**Get Started for SFDC 401**

1) For a Contact object, All users should be able to see all the fields except User Y who should net be able to see Mobile No. Field. This functionality will be achieved by?  
A. Organization Wide Default  
B. Profile   
**C. Field Level Security**  
D. Page Layout   
E. Roles  
  
2) Which of the following represents controller in Model - View - Controller Model?  
A. Tabs  
B. Page Layouts  
C. Custom Fields  
D. Visual Force Pages   
**E. Apex Classes**  
  
3) Which of the following is not the Return Type for Formula Fields?  
A. Currency  
**B. Radio Button**  
C. Text  
D. Percent   
  
4) Which of the following can not be a Dependent Picklist?  
**A. Checkbox**  
B. Multi-select Picklist  
C. Custom Picklist  
D. None of the Above   
  
5) Can Data Loader be run through the Command Line?  
**A. Yes**  
B. No   
  
6) Which of the following can not be done via Workflow?  
A. Create a Task   
**B. Create an Event**  
C. Create an Email Alert   
D. Create an Outbound Message   
  
7) Which of the following is not a correct statement?  
A. Tags can be enabled by enabling Tags permission for the Organization   
**B. Tags can be enabled by enabling Tags permission for the Profiles**  
C. Tags can be added on the Records   
D. Tags can be accessed from the Sidebar component   
  
8) Encrypted fields are editable regardless of whether the user has the “View Encrypted Data” permission.  
**A. True**  
B. False  
  
9) Which of the following can not be translated via Translation Workbench?  
A. Custom Report Type  
B. Standard Field Help  
C. Validation Error Message  
**D. Report Name**  
  
10) Roll Up Summary fields work in which kind of relationship?  
A. Many to Many Relationship   
B. One to One Relationship   
**C. Master - Detail Relationship**  
D. Lookup Relationship  
  
11) which of these is NOT a Standard SalesForce.com Profile?  
A. Marketing User   
**B. Sales User**  
C. Contract Manager   
D. Solution Manager   
  
12) Will data be lost in a Custom Field if Data Type is changed to Number from any other Data Type?  
**A) Yes**  
B) No  
  
13) On Lead Conversion a Lead Object Custom field can not be mapped to Which Object custom field?  
A) Account  
B) Contacts  
**C) Case**  
D) Opportunity  
  
14) Dashboards can be created by using Standard Reports as Source Reports?  
A) True  
**B) False**  
  
15) Which tool should be used to Import more then 65000 records in Salesforce.com?  
A) SFDC Import Wizard  
**B) Data Loader**  
  
16) Which of the following is NOT a Standard Salesforce.com Functionality?  
**A) Email to Lead**  
B) Email to Case  
C) Web to Lead  
D) Web to case  
  
17) Which of the following is Not a Mandatory Field while creating a User Record?  
A) Profile  
**B) Role**   
C) Alias  
D) Community Nickname  
  
18) A user successfully login’s at 3:00 PM, What happens at 3:31 PM, if the Login hours for the user’s Profile are set from 7:30 AM to 3:30 PM?  
A) User is automatically Logged Out  
B) User keeps working continuously without any issues  
C) User is asked in a Popup window if he would like to extend his session  
**D) User is logged out once he tries to do any DML (Data Manipulation) Operation i.e. Save, Edit etc.**  
  
19) What is the Impact on a User of the Organization level Locale Changes?  
A) The default Locale of the user is also set to the new Organization Level locale  
B) The User is asked for a Choice; if he would like to choose New Organization Locale or his own Locale  
**C) No Impact on the User as he keeps using his own default Locale**  
D) From a new session, user will see everything in the New Organization Locale  
  
20) API’s are not available for use in which Salesforce.com edition?  
A) Developer Edition  
**B) Professional edition**  
C) Enterprise Edition  
D) Unlimited edition  
  
21) Which type of reports cannot be used as a source reports for Dashboards charts?  
**A. Tabular Reports**  
B. Summary Reports  
C. Matrix Reports   
D. All 3 can be used   
  
22) For how many days deleted records are kept in the Recycle Bin?  
A. 15 Days  
**B. 30 Days**  
C. 45 Days  
D. 60 Days  
  
23) Is it possible to restrict the creation of Opportunity on Lead Conversion?  
**A. Yes**  
B. No  
  
24) Which of the following determines the Base level Access in salesforce.com?  
A. Roles   
B. Profiles  
C. Sharing Rules  
**D. OWD Setting (Organization Wide Default)**  
  
25) Which of the following is the most advisable way of Importing LEADS in salesforce.com on a schedulable manner?  
A. Import Wizard  
**B. Data Loader**  
C. Web to Lead  
D. Lead Conversion  
  
26) SLA's (Service Level Agreement) are part of which standard SFDC object?  
A. Case  
B. Asset  
**C. Entitlement**  
D. Call Center  
**Note : Entitlements help you determine if your customers are eligible for customer support so you can create cases for them. A customer may be eligible for support based on a particular asset, account, or service contract.**  
  
  
27) Which type of Dashboard Component will be used when the requirement is “Show list of top 10 open opportunities amount wise”?  
A. Graph   
B. Gauge   
C. Metric  
**D. Table**  
  
28) Which type of Dashboard Component will be used when you have one key value to display?  
A. Graph   
B. Gauge   
**C. Metric** (Note : It’s due to matrix is nothing but the combination of x and Y co - Ordinates)  
D. Table  
  
29) Case Assignment rules are based on the elapsed time  
A. True   
**B. False**  
  
30) Which is the most cost effective way of managing the support center in Salesforce.com?  
A) CTI   
B) Chat  
C) Email to Case  
**D) Self Service Portal**  
  
31) How can you create Many to Many relationship in salesforce.com?  
A. Create a direct Many to Many relationship  
**B. Use a junction Object**  
C. Use a piece of code to relate both objects   
D. Not Possible to create Many to Many relationship in salesforce.com   
  
32) Can Dashboard Components be retrieved from Recycle Bin on deletion?  
**A. Yes**  
B. No   
  
33) How many external Id’s are allowed on an object?  
A. 1   
B. 2   
**C. 3**  
D. 4   
  
34) What can not be done with the profiles ?  
A. Control the tab access   
B. Set the CRUD permissions   
**C. Give access to records by modifying the record types**  
(Note : it’s an Record Level Security not an Profile level)  
D. Control password settings   
  
35) Which functionality is NOT available on the Custom Object?  
A. Validation Rules   
B. Assignment Rules   
C. Workflows   
D. Record Types   
  
36) Which of the following can be done by the Pagelayout Editor?  
A. Make a Field Mandatory   
B. Make a Field Read-Only   
**C. Both A & B**  
D. None of Above  
  
37) Which of the following is not allowed?  
**A. Master (Custom object) and Detail (Standard object)**  
B. Master (Custom object) and Detail (Custom object)   
C. Look Up between (Standard object) and (Standard object)   
D. Look Up between (Standard object) and (Custom object)   
  
38) How many different Master – Detail relationships can exist on the detail object side?  
A. 1   
**B. 2**  
C. 3   
D. 4   
  
39) What happens when a parent record is deleted in the Parent Child model having a Lookup Relationship between Parent - Child Objects?  
A. Child records are also deleted   
B. Shows an error   
C. Cant delete the record   
**D. Child records are not deleted**  
  
40) How the formula will look like if you want to calculate the date/time difference b/w created date?  
**A. Today() – datevalue(created date)**  
B. Created date – Now()   
C. Now() – created date   
D. DateValue(created date) – today()   
  
41) Which Workflow evaluation Criteria cannot be used for Time Dependent Workflows?  
A. When a record is created, or when a record is edited and did not previously meet the rule criteria   
B. Only when a record is created  
**C. Every time a record is created or edited**  
D. All 3 criteria’s can be used  
  
42) Which Feature is not available in Salesforce.com ?  
A. Profile based Login Hours   
B. Profile based Login IP Ranges   
**C. Organization based Login Hours**  
D. Organization based Login IP ranges  
  
43) Which of the following is the best way to make the Field Mandatory for everyone?  
A. Page Layout   
B. Validation Rule   
C. Roles & Profiles   
**D. Field Level Security**  
  
44) Which of the following is not a Standard Salesforce.com Application?  
**A. Service**  
B. Sales   
C. Call Center   
D. Community   
E. Marketing   
  
45) Which of the field types cannot be used as an External Id?  
A. Text Field   
B. Number Field   
**C. Picklist Field**  
D. Email Id Field   
  
46) Which of the following cannot be on the controlling side of the Dependent Picklist?  
A. Checkbox   
B. Custom Picklist   
C. Satndard Picklist   
**D. Multi Select Picklist**  
  
  
47) Do Validation rules get enforced on the Lead Conversion?  
A. Yes  
**B. No**  
  
48) On Lead Conversion, the Close Date of the newly created opportunity is automatically set to?  
A. Blank  
B. Today ()  
**C. Last Day of Current Quarter**  
D. Last Day of Current Month  
E. Last Day of Current Year  
  
49) Which of the following profile permissions will enables the User to edit any record, regardless of the Sharing Model?  
A. Customize Application  
B. View Setup and Configuration   
C. View All Data  
**D. Modify All Data**  
E. None of the Above  
  
50) On deletion of Parent Record, Child Records also get deleted in case of a Lookup relationship?  
A. True  
**B. False**  
  
51) Related List displays the many side of the one to many relationship?  
**A. True**  
B. False  
  
52) For an Approval process to start which of the following Condition is mandatory?  
A. Record should be Saved  
B. Record should be Editied  
C. Record should be created  
**D. Record should be Submitted for approval**  
  
53) Which dashboard component will be used to see the total value of opportunities in relation to goals?  
A. Table  
B. Chart  
**C. Gauge**  
D. Metric  
  
54) Cases created by Support Rep should be visible to Account Owners, What should be OWD?  
A. Private  
**B. Public Read Only**  
C. Public Read/Write  
D. Public read/Write/Transfer  
  
55) Which of the following is not a portal in Salesforce.com?  
A. Partner Portal  
**B. Vendor Portal**  
C. Customer Portal  
D. Self Service Portal  
  
56) Storage space occupied by records is counted in ?  
**A. Data Storage**  
B. File Storage  
C. Record Storage  
D. Space Storage   
  
57) Can List Views be created from within the Console?  
A. Yes  
**B. No**  
C. Depends on Profile Settings  
  
58) Difference between Sales Process and Opportunity Record Type is?  
A. Sales Process handles all the Picklist Fields  
B. Record Type handles all the Picklist Fields  
C. Record Type handles the stage field and Sales Process handles all other Picklist Fields  
**D. Sales Process handles the stage field and Record Type handles all other Picklist Fields**  
  
59) What happens when a lead is converted without a value in the company field?  
A) Company field is a Mandatory field, so user is asked to fill the same  
B) Lead Conversion gats Failed  
**C) Person Account is Created**  
D) Business Account is Created  
  
60) For a Contact object, All users should be able to see all the fields except User Y who should net be able to see Mobile No. Field. This functionality will be achieved by?  
A. Organization Wide Default  
B. Profile   
**C. Field Level Security**  
D. Page Layout   
E. Roles   
  
61) Which of the following represents controller in Model - View - Controller Model?  
A. Tabs  
B. Page Layouts  
**C. Custom Fields**  
D. Visual Force Pages   
E. Apex Classes   
  
62) Can an administrator change the profile settings of the Standard Solution Manager profile?  
A. Yes   
**B. No**  
C. Depends on the Setting of the Administrator profile  
  
63) Queues cannot be created on which Object in salesforce.com?  
A. Lead   
B. Case   
**C. Account**  
D. Custom Object  
  
64) Which of the following is not a valid business process in Salesforce.com?  
A. Sales Processes   
**B. Marketing Process**  
C. Lead Processes   
D. Support Processes  
E. Solution Processes  
  
65) What is the significance of Primary Master – Detail Relationship in a Junction Object?  
A. Look and Feel is inherited from Primary Master Object   
B. Record Ownership is inherited from Primary Master Object   
C. No such Significance   
**D. Both A & B**  
  
66) Can the User Records be permanently deleted from the Salesforce.com?  
A. Yes   
**B. No**  
C. Depends on Profile Settings of the Administrator   
D. User Records can be archived so that they are available on request   
  
67) Which of the following objects cannot be imported via the Salesforce.com Import Wizard?  
A. Leads   
B. Accounts   
**C. Opportunities**  
D. Solutions   
  
68) Salesforce.com record Id’s are Identical in?  
A. Production and Config Only Sandbox   
B. Production and Developer Sandbox  
**C. Production and Full Copy Sandbox**  
D. Record Id’s are always different in different environment   
  
69) A custom field is made Read only from the Field level security and Required from Page layout. The Field will be  
**A. Read Only for the User**  
B. Required for the User  
C. Throws an error and don’t allow to make Read only field Mandatory from page layout   
D. User is given a choice in a pop up window   
  
70) Which of the following is not a Roll Up summary field operation?  
A. SUM  
B. MAX   
C. MIN   
D. Count   
**E. Average**  
  
71) How many fields can be enabled for tracking on a custom Object?  
A. 10   
**B. 20**  
C. 30   
D. 40   
E. None of the Above  
  
72) Which feature of Salesforce.com will be used to store the Competitor’s Product?  
A. Cases   
**B. Asset**   
C. Contract   
D. Custom Object   
E. Entitlement   
  
73) Who decides the KPI’s for Service and Support Metrics?  
A. Marketing Manager   
B. Solution Manager   
C. Knowledge Manager   
**D. Service Manager**   
E. Sales Vice President   
  
74) Which of the following object can be imported with Import Wizard?  
A. Assets   
B. Cases   
**C. Solutions**  
D. Documents   
  
75) Which tool will be used when you want to prevent duplicates by uploading records according to account name and site, contact email address, or lead email address?  
**A. Import Wizard**   
B. Data Loader   
C. Any of the above   
D. None of the above   
  
76) In which relationship undeleting the master record also undeletes detail and subdetail records?  
A. Lookup   
**B. Master Detail**  
C. Self Relation   
D. Hierarchy Relation   
  
77) Custom fields marked as Unique count against an object's limit of three External ID fields?  
**A. True**  
B. False   
  
78) Can standard reports be used as source report for analytical snapshot?  
A. Yes   
**B. No**  
  
79) How many leads can be generated from Web to Lead forms in a Day?  
**A. 500**  
B. 2500   
C. 5000   
D. 10000   
E. No such limit exist   
  
80) Which function will be used to make sure the Social Security number follows a specific pattern?  
A. Vlookup   
**B. Regex**  
C. Blank Value   
D. Substitute   
  
81) Which of the following should be done before migrating Data in to the Production?  
A) Deactivate the Users   
B) Deactivate Validation Rules   
**C) Deactivate the Workflows**  
D) Deactivate the Formula Fields   
  
82) Which functionality cannot be achieved by final rejection action in an Approval Process?  
A. Change the status of a field to “Rejected”  
B. Send an email notification   
C. Unlock the record   
**D. Delete the Record**  
  
83) What happens when 2 records have same external Id during an Upsert operation?  
A. Both Records are updated  
B. First Record gets updated; Error is thrown for Second Record   
C. First Record gets updated; Second record gets created   
**D. Error is reported**  
  
  
84) When you delete an analytic snapshot, the source report and target object are also deleted?  
A. True   
**B. False**  
  
85) Which feature is used to Report on Historical Data?  
A. Reports   
B. Dashboards   
**C. Analytical Snapshot**  
D. Mobile Lite   
E. Entitlements   
  
86) Folders are used in Salesforce.com to store?  
**A. Reports, Dashboards, Documents and Email templates**  
B. Reports, Dashboards and Documents   
C. Dashboards, Documents and Email templates   
D. Reports and Dashboards   
  
87) How many Dynamic Dashboards are allowed for an Organization?  
**A. 3**  
B. 5   
C. 7   
D. 10   
  
88) What happens to the Secondary Relationship when the Primary Relationship is deleted in the Junction Object?  
**A. Secondary Relationship becomes Primary Automatically**  
B. Secondary Relationship is made Primary manually   
C. Nothing Happens   
D. You can’t delete the primary relationship   
  
89) Which of the following is related to View layer in MVC Model?  
A. Workflow Rules   
B. Validation Rules   
**C. Visual force Pages**  
D. Custom Objects   
E. Apex Class   
  
90) Do the Access granted to reports by the Folders roll up via the role Hierarchy?  
A. Yes   
**B. No**  
  
91) A corresponding list view is also automatically created, When a queue is created in Salesforce.com.  
**A. True**  
B. False   
  
92) Which of the following is not part of the Profile?  
A. User License   
B. Page Layout   
C. Record Types  
D. Field Level Security   
**E. Roles**  
  
93) How many Custom Summary Formula Fields are allowed on a single Report?  
**A. 5**  
B. 10   
C. 15   
D. 20   
E. No Limit   
  
94) Is it possible for a user to see different Set of data in Report and in a Dashboard based on the same Report?  
**A. Yes**  
B. No   
  
95) Which of the following is not an available function in the Formula Fields?  
A. HyperLink   
B. Substitute   
C. RPad   
**D. Vlookup**  
  
  
96) Which of the following cannot be used as a source report for the Analytical Snap Shot?  
A. Tabular Reports   
B. Summary Reports   
**C. Matrix Reports**  
D. All can be used   
  
97) Which Import functionality of salesforce.com should be used if one needs to import the 30000 Cases in Salesforce.com?  
A. Import Wizard   
B. Data Loader   
C. Any one of A or B   
D. None of A or B   
  
98) All dashboard viewers see data based on the security settings of the Running User—regardless of their own personal security settings?  
**A. True**  
B. False   
  
99) How many custom fields can be created on an object in an unlimited Edition?  
A. 100   
B. 200   
**C. 500**  
D. Unlimited Fields   
  
100) Which Type of Reports can't be used to create groups of data or charts?  
**A. Tabular**   
B. Summary   
C. Matrix   
D. None of the Above  
  
101) How many Roll Up summary fields can be created in the enterprise Edition on a Custom Object?  
A. 10   
**B. 20**  
C. 30   
D. No restriction on no. of Fields   
  
102) What is the minimum timeframe for setting the Dated Exchange range?  
A. 1 Minute  
B. 1 Hour  
**C. 1 Day**   
D. 1 Week   
E. 1 Month   
F. No Min timeframe exists   
  
103) Which of the following is used for the self registration with the sites?  
A. Person Accounts  
B. Partner Portal  
**C. Customer portal**  
D. Self Service Portal   
  
104) Which type of reports consists simply of an ordered set of fields in columns, with each matching record listed in a row?  
**A. Tabular Reports**  
B. Summary Reports  
C. Matrix Reports   
D. Graphic Reports   
  
105) Feature of Business Hours in salesforce.com is applicable to which object?  
A. Lead  
B. Account  
**C. Case**  
D. Opportunity   
E. Quote   
  
106) The ROI of Campaign is calculated as:-  
A. (Actual Cost - Total Value Won Opps) divided by the Total Value Won Opps  
B. (Total Value Won Opps - Actual Cost) divided by the Total Value Won Opps  
C. (Actual Cost - Total Value Won Opps) divided by the Actual Cost   
**D. (Total Value Won Opps - Actual Cost) divided by the Actual Cost**  
  
107) Debug logs does not contain information about:  
A. Workflow rules  
B. Assignment rules  
C. Approval processes   
D. Validation rules   
**E. Formula fields**  
  
108) After creating a custom report type, can the user change the Primary object associated with that Report Type?  
A. Yes   
**B. No**  
C. Depends on the Profile Permissions   
D. No Concept of Primary Object in Custom Report Type   
  
109) A user has Read only Access to the account, will he be able to attach the File in the Attachment related list on a record?  
A. Yes   
**B. No**  
C. Yes,If the file is less then 5 MB   
D. Yes, if file is more than 5 MB   
  
110) Which of the following is not true regarding Custom Summary Formula fields?  
**A. Summary formula can reference another summary formula**  
B. When fields are deleted, they are also deleted from the summary formulas that reference them  
C. One can have 5 Custom Summary Formulas on a report   
D. The summary types Sum, Largest Value, Smallest Value, and Average are not available for use with the Record Count Field   
  
111) To deploy a piece of code from sandbox to Production, What percentage of test coverage is necessary?  
A. 25  
B. 50   
**C. 75**  
D. 100   
  
112) For dynamic dashboards, Running user can be set as the logged-in user?  
**A. True**  
B. False   
  
113) Default values can be set on the Dependent Picklist Fields?  
A. True   
B. False  
  
114) Roll-up summary and formula fields are always read only on detail pages and not available on edit pages?  
**A. True**  
B. False   
C. Only applicable to Roll-up Summary Fields   
D. Only applicable to Formula Fields   
  
115) The Size Limit of Attachments in SFDC is?  
**A. 5MB**  
B. 10MB   
C. 15MB   
D. 20MB   
E. No Such Limit   
  
116) Dynamic Dashboards can have a Scheduled Refresh?  
A. True   
**B. False**  
  
  
117) Standard reports parameters (Available Fields, Criteria, time Frame) be changed and saved in the same Standard Report?  
A. True   
**B. False**  
  
118) How do you enable the multi Currency Feature in Salesforce.com?  
A. Enable it from the Sidebar component of Setup   
B. Enable it from the profiles   
C. Enable it from going in to the Currency Tab   
**D. Enable it by raising a case with salesforce.com**  
  
119) Dated Exchange Rates are not used for?  
**A. Forecasting**  
B. Opportunities   
C. Opportunity products   
D. Opportunity product schedules   
  
120) Standard fiscal years can start on the first day of any month of the year?  
**A. True**  
B. False   
  
121) Custom objects in sites have which kind of permission?  
A. Read Only   
B. Read and Create   
C. Read, Create and Edit   
**D. Read, Create, Edit and Delete**  
  
122) Which function records the database operations, system processes, and errors that occur when executing a transaction or while running unit tests?  
A. System Log   
**B. Debug Log**  
C. Monitoring   
D. Setup Audit Trail   
  
123) A sales team is a set of users that normally work together on \_\_\_\_\_\_\_\_\_ ?  
A. Accounts   
B. Leads   
**C. Opportunities**  
D. Contacts   
E. Cases   
  
124) Which feature in SFDC combines a list view and related records into one screen with different frames so that users have all the information they need when interacting with Salesforce.com?  
A. Accounts   
B. Asset   
**C. Console**  
D.Call Center   
E. Campaign   
  
125) On which OWD sharing defaults the Sharing Rules can’t be defined?  
A. OWD is Private   
B. OWD is Public Read Only   
**C. OWD is Public Read Write**  
D.Sharing rules can be created on any of the above   
  
126) What happens when a user owns an opportunity record but does not have the Read permission on Opportunity Object?  
A. He still sees the Opportunity record   
**B. He is not able to see the Opportunity Record**  
C. This case can never arise   
  
127) A Account team is a set of users that normally work together on \_\_\_\_\_\_\_\_\_?  
**A. Accounts**  
B. Leads   
C. Opportunities   
D. Contacts   
E. Cases  
  
128) Conditional highlighting cannot be used for?   
**A. Tabular Reports**  
B. Summary Reports   
C. Matrix Reports   
D. None of the Above   
  
Note : - Conditional highlighting is an analytic enhancement. This feature allows you to customize your reports by showing visual highlights for analysis. This feature is accessible in the reporting wizard. To use this feature do the following:  
  
129) Which of the following is an automated process your organization can use to approve records in Salesforce.com?  
A. Validation Process   
**B. Approval Process**  
C. Workflow Rules   
D. Record Types  
  
130) Which of the following Email Template cannot be used to send a mass email?  
A. Text   
B. HTML with Letterhead   
C. Custom HTML   
**D. Visualforce**  
  
131) Which of the following object does not support the Business process?  
A. Lead   
**B. Account**  
C. Opportunity   
D. Case   
E. Solution

Note : Administrators and users with the "Customize Application" permission can create sales processes, support processes, and lead processes. Basically They are for Opprtunity, Lead ,Case, Solution.

132) In which of the following edition you can create a Managed Package?  
A. Professional Edition   
B. Full Test Sandbox   
**C. Developer Edition**  
D. Unlimited Edition   
E. Enterprise Edition   
  
133) Can a user restrict access with the help of the sharing rules?  
A. Yes   
**B. No**  
  
134) Is it possible for users to override their own forecasts and forecasts for users below them in the forecast hierarchy?  
**A. Yes**  
B. No