Adm 201 Salesforce (SFDC) certification for Winter 15

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Some answers may not be right but all questions are relevant.

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

A. Summary formula

B. Grand totals

C. Summarized totals(Missed)

D. Data fields

E. Grouped by field names

B,C,D

2. Which circumstance will prevent a system admin from deleting a custom field?

- the field is used in a page layout

- the field is used in a workflow field update

- the field is part of a field dependency

- the field is used in a report

B the field is used in a workflow field update

3.Sales management at universal container needs to display the information listed below in 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. Roll-up summary fields

b. Calculated columns in the related list

c. Cross object formula fields

d. Workflow rules with field updates

a. Roll-up summary fields

4. 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

B,D

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

- cases not assigned to a contact

- notes not assigned to a record

- emails not assigned to a record

- contacts not assigned to an account

Ans:- emails not assigned to a record,Contacts not assigned to an account

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

C. Sharing rules open up access to records

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

7. The admin 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?

- lookup filter

- formula

- hierarchical relationship

- lookup relationship

Ans. lookup relationship

8. Which feature allows a user to group campaigns within a specific marketing program or initiative?

- campaign hierarchy

- campaign lists

- campaign members

- campaign influence

Ans - campaign hierarchy

9. Universal container 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 a system administrator meet this requirement?

Choose 2 answers

a. Add the account related list to the survey page layout.

b. Create a lookup relationship field on the account object

c. Create a lookup relationship field on the survey object

d. Add the survey related list to the account page layout

c. Create a lookup relationship field on the survey object

d. Add the survey related list to the account page layout

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

- when records are deleted by a user

- when records are imported

- when records are edited by a user

- when records are submitted using web-to-lead

- when records are updated by a workflow rule

Ans. when records are imported, when records are edited by users, when records are updated by a workflow rule

11 What is affected by changing the default locale for an Organization?

A. Date fields

B. Currency

C. Time zone

D. Language

A. Date fields

The default country or geographic region that is selected for new users in the organization. This setting determines the format of dates, times, and names in Salesforce.

12.Where can conditional highlighting be used?

Choose 2 answers:

A. Matrix reports

B. Summary reports

C. Enhanced List views

D. tabular reports

A. Matrix reports

B. Summary reports

To enable conditional highlighting, your report must contain at least one summary

field or custom summary formula.

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

a. Map custom lead field to the standard lead field

b. Use the data loader to move the custom lead data.

c. Map custom lead field to custom contact fields

d. Use the lead conversion wizard to select the fields

c. Map custom lead field to custom contact fields

14. Criteria-based sharing rules can be created for which objects?

Choose 3 answers:

A.Leads

B. Campaigns

C. Contacts

D. Opportunities

E. Accounts

Ans:

C. Contacts

D. Opportunities

E. Accounts

You can create criteria-based sharing rules for accounts, opportunities, cases, contacts, and custom objects.

15. 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 components resize based on the device users to view the dashboard

C. The dashboard refreshes automatically whenever the underlying data changes

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

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

16. Which feature license can be assigned to a user record in salesforce?

Choose 2 answers

a. Opportunity user

b. Console user

c. Service cloud user

d. Knowledge user

c. Service cloud user

d. Knowledge user

17.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

C. Forecast category

D. Probability

18.How can a system admin add users to a Salesforce organization using chatter free? Choose 2 answers.

A- assign chatter-free licenses to users outside the specified user domains

B- assign chatter-free licenses to existing user Salesforce users

C- create users in the organization and assign them a chatter-free license

D- enable invites to allow users to invite others within specified email domains

C-create users in the organization and assign them chatter-free licenses,

D-enable invites to allow users to invite others within specified email domains

19. How can a system administrator grant users access to dashboards?

Choose 2 answers

a. Designate running users

b. Create and share data categories

c. Share folders with public groups

d. Share folders with roles

c. Share folders with public groups

d. Share folders with roles

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

D. The custom summary formulas displayed in a resulting report

A. The objects that are available when building a report

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

21. Universal containers currently assign its user from the facilities and IT teams to the same profile. Universal container 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. Configure field level security on the new object for the facilities team.

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

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

d. Modify the standard profile currently shared by both teams

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

22a Which statement is true regarding the Answer community?

Choose 2 answers

a. Answers can be displayed externally on a customer or partner portal.

b. Data categories control access to articles and questions

c. Unanswered questions are automatically escalated to new cases

d. Community experts must be internal salesforce users.

a. Answers can be displayed externally on a customer or partner portal.

b. Data categories control access to articles and questions

or

22b Which statement is true regarding the Answer community?

Choose 2 answers

a. Answers can be displayed externally on a customer or partner portal.

b. Data categories control access to articles and questions

c. Unanswered questions are automatically escalated to new cases

d. Community experts must be internal salesforce users.

a. Answers can be displayed externally on a customer or partner portal.

c. Unanswered questions are automatically escalated to new cases

23. A time-dependent action is placed in the workflow queue when the record is created.

When will the action be removed from the queue?

Choose 2 answers

a. When the record no longer matches the rule criteria

b. When a validation rule triggered for the record

c. When another record triggers the same workflow rule

d. When the action is deleted from workflow queue.

a. When the record no longer matches the rule criteria

d. When the action is deleted from workflow queue.

24. 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

B. Create a list view for opportunities and update using inline editing

D. Export opportunities and update using the data loader

Wizard can't import opportunities

25. The sales team at universal container 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?

Choose 2 answers

a. Add customers to private chatter groups

b. Use chatter files to share presentations

c. Add customers to libraries

d. Create opportunity teams for customers

a. Add customers to private chatter groups

b. Use chatter files to share presentations

26. 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. Use the campaign influence related list on the opportunity

c. Use the campaign hierarchy related list on the opportunity

d. Select the primary campaign source for the opportunity

b. Use the campaign influence related list on the opportunity

d. Select the primary campaign source for the opportunity

27. Universal container requires that the organization-wide default for opportunities be set to public read/write. However sales users are complaining that opportunity reports return too many results, making it difficult to find their team’s opportunities in the report results.

How can the system administrator address this problem?

a. Update the sharing rule to limit user access to certain opportunities.

b. Move the opportunity reports into a folder with restricted access

c. Use the show filter to filter report results and reduce records returned.

d. Move the opportunity reports into each user’s personnel report folder.

c. Use the show filter to filter report results and reduce records returned.

28. 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

B. Select the Marketing User checkbox on the user record

29.5. What is a method for adding content to Salesforce CRM Content?

Choose 2 answers

a. Attachments

b. Chatter files

c. Libraries

d. Documents

b. Chatter files

c. Libraries

30a. Which dashboard component can display data from the summary rows of reports?

a. Gauge

b. Table

c. Chart

d. Metric

table

Metric

30b Which dashboard component can display data from the summary rows of reports?

- gauge

- table

- chart

- metric

table, chart

31.A user at Universal container 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 login with the wrong password

b. The user is attempting to login outside of the profile IP login range

c. The user is attempting to login outside of the profile login hours

d. The user is attempting to login with the wrong username

d. The user is attempting to login with the wrong username

32.Universal container uses web-to-case to convert support requests submitted 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 word “forgot” and “password”.

What does the administrator need to configure to meet this requirement?

a. Support Settings

b. Auto-response rule

c. Validation rule

d. Email-to-case

b. Auto-response rule

33.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 the workflow rule on opportunity object

b. Create an escalation rules based on the opportunity amount

c. Create an auto-response rule based on the opportunity amount

d. Create a validation rule that evaluates the account rating

a. Create the workflow rule on opportunity object

34.What is the purpose of the AppExchange?

Choose 2 answers

a. Customers can share and install apps published by salesforce partners

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

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

d. Administrator can download and customize pre-built dashboards and reports

a. Customers can share and install apps published by salesforce partners

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

Answer by me:- a,d

35.Which statement is true regarding an approval process?

Choose 2 answers

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

b. A delegated approver can reassign approval requests

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

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

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

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

36. 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. Assign the record type to the appropriate profiles

d. Add the record type to the required user records

c. Assign the record type to the appropriate profiles

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

a. Text area

b. Input area

c. Text area(rich)

d. Text and image area

c. Text area(rich)

38a.What should a system administrator consider when setting up Mobile Lite?

Choose 2 answers:

A. Mobile Lite configurations can be created for each user profile

B. Mobile Lite must be enabled before users can install it

C. Mobile Lite provides access to standard objects and dashboards

D. Mobile Lite users must have a mobile license assigned to them

B. Mobile Lite must be enabled before users can install it

C. Mobile Lite provides access to standard objects and dashboards

38b. What should a system administrator consider when setting up mobile Lite?

Choose 2 answers

a. It must be enabled for the entire organization

b. It allows access to most custom objects in the organization

c. Only recently viewed records are synchronized

d. It allows access to all standard objects in the organization.

a. It must be enabled for the entire organization

d. It allows access to all standard objects in the organization.

(by AKG) c.Only recently viewed records are synchronized

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

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

b. Price Books that contain assets cannot contain products.

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

d. The Standard and list price for a product can be listed in multiple currencies.

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

d. The Standard and list price for a product can be listed in multiple currencies.

40. What can be done with a workflow field update action?

Choose 2 answers

a. Change the record type of a record

b. Update the value of a formula field

c. Update the value of a field on a child object

d. Apply a specific value to a field

a. Change the record type of a record

d. Apply a specific value to a field

41. Universal container 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. Page layouts

b. Multi-select picklists

c. Record types

d. Roles

c. Record types

42. What permission is set in a user profile?

Choose 3 answers

a. Object permissions

b. Active

c. Run reports

d. Mass email

e. Marketing user

a. Object permissions

c. Run reports

d. Mass email

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

a. Read-only

b. Default off

c. Tab hidden

d. Default on

c. Tab hidden

44. What should an administrator consider when setting up case feed?

a. Chatter feed tracking must be enabled for the case object.

b. Case feed requires the service cloud user feature license.

c. The use case feed permission is automatically active for all profiles

d. Case feed replaces the standard case detail page by default.

a. Chatter feed tracking must be enabled for the case object.

45. Where can multilingual solution search feature be enabled?

Choose 2 answers

a. Solution tab search

b. Salesforce content

c. Self-service portal

d. Public knowledge base

c. Self-service portal

d. Public knowledge base

46. Universal container wants to automatically backup all Salesforce data on a monthly basis. which tool can a system administrator use to meet this requirement?

a. Data export service

b. Analytic snapshot

c. Import wizard

d. Scheduled report

a. Data export service

47. 21. Universal container set the organization-wide-setting 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 a criteria based sharing rule

b. Create an ownership based sharing rule

c. Create a case assignment rule

d. Create a case escalation rule

b. Create an ownership based sharing rule

(AKG) a. Create a criteria based sharing rule

48. Universal container needs to synchronize data between salesforce and an external financial system.

How can a system administrator accomplish this?

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

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

c. Use the data loader to upsert salesforce records into the financial system

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

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

49. The cloud scheduler has which capability? Choose 2 answers:

A. Salesforce can automatically propose multiple meeting times based on Salesforce user calendars(Missed)

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

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

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

A,C

50. Which statement about chatter posts and comments are true?

Choose 2 answers

a. Update to the chatter feed on a record are only visible to users with access to the record

b. Posts made to a user’s profile are visible to all users in the organization.

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

d. Posts to a user’s profile can be made private by clicking the icon.

a. Update to the chatter feed on a record are only visible to users with access to the record

b. Posts made to a user’s profile are visible to all users in the organization. {Need to check}

51. The marketing team at Universal Containers use 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

A. Specify a default lead owner

Your administrator can create a lead assignment rule to determine how web leads will be automatically assigned to different users or queues. In addition, your administrator must customize the Lead Settings to specify a Default Lead Owner to whom all web leads will be assigned if the assignment rule fails to locate an owner. If you do not use assignment rules, all web leads will be assigned to the Default Lead Creator (specified in the Web-to-Lead setup).

52. 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

A. The values that appear in the dependent field

53.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 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 after the computer is activated.

c. The user will be able to log in without activating the computer

d. The user will be able to log in after answering a security question.

{AKG} a. The user will not be able to log in at all

https://help.salesforce.com/htviewhelpdoc?err=1&id=users\_profiles\_epui\_login\_ip\_ranges.htm&siteLang=en\_US

54. What can be transferred form one user to another user during a mass transfer of account records?

Choose 3 answers:

A. Open activities

B. Closed activities

C. Open cases

D. Related custom object records

E. Closed cases

A. Open activities

C. Open cases

E. Closed cases

55.Which Setting can a system administrator enable in the user interface? Pick 2

a. Customisable recent tags

b. Chatter messenger for specific users

c. Printable list views

d. Related list hover links

c. Printable list views

d. Related list hover links

56. What can an administrator configure for users on the search result page?

Choose 3 answers

a. Columns displayed for each object

b. Filter by which users can narrow down results

c. Number of records displayed for each object

d. Fields being searched on for each object

e. Objects included in the search

a. Columns displayed for each object

c. Number of records displayed for each object

d. Fields being searched on for each object

57. Universal container 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. Define a role hierarchy where the US sales director rolls up to the CEO.

b. Define a role hierarchy where the US sales representatives roll up to the sales director.

c. Give the US sales director read/write/edit/delete object permission on the profile.

d. 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 sales director.

58. What is the capability of service cloud (Customer) portal?

Choose 2 answers

a. Customers can log, view, edit and close their own cases.

b. The portal can be customized with corporate branding

c. Customers can view and edit contacts related to their own accounts

d. The portal and its users can be created without additional licensing

a. Customers can log, view, edit and close their own cases.

d. The portal and its users can be created without additional licensing

60. A universal container has two business groups, products and services. Both groups will be using 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 sales processes

b. Create two permission sets

c. Create two record types

d. Create two page layouts

c. Create two record types

d. Create two page layouts

=========================================================Second SET====================================================

1. What can a marketing user do using the Manage Members button on a campaign record?

Choose 2 answers:

A. Create a custom report including all campaign members

B. Import new leads and associate them with the campaigns

C. Associate existing opportunities with the campaign

D. Associate existing contacts with the campaign

B. Import new leads and associate them with the campaigns

D. Associate existing contacts with the campaign

You can add new members to a campaign:

Individually from the Campaign History related list on a contact, lead, or person account detail page

By searching for contacts and leads from the Manage Members page

From a campaign, contact, person account, or lead report

From a list view of existing contacts or leads

From a CSV import file of new leads

From a CSV import file of existing members

2. Universal container has a private sharing model in which region sales manager are only allow to view opportunities in their own regions. For reporting purposes, they additionally needs read-only access to opportunities in other regions.

What permission can a system administrator enable to meet this requirement in the regional sales managers’ customer profile?

a. “visible” for the sales app

b. “view all” for opportunities

c. “view all data”

d. “Read” for opportunities

b. “view all” for opportunities

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

- view/create/edit/delete accounts, contacts, and opportunities

- view campaign and manage campaign members

- view/create/edit/delete custom objects

- search for records that were not previously downloaded to a mobile device

- view/create/edit/delete accounts, contacts, and opportunities

- search for records that were not previously downloaded to a mobile device

4. Which component can be included in a custom home page layout?

Choose 3:

A. Analytic Snapshots

B. Dashboard components

C. Pending approvals list

D. Trending Chatter topics

E. Messages and alerts

B. Dashboard components

C. Pending approvals list

E. Messages and alerts

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

a. Custom link

b. Child field

c. Lookup field

d. Related list

d. Related list

6. A system admin at UC created a new account record type. However, Sales users are unable to select the record type when creating new account records. What is a possible reason for this? Choose 2 answers.

a. The record type has not been activated.

b. The record type has not been added to the sales user profile.

c. The record type has not been set as the default record type.

d. The record type does not have an assigned page layout.

a. The record type has not been activated.

b. The record type has not been added to the sales user profile.

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

ANS:- Set the field to hidden using file-level-security

8. hat should an admin consider with configuring workflow rules? Choose 2 answers.

- rules can be evaluated when records are created or edited

- rule actions can take place immediately or on a specific date

- rules must be deactivated before using an import wizard

- all existing records are evaluated when a new rule is activated

rules can be evaluated when records are created or edited

rule actions can take place immediately or on a specific date

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

- import process ignores the data validation criteria

- import process requires user authorization to import the invalid records

- import process aborts when it encounters the first invalid record

- import process fails only for the records with invalid data

import process fails only for the records with invalid data

10. How can a system admin add users to a Salesforce organization using chatter free? Choose 2 answers.

A- assign chatter-free licenses to users outside the specified user domains

B- assign chatter-free licenses to existing user Salesforce users

C- create users in the organization and assign them a chatter-free license

D- enable invites to allow users to invite others within specified email domains

C-create users in the organization and assign them chatter-free licenses,

D-enable invites to allow users to invite others within specified email domains

11.What is an option when customizing a report? Choose 3 answers

a. Add a grouping

b. Add a filter

c. Add a gauge component

d. Schedule a refresh time

e. Summarize Fields

a. Add a grouping

b. Add a filter

e. Summarize Fields

12. Which statement about chatter posts and comments are true?

Choose 2 answers

a. Update to the chatter feed on a record are only visible to users with access to the record

b. Posts made to a user’s profile are visible to all users in the organization.

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

d. Posts to a user’s profile can be made private by clicking the icon.

a. Update to the chatter feed on a record are only visible to users with access to the record

b. Posts made to a user’s profile are visible to all users in the organization. {Need to check}

13. A user is having trouble logging into Salesforce. The user's login history shows that this person has attempted to log in multiple times and has been locked out of the organization. How can the system admin help the user log into Salesforce? Choose 2 answers.

- click "Reset Password" on the user's record detail page

- send an email to user containing the user's password

- click unlock on the user's record detail page

- log in as the user and enter a new password

click "Reset Password" on the user's record detail page

click "Unlock" on the user's record detail page

14. Universal Container 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 admin meet this request?

- enable chatter feed tracking on opportunities

- add sales engineers to opportunity teams

- add chatter groups to opportunities

- add sales engineers to accounts teams

==add sales engineers to opportunity teams

15. The support group at universal container 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. Page layouts

b. Permission sets

c. Record types

d. Support processes

e. Field-level-security

a. Page layouts

c. Record types

d. Support processes

16. How can Knowledge articles be used? Choose 2 answers.

- to display Salesforce Answers

- to resolve customer cases

- to display for customer self-service

- to display Salesforce Solutions

{AKG answer }to resolve customer cases, to display for customer self-service

17. The marketing team at UC 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 a system admin automate this process?

- create an email template for each language and an assignment rule to send the appropriate template

- create a single email template and use the translation workbench to translate and send the appropriate template

- create an email template for each language and an auto-response rule to send the appropriate template

- create an email template for each language and a workflow alert to send the appropriate template

==create a single email template and use the translation workbench to translate and send the appropriate template

18. A system administrator at Universal container needs to prevent sales representatives from editing fields on an opportunity once the opportunity has been moved to closed stage.

Which data validation tool can be used to accomplish this?

Choose 2 answers

a. Record types and read-only page layouts

b. Formula fields

c. Data validation rules

d. Workflow approvals

a. Record types and read-only page layouts

c. Data validation rules

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

a. Active currency

b. Record currency

c. Corporate currency

d. Personnel currency

c. Corporate currency

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

a. Standard lead fields are automatically converted into account, contact and opportunity fields

b. Custom Lead fields can be mapped to custom object fields.

c. Custom Lead fields can be mapped to account, contact and opportunity fields

d. Roll-up Summary Lead Fields can be mapped to custom contact fields.

a. Standard lead fields are automatically converted into account, contact and opportunity fields

c. Custom Lead fields can be mapped to account, contact and opportunity fields

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

- account analytic snapshot

- account report export

- data loader

- data export service

==data export service

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

- the user will be able to continue working but will be unable to start any new sessions

- the user will be able to continue working and start new sessions

- the user will be logged out and unsaved work in process will be saved

- the user will be logged out and any unsaved work in process will be lost

== the user will be able to continue working but will be unable to start any new sessions

23. 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 components resize based on the device users to view the dashboard

C. The dashboard refreshes automatically whenever the underlying data changes

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

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

24. What can be modified on standard object fields?

Choose 3 answers

a. Picklist values

b. Field type

c. Default text

d. Label

e. Help text

a. Picklist values

d. Label

e. Help text

25. What is the purpose of the AppExchange?

Choose 2 answers

a. Customers can share and install apps published by salesforce partners

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

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

d. Administrator can download and customize pre-built dashboards and reports

Answer by me:- a,d

26. What is the purpose of the Service Cloud (Customer) Portal? Choose 2 answers.

- to allow partners to access contact records for case collaboration

- to provide Web Self Service by exposing Knowledge articles

- to share support reports and dashboards with high profile accounts

- to allow customers to log in and check the status of cases online

== to provide Web Self Service by exposing Knowledge articles, to allow customers to log in and check the status of cases online

27. Criteria-based sharing rules can be created for which objects?

Choose 3 answers:

A.Leads

B. Campaigns

C. Contacts

D. Opportunities

E. Accounts

C. Contacts

D. Opportunities

E. Accounts

You can create criteria-based sharing rules for accounts, opportunities, cases, contacts, and custom objects.

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

- queues

- roles and subordinates

- public groups

- profiles

==roles and subordinates, public groups

29.Universal Container wants to ensure that users complete the standard industry field when creating a new account record. To address the concern, the admin set the Industry field as required. However, some users are still able to create a new account record without completing the Industry field. What should an admin do to troubleshoot the issue? Choose 2 answers.

- verify the users have the "Modify All Data" permissions for the account on their profiles

- verify the field-level security for the Industry field is not set to "Read Only" on the user profiles

- verify the users have Edit permission for accounts on their profiles

- verify the Industry field is set as required on all the account page layouts assigned to the users

===verify the Industry field is set as required on all the account page layouts assigned to the users, verify the field-level security for the Industry field is not set to "Read Only" on the user profiles

30. 9. Universal container 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 a system administrator meet this requirement?

Choose 2 answers

a. Add the account related list to the survey page layout.

b. Create a lookup relationship field on the account object

c. Create a lookup relationship field on the survey object

d. Add the survey related list to the account page layout

c. Create a lookup relationship field on the survey object

d. Add the survey related list to the account page layout

31. Sales reps at UC should not be able to create leads, delete their own accounts, or send mass emails. How can an admin meet these requirements?

- change the OWD default settings

- modify a standard profile

- create a custom profile

- create a sharing rule

==create a custom profile

32. 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 custom fields

c. Create a support processes

d. Create a page layout

b. Create custom fields

c. Create a support processes

{AKG ANS} b. Create custom fields, d. Create a page layout

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 status change?

Choose 2 answers

A. Sales quota

B. Amount rating

C. Forecast category

D. Probability

C. Forecast category

D. Probability

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

- define refresh times for specific dashboard components

- send a refresh notification to users with access to the dashboard

- view and remove scheduled dashboard refresh

- schedule the dashboard to refresh in different time zones

==send a refresh notification to user with access to the dashboard, define refresh times for specific dashboard components

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

- stacked bar chart

- grouped line chart

- funnel chart

- donut chart

funnel chart, donut chart

oue ans {- stacked bar chart - grouped line chart}

36. The recruiting team at universal containers wants to be more proactive about renewing 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. Auto-response rule

b. Assignment rule

c. Workflow rule

d. Escalation rule

c. Workflow rule

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

- locale settings

- feature license assignment

- field-level security

- record type assignment

- assigned apps

==field-level security, record type assignment, assigned apps

38. Which relationship can be selected in a custom report type where Accounts is the primary object and contacts is the related object?

a. Each account must not have related contacts

b. Each contact must have a related account

c. Each account may or may not have related contacts

d. Each contact may or may not have related account

c. Each account may or may not have related contacts

39.Where can multilingual solution search feature be enabled?

Choose 2 answers

a. Solution tab search

b. Salesforce content

c. Self-service portal

d. Public knowledge base

c. Self-service portal

d. Public knowledge base

40. UC 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 admin use this meet this requirement?

a. Roll Up Summary Field.

b. Workflow Field Update.

c. Lookup Field

d. Cross Object Formula Field.

d. Cross Object Formula Field.

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

C. Field values should be archived before a field is deleted.(Missed)

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

E. Field used in workflow and assignment rules cannot be deleted

B,C,E

42. What can be transferred form one user to another user during a mass transfer of account records?

Choose 3 answers:

A. Open activities

B. Closed activities

C. Open cases

D. Related custom object records

E. Closed cases

A. Open activities

C. Open cases

E. Closed cases

43. Which level of access can be set when sharing a document folder with users? Choose 2 answers

a. Read/Write/Create/Delete

b. Read/Write

c. Read/Write/Create/Read-Only

d. Read-Only

b. Read/Write

d. Read-Only

44. Universal containers set the organization-wide default setting for opportunities to private/

Which record will an opportunity pipeline report return?

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

b. Opportunities for the entire sales organization regardless of the user running the report

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

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

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

45. 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 admin meet this requirement?

- add sales operations users to the default account teams for all sales reps

- define a role hierarchy where the sales operations role is above the sales reps role

- create sharing rules that give sales operations access to records owned by sales reps

- manually share all records owned by sales reps with sales operations

==define a role hierarchy where the sales operations role is above the sales reps role

46. UC needs to use cases to manage both customer support issue and internal change requests. Which functionality should a system admin use to meet this requirement? Choose 3 answers

a. Support Process

b. Page Layouts

c. Record Types

d. Validation Rules

e. Delegated Administration

a. Support Process

b. Page Layouts

c. Record Types

47.An opportunity record created with a close date of July 30, meets the criteria of 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 will execute on July 30

b. The time dependent action is put on hold.

c. The Time dependent action will execute on July 23

d. The time dependent action is automatically removed from the queue.

d. The time dependent action is automatically removed from the queue.

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

- case team

- queue

- contact

- user

===queue, user

49. 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. Add tags when editing content details

C. Share content with other users in Chatter(Missed)

D. Edit a member's library permissions

B,C

50.The cloud scheduler has which capability? Choose 2 answers:

A. Salesforce can automatically propose multiple meeting times based on Salesforce user calendars(Missed)

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

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

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

A,C

51. What does a page layout allow an admin to control?

- the fields users see on detail and edit pages

- the fields users see in reports and list views

- the record types available to each role and profile

- the business process and related picklist values displayed

===the fields users see on detail and edit pages

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

- Case

- Contact

- Lead

- Opportunity

- Campaign

case, contact, opportunity

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

- inline editing

- enhanced lists

- enhanced profile list views

- enhanced page layout editor

== inline editing, enhanced lists

54. A marketing user has received a file of leads to0o import into salesforce. What tool can be used to avoid duplicate lead records?

a. Import Wizard

b. Merge Leads Function

c. Data Loader

d. Validation Rules

a. Import Wizard

55.Which statement about Community experts is true? Choose 2 answers:

A. Community experts can manage Salesforce Ideas categories

B. Community experts are designated by an icon

C. Community experts can be designated for Salesforce Ideas

D. Community experts can delete inappropriate community content

B,C

Explanation

A community expert is a member of the community who speaks credibly and authoritatively on behalf of your organization. When a community expert posts a comment or idea, a unique icon (Community Expert Icon) displays next to his or her name so other community members can easily identify credible information within the community. The Salesforce administrator can designate as many community experts as necessary.

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

- grant the user "Read" profile permissions for the Campaign object

- select the Marketing User check box in the user record

- select the "Manage Campaign" profile permissions

- add the "New" button to the page layout using the page layout editor

==select the Marketing User checkbox in the user record

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

- every time a record is saved

- every time a user views a record

- every time a record is updated

- every time data is synced with the server

==every time data is synced with the server

58. Which option is available when using process Visualizer? Choose 2 answers.

- share annotated approval process diagrams

- add approval steps from the process Visualizer

- edit the criteria used to trigger the approval process

- view approval process as a flow chart

== share annotated approval process diagrams, view approval process as a flow chart

59. Universal container 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 representatives do to ensure the marketing team can access the opportunity?

- manually share the record with the public group

- add the public group to the opportunity team

- change the opportunity owner to the public group

===manually share the record with the public group

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

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

b. Price Books that contain assets cannot contain products.

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

d. The Standard and list price for a product can be listed in multiple currencies.

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

d. The Standard and list price for a product can be listed in multiple currencies.

----------------- also refer --------

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