case records cannot be imported via Import Wizard**

38. WHAT ARE FEATURES OF MOBILE LITE? Choose 3 answers.

1. **IT IS A FREE VERSION THAT DOES NOT REQUIRE A LICENSE**
2. MOBILE LITE IS SUPPORTED FOR PARTNER PORTAL USERS.
3. **A SYSTEM ADMINISTRATOR MUST ENABLE MOBILE LITE IN ORDER FOR USERS TO BE ABLE TO USE IT.**
4. **MOBILE LITE USERS CAN VIEW, CREATE, EDIT, AND DELETE ACCOUNTS, ASSETS, CONTACTS, LEADS, OPPORTUNITIES, EVENTS, TASKS, CASES, AND SOLUTIONS.**
5. ADMINISTRATORS MUST ASSIGN USERS TO A MOBILE CONFIGURATION BEFORE IT CAN BE USED BY A USER.

39. A USER WANTS TO DELETE SOME OLD CASES. WHAT CONSIDERATIONS MUST THE USER TAKE INTO ACCOUNT? Choose 2 answers.

1. **RELATED CASE COMMENTS ARE DELETED**
2. RELATED CONTACTS ARE DELETED
3. **RELATED ACTIVITIES ARE DELETED**
4. RELATED ACCOUNTS ARE DELETED

40. IF AN ADMINISTRATOR NEEDS TO DISPLAY THE TOTAL OF ALL CLOSED WON OPPORTUNITIES ON THE DETAIL PAGE OF AN ACCOUNT THEY CAN:

1. **CREATE A ROLL-UP SUMMARY FIELD TO DISPLAY THE TOTAL**
2. CREATE A LOOK-UP FIELD THAT CALCULATES THE SUM
3. CREATE A TEXT SUMMARY FIELD TO REFERENCE THE TOTAL
4. CREATE A SUMMARY

41. A SYSTEM ADMINISTRATOR WANTS TO SCHEDULE A WEEKLY DATA EXPORT. WHAT CAN THEY SELECT TO INCLUDE? Choose 4 answers.

1. **A SPECIFIC OBJECTS DATA**
2. THE FOLDER YOU WANT IT EXPORTED TO
3. **THE ORGANIZATION'S ATTACHMENTS**
4. **ALL OF THE DATA FOR THE ORGANIZATION**
5. **REPLACE THE CARRIAGE RETURNS WITH SPACES**
6. YOU CAN SPECIFY WHO THE EXPORT GETS SENT TO

42. AN ADMINISTRATOR CREATED TWO PICKLIST FIELDS: CANDY MANUFACTURER (HERSHEY, MARS) AND CANDY TYPE (SNICKERS, MILKY WAY, REECES PIECES, M&MS). IS IT POSSIBLE TO RELATE THE FIELDS TOGETHER SO THAT THE CANDY MANUFACTURER FIELD COULD IMPACT THE CHOICES LISTED IN THE CANDY TYPE FIELD?

1. YES, THE CANDY MANUFACTURER IS A DEPENDENT PICKLIST, AND THE CANDY TYPE IS A CONTROLLING PICKLIST
2. **YES, THE CANDY MANUFACTURER IS A CONTROLLING PICKLIST AND THE CANDY TYPE IS A DEPENDENT PICKLIST**
3. YES, THE CANDY MANUFACTURER IS A MASTER AND THE CANDY TYPE IS THE DETAIL
4. NO, BECAUSE THEY ARE BOTH CUSTOM FIELDS
5. NO, BECAUSE THEY ARE BOTH PICK FIELDS

43. ONCE SOLUTION CATEGORY BROWSING HAS BEEN ENABLED FOR AN ORG, A USER MUST HAVE WHAT PERMISSION TO ADD A CATEGORY?

1. CREATE ON SOLUTION
2. EDIT AND DELETE ON SOLUTION
3. EDIT ON SOLUTION
4. CREATE AND EDIT ON SOLUTION
5. **MANAGE CATEGORIES**

44. A SYSTEM ADMINISTRATOR NEEDS TO RESTRICT USERS ABILITY TO VIEW A DASHBOARD. HOW CAN THIS BE ACCOMPLISHED? Choose 2 answers.

1. RESTRICT THE ACCESS TO THE FOLDER THAT THE SOURCE REPORT IS LOCATED
2. CREATE A SHARING RULE TO RESTRICT THE ACCESS
3. **EDIT THE DASHBOARD PROPERTIES TO SAVE IT IN A FOLDER THAT IS ACCESSIBLE TO ONLY CERTAIN PEOPLE**
4. **RESTRICT THE ACCESS TO THE FOLDER THAT THE DASHBOARD IS LOCATED**

45. A SYSTEM ADMINISTRATOR IS PERFORMING MAINTENANCE ON THE SYSTEM AND IS INSERTING NEW RECORDS. HE ACCIDENTALLY PERFORMS AN UPLOAD WITH THE INCORRECT INFORMATION. WHAT OPTIONS DOES THE SYSTEM ADMINISTRATOR HAVE? Choose 2 answers.

1. **MASS DELETE WITH THE MASS DELETE WIZARD**
2. DELETE THE RECORDS WITH THE IMPORT WIZARD
3. **DELETE THE RECORDS WITH THE DATA LOADER**
4. DELETE THE RECORDS WITH THE MICROSOFT OUTLOOK PLUGIN

46. WHICH OF THE FOLLOWING IS NOT A VALID BUSINESS PROCESS IN SALESFORCE.COM?

1. SALES PROCESSES
2. **MARKETING PROCESS**
3. LEAD PROCESSES
4. SUPPORT PROCESSES
5. SOLUTION PROCESSES

47. A CUSTOM FIELD IS MADE READ ONLY FROM THE FIELD LEVEL SECURITY AND REQUIRED FROM PAGE LAYOUT. THE FIELD WILL BE

1. **READ ONLY FOR THE USER**
2. REQUIRED FOR THE USER
3. THROWS AN ERROR AND DON'T ALLOW TO MAKE READ ONLY FIELD MANDATORY FROM PAGE LAYOUT
4. USER IS GIVEN A CHOICE IN A POP UP WINDOW

48. HOW MANY CUSTOM SUMMARY FORMULA FIELDS ARE ALLOWED ON A SINGLE REPORT?

1. **5**
2. 10
3. 15
4. 20
5. NO LIMIT

49. WHICH OF THE FOLLOWING CANNOT BE USED AS A SOURCE REPORT FOR THE ANALYTICAL SNAP SHOT?

1. TABULAR REPORTS
2. SUMMARY REPORTS
3. **MATRIX REPORTS**
4. ALL CAN BE USED

50. AN OPPORTUNITY THAT REACHES THE THRESHOLD WITH 80% PROBABILITY WILL TRIGGER ADDITIONAL ALERTS IF THE PROBABILITY SUBSEQUENTLY GOES HIGHER TO 85%.

1. YES
2. **NO**
3. DEPENDS ON THE SETTINGS
4. BOTH A AND C

51. AUTO RESPONSE RULES WORK ON WHICH OBJECTS?

1. **LEADS AND CASES**
2. LEADS AND ACCOUNTS
3. ACCOUNTS AND OPPORTUNITY
4. ACCOUNTS AND CASES
5. ACCOUNTS AND LEADS

52. WHAT SHOULD BE THE ADVANCED FILTER CONDITIONS TO MEET THE REQUIREMENT "FIND CONTACTS OWNED BY POO THAT HAVE A TITLE OF CFO, FUNCTIONAL ROLE OF CFO, OR REPORTS TO THE CFO?"

1. TITLE EQUALS CFO
2. FUNCTIONAL ROLE EQUALS CFO
3. REPORTS TO EQUALS CFO
4. CONTACT OWNER CONTAINS POO
5. **(1 OR 2 OR 3) AND 4**
6. (4 AND (2 OR 3)) OR 1
7. (1 OR 2 OR (3 AND 4)
8. (1 AND (2 OR 3)) OR 4

53. SALESFORCE.COM ARCHIVES OLDER ACTIVITIES ACCORDING TO WHICH OF THE FOLLOWING CONDITIONS: Select all that apply

1. CLOSED EVENTS 180 DAYS OLD
2. **EVENTS WITH A DUE DATE GREATER THAN 365 DAYS OLD**
3. OPEN TASKS WITH A DUE DATE GREATER THAN 365 DAYS OLD
4. **CLOSED TASKS WITH A DUE DATE GREATER THAN 365 DAYS OLD**
5. **CLOSED TASKS WITHOUT A DUE DATE THAT WERE CREATED MORE THAN 365 DAYS AGO**

54. WHICH OF THE FOLLOWING RELATIONSHIPS ARE CORRECT?

1. LEADS, CONTACTS, AND OPPORTUNITIES CAN BE ASSOCIATED TO ONLY ONE CAMPAIGN
2. **LEADS, CONTACTS CAN BE ASSOCIATED TO SEVERAL CAMPAIGNS, OPPORTUNITIES CAN HAVE ONLY ONE PRIMARY CAMPAIGN**
3. LEADS, OPPORTUNITIES CAN BE ASSOCIATED TO SEVERAL CAMPAIGNS, CONTACTS CAN ONLY HAVE ONE CAMPAIGN
4. LEADS, OPPORTUNITIES CANNOT BE ASSOCIATED TO SEVERAL CAMPAIGNS, CONTACTS CAN ONLY HAVE ONE CAMPAIGN

55. HOW IS THE EXPECTED REVENUE CALCULATED FOR AN OPPORTUNITY?

1. AMOUNT MULTIPLIED BY THE TOTAL PRICE OF ALL OPPORTUNITY LINE ITEMS
2. THE SALES PRICE ON ANY LINE ITEM TIMES THE PROBABILITY OF THE OPPORTUNITY
3. **OPPORTUNITY AMOUNT MULTIPLIED BY THE PROBABILITY**
4. AMOUNT MULTIPLIED BY THE DISCOUNT PERCENT

56. 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.

57. WHAT IMPACT DOES AN AUTOMATED CASE USER HAVE?

1. THE AUTOMATED CASE USER WILL BE LISTED IN THE CASE HISTORY WHEN A CASE IS CREATED ONLINE, ESCALATED OR CLOSED BY ANOTHER USER.
2. **THE AUTOMATED CASE USER WILL BE LISTED IN THE CASE HISTORY WHEN A CASE IS CREATED ONLINE, ASSIGNED USING THE ASSIGNMENT RULES AND WHEN A CASE IS ESCALATED**
3. THE AUTOMATED CASE USER WILL NEVER BE LISTED IN THE CASE HISTORY.
4. THE AUTOMATED CASE USER WILL BE LISTED IN THE CASE HISTORY WHEN A CASE IS ASSIGNED USING THE ASSIGNMENT RULES, A WORKFLOW RULE IS TRIGGERED ON THE CASE, OR ESCALATED.

58. WHICH IS A CAPABILITY OF EMAIL-TO-CASE? Choose 3 answers.

1. **ASSIGNMENT RULES, ESCALATION RULES, WORKFLOW RULES, AND AUTO-RESPONSE RULES ARE TRIGGERED WHEN A CASE IS CREATED VIA EMAIL-TO-CASE**
2. **ALL CUSTOMER EMAIL REPLIES, INCLUDING ATTACHMENTS, RELATED TO A CASE ARE AUTOMATICALLY ASSOCIATED WITH THE CASE**.
3. ADMINISTRATORS CAN CONFIGURE SETTINGS SO THAT CONTENTS OF AN EMAIL CAN BE MAPPED TO CUSTOM CASE FIELDS.
4. **CASE REPORTS MEASURE BOTH INBOUND AND OUTBOUND EMAILS TO DETERMINE THE TOTAL NUMBER OF EMAILS EXCHANGED BEFORE AN ISSUE IS RESOLVED.**
5. A CLOSED CASE CAN BE REOPENED BY INCLUDING THE TEXT REOPEN IN THE SUBJECT LINE OF AN EMAIL RELATED TO A CASE.

59. A System Administrator is at the New User page. He is trying to assign this would-be new User Account a Read Only profile however; this profile does not appear as an option in the Profile picklist. How will you explain this scenario? Choose 2 answers.

1. **The Salesforce Org has no more available Salesforce license.**
2. He has to create the Read Only profile first before he is able to see it in the Profile Picklist and assign Users to it.
3. The Read Only profile is disabled in his Salesforce Org.
4. **The User License picklist has a Salesforce Platform value**.

60. Choose the correct Statements about Campaign Hierarchies: Choose 2 answers.

1. Each Campaign can only have one Parent Campaign and one Child Campaign.
2. Each Campaign can only have one Parent Campaign and one Sibling Campaign.
3. Each Campaign can have unlimited Parent Campaign and one Child Campaign.
4. **Each Campaign can only have one Parent Campaign and unlimited Child Campaign.**
5. **Each Campaign can have an unlimited number of Siblings and Child Campaigns.**