Salesforce Admin Q & A

No. of questions from each section:

1. Organizational setup: (1-2 question)

2. User setup: (3-4 question)

3. Security and access: (7-8 question)

4. Standard and custom objects: (7-9 question)

5. .ll

6. Service and support applications: (7-8 question)

7. Activity management and collaboration: (1-2 question)

8. Data management: (6 question)

9. Analytics—reports and dashboards: (6 question)

10. Workflow/process automation: (4-5 question)

11. Desktop and mobile administration: (1-2 question)

12. AppExchange: (1 question)

Organizational Setup (3%)

1-2 question

1.Inline editing updates the field when

A. The field is saved/updated

B. When the record is saved/updated (correct)

C. When the return key is pressed

D. None of the above

2.If a company opts to use Custom Fiscal Years, they cannot use the standard forecasting option.

A. True (correct)

B. False

3.Which of the following are not standard objects?

A. Opportunities

B. Solutions

C. Job Applicants (correct)

D. Accounts

E. Campaigns

4.Which of the following are part of the Service Cloud offering?

A. Opportunities

B. Knowledge (correct)

C. Entitlements (correct)

D. Campaigns

E. Quotes

5.Locale settings control how users view date formats, time formats and number formats.

A. True (correct)

B. False

6.If the company locale is set to US English, all users will have a default locale of US English and this cannot be changed.

A. True

B. False (correct)

7.If your company's fiscal year follows the Gregorian calendar, you must use Custom Fiscal Years.

A. True

B. False (correct)

8.In order to enable multi-currency feature in Salesforce, you must

A. Contact Salesforce.com (correct)

B. Check the Enable Multi-currency checkbox in your Chatter profile

C. Operate your business in at least two different countries

D. You cannot enable this feature once you've implemented Salesforce.

9.Which feature effectively allows you to "lock" the converted amount on closed opportunities?

A. Locale

B. Company Profile

C. Multi-currency

D. Advanced Currency Management (correct)

E. None of the above

10.User interface settings are global settings and apply to all users of an org.

A. True (correct)

B. False

11.Which of the following are true about List Views?

A. Save list views for future use. (correct)

B. Specify which groups of users have access to the list view. (correct)

C. Print list views. (correct)

D. Follow records and view related Chatter posts. (correct)

E. Export List View data to Excel

F. All of the above

12.A _____ defines a collection of settings and permissions that determines what users can see in the user interface, and what they can do.

A. Role

B. Chatter feed

C. Profile (correct)

D. Company Profile

13.Which of the following is not a standard Profile?

A. System Administrator

B. Read only

C. Marketing Director (correct)

D. Partner Portal User (correct)

E. Standard Administrator (correct

14.A user with a Chatter Free User profile has access to records in Salesforce such as Accounts and Contacts.

A. True

B. False (correct)

15.Standard profile permissions cannot be edited.

A. True (correct)

B. False

16. System administrators can modify tab settings for custom profiles (Default On, Default Off and Hidden).

A. True

B. False

17. If a user leaves your company, the system administrator should do the following to prevent future access to the Salesforce org.

A. Delete their user record

B. De-activate their user record

C. Delete any accounts or contacts owned by that user

D. None of the above

18. An active user record consumes a license.

A. True

B. False

19. A system administrator can opt to lock users out of the Salesforce org if they exceed a certain number of failed login attempts.

A. True

B. False

20. Where can a system administrator go if they are trying to determine why a user cannot log in to Salesforce? (Select all that apply)

A. The Login History related list on the user's record

B. The user's profile

C. Manage Users | Login History

D. Call salesforce.com Support

21. What should a system administrator use to disable an application for a group of users?

A. Sharing Rules

B. Web tabs

C. Page layouts

D. Profiles

E. Roles

22. To prevent a user from logging into the Salesforce org outside normal business hours, the System Administrator would do this in:

A. The user record

B. The user's profile record

C. Network settings

D. The role hierarchy

E. None of the above

23. If a user tries to login outside the IP range specified in their profile, the result will be.

A. They will be logged in as normal

B. They will have to reset their password

C. They will be prompted to activate their computer

D. They will be denied access

E. None of the above

24. When a user logs in the first time to Salesforce, the following takes place (check all that apply)

A. A cookie is placed in the their browser

B. Pop ups are automatically disabled

C. Their IP address is added to a trusted list

D. They are prompted to answer a security question

25. The system administrator needs to prevent telesales teams from logging into Salesforce outside of the office.

How will he/she do this?

A. There is not way to do this

B. Setup | Security Controls | Network Access and specify the team's range of IP addresses

C. Add the range of IP addresses to the team's profile(s)

D. Contact salesforce.com as this feature must be enabled

26. Permission sets can replace the need for profiles.

A. True

B. False

27. Only 1 permission set can be assigned to a user.

A. True

B. False

28. Used to set the default levels of access for users to records they do not own.

A. Organization Wide Defaults

B. Roles Hierarchy

C. Profiles

D. Sharing Rules

29.If a user has public read-only access to records [that he/she does not own], the following are true.

A. The user can view the record but not edit it

B. The user can view and delete the record, but not edit it

C. The user can change the owner of the record

D. The user can search for the record

E. The user can report on the record

30. If there are any users in the organization that shouldn't have view access to Account records, the OWD for Accounts should be set to

A. Public Read Only

B. Public Read/Write/Transfer

C. Private

D. None of the above

31. In a private sharing model, the following can be used when Role Hierarchy alone isn't sufficient when providing record access to users (choose all that apply)

A. Forecasting

B. Sharing rules

C. Manual Sharing

D. Teams (Account, Sales and Case)

E. Apex Triggers

32.Criteria-based sharing rules allow administrators to share records based on field values rather than record ownership.

A. True

B. False

33.Public groups can be used to simplify the creation of sharing rules for Administrators.

A. True

B. False

34.Public groups can be any combination of other public groups, users, roles and _____.

A. Profile

B. Roles & subordinates

C. Managers

35. Sales reps at AW Computing need assistance from product managers when selling certain products. Product managers do not have access to Opportunities but need to gain access when assisting on a specific deal. How can the system administrator accomplish this?

A. Notify the product manager using opportunity update reminders

B. Use similar opportunities to show opportunities related to the product manager

C. Enable account teams and allow users to add the product manager

D. Enable sales teams and allow users to add the product manager

36.Manual sharing allows administrators to grant one-off access to individual records, users cannot grant this access even if they own the record.

A. True

B. False

37.Who can manually share records?

A. The record owner

B. The record owner's manager

C. The record owner's manager's manager

D. The system administrator

E. All of the above

F. None of the above

38. If Field Level Security prevents a user from viewing the Credit Card field on the Opportunity record, the user will also be prevented from seeing this field (choose all that apply)

A. In a related list

B. In search results

C. In reports

D. In list views

E. All of the above

F. None of the above

39.The following can be done by a System Admin to a standard field.
   A. Change the field label

   B. Add help text

   C. Add/edit values of a picklist

   D. Delete the field

   E. All of the above

   F. None of the above

   40. Use a _____ picklist to filter the values of one picklist based on the value of another picklist.

   A. Controlling

   B. Multi-select

   C. Dependent

   D. Independent

41. A checkbox can be the controlling field to a dependent picklist.

A. True

B. False

42. AW Computing needs to track the manufacturer and model for specific computers and laptops. How can the system administrator ensure that manufacturer selected influences the values available for model.

A. Create a multi-select picklist field that includes both manufacturers and models.

B. Create a lookup field from the manufacturer object to the model object

C. Create a manufacturer field as a controlling picklist and the model as a dependent picklist

D. Create a manufacturer field as the dependent picklist and the model as the controlling picklist.

43.Lookup fields allow users to select a record from another object during data entry, creating a parent-child relationship.

A. True

B. False

44.Which of the following are true about formula fields?

A. They are read-only

B. They will not display on record edit pages

C. They will not display on record detail pages

D. They are not searchable

E. They will not display on reports

45. A cross object formula references fields from parent objects.

A. True

B. False

46. Page layouts are assigned to _____.

A. Users

B. Profiles

C. Roles

D. Roles & subordinates

47. Use _____ to filter or segment picklist values based on the user's profile.

A. Record Types

B. User Profiles

C. Role Hierarchy

D. Business Processes

E. Field Level Security

48. Which of the following objects support business processes?

A. Cases

B. Opportunities

C. Campaigns

D. Knowledge

49. When creating a sales process, the System Administrator will be modifying/filtering the values of the _____ field.

A. Amount

B. Stage

C. Next Steps

D. Status

E. Close Date

50. The system administrator has been asked to create a way to track Shipments of products to customers. Shipments should be closely tied to the Opportunity record and there may be more than one shipment record per Opportunity and the Opportunity should be required (i.e. Users cannot save a Shipment record without associating it to an Opportunity). The system administrator should create.

A. A cross object formula displaying Opportunity ID on the Shipment record

B. A Master - Detail relationship on the Shipment object to the Opportunity object

C. A lookup relationship on the Opportunity object to the Shipment object

D. A lookup relationship with a lookup filter from Opportunity to Shipment.

51. In order to create a many-to-many relationship between two objects, a junction object must be created. This junction object will have a Master-Detail relationship to both objects.

A. True

B. False

52. To enable Field History Tracking for an object, the system administrator must also add the related list to the page layout.

A. True

B. False

53.In order to update records using the Data Loader, what field must be present in the csv file?

A. Owner

B. Salesforce ID

C. Record Owner

D. Object Name

54. You will need a security token to access Salesforce via (choose all that apply)

A. Import Wizard

B. Data Loader

C. Salesforce for Outlook

D. All of the above

55. The Data Loader can de-duplicate records during import.

A. True

B. False

56.In order to import Opportunity records into Salesforce, a system administrator may use the Import Wizard.

A. True

B. False

57.What should a system administrator consider before importing a set of records into Salesforce.

A. The import file should include a record owner for each record

B. Validation rules are not triggered when importing data using the import wizard

C. Data should be de-duplicated in the import file prior to import

D. Currency field values will default to the personal currency of the record owner

58.Which of the following can be used to create a back up of data from Salesforce?

A. Weekly Data Export

B. Data Loader

C. Import Wizard

D. Reports

E. Dashboards

59.Deleted records will be stored in the Recycle Bin for up to 15 days.

A. True

B. False

60. Which report type provides a simple list of data with no subtotals?

A. Matrix

B. Summary

C. Tabular

D. Custom

E. Standard

61.Use Custom Summary Formulas to create calculated summaries on numerical fields in _____ and _____ reports.

A. Tabular and Summary

B. Custom and Standard

C. Summary and Matrix

D. Matrix and Tabular

62.Which statement about custom summary formulas is true?

A. Reports can be grouped by a custom summary formula result

B. Custom summary formulas can reference a formula field within a report

C. Custom summary formulas can reference another custom summary formula

D. Custom summary formulas can be used in a report built from a custom report type

63.The following are true about scheduling and emailing reports.

A. The running user determines whose data is visible on the report.

B. The running user must have access to the folder in which the report is saved.

C. All email recipients must have access to the same folder.

D. The report is emailed within 30 minutes of the Preferred Start Time

E. All of the above

64.A Dashboard is a visual representation of data from multiple reports and (choose all that apply)

A. Is comprised of up to 20 components

B. Displays data from standard reports

C. Has a running user to determine what data is visible

D. Displays data as of the last time the dashboard was refreshed

E. Always shows up to date data

F. Can be scheduled to be refreshed and emailed automatically

65.Users can post a static image of a component to the dashboard feed, a user feed or a group feed, this feature is called

A. Dashboard Component Snapshot

B. The Running User

C. Chatter Groups

D. Dashboard Component

E. Dynamic Dashboards

66.Dynamic Dashboards allow data to be displayed by the user viewing it, rather than by a specified running user - eliminating the need to create the same dashboard for multiple users.

A. True

B. False

67.A Sales VP wishes to view Dashboard data by region within his territory - what feature will allow this?

A. Dynamic Dashboards

B. Dashboard Filters

C. Dashboard Snapshots

D. This is not possible

68. The System Administrator has been asked to ensure an email goes out to Sales Ops when an opportunity is closed notifying them of the closed deal. What evaluation criteria will the system admin use for the workflow rule?

A. When a record is created

B. When a record is created or updated

C. When a record is created/updated and didn't previously meet the trigger criteria

D. None of the above

69. The support team has asked the System Administrator to automate the notification of a customer's support plan ending - they would like for the Customer Support

Rep to receive an email 30 days before the Support Plan Expires (Support Plan Expiration Date is on the Account record). What will the system administrator do?

A. Create a workflow rule with a time-based trigger to fire 30 days before the Support Plan Expiration Date and use an email action to notify the assigned Support Rep

B. Create a workflow rule with an immediate action to email the Support rep but with a due date of 30 days before the Support Expiration Date

C. Create an Apex trigger to fire 30 days before Support Plan Expiration Date and use an email action to notify the assigned Support Rep

D. This cannot be done

70. The system administrator was testing workflow rules and needs to delete pending time-based workflow actions. How can he/she do this?

A. Delete the workflow rule

B. Deactivate the workflow rule

C. Delete the actions in the Time-based Workflow queue

D. Reset passwords for all users of the org

E. None of the above

71.What feature would a system administrator implement to allow AW Computing's prospects/customers to complete a form on the corporate website and have that data automatically become a lead in Salesforce?

A. Auto Response Rules

B. Assignment Rules

C. Web-to-Lead

D. Escalation Rules

72.When a Lead is converted, an Account, Contact and _____ record are created.

A. Lead

B. Case

C. Campaign

D. Opportunity

73.Queues can be made up of the following

A. Users

B. Public Groups

C. Roles

D. Profiles

E. External Chatter Users

74.Assignment rules allow Leads and Cases to be automatically assigned to users and queues based on criteria defined by the system administrator.

A. True

B. False

75.The system administrator needs to ensure that all Leads coming from the website are assigned a website lead queue, that all Leads for a recent trade show are assigned to Matt Wilson and all other leads are assigned to Phil Smith. The system administrator will

A. Create 3 assignment rules

B. Create 1 assignment rule with multiple criteria entries

C. Create an assignment rule and 2 workflow rules

D. Use workflow rules to accomplish this

76. Auto response rules can be used to send an automated yet tailored response to customers based on the information they provide via the Web-to-lead form.

A. True

B. False

77. When Chatter is enabled in an org, the following happens (choose all that apply).

A. The Chatter app is added to the Force.com app menu

B. The Chatter tab is added to all standard apps

C. Accounts, Contacts, Cases, Leads and Opportunities are enabled for Chatter

D. All users are added to the All Chatter group

E. All of the above

78. The Chatter Free license gives users the ability to access People, Profiles, Groups and Files as well as (choose all that apply)

A. Make posts

B. View comments

C. Upload files

D. Join groups

E. View records

79.Chatter External license allow users outside the company to join public Chatter groups.

A. True

B. False

80.Who can invite Chatter customers into a Chatter group?

A. The system admin

B. Group owner

C. All Chatter users

D. None of the above

81. Folders are used to organize the following (choose all that apply)

A. Dashboards

B. Reports

C. Documents

D. Email templates

E. All of the above

F. None of the above

82.The _____ determines if a user can read, create and edit Contact records, the _____ determines if he can see/edit contact records owned by his subordinates.

A. Role, Profile

B. OWD, Sharing rules

C. Sharing rules, Role Hierarchy

D. Profile, Role

83.The page layout allows users to see the Next Steps field on an Opportunity record, Field Level Security dictates that the field is hidden, how will the field appear to the user?

A. The field will be hidden from the user

B. The field will be read only

C. The field will be visible and editable to the user

D. None of the above

84.Record types specify the following elements.

A. Picklist values

B. Page layouts

C. Business processes

D. All of the above

E. None of the above

85.Which objects support business processes?

A. Opportunities

B. Leads

C. Campaigns

D. Accounts

E. Solutions

F. Cases

G. Contacts

86.Lead assignment rules assign leads to owners and queues based on the criteria the system admin specifies within the rule.

A. True

B. False

87.Which of the following are actions triggered by workflow rules?

A. Email

B. Task

C. Field update

D. Record update

E. Record creation

G. Time trigger

88.Will two different users get the same search results on searching for a common keyword?

A. Yes

89.If a lead is converted without a value in the company field, what happens?

A. A Business Account is created

C. You will be prompted to decide whether to create a Person or a Business Account

D. Nothing

90.An Approval Process begins when a record is:

A. Created

B. Saved

C. Edited

91.Time based workflow can be triggered every time a record is created or edited

A. True

92.When you add a custom object tab, all of the following will be accessible with the object EXCEPT

A. Recent Items

B. Sidebar Search

C. Added to New Link/Create New Object Drop Down

93.When you Delete a lead from a campaign, it deletes the lead record itself.

A. True

94.Which of the following SF applications enables organizations to speed and streamline all phases of sales?

A. SF ideas

B. SF content

C. SF Automation

D. SF Customer service and support

95.All of the following objects may have a queue EXCEPT

A. Accounts

B. Cases

C. Leads

D. Custom Objects

96.You can use standard reports when creating Dashboards

A. True

B. False

97.Who can select the "sharing" button on Account and Opportunity records?

A. The Record Owner, System Administrator, and a User shared to the record

B. The Record Owner, a User shared to the record, and any User above the Record Owner in the Role Hierarchy

C. The Record Owner, a User above the Record Owner, and the System Administrator

D. The Record Owner and System Administrator

98. YOU are working with a Professional Edition organization. They wish to install the Expense Tracker which requires the use of 4 custom tabs, 3 custom objects, and one custom app. If the company is already using 4 applications, 36 custom objects, and 7 custom tabs, what will happen when they try to install ExpenseTracker?

A. They will not be able to complete the installation process as they have reached the maximum number of custom tabs

B. They will not be able to complete the installation process as they have reached the maximum number of custom objects

C. The installation will succeed

D. The installation will succeed, but only the reports,

99. 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?

A. The overall opportunity amount does not change but the converted amount in a report does.

B. The overall opportunity amount and converted amount in a report changes

C. Only newly created opportunities reflect the change

D. Only historically created opportunities reflect the change

100.Custom Links can be used for the following:

A. Launching an External URL

B. Running an S Control

C. Running a report

D. All of the Above

User Setup (7%)

3-4 question

101. It is possible to share a custom object record manually

A. True

B. False

102.You can customize the Opportunity Stage History related list on an Opportunity Page Layout.

A. True

B. False

103.Is possible to view a forecast based on all of the following EXCEPT:

A. Territory

B. Product Family

C. Date Range

D. Sales Team

104. Which of the following does a Profile control?

A. Username and Password

B. Role level access

C. Read, Create, Edit, and Delete permissions

D. Sharing rules

105. If a lead, with a single marketing campaign is converted, the campaign information will map to the newly created contact and opportunity record automatically

A. True

B. False

106. Related Lists display the many side of a one-to-many relationship

A. True

B. False

107. Case Assignment Rules are based on elapsed time

A. True

B. False

108. Which of the following are true about Master/Detail relationship in custom objects?

A. Sharing is inherited from parent

B. Child needs to be manually deleted when parent is deleted

C. Only child fields are available for reporting

D. Lookup field child is required

109.When test driving an application on the AppExchange Directory, it is not possible to view the S-Control configurations of that application

A. True

B. False

110.Validation rules may evaluate an opportunity line item against the opportunity it's associated with

A. True

B. False

111. An S-Control may be all of the following EXCEPT:

A. HTML

B. XML

C. URL

D. Snippet

112. If a profile does not have access to an application, that profile will also not have access to the tabs and objects of that application

A. True

B. False

113. Which type of field cannot have universal requiredness?

A. Lookup

B. Text

C. Email

D. Number

114. Custom Web Tab may consist of all the following EXCEPT:

A. A URL

B. A URL that passes salesforce.com data like an organization's name

C. An S-Control

D. An S-Control snippet

115.Custom lead fields can be mapped to which sets of objects in salesforce.com?

A. Account, Contact, Opportunity, or Campaigns

B. Account, Contact, or Opportunity

C. Account or Contact Only

D. Contact or Opportunity Only

116. You can map a custom lead field to only one of the following objects at a single instance (check all that apply)?

A. Account

B. Contacts

C. Cases

D. Opportunities

117. Once a field is hidden from a Profile using 'Field Level Security', a User associated to that Profile can still see the field using the following:

A. List Views

B. Reports

C. Search

D. None of the above, the user cannot see the field at all

118. Is it possible to relate a person account to a contact on a business account.

A. True

B. False

119. How is the expected revenue calculated in the opportunity?

A. Amount multiplied by the total price of all opportunity line items

B. The sales price on any line item times the probability of the opportunity

C. Opportunity Amount multiplied by the probability

D. Amount multiplied by the discount percent

120.A custom lookup field can be added to create a relationship between a standard object and which of the following objects?

A. Users and Custom Objects

B. Leads, Accounts, Contacts and Custom Objects

C. Users, Custom Objects and Campaigns

D. Custom Objects, Contract and Campaigns

121. Assume the Organization Wide default sharing is set to private for all objects and no sharing rules have been created. You have two users in the Sales Rep Role, can they view each other's data?

A. Yes

B. No

122. Based solely on the role hierarchy a manager can do all of the following EXCEPT:

A. View, edit, delete, and transfer his/her and his/her subordinates records

B. Extend sharing on both his/her and his/her subordinate's records

C. View all folders his/her Subordinate has access to, i.e., Reports, Documents, and Email Templates

D. View records his subordinate does not own but can view

123. When you delete a parent record, you will also delete the child record if that child record has a lookup relationship to the deleted record:

A. True

B. False

124. Which action must be taken to view contacts associated with a case in the console?

A. The related lists of the case page layout must be modified

B. The custom links of the case page layout must be modified

C. The related object of the case page layout must be modified

D. The mini page layout of the case page layout must be modified

125.All fields on the Approval page layout are available to view on the Approval History related list

A. True

B. False

126. The formula editor may be used all of the following places EXCEPT:

A. S-Control

B. Formula Field

C. Default Values on Standard Fields

D. Workflow Field Updates

127. All of the following are types of AppExchange Applications EXCEPT:

A. Composite

B. Client

C. Provisional

D. Native

128.All of the following are true about Default Sales Teams EXCEPT:

A. Default Sales Teams are configured on a user record

B. Default Sales Teams may be added manually to an opportunity record

C. Default Sales Teams may be added automatically to an opportunity

D. Default Sales Teams may be added manually to an account record

129. Which one does NOT apply to Custom Formula Fields?

A. Custom Formula Fields can reference other formula fields

B. Custom Formula Fields can reference standard fields

C. Custom Formula Fields can reference custom fields

D. Custom Formula Fields can calculate across objects

130. Users can be deleted from salesforce.com

A. True

B. False

131. When configuring Customizable Forecasting, you can set which of the following Forecast Dates for determining which opportunities contribute to the forecast?

A. Opportunity Close Date Only

B. Product Date Only

C. Schedule Date Only

D. Commit Date

E. Opportunity Close Date, Product Date, Schedule Date

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

A. Chart

B. Table

C. Metric

D. Gauge

133. Custom formula fields are recalculated:

A. Nightly

B. Every twenty minutes

C. Once per user session

D. Each time a user views the record

134. What are the opportunity defaults when converting a lead to an opportunity?

A. Stage Defaults to first option in the picklist, close date defaults to the last day in the quarter, and the amount defaults to blank

B. Stage defaults to first option in the picklist, close date defaults to 3 months from conversion date, and amount defaults to blank

C. User defines amount, close date, and stage upon conversion

D. None of the above

135. How many other fields may a custom lead field be mapped to when converting a lead?

A. One custom field

B. Two custom fields

C. Three custom fields

D. Custom lead fields cannot be mapped

136. Folders are used to manage:

A. Either Reports, Price Books, Documents. or Email templates

B. Either Reports, Dashboards, Documents, or Products

C. Either Reports, Dashboards, Documents, or Email templates

D. Either Reports, Dashboards, Documents, or Other Folders

137. Is it possible for a Page layout to be associated with a Record Type.

A. True

B. False

138. Which of the following object relationships is NOT allowed?

A. Standard object as the "master" and a custom object as the detail

B. Custom object as the master" and a standard object as the detail

C. Custom object as a lookup to a standard object

D. Custom object as a lookup to a custom object

139. All of the following actions may take place on a Workflow Rule EXCEPT:

A. Outbound API message

B. Update Field

C. Create a Task

D. Create an Event

140. All of the following may be used when updating a record using the AppExchange Data Loader EXCEPT:

A. External Id

B. Parent External Id

C. Record Id

D. Record Number

141. Record Type may determine the default value of a picklist field.

A. True

B. False

142. With Client Management enabled, when a lead is converted without a value in the company field, it becomes a person account.

A. True

B. False

143. The Campaign ROI Analysis Report uses which of the following calculations to determine the ROI percentage for a campaign?

A. Total Amount of Opportunities / Expected Revenue

B. Amount of Won Opportunities / Budgeted Cost

C. Expected Revenue / Budgeted Cost

D. (Amount of Won Opportunities minus Actual Cost) / Actual Cost

144. You can use standard reports when creating

A. True

B. False

145. The difference between an opportunity record type and a sales process is:

A. The sales process controls the stage field, the record type controls all other picklist fields

B. The record type controls the stage field, the sales process controls all other picklist fields

C. The record type controls the picklist fields

D. The sales process controls all picklist fields

146. An S-Control may be used in all of the following ways EXCEPT:

A. Dashboard Component

B. Custom Button

C. Custom Link

D. Import Wizard

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

A. Opportunities, Products, Cases, Accounts, and Contacts

B. Products, Cases, Accounts, and Contacts

C. Cases, Contracts, Accounts, and Contacts

D. Opportunities, Cases, and Accounts

E. Opportunity Line Items, Cases, Accounts, and Contacts

148. All of the following may be uploaded to the AppExchange Directory EXCEPT:

A. Custom Tabs

B. Custom Fields on Custom Objects

C. Custom Fields on Standard Objects

D. Custom Assignment Rules

149. Which objects can be customized for history tracking?

A. Solutions, Cases, Leads and Opportunities

B. Cases, Leads, Solutions, Contracts, and Custom Objects

C. Campaigns, Contracts, Custom Objects, and Solutions

D. Opportunities, Leads, and Contracts

150. Fields hidden using Field Level Security are subject to Data Validation Rules.

A. True

B. False

151. You have Read Only access to an account, can you add a task or event to the account?

A. True

B. False

152. Custom Formula fields do Not support which of the following functional expression?

A. Adding multiple records together

B. If/then/else conditional statements

C. Clickable image buttons

D. Combine text strings together

153. A service portal user may close their cases using Suggested Solutions in the self service portal.

A. True

B. False

154. Default values are available for standard text fields

A. True

B. False

155. All of the following are true about Opportunity Pipeline and Forecast reporting EXCEPT:

A. Pipeline reports may include omitted opportunities from the forecast

B. Forecasts may be overridden

C. Pipeline reports may be overridden

D. Opportunity stages may be used to determine the forecast category of an opportunity

156. Recent Item and Look up Hover Views use the:

A. Sidebar

B. Edit Page

C. List Views

D. Related Lists

157. Name one place where inline Editing is not currently possible. (Choose 2 answers)

A. List Views

B. Related Lists

C. Edit Page

D. All of the above

158. Searches and Filters that take a long time may be cancelled?

A. True

B. False

159. What information does the Company Profile Hold?

A. Language, Locale, and Time Zone

B. Licenses, Storage and Used Space

C. Fiscal Year

D. Forecasting

E. None of the above

160.What information may be updated on the Company Profile?

A. Language, Locale, and Time Zone

B. Fiscal Year

C. Primary Contact and Address Information

D. Forecasting

E. All of the above

161. Standard Fiscal Years are periods that follow Gregorian calendar, but can start on the first day of any month of the year.

A. True

B. False

162. Custom Fiscal years are for companies that break down their fiscal years, quarters, and weeks into custom fiscal periods based on their financial planning requirements.

A. True

B. False

163. Forecasting can be used with Custom Fiscal Years.

A. True

B. False

164. Customizable Forecasting must be enabled for use with Custom Fiscal years.

A. True

B. False

165. Where are active currencies located?

A. Security Control

B. User record (Personal Setup)

C. Company Profile

D. None of the above

166. All the following are Main Setup areas in Salesforce.com EXCEPT?

A. Personal Setup

B. App Setup

C. Data Setup

D. Administration Setup

167. What does a Profile Control?

A. Access to Application

B. Record Type Access

C. Permissions

D. Data Visibility

E. Hours of IP Address

168. When are Formula Fields recalculated?

A. Calculated automatically

B. Every 15 Minutes

C. Nightly

D. After Edits / Save

169. For which objects you have business processes?

A. Lead

B. Opportunity

C. Case

D. Account / Contact

E. Solutions

170. How many fields (columns) can be displayed on a Customizable Related List?

A. 50

B. 10

C. 25

D. 100

171. A check box can be a controlling field in a field dependency:

A. True

B. False

172.You can use a Custom Lookup field to create a relationship between an opportunity and a contact.

A. True

B. False

173. What determines a unique User Record?

A. User Name

B. Standard Profile

C. Custom Profile

D. User Role

174. It is possible for a User to own a record and not see it if they don't have the Read Permission to the Object.

A. True

B. False

175. What can a Task do that an Email Alert Cannot do? Choose 2 answers.

A. Tasks allow you to track the specific actions you plan to perform or have performed

B. Email Alerts cannot track specific actions.

C. Email Alerts allow you to track the specific actions you plan to perform or have performed

D. Tasks cannot track specific actions

176. What do you need to specify when you schedule a report?

A. You need user with Marketing Profile to "Schedule Reports"

B. You need user permission to "Schedule Reports"

C. You need user to have a Manager Role

D. Click Run Report and choose Schedule Future Runs... from the drop-down button.

177. In order to Enable Territory Management you should have:

A. Standard Profile

B. Customizable Forecasting

C. Enable Forecasting

D. All of the above

178. What is a Managed Package?

A. A managed package is a collection of application components that are posted as a unit on AppExchange

B. They differ from unmanaged packages in that some components are locked, allowing the managed package to be upgraded later.

C. Allows the system Administrator to modify the application

D. Managed packages do not include locked components and cannot be upgraded

179. Where will a Campaign associated with a Lead be visible? Choose 2 answers

A. Campaign Related List

B. Campaign History Report

C. Lead History Report

D. Opportunity Related List

180. What needs to be specified to schedule a Report?

A. Objects

B. Date Range

C. Location

D. Frequency

181. Which of the following does Salesforce CRM provide for restricting login access to the application? Choose 3 answers

A. Profile-based IP restrictions

B. Organization-wide IP restrictions

C. Profile-based login hour restrictions

D. Organization-wide login hour restrictions

182. Workflow Rules Consist of the following components:

A. Workflow Task

B. Workflow Outbound Message

C. Workflow Field Updates

D. Workflow Actions

E. Workflow Email Alerts

183. Are Tags searchable from standard Search component?

A. Yes

B. No

184. Recent Items use the?

A. Edit Pagelayout

B. Detail Pagelayout

C. Sidebar

D. Related List

185. _____ are words or short phrases that users can associate with most Salesforce.com records to describe and organize their data in a personalized way?

A. Views

B. Tags

C. Dashboards

D. Home Pagelayout

E. Apps

186. What happens when a user clicks on the Create New Apps option present in the List of Apps section?

A. User is taken to a Create new App Page in salesforce.com

B. User is taken to App Exchange

C. User is taken to developer.force.com page

D. None of the above

187. _____ are a collection of Force.com components and applications that are made available to other organizations through the AppExchange.

A. Application

B. Object

C. Workflow Rules

D. Packages

E. Visual Force Page

188. You can set the Tab as a Landing Tab while creating the Tab for the Object?

A. True

B. False

189. Which is the new type of Dashboard Chart to make entry in Spring'11 Release?

A. Waterfall Chart

B. Scatter

C. Gauge

D. Metric

E. Organization Chart

190. In Spring'11 salesforce.com release Dynamic Dashboards have been launched for which edition:

A. Developer Edition

B. Professional Edition

C. Enterprise Edition

D. Unlimited Edition

191. 5 dynamic dashboards for Enterprise Edition

10 for Unlimited Edition

3 Developer Edition.

To create, edit, and delete dynamic dashboards: "Run Reports" AND "Manage Dynamic Dashboards"

Which of the following events are allowed while writing a trigger on feeds item and feed Comment object?

A. Insert, Update

B. Insert, Delete

C. Insert, Undelete

D. Update, Undelete

E. Insert, Update, Delete

192. You can share the Dashboard components snapshot with everyone in the Company with chatter?

A. No, we cannot share with the company

B. No, we cannot share with people who do not have access to the dashboard

C. Yes we can share, but only people having access to dashboard will be able to see the data

D. Yes and everyone will be able to see it regardless of access to dashboard

193. Inline Editing is available in visual force pages?

A. True

B. False

194. With Spring'11 release now you can have Photos in Dashboard components?

A. No

B. Yes but only in Tables

C. Yes in every type of Chart

195. Which of the following are new features on Chatter tab?

A. Like

B. @Mention

C. Live Updates

D. All of the Above

196. Which of the following is the new workflow feature of Spring'11 Release?

A. Workflow Rules

B. Flows

C. Field Update

D. Outbound messages

197. Field Sets works on both Standard as well as Custom Objects?

A. True

B. False

198. Which combination of objects is available when creating a custom report type for Chatter reports?

A. Opportunities, Followers, User Feed

B. Accounts, User Feed, Comments

C. Users, User Feed, Comments

D. Chatter Groups, Members

199. Which of the following settings directly affects Date fields to display as MM/DD/YYYY?

A. Local

B. Time Zone

C. Language

D. Default Currency

200. Where do you go to create a List View so that you can see it on the Console, under the Accounts object?

A. Create a list view on the Console

B. Create a list view on Accounts

C. Create a list view on Contacts

D. Create a field on the Console

Security and Access (13%)

7-8 question

201.Which of the following statements are true about Data Validation?

A. Validation rules apply to all new and updated records for an object.

B. Validation rules can update fields which are not included in a page layout.

C. Validation rules can reference fields which are not included in a page layout.

D. If an error message is not set, a default message will be prompted instead.

E. All of the above.

F. None of the Above.

202. Which type(s) of file(s) is accessible through Content?

A. Audio Files.

B. PPT and Video files only.

C. Salesforce CRM Content can include all file types.

D. Files attached to a Chatter profile post.

E. Video Files.

F. Microsoft® PowerPoint presentations

203. What is parallel approval Routing?

A. When you can mass assign your locked records to users in your same Role

B. The ability to send approval requests to yourself multiple times, so you can approve a record

C. The ability to take back approval requests once you have sent them

D. The ability to send approval requests to multiple approvers in a single step

204.Chatter Desktop is not available in which Salesforce Edition?

A. Free Edition

B. Group

C. Professional

D. Developer

E. Enterprise

F. Contact Manager

205. The account owner, opportunity owners, and case owners may or may not be the same user.

A. True

B. False

206. Which file types can you use when exporting reports?

A. You can not export a report. You can only email it.

B. Comma Delimited (.csv)

C. Excel (.xls)

D. PDF

207. A Standard profile that has Standard User Permissions and can manage published solutions and solution categories

A. Marketing Profile

B. Contract Manager

C. System Administrator

D. Marketing User

E. Solution Manager

208. Which of the following are setting options for the User Interface?

A. Enable Collapsible Sections

B. Show Quick Create

C. Show customer Sidebar Components on All Pages

D. Transfer all Open Opportunities

E. Enable Drag-and-drop scheduling on List Views

209.The Report Builder is different from the Report Wizard.

A. True

B. False

210. Salesforce.com archives older activities according to which of the following conditions:

A. Closed Events 180 days old

B. Events with a due date greater than 365 days old

C. Open tasks with a due date greater than 365 days old

D. Closed tasks with a due date greater than 365 days old

E. Closed tasks without a due date that were created more than 365 days ago

211. IF(ISPICKVAL(picklist_field)) has the same output as:

A. VAL(picklist_field)

B. CASE(picklist_field)

C. CASE("picklist_field")

D. Picklist_field(VALUE)

212. At this click path Setup > App Setup > Customize > Tab Names and Labels > Rename Tabs and Labels you can rename the Tab Names of standard objects.

A. True

B. False

213.Is identity confirmation necessary if a user's IP address is known and browser cookie exists?

A. True

B. False

214. What is the maximum number of records to be printed in the Printable View of a list view?

A. 2.000

B. 100

C. 1.000

D. 200

215. Are custom object reports accessible when you add a custom object tab?

A. Yes

B. No

C. Only if the Object is not related to any other object

216. What is not found on a Company Profile?

A. Language, Locale, and Time Zone

B. Profiles

C. Licenses

D. Storage and Used Space

E. Manage Currencies

F. Fiscal Years

217. Custom Report Types (CRT) allows you to build a framework from which users can create and customize reports in the report wizard but not in report builder.

A. True

B. False

218. A Profile is a collection of settings and permissions that determine what the user can do with records they have access to and how they view those records.

A. True

B. False

219. When are data Validation Rules enforced?

A. Upon opening the record

B. Upon closing the record

C. Upon editing a field

D. Upon saving a record

220. System Administrators have this permission by default.

A. None of these

B. Report Wizard

C. Report Builder

D. Both Report Wizard and Report builder

221. The Salesforce Console is an example of what?

A. API

B. Third Party Web integration/Application

C. UI

D. Java Script

222. What is the click path to enable Enhance Profile Management?

A. Setup | Customize | User Interface

B. Setup | Manage Users | Profiles

C. Setup | Profiles | Customize

223. Custom formula fields can reference other custom formula fields including themselves.

A. True

B. False

224. You must run the report before you can print or export it because the Printable View and Export details buttons are not available in the report builder.

A. True

B. False

225. Which Salesforce editions provide option for customizing profiles?

A. All Editions

B. Unlimited, Developer and Enterprise Editions

C. Professional, Unlimited, and Developer Editions

D. Enterprise, Unlimited, and Developer Editions

E. All except Group Edition

F. All except Professional Edition

226. How many profiles can load in a single list view with Enhanced Profile Management enabled?

A. 300

B. 500

C. 200

D. 1.000

227. Which is a capability of the new Service Cloud console?

A. It provides data visibility by combining a list view and related records on one screen.

B. It allows agents to view key record information in the highlights panel.

C. It preserves the context of calls using primary tabs and subtabs.

D. It allows access to data by opening each record in a new window.

E. It allows agents to take notes in an interaction log while in a call.

228. User A modifies a record. This modification triggers a workflow rule for immediate execution that includes a field update on the current record. After the execution is complete, what user will be listed under the Last Modified field of this record?

A. User A

B. The designated workflow user

C. The default workflow user

D. The last user to modify the record prior to User A

229. How does Locale settings affect your exported CSV file?

A. It doesn't affect anything.

B. It determines the delimiter.

C. It determines the encoding.

D. It determines the encryption.

230. What are two sources from which cases can be created?

A. Web-to-Lead

B. Web-to-Web

C. Email-to-Case

D. Connect for Outlook

231. Which report format summarizes data in a grid against horizontal and vertical criteria and provides totals for both rows and columns?

A. Summary

B. Matrix

C. Tabular

232. Every profile, including profiles associated with Customer Portal users must have at least one visible app.

A. True

B. False

233. Which statements are true about Cloud Scheduler?

A. It is available in Group, Professional, Enterprise, Unlimited, and Developer Editions only.

B. Cloud Scheduler is now enabled by default for all organizations.

C. You can automatically see the New Meeting Request button on all eligible contact, lead, and person account detail pages.

D. Meeting organizers can not use Cloud Scheduler to request meetings with customers, and have customers select preferred times before confirming the meeting.

E. Administrators can add or remove the New Meeting Request button on multiple page layouts using the new Cloud Scheduler quick setup method.

234. Clients do not have to enable Customizable forecasting before they can ask salesforce to activate Territory Management.

A. True

B. False

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

A. A new account and contact will be created with different Salesforce ID.

B. You can choose to update the existing account and contact.

C. The records will automatically update.

D. The conversion will fail.

E. The account and contact will automatically be overwritten

236. You can not use the browser's print function to print reports.

A. True

B. False

237. This helps you manage the complete lifecycle of customer service,from logging cases to suggesting and delivering solutions across multiple channels, including

Web self-service and live agent support:

A. Ideas

B. Community

C. Sales Cloud

D. Service Cloud2

E. Sales Cloud2

F. None of the Above

238. How many workflow rules can you create per entity?

A. 10

B. 15

C. 20

D. 25

239. What is the default report format for new reports created in report builder?

A. Summary

B. Tabular

C. Matrix

240. Which of the following is part of the Sales Cloud 2?

A. Accounts and Contacts

B. Cases

C. Marketing and Leads

D. Solutions

E. Content Library

F. Opportunities and Quotes

241. Which of the following are standard Salesforce applications?

A. Ideas

B. Campaigns

C. Administration

D. Call Center

E. Sales Center

242. What can an administrator customize for the Service Cloud console?

A. Whether the record opens as a primary tab or subtab

B. The fields displayed in the highlights panel

C. The interaction log fields displayed for objects without an Activity History related list

D. Whether the SoftPhone displays in the footer or sidebar

E. The objects displayed in the navigation tab

243. Which is a consideration when creating a drill-to-detail dashboard component?

A. The dashboard component type must be a gauge.

B. Drill-to-detail must be enabled on the custom report type.

C. The source report must be stored in the drill-to-detail folder.

D. The source report must be grouped by record name, record owner, or feed post.

244. Which can be accessed by a Chatter Free user?

A. People

B. Content

C. Profiles

D. Groups

E. Files

F. Leads

245. This type of relationship links two objects together, but it has no effect on deletion, record ownership, or security, and the lookup relationship field is not required in the page layout.

A. Lookup Relationship

B. Master-Datail Relationship

C. Master-Detail-Sub detail Relationship

246. When you delete a Contact, it's associated Campaign Member record is deleted as well.

A. True

B. False

247. Data Validation rules is not supported in which Salesforce edition?

A. Contact Manager

B. Group

C. Professional

D. Developer

E. Unlimited

F. All Editions are supported

248. Identify the true statements about the workflow approval process?

A. When a record is submitted for approval the Admin can edit the record

B. You can forward an email approval request to another email address

C. The approvers delegate can also approve a request

D. Approvers can view an approval request from their home page

E. Approvers can only access an approval page from the application

249. Printable View does not Save all the report formatting.

A. True

B. False

250. Which data can be synched using the new Salesforce for Outlook?

A. Custom objects

B. Events

C. Leads

D. Contacts

251. Time-dependent workflow will not work with which type of workflow evaluation criteria?

A. Only when a Record is created

B. Every time a Record is created or edited

C. Every kind of workflow evaluation criteria

D. When a Record is edited and it didn't previously meet the rule criteria

252. Up to 25 custom lookup fields can be defined per object.

A. True

B. False

253. Spring \'11 includes a managed version of Chatter Desktop for enterprise deployments, and administration controls for controlling access to Chatter Desktop in your organization.

A. True

B. False

254. Record locking prevents users from editing a record only if they have certain field-level security or sharing settings.

A. True

B. False

255. Can a Standard User Profile import members into a campaign?

A. Yes.

B. No.

C. Only if they have "Import Campaign Members" permission checked.

D. Only if they have "Modify All Data" permission checked.

256. The record owner is a user or a queue that has control or rights to a particular data record.

A. True

B. False

257. Standard reports are visible through the Reports search.

A. True

B. False

258. A System Administrator can edit a profile to:

A. Prevent a user from viewing custom tabs

B. Prevent the use of Mass email

C. Deny a user access to other users leads

259. What is a Dashboard made of?

A. Tables

B. Summary Reports

C. Charts

D. Gauges

260. What is one advantage of Salesforce CRM?

A. Companies can seamlessly integrate their servers to Salesforce database for faster performance.

B. Companies only need to maintain a compatible browser and a reliable internet connection.

C. In house Servers can be acquired cheaper than normal

D. None of the above

E. All of the above

261. Mail Merge is available in which Salesforce Editions?

A. All except Professional

B. Professional and Enterprise

C. Professional, Developer and Enterprise

D. Enterprise and Developer only

E. Developer, Enterprise and Unlimited only

F. All editions

262. If the System Administrator set a user to create only a certain record type, this user's ability to view other record types is affected.

A. True

B. False

263. What is the maximum number of values you can have in a picklist?

A. 500

B. 250

C. 600

D. 1.000

E. 2.000

264. When converting a lead, what values are transferred to the opportunity?

A. Amount = Lead Amount

B. Close Date = Today

C. Close Date = Last day in fiscal quarter

D. Stage = First stage in list

265. What is the maximum of time triggers per Workflow Rule?

A. 5

B. 10

C. 15

D. 20

266. Salesforce is which of the following:

A. Salesforce Automation

B. Marketing Management

C. Customer Support Management

D. Campaign Management

267. Which of the following relationships are correct?

A. Lead, Contacts, and Opportunities can be associated to only one Campaign

B. Leads and Contacts can be associated to several Campaigns, but an Opportunity can have only one Campaign

C. Leads and Opportunities can be associated to several campaigns, but Contacts can only have one Campaign

268. A Workflow Approval process may be used for all of the following objects EXCEPT:

A. Opportunity

B. Users

C. Assets

D. Contracts

269. Which of the following features is not available in Professional Edition?

A. Big Deal Alert

B. Workflow

C. Account Sharing Rules

D. Multi-Currency

270. The formula editor may be used all of the following places EXCEPT:

A. S-Control

B. Formula Field

C. Default values on Standard Fields

271. If you are added to a Sales Team with read/write access you then have the ability to extend sharing on the opportunity to other users.

A. True

B. False

272. A Workflow rule can only be triggered when a record is created.

A. True

B. False

273. Which of the following fields CAN NOT be a controlling field for Dependent Picklists?

A. Standard Picklist

B. Custom Picklist

C. Custom Multi-Select Picklist

D. Standard Checkbox

E. Custom Checkbox

274. When you have exceeded your general storage limit, you can use your complimentary document storage for additional space.

A. True

B. False

275. To make a field required, which of the following is used) (Pick the best possible answer)

A. Page Layout

B. Field Level Security

C. Profile

D. Both Page Layout and Field Level Security

276. What type of information can NOT be shown with an S-Control Dashboard component?

A. Combination of two other Dashboard components

B. External feed of data

C. Data Warehouse information

D. Flash representations of data

277. A new list view can be created from within the console

A. True

B. False

278. All of the following are default Account record types- with Client Management EXCEPT:

A. Account Tab Default

B. Business Account Default

C. Person Account Default

D. Partner Account Default

279. You must be a user of salesforce.com in order to Receive an email notification in the case escalation process:

A. True

B. False

280. Which of the following is a standard Profile?

A. Sales User

B. Marketing User

C. Invoice Manager

D. Contract Manager

281. Who may be assigned a workflow task? There are 5 correct answers.

A. A single user

B. Multiple users

C. The Record owner

D. The Record creator

E. An Account team role

F. A Sales Team Role

282.You can create the following Email Template Formats: Choose 4

A. Text

B. Visual Force

C. HTML with Letterhead

D. XML Templates

E. Custom HTML

283. Universally required fields always display on edit pages regardless of field-level security.

A. True

B. False

284. If you change the data type of any custom field used for lead conversion, that lead field mapping will be deleted:

A. True

B. False

285. The automated case user will be listed on the case history for all actions that are system defined, including:

A. When a case is automatically assigned using assignment rules

B. When a case is escalated

C. When a case is created online via Web-to-Case

D. When a Workflow is Triggered

286. Organization-Wide Default Sharing Rule for Calendar Access Default is as Follows:

A. Hide Details

B. Hide Details and Add Events

C. Show Details

D. Show Details and Add Events

287. Both accounts and users can exist in multiple territories.

A. True

B. False

288. You must meet the following prerequisites before enabling territory management? Choose 2 answers

A. Your organization must be using customizable forecasting

B. Follow the steps in the Deploying Territory Management Guide to prepare your organization for territory management.

C. You must have the Marketing User Profile

D. You must have the Territory Manager Profile

289. What is Force.com Platform? Choose 3 answers:

A. Customize, integrate and create enterprise applications as a service and without software.

B. Point-and-click customization tool

C. Customize standard applications provided by Salesforce.com or build their own on-demand applications

D. Modify the applications to meet your needs – (No- Coding)

E. Group standard and custom tabs into new custom applications

290. What is Force.com Builder? Choose 3 answers:

A. Point-and-click customization tool

B. Group standard and custom tabs into new custom applications

C. Modify the applications to meet your needs – (No- Coding)

D. Customize standard applications provided by Salesforce.com or build their own on-demand applications

E. Build custom Applications

291. What is Salesforce.com Partner Portal? Choose 2 answers:

A. Use your company logo on a Partner Site

B. Develop Partner Application on Force.com Platform

C. Data goes into your Salesforce objects through a third party site

D. Create Interactive Communities

E. All of the above

292. Following are the Custom Business Objects EXCEPT:

A. Use Force.com builder to build your own objects

B. Standard Salesforce.com Objects

C. Capture key, related information that applies to your business

D. Correlate to tables in the database

E. All of the above

293. A Profile can have many users, but a user can have only one profile.

A. True

B. False

294. You CANNOT delete standard fields but you can remove non-required standard fields from a page layout

A. True

B. False

295. Reports and views are not renamed based on the new label value

A. True

B. False

296. Custom Picklist fields can be either controlling or dependent fields

A. True

B. False

297. Maximum number of values allowed in a controlling field is:

A. 500

B. 100

C. 300

D. 200

298. Multiple record types may be created for every tab, with the exception of

A. Home

B. Accounts

C. Forecasting

D. Opportunity

E. Reports

299. A Record Owner has the following privileges:

A. View and Edit Capabilities

B. Transfer Capabilities

C. Deletion Capabilities

D. Import Leads Capabilities

E. Import Opportunity Capabilities

300. You can use Sharing Rules to grant wider access to data. You cannot restrict access below your OWD levels.

A. True

B. False

Standard and Custom Objects (14%)

7-9 question

301. The SideBar search does not Search the following: Choose 3 answers

A. Custom Objects

B. Documents

C. Products

D. Reports

E. Solutions

302. Workflow Tasks are NOT tracked in the Activity History and can be reported on MMM?

A. True

B. False

303. Time-Dependent Workflow – Maximum Triggers Allowed Per Rule:

A. Maximum of 10 time triggers per rule

B. Maximum of 20 time triggers per rule

C. Maximum of 50 time triggers per rule

304. 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?

A. Create a custom email template for invitations that displays your company logo

B. Add a company logo to meeting requests in Salesforce

C. Create an external integration with Google calendar using Sites

D. Enable Chatter to allow reps to Communicate with customers

305. Which statement is TRUE regarding Dynamic Dashboard:

A. They show data from the perspective of the logged-in user.

B. They are automatically created when you create a Custom Object

C. They perform calculations that standard dashboards cannot

D. They display the source report as you hover over a dashboard component

306. Marketing and Sales users at Universal Containers would like more visibility into Lead and Contact participation in this years Trade Show. How would an

Administrator build this into the application? Choose 2 answers

A. Create Cross-object formula fields to display campaign member record details on a lead or a contact record

B. Alert lead and contact owners with workflow when a prospective customer regsiters for the event

C. Customize the campaign member related list on the lead or contact object

D. Create Cross-object formula fields to display lead or contact record details on a campaign member record

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

A. Promote an Answer for consideration

B. Re-assign an article to the publishing queue

C. Publish an article to the solution category

D. Submit an article upon closing a case

E. Publish at-will, with "Manage Articles" profile permission

308. How can Chatter feed for content can be used? Choose 2 answers

A. To store Chatter posts in content

B. To share files from a workspace to a feed

C. To link a workspace to a Chatter from content

D. To search for files posted to Chatter from content

309. Which statement is TRUE regarding dependent lookups? Choose 2 answers:

A. They can be configured to make fields on related records, depending on data in the source record

B. They can be configured to limit the records returned by a lookup based on the value of a field on a related record

C. They can be configured to compare data to external sources to verify that contact and prospect information is up to date.

D. They can be configured when creating the master-detail or lookup relationships

310. Which is a capability of drag-and-drop dashboards? Choose 2 answers:

A. Drag and Drop a dashboard onto any page in Salesforce

B. Drag and Drop records onto a dashboard

C. Drag and Drop reports onto a dashboard as the data source of the component

D. Drag and Drop chart types onto a dashboard to create a component

311. Which is a capability of the Cloud Scheduler? Choose 2 answers:

A. Allow a user to propose multiple meeting times

B. Automatic propose meeting times based on Salesforce user calendars

C. Sync a Salesforce calendar with an Outlook Calendar

D. Custom brand different invitations per customer

312. Which is a capability of Chatter? Choose 3 answers:

A. Receive updates related to records followed by a user

B. Share updates, files, and links with Leads and Contacts

C. Receive recommendations for users and records to follow

D. Follow people within Salesforce organization

E. Post updates, files, links to Chatter pages

313. How can an Administrator customize campaign members? Choose 2 answers:

A. Display Lead or Contact data directly on a campaign member record

B. Create an approval process for new campaign members

C. Customize the campaign history related list to include campaign member custom fields

D. Display key campaign member data on an opportunity record

314. What determines the suggested criteria for lookup filter?

A. Previously used filter criteria

B. Organization Wide Default settings

C. The current application schema

D. A survey taken when enabling this feature

315. What can an agent do when resolving a case? Choose 2 answers

A. Email articles to a customer

B. Create an article upon closing a case

C. Assign data categories to a case

D. Attach only one article to a case

316. Which is a feature of combination charts? Choose 2 answers

A. Display more than one summary value in chart

B. Add a third axis range to the chart

C. Display data from multiple reports in a chart

D. Add a second axis range to a chart

317. The value in a Custom Field called Salary is 50,000. What would the formula, ISNUMBER (Salary_c), return

A. FALSE

B. TRUE

C. Depends on the Users Locale

D. 50.000

318. Which cannot be done on a Salesforce to Salesforce connection finder?

A. Identify the Salesforce systems administrator at another company

B. Custom brand an email sent to identify connections

C. Survey partners for their use of Salesforce

D. Survey customers for their use of Salesforce

319. Which action can be performed on the Campaign Member object? Choose 3 answers

A. Relate a business account to a campaign record

B. Create validation rules related to the campaign member record

C. Create custom lookup field to another object

D. Change a lead to a contact from the campaign member record

320. Which is a capability of a campaign? Choose 2 answers

A. Add campaign members to other related campaigns using an Apex trigger

B. Convert leads to contacts from the campaign record

C. Update the campaign member status of a lead using the manage campaign members feature

D. Track the number of business accounts related to a campaign

321. What type of field can a lookup filter be applied to? Choose 3 answers

A. Hierarchical relationship fields

B. Master-Detail relationship fields

C. Relationship fields for records owned by queues

D. Lookup fields to the Account, Contact, User, and Custom Objects

E. Lookup fields to the Activity object

322. Which action type is represented by an icon in the process visualizer? Choose 2 answers

A. Request rejection details

B. View recall details

C. Start a new task

D. Send an email alert

323. Which function can be performed using enhanced profile management? Choose 2 answers

A. Merge profiles

B. Make mass permission modifications across multiple profiles

C. Make mass profile name changes

D. Edit profile permissions directly in a list view

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

A. Are not assigned to roles in the role hierarchy

B. Are allotted extra data storage usage

C. Can view documents from Content workspaces

D. Cannot own an Account record

325. Which two functions return the same result when used with fields of the same data type?

A. ISBLANK() and BLANKVALUE()

B. ISNULL() and LEN()

C. ISBLANK() and ISNULL()

D. ISBLANK() and ISEMPTY()

326. Which statement is TRUE regarding look up filters? Choose 2 answers

A. Lookup filters are available in the Partner and Customer Portals

B. Lookup filters can restrict lookup dialog results based on fields on the source object

C. The special date values "Today" and "This Month" are valid criteria options.

D. Lookup filters are case sensitive

327.What can be reviewed using the process visualizer?

A. Sales Processes

B. Approval Processes

C. Support Processes

D. Workflow Rules

328. Which email address option is available to override the From Email Address in a Workflow Email Alert?

A. An active Administrator's email address

B. A manual entered email address

C. An active user's email address

D. An Organization -wide email address

329. How would an Administrator ensure that specific field values are always represented by the same color each time the value is displayed on any dashboard component?

A. Customize dashboard components

B. Customize dashboard settings

C. Customize source reports

D. Customize field settings

330. When looking at a vertical column chart, what can a user click on to drill down to a filtered source report? Choose 3 answers

A. Component header

B. Individual groups

C. The Y - axis

D. Legend entries

E. The X- axis

331. UI component for tag Access (Choose 2)

A. Edit tag links

B. View tags on header

C. Sidebar widget

332. Which Step is not a part of creating custom application?

A. Selecting tabs

B. Adding a logo

C. Selecting profiles

D. Creating a custom object

333. Which of the following are standard Salesforce applications? (Select all that apply)

A. Ideas

B. Campaigns

C. Administration

D. Call Center

E. Sales Center

334. A role has many to many relationships with the user?

A. True

B. False

335. Is it true that campaigns and opportunities have many to many relationship?

A. True

B. False

336. Which of the following will not bypass Identity Confirmation? (Select one)

A. The user's profile has IP login restrictions enabled.

B. The user has logged into Salesforce previously from their current IP address.

C. The user has activated this computer before and has a stored activation cookie.

D. The user's record has the "Bypass User Identity Confirmation" checkbox enabled.

E. The user is logging in from an IP address within the list of trusted networks.

337. Which of the following statements are true concerning email activation? (Select one)

A. The email activation feature requires that the user click an activation link before logging onto a new computer.

B. The email activation feature cannot be disabled.

C. The email activation feature can be disabled by request to Salesforce.com support.

D. The email activation feature can be disabled through the UI.

338. When transferring an account from one user to another, which of the following options are selectable? (Select all that apply)

A. Transfer closed cases

B. Transfer closed opportunities

C. Transfer open activities

D. Transfer closed activities

339. Using the following hierarchy, if a sharing rule exists granting Operations Person Read/Write access to Sales Management on the Account Object, what access does Operations Management have to Sales Management's accounts?

Default access for the Account object is Public Read Only.

Executive Management -

Sales Management -

Sales Person -

Operations Management -

Operations Person -

A. None

B. Read Only

C. Read/Write

D. Read/Write/Transfer

340. Documents count toward Data Storage.

A. True

B. False

341. File attachments, document tabs, and sales force content count towards Data Storage:

A. True

B. False

342. A record is modified on 1/1/2008. It meets criteria for a time-based workflow rule; this rule schedules an action for 7 days after rule execution. On 1/4/2008 the record is modified and no longer meets workflow rule criteria.

On 1/5/2008 the record is modified and once again meets the initial time-based workflow rule criteria. How many workflow actions will execute and when?

A. 1 on 1/8/2008

B. 2 on 1/8/2008 and 1/12/2008

C. 1 on 1/12/2008

343. What would prevent a user from including fields when running a report?

A. Field-level security & page layouts

B. Page layouts only

C. Field-level security only

D. None of the above

344. The system administrator has created a new custom object and application. This individual now needs to populate the new object with 1000 records, which are formatted in a CSV file. The Import Wizard (Data Management --> Import Custom Objects) is appropriate for this task.

A. True

B. False

345. You must create the business process before creating record types for each of these objects Except?

A. Lead

B. Opportunity

C. Case

D. Campaign

E. Solutions

346. You can then associate each business process with one / more record types and make it available to users based on their:

A. Role

B. Profile

C. OWD

D. Licence Type

E. Salesforce Edition

347. In order to implement more business process multiple record types must also be implemented:

A. True

B. False

348. Multiple record types may be created for every tab with the exception of:

A. Home Tab

B. Forecast Tab

C. Documents Tab

D. Leads Tab

E. Report Tab

349. Field-level security can be used to make a field required

A. True

B. False

350. You can customize to restrict users ability to log in to saleforce.

A. Profile

B. Role

C. Page Layout

D. Record Type

E. Security Settings

351. Is it possible for a user to own a record and not see it:

A. True

B. False

352. The Account owner, Opportunity Owners and case owners:

A. Has to be the same user

B. Has to be from the Same Profile

C. Has to be from the same Role

D. Can be different Users

353. What is true about a Role?

A. Controls the level of visibility that users have to an org. data

B. Role is required while creating Record types

C. A user must be associated to one role

D. A user may be associated to one role

354. What is True about the Role Hierarchy

A. Controls data visibility

B. Controls record roll-up forecating and reporting

C. Not necessarily the company org. chart

D. Controls Read / Write and Transfer Rules for each user

355. Which of the following components is displayed only if the record in the detail view has associated records?

A. List view

B. Mini Page Layout

C. Console layout

D. Mini View

356. Which of the following components inherits the record type and profile associations, related lists, fields, and field access settings from its associated page layout?

A. Console layout

B. Mini Page Layout

C. Detail View

D. Related Objects

357. What happens when an email is sent to a customer from a case?

A. Case hierarchy is reset

B. Case escalation is reset

C. Case escalation rules are deleted

D. Case assignment rules are deleted

358. What objects are cases related to?

A. Accounts

B. Forecast

C. Contacts

D. Campaign

359. Why would you use early triggers?

A. To escalate a case according to a time zone

B. To allow notification before a case actually escalates

C. To escalate any case within a period

D. To send an auto response email to customers

360. If using Customizable forecasting there is a seperate forecast role hierarchy

A. True

B. False

361. How many roles can you create for your org?

A. 200

B. 300

C. 500

D. No Limit

362. What is Sharing Rule?

A. Automated rules that grant access to groups of users

B. Exceptions to Org. wide Defaults

C. Rules given for group of user working closely on a project

363. What is not true about sharing Rules?

A. Sharing rules open up access whereas org wide defaults restrict access

B. When u delete a sharing rule, the sharing access created by that rule is automatically removed

C. U can edit the access levels for any sharing rule. You can change the specified groups / roles for the rule

D. Sharing rules apply to all new and existing records owned by the specified role / group members

E. When u modify which users are in a group rule, the sharing rules are re-evaluated to add/remove access as necessary.

364. A public group is a grouping of all Except?

A. Users

B. Public Groups

C. Queue

D. Roles

E. Roles and Subordinates

365. 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?

A. Overwrite Phil's User Profile with the new associates information and create a new profile for Phil.

B. 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.

C. Associate the new role to Phil's existing profile and Transfer all the accounts, opportunities and leads to the new associate.

D. None of the above

366.Which statement is / are false for folders?

A. Access is defined either as Read or Read/Write

B. Access to folders does roll-up through role hierarchy

C. The document tab contains a control version capability

D. Access to folders does not roll-up through role hierarchy

367. The size limit for documents uploaded is:

A. 1 Megabyte

B. 3 Megabyte

C. 5 Megabyte

D. 25 Megabyte

368. Author and the owner have same access to the document

A. True

B. False

C. Neither True nor False

369. You can update licenses on the Company Profile.

A. True

B. False

370. A company that uses custom fiscal year: A standard forecast option is unavailable. Administrator will have to build a custom forecast for the same.

A. True

B. False

371. Activities are both Tasks and Calendars

A. True

B. False

372. Field Level Security cannot be used to make a field required.

A. True

B. False

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

A. Changing to or from type Date or Date/Time

B. Changing to Number from any other type

C. Changing to number from Percent

D. Changing to one Currency from any other currency type

374. Which of the statements is/are true for data validation?

A. Data Validation can enforce data integrity as well as make a field required in the page layout

B. Data Validation can prevent duplication of records

C. Data Validation run on the client machine after the user clicks the Save button

D. Data Validation rules are not enforced when using API & import operations

E. Validation rules can be activated / deactivated by the user

375. Identify the statement that correctly defines data validation

A. Data validation ensures the integrity of data before its saved in SF

B. Data validation ensures the integrity of data after its saved in SF

C. Data validation ensures the integrity of data when data is imported in SF

D. Data validation ensures the integrity of data when data is exported in SF

376. Data validation ensures the integrity of data when data is exported in SF

A. True

B. False

377. What statements is False for a workflow task:

A. To assign tasks to multiple users, create multiple tasks as outcomes of the rule

B. A single task can be assigned to multiple users

C. The due dates for workflow task is based on number of calendar days, The rule fails to recognize only working business days by default

D. Historical tracking is allowed for workflow task

378. Will data be lost in a Custom Field if Data Type is changed to Number from any other Data Type?

A. Yes

B. No

379. On Lead Conversion a Lead Object Custom field cannot be mapped to Which Object custom field?

A. Account

B. Contacts

C. Case

D. Opportunity

380. Dashboards can be created by using Standard Reports as Source Reports?

A. True

B. False

381. Which tool should be used to Import more than 65000 records in Salesforce.com?

A. SFDC Import Wizard

B. Data Loader

382. 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

383. Which of the following is Not a Mandatory Field while creating a User Record?

A. Profile

B. Role

C. Alias

D. Community Nickname

384. 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.

385. 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

386. API's are not available for use in which Salesforce.com edition?

A. Developer Edition

B. Professional edition

C. Enterprise Edition

D. Unlimited edition

387. 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

388. For how many days deleted records are kept in the Recycle Bin?

A. 15

B. 30

C. 45

D. 60

389. 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

390. Which of the following is not a Standard Salesforce.com Application?

A. Service

B. Sales

C. Call Center

D. Community

E. Marketing

391. 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

392. Which of the following cannot be on the controlling side of the Dependent Picklist?

A. Checkbox

B. Custom Picklist

C. Standard Picklist

D. Multi Select Picklist

393. Do Validation rules get enforced on the Lead Conversion?

A. Yes

B. No

394. 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

395. 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

396. 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

397. Queues cannot be created on which Object in salesforce.com?

A. Lead

B. Case

C. Account

D. Custom Object

398. 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

399. 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

Sales and marketing applications (14%)

7-9 question

401. What happens when you delete an object that is related to a junction object by a lookup relationship?

A. The junction object is deleted

B. The related fields in the junction object is deleted

C. The master records are deleted

D. The intersection object is deleted

402. 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

403. Which of the following objects cannot be imported via the Salesforce.com Import Wizard?

A. Leads

B. Accounts

C. Opportunities

D. Solutions

404. 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

405. 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

406. Which of the following is not a Roll Up summary field operation?

A. SUM

B. MAX

C. MIN

D. COUNT

E. Average

407. How many fields can be enabled for tracking on a custom Object?

A. 10

B. 20

C. 30

D. 40

408. 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

409. How many Custom Summary Formula Fields are allowed on a single Report?

A. 5

B. 10

C. 15

D. 20

E. No limit

410. 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

411. Which of the following is not an available function in the Formula Fields?

A. HyperLink

B. Substitute

C. RPad

D. Vlookup

412. 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

413. 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

414. 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

415. How many custom fields can be created on an object in an unlimited Edition?

A. 100

B. 200

C. 500

D. Unlimited Fields

416. 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

417. 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

418. A sales team is a set of users that normally work together on _____ ?

A. Accounts

B. Leads

C. Opportunities

D. Contacts

E. Cases

419. 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

420. 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

421. 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

422. Account team is a set of users that normally work together on _____?

A. Accounts

B. Leads

C. Opportunities

D. Contacts

E. Cases

423. Conditional highlighting can not be used for?

A. Tabular Reports

B. Summary Reports

C. Matrix Reports

D. None of the Above

424. You can use conditional highlighting for summary and matrix report only.

A. True

B. False

425. 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

426. Which of the following Email Template cannot be used to send a mass email?

A. Text

B. HTML with Letterhead

C. Custom HTML

D. Visual force

427. Which of the following object does not support the Business process?

A. Lead

B. Account

C. Opportunity

D. Case

E. Solution

428. Which of the following does not need business process?

A. Leads

B. Opportunities

C. Contacts

D. Cases

429. 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

430. Can a user restrict access with the help of the sharing rules?

A. Yes

B. No

431. Is it possible for users to override their own forecasts and forecasts for users below them in the forecast hierarchy?

A. Yes

B. No

432. With sharing rules one can make automatic exceptions to the organization-wide default for defined sets of users.

A. True

B. False

433. An opportunity that reaches the threshold with 80% probability will trigger additional alerts if the probability subsequently goes higher to 85%.

A. Yes

B. No

C. Depends on the Settings

434. Which of the following types of packages can be upgraded?

A. Managed Packages

B. Unmanaged Packages

C. Both A & B

D. None of the Above

435. Which of the following feature allows you to send an email when an opportunity reaches a threshold value?

A. Validation Rule

B. Big Deal Alert

C. Opportunity Alert

D. Big Ticket Email

436. Conditional Highlighting only applies to the first summary field column in the table?

A. True

B. False

437. Unmanaged packages do not include locked components but can be upgraded?

A. True

B. False

438. Auto Response rules work on which objects?

A. Leads and Cases

B. Leads and Accounts

C. Accounts and Opportunity

D. Account and Cases

439. Escalation rules only run during the business hours with which they are associated?

A. True

B. False

440. Customizable Forecasting is a prerequisite in order to enable territory management?

A. True

B. False

441. Running User concept in Dashboard allows users to view Data which normally they can not view?

A. True

B. False

442. Can a user create his or her own Default Sales Team?

A. Yes

B. No

443. How many ranges can be defined in the case of a Conditional Highlighting?

A. 2

B. 3

C. 4

D. 5

444. When are the formula fields Re - Calculated?

A. Every 15 minutes

B. Every time they are seen

C. After every DML Operation

D. Admin can set the time of Refresh

445. How do you find out that the Approval Process is edited?

A. Last Modified By Field

B. Audit trail

C. History Record on Approval page layout

D. All of the Above

446. How many Solution records can be imported via Import Wizard?

A. 500

B. 5.000

C. 50.000

D. Solution Records cannot be imported via Import Wizard

447. Formatting of report is maintained when it is exported via Printable View?

A. True

B. False

448. Which one is the following is a salesforce.com definition for a Lead?

A. Any person, organization or company that may be interested in your products and services, not yet customers

B. An organization, individual or company involved with your business such as customers, competitors and partners

C. Any potential revenue-generating event i.e. "sales deal"

D. Any individual or influencer associated with an account

449. If you delete an email from a case and then delete the case, you will not be able to retrieve the deleted email from the Recycle Bin

A. True

B. False

450. On which of these areas Data Validation rules are enforced but no feedback is given to users?

A. Lead Convert

B. Record Merger

C. Web-TO-Case

D. SalesForce Mobile

E. Self Service Portal

451. 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

A. (1 OR 2 OR 3) AND 4

B. (4 AND (2 OR 3)) OR 1

C. (1 OR 2 OR (3 AND 4)

D. (1 AND (2 OR 3)) OR 4

452. How many User records can be imported via Import Wizard?

A. 500

B. 5.000

C. 50.000

D. User Records cannot be imported via Import Wizard

453. Which of the following is true about Page layouts?

A. Control the layout and organization of detail and edit pages

B. Control which fields, related lists, and custom links users see, on detail and edit pages only

C. Control which standard and custom buttons display on detail pages and related lists

D. Determine whether fields are visible, read only, or required, on detail and edit pages only

454. To email a report to other users, the report must be in a public folder with access granted to the other users?

A. True

B. False

455. When a field is deleted from the pagelayout, does it is also deleted from the Object?

A. Yes

B. No

456. When you insert a record using the API, Do Validation rules are expected?

A. Yes

B. No

457. Scheduled reports run in the time zone of the user who schedules the report.

A. True

B. False

458. Reports show only the information you can access where as Dashboards show information which you even cannot access.

A. True

B. False

459. Which of the following are not controlled by the Page layouts?

A. Custom Fields

B. Sections

C. Related List

D. Custom Button

E. Validation Rule Error message

460. If a field is visible in the search layout but hidden for certain users via the field-level security settings then which of the following statement is true?

A. The field-level security overrides the search layout and the field will be hidden for all users

B. The field will still be visible in search layout to all the users

C. The field-level security overrides the search layout and the field will be hidden for those users

D. None of the above

461. If a Report is run which returns 20,000 records then:

A. All 20K records are displayed in the UI

B. First 2K records are displayed in the UI

C. 10 Reports each having 2K records are created

D. Report Fails and an error is reported

462. On deleting a Tab from an Application _____.

A. Deletes the Tab from Salesforce.com

B. Deletes the tab from that Application

C. Deletes that particular Object of whose Tab is deleted

D. All of the Above

463. Which one is the following is a salesforce.com definition for an opportunity?

A. Any person, organization or company that may be interested in your products and services, not yet customers

B. An organization, individual or company involved with your business such as customers, competitors and partners

C. Any potential revenue-generating event i.e. "sales deal"

D. Any individual or influencer associated with an account

464. Which of the following make a User record Unique?

A. Profile

B. Email Id

C. Username

D. Role

465. Which of the following is NOT controlled by the Page Layout?

A. How detail and edit pages are organized

B. Field properties like visible, read-only and required

C. Controlling which fields, related lists, and Custom Links users sees

D. Page section customizations

E. Rollup summary

466. What does the dashboard snapshot on the Home Page display?

A. Only the dashboard determined by the System Administrator

B. You cannot display a dashboard on the Home Page

C. The first two rows of any of your available dashboards

D. The first row of any available dashboards

E. The Complete Dashboard set by the User himself

467. Which of the following can NOT be used to customize your Home Page?

A. Company logo (Image)

B. Dashboard Snapshot

C. Custom Links

D. Custom Formula Field

468. Though multiple campaigns can be influential, you can only designate one campaign as the primary campaign source on the opportunity?

A. True

B. False

469. Customer Portal users can view the tags section of a page, if it is included in a page layout.

A. True

B. False

470. If Custom Fiscal Years are enabled then you cannot use Standard Forecasting?

A. True

B. False

471. It is possible for an Account to be part of multiple Territories?

A. Yes

B. No

472. Case escalation rules triggered on the last modification will be reset each time a user adds an activity or sends an email from the case record?

A. True

B. False

473. Is it possible to have Sidebar search enabled with Global Search?

A. Yes

B. No

474. Is it possible to report on the converted Leads?

A. Yes

B. No

475. The opportunities fields of the campaign statistics section on a campaign detail page will only be populated for the campaign designated as the primary campaign source?

A. True

B. False

476. Case escalation rules triggered on the last modification will be reset each time a user adds a related comment to the case?

A. True

B. False

477. For custom object records to appear in search results associated tab only needs to exist; the tab does not have to be visible to users.

A. True

B. False

478. Which of the following statements is/are true for sharing rules? (Check all that apply)

A. 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

B. Sharing rules apply only to new records owned by specified role or group member

C. When you transfer records from user to another, the sharing rules are removed during the transfer.

D. You cannot change the specified groups or roles for sharing rules.

479. Users with access to opportunities as sales team members cannot extend sharing for those records:

A. True

B. False

480. Which of the following are setting options for the User Interface?

A. Enable Collapsible Sections

B. Show Quick Create

C. Show customer Sidebar Components on All Pages

D. Transfer all Open Opportunities

E. Enable Drag-and-drop scheduling on List Views

481. Which are Activity Attachment Enhancements in Spring 11?

A. For new organizations, the Attachments related list is now automatically added to task and event records.

B. For existing organizations, the Attachments related list is now automatically added to task and event records.

C. Attachments are now searchable for tasks and events.

D. Unlike before, HTML attachments is always available and can no longer be disallowed.

E. Existing organizations need to manually add the related list to the activity page layout.

482. The first approval step in a process specifies the action to take if a record does not advance to that step.

A. True

B. False

483. Account Teams might be utilized for what?

A. Sharing

B. Reporting

C. Private Sharing Model

D. Activities

484. You can only use standard fields when generating email and mail merge documents for leads or contacts.

A. True

B. False

485. Which of the following chart types does not support Combination Chart?

A. Line

B. Horizontal Bar

C. Vertical Bar

D. Funnel Chart

E. Donut

F. Line Cumulative

486. Custom Summary Formulas can run calculations on report calculations.

A. True

B. False

487. Which is true about a Chatter Plus user?

A. Contents, Ideas, Answers, Accounts, Contacts, Chatter, Groups, People, Profiles tab and up to ten Custom Objects only

B. Contents, Ideas, Answers, Accounts, Contacts, Chatter, Groups, People, Profiles tab and up to 20 Custom Objects

C. Accounts, Contacts and up to 10 Custom objects only.

D. It can access all that a Chatter Free user can, accounts and contacts and it can also access up to 10 custom objects only.

E. .It can access all that a Chatter Free user can and it can also access up to 10 custom objects but not standard object.

488. Which types of files can be accessed from the Files tab?

A. Files attached to a Chatter group post

B. Files in Content Workspaces

C. Files attached to a Chatter profile post

D. Files uploaded to the Documents tab

E. Files uploaded to the Solutions tab

489. Which function is available in the report builder interface, prior to running the report?

A. Save

B. Printable view

C. Schedule future runs

D. Show/hide details

E. Export details

490. A controlling picklist can have up to how many values?

A. 399

B. 500

C. 400

D. 350

E. 450

F. 300

491. What does a profile control?

A. Tasks that users can perform on records they access

B. Relationship between two objects

C. View of records that users access

D. Fields available for view in related lists

492. What are the three core building blocks of Security and Access in Salesforce?

A. Profile Restriction

B. Organization-wide Defaults

C. Profiles

D. Role Hierarchy

E. Sharing

F. Chatter Groups

493. Record type picklist filtering applies to dependent picklists.

A. True

B. False

494. Which objects can be stored in a folder?

A. Emails

B. Documents

C. Dashboards

D. Reports

495. Which Salesforce editions support Sandbox?

A. Unlimited

B. Professional

C. Contact Manager

D. Group

E. Developer

F. Enterprise

496. What happens when you delete an object that is related to a junction object by a lookup relationship?

A. The junction object is deleted

B. The related field in the junction object is deleted

C. The master records are deleted

D. The intersection object is deleted

497. Which of the following Collaboration Cloud Enhancements Features are automatically visible to all users after Winter 11 and no setup is required?

A. Free Chatter Users

B. Chatter Search

C. Chatter Invitations

D. Files Tab

E. Using Chatter Filters

F. View Chatter Feeds

498. Opportunity products can be linked in a Lookup Relationship:

A. True

B. False

499. Which of the following statements about a user record are true?

A. Each has its own unique username.

B. Each has its own username which is not necessarily unique.

C. Both active and inactive users use license.

D. Each user must be associated with a profile.

E. Some users are not associated with any Role.

500. A user who has access to formula field can reference fields to which he or she doesn't have access to allowing him or her to view restricted data.

A. True

B. False

Service and support applications (13%)

7-8 question

501. Which of the following needs to be specified in order to schedule a report?

A. The Running User

B. Start Date

C. Email Report

D. Preferred Start Time

502. What is the maximum of actions per time trigger you can have in a Workflow Rule?

A. 50

B. 20

C. 40

D. 80

E. 33

F. 10

503. What is conditional highlighting for reports?

A. You can set conditions that when met will report the calculated fields

B. Set thresholds for report analysis

C. None of the above

504. The running user doesn't override the sharing role while allowing users to see high-level sales data for everyone, not just

A. True

B. False

505. Which statements are true for the integrated campaign builder?

A. Cannot filter views by more than one campaign at a time

B. The maximum number of Leads/Contacts that can be added from a report at one time is 50,000

C. The maximum number of Leads/Contacts that can be added from the wizard at one time is 250

D. Can add converted leads to a campaign

E. Integrated Campaign Builder views are not exposed through the Force.com API

506. 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

507. Which statements are true about standard fields?

A. Std fields are created by Admin

B. You can delete std fields

C. You can change the std field labels

D. You can remove required std fields from a page layout

508. Standard Fiscal Years are for companies that break down their fiscal years,quarters and weeks in to fiscal periods.

A. True

B. False

509. What statement is true regarding a custom field formula?

A. Not reference standard, custom, or other objects

B. Can contain formulas upto 4000 character

C. 4000 character is the limit on the compiled size of the formula

D. Formula can reference themselves

510. A Standard Fiscal Year can start on May 1st.

A. True

B. False

511. Active Currencies live in Company Profile, user record (Personal Setup) and in Opportunity (Record).

A. True

B. False

512. Users can be restricted to view a particular field in views, searches and reports by hiding the field at

A. Page Layout

B. Field Level Security

C. User Profile

D. None of the Above

513. What are different Types of Sharing Rules? (Check all that apply)

A. Case Sharing Rules

B. Lead Sharing Rules

C. Solution Sharing Rules

D. Campaign Sharing Rules

E. Custom Object Sharing Rules

514. Adding a user to the sales team group will give access to opportunity records that was previously a restricted account.

A. True

B. False

515. Can a delegated approver revoke a previously approved process?

A. Yes

B. No, once the request is approved only administrator can revoke the approval process

516. 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)

A. Approved

B. Denied

C. Approval process is revoked

D. Approval changes to pending stage due to conflict within approvers

517. Data Validation rules are also enforced using the API and Import Wizards.

A. True

B. False

518. It is advisable not to overwrite user records with new user data because it would prevent you from tracking a history of past users and the records associated to them?

A. True

B. False

519. Where does the click path Your Name --> Set up -> Security controls -> Sharing settings lead to?

A. Custom Profile

B. Organization wide Defaults

C. Trusted IP Ranges

520. Which of the following cannot be done by a user to records owned by others when the organization wide default is set to Read / Write to an object?

A. Add related records

B. Search Records

C. Delete records

D. Change ownership

E. Report on records

F. Edit details on records

521. Final reject actions can include actions such as email alerts

A. True

B. False

522. When is a workflow rule triggered?

A. When a record that was closed now becomes open again

B. When you delete a record

C. When you are assign a record

D. When it is edited to meet the rule trigger criteria

523. What are the two main parts of WF?

A. Actions and Time triggers

B. Rules and Actions

C. Email Alerts and Field updates

D. Rules and Tasks

524. When are WF rules evaluated?

A. Before a record is deleted

B. When a record is created/updated

C. After a record is created

D. When a record is cloned

525. From the below …identify the WF action?

A. Create inbound messages

B. Create tasks

C. Create mobile alerts

D. Create section updates

526. Org wide default is set to private. Kathy is assigned US Sales Director role with access rights to view opportunities owned by other users associated to her accounts. Jennifer is assigned EMEA Rep Role and Phil to US rep role. Which business opportunities can Kathy VIEW and EDIT?

A. Kathy can edit and view her own opportunities

B. Kathy can EDIT and VIEW her jennifers opportunities

C. Kathy can edit and view Phils opportunities

D. Kathy can view but cannot EDIT phils opportunities

E. Kathy can View but cannot edit Jennifers opportunities

527. How would you allow collaborative access to accounts , contacts, contracts, opportunities, and cases of a US Sales rep, and Asia sales rep, and an EMEA sales rep?

A. By Creating three sharing rules between them

B. By creating a public group with all three Sales Reps

C. By changing the Org wide defaults

528. 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.

A. Phil can view but cannot edit Tims ABC opportunity

B. TIM cannot VIEW / EDIT phils account

C. Phil can EDIT and VIEW Tims ABC opportunity

D. Tim can VIEW and EDIT Phils account

E. Tim can VIEW but cannot EDIT phils account.

529. Will WF evaluate rules retroactively?

A. Yes

B. No

530. Can WF update formula fields?

A. Yes

B. No

531. With Spring 11 release, you can now sort line items in the Quote Line Items related list on a quote. Syncing a quote with an opportunity also syncs product sort order.

A. True

B. False

532. Can you perform field updates on an object related to a rule.

A. Yes

B. No

533. Record Types are not available in Select the right choice

A. Developer Edition

B. Enterprise Edition

C. Unlimited Edition

D. Professional Edition

534. How many Solution records can be imported via Import Wizard?

A. 50.000

B. 5.000

C. 500

D. 50

535. AW computing has a discount workflow that requires approval from the Sales director when the discount is over 15% and from the VP of Global sales if the discount is over 30%. The

sales rep has created a discount for 10% on a new opportunity. What happens when the sales Rep submits the request for approval?

A. Discount will be automatically approved

B. Request will be sent to the Sales director for approval

C. Request will be sent to Sales director and VP of Global Sales for Approval

D. Request will be sent to VP of Global Sales for approval

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

A. Call center

B. Email

C. Chat

D. Customer Portal

537. A security token is required for API access when connecting from an IP address within the list of trusted networks.

A. True

B. False

538. Will users have to use their security token when logging into connect for outlook if their IP range has already been added to a trusted IP range?

A. True

B. False

539. Which of the following statements are true about trusted ranges?

A. They enable end users to activate additional IP addresesses for accessing salesforce.

B. They are used to identify regular SF users.

C. They include IP addresses that are used in conjuction with a browser cookie.

D. They approve login requests from unknown browsers and IP addresses.

540. Which of the following statements is true about computer activation?

A. It is required to activate additional IP addresses for accessing SF.

B. It is required for all IP addresses and browsers.

C. It is required to access SF online.

D. It is required to identify regular SF users.

541. An admin changed the org default language from English to spanish. What must end users do to see this change?

A. Nothing they will see the application in Spanish immediately

B. Refresh their browser

C. Logout then login again

D. Change their language personal preference to Spanish

542. Identify the correct statement from the given list.

A. Lookup field link two objects

B. Lookup fields affect security

C. Lookup fields change the record ownership

D. Lookup fields can be used to delete an object

543. How can you ensure that a value is entered in a field?

A. By Field level security

B. By Setting property in page layout

C. By creating a lookup field

D. By defining pickup list values

544. You can edit their user profiles and define Trusted IP ranges so that users don't have to activate new computers within this range but without blocking those that are not.

A. True

B. False

545. Tab settings allow System Admin to customize which tabs are visible to users:

A. True

B. False

546. Can you make a standard field unique?

A. True

B. False

547. Standard picklists can be the controlling field but not the dependent in a field dependency:

A. True

B. False

548. Which step is required when configuring the new Salesforce for outlook?

A. Select sync direction and conflict behavior

B. Select the appropriate config template

C. Assign users and profiles to a configuration

D. Enable the chatter feed sync with Outlook

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

A. Follow files and links for a dashboard.

B. Follow posts and comments for a dashboard.

C. Follow posts and comments for the dashboard source reports.

D. Auto-follow dashboards created by the user.

550. How can you export accounts and contacts in a Contact Manager edition of Salesforce?

A. Since there is no Weekly Export in contact manager, you can instead install Salesforce for outlook.

B. You can create a report on those records and use the "Export Details" button.

C. Use Connect for Outlook because Salesforce for Outloook does not run without API.

D. Export those records using weekly data export from "Setup > Administration Setup > Data Management > Export".

E. There is no export option in Contact Manager

551. Where does Chatter Feed display?

A. On Chatter profiles.

B. On record detail pages.

C. On the Home tab and Chatter tab.

D. On List Views.

E. On Chatter groups

F. Under related lists.

552. Which are true about Email to Salesforce Enhancements after Spring 11 release?

A. You can now choose whether you'd like all emails to be sent to My Unresolved Items so you can manually assign them to related records or whether you'd like us to first try to automatically assign them.

B. Is now available in all editions except contact manager and group.

C. You can now choose whether you'd like emails we couldn't automatically assign to be sent to My Unresolved Items.

D. These enhancements will automatically apply without the need for setup.

553. Which of the following are enhancements included in the Spring 11 release?

A. All profiles get access to the report builder by default.

B. The old report wizard is totally phased out.

C. Group and Professional Edition organizations can use report builder.

D. You get scatter charts, a new chart type for reports.

E. Chatter feed posts now has a "like" option.

554. What is the maximum number of actions you can have per Workflow Rule?

A. 10

B. 20

C. 30

D. 40

E. 70

F. 80

555. Can logins on specific days be restricted?

A. Yes

B. No

556. You can create a Lookup Relationship to link an object with itself.

A. True

B. False

557. 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?

A. Grant the sales manager the "Drag-and-Drop Dashboard Builder" permission.

B. Create the dashboard as dynamic dashboard.

C. Grant the sale manager the "Manage Dynamic Dashboards" permission.

D. Grant the sales manager the "View My Teams Dashboards" permission.

558. After Spring '11 upgrade the System Administrator noticed that he can no longer see the "Report Builder" permission on profiles. Which of the following explains the scenario?

A. Report Builder is no longer in use in Spring 11.

B. All profiles get access to the report builder by default.

C. The old report wizard will be available only to users in Accessibility Mode.

D. Only Group and Professional Edition organizations can use report builder.

E. Only Enterprise and Unlimited Edition organizations can use report builder.

F. None of the above.

559. How many Custom Summary Formulas can you have per report?

A. 1

B. 2

C. 3

D. 4

E. 5

F. 6

560. Mass Mail Contacts option doesn't appear under the Tools section in the Contacts tab, what could have caused this?

A. The user Role is insufficient to view this tool

B. Email is unchecked for that profile in FLS

C. This is a bug and must be escalated

D. Mass mail is not enabled for the profile.

E. Mass mail is not checked in FLS

561.Even a user with "View all data" (VAD) permission cannot view hidden folders as well as folders shared to no one.

A. True

B. False

562. The maximum number of values in controlling picklists is the same as in dependent picklists.

A. True

B. False

563. What is the maximum number of records that return in a report without exporting the results?

A. 6500

B. 5000

C. 3000

D. 2000

E. 4000

F. 3900

564. Name the benefits of the cloud computing model?

A. Multi-tenant

B. Scales with your business

C. Modest operating expense

D. No capital expense

E. Elastic

F. Pay-as-you-go

565. With Spring '11, a new version of Chatter Desktop is available with performance optimizations and enhancements that let you:

A. Click files to preview them

B. Subscribe to a user

C. Select the To: Me tab to see posts directed to you

D. Click groups and users to view their feeds

E. Post to a group or user\'s feed

F. Subscribe to a user feed post

566. Custom Summary Formulas can run calculations on custom formula fields.

A. True

B. False

567. Which are true about Trialforce Email Branding?

A. It is available only in Unlimited, Enterprise and Developer Editions

B. It allows you to modify system-generated emails so that they appear to come from your company rather than from Salesforce.com.

C. Trialforce Email Branding is automatically enabled for existing partners with Trialforce and when a new partner request Trialforce.

D. Trialforce Email Branding only applies to users who sign up for your application through Trialforce.

568. Enterprise, Developer and Unlimited System Administrators can create an unlimited number of Custom Profiles from scratch.

A. True

B. False

569. When you define a Data Validation Rule, what else must you also define?

A. Whether or not the field is required

B. An Error Message

C. What email gets sent if the Rule triggers

D. Whether or not the record gets deleted

570. You can set a default value for a custom field.

A. True

B. False

571. Select the order in which the Workflow actions fire in Salesforce.

A. Field Updates, Outbound Messages, Email Alerts, Tasks

B. Field Updates, Tasks, Email Alerts, Outbound Messages

C. Apex before Triggers, Apex after Triggers, Workflow Rules

D. Email Alerts, Outbound Messages, Field updates

572. Which of the following is an example of One-to-Many Relationships between Standard objects?

A. Opportunities to Opportunity Products

B. Accounts to Contacts

C. Contacts to Tickets

D. Contacts to Accounts

573. A record owner has the privileges to: View and edit records, transfer or change ownership of records, and delete owned records.

A. True. All the time.

B. False. All the time.

C. True. If Object permission is enabled.

D. False. If Object permission is disabled.

E. True. If Object permission is disabled.

F. False. If Object permission is enabled.

574.Identify the maximum number of leads / contacts that you can add from a report at one time using Integrated Campaign Builder:

A. 25000

B. 50000

C. 75000

D. 100000

575. When a lead is converted it becomes an Account,Contact and Opportunity (unless you opt out of creating an Opportunity)

A. True

B. False

576. When you click Printable view , the report will display in a print ready format in Excel?

A. True

B. False

577. All personalization made to the Reports tab (expanding and collapsing of folders) is saved automatically. When a user returns to the Reports Tab in future sessions, the settings will remain intact until they are changed:

A. True

B. False

578. Can an end user import Members into a Campaign?

A. True

B. False

579. Only users with "Create and Customize" permission can access the Report?

A. True

B. False

580. Data Validation Rules are executed for a field (vs. as record).

A. True

B. False

581. Customer Portal users can view the tags section of a page, if it is included in a page layout.

A. True

B. False

582. The number of formulas in a Custom summary formula is limited to:

A. 5000

B. 3900

C. 4000

D. 3000

583. You can create Custom Summary Formulas based on Custom Formula Fields.

A. True

B. False

584. Which report format provides a tabular listing of data with sorting and subtotaling of said data.

A. Matrix

B. Tabular

C. Summary

585. List view can (Choose all that apply)

A. Show up to 2000 records in the record count display

B. Print up to 1000 records in print view

C. Be enabled and disabled by individual users

D. Print list can be exported to excel

586. You cannot delete a standard report.

A. True

B. False

587. If your company's fiscal year begins on February 1st and contains the 12 gregorian months, do you need to enable custom fiscal years?

A. Yes

B. No

Activity management and collaboration(3%)

1-2 question

601. The User Interface Settings can be adjusted for individual users.

A. True

B. False

602. Can standard fields be removed from the Page Layout?

A. True

B. False

603. What objects have standard business processes?

A. Leads

B. Opportunity

D. Contacts

E. Sales (Opportunities)

F. Solutions

604. Admin Profile=>"Super User" - Can customize & administrate the Org

605. Standard User Profile => Can view, edit & delete their own records

606. Solution Manager Profile.=> Standard user perm + can manager solutions & solution categories

607. Marketing User Profile. =>Standard user perm + can import leads for the Org

608. Contract Manager profile. =>Standard user perm + edit, approve, activate, delete contracts

609.Read only profile => can only view records.

610. A checkbox can be a controlling field in a field dependency?

A. True

B. False

611. How many instances of personal tags can be applied to records?

A. 50

B. 5000

C. 50000

D. 500000

612. What is required to create a new user?

A. Unique Username in email format.

B. Locale Settings

C. Profile - Standard or Custom

D. Role

613. A company has a custom field "Hours Worked" and the sys admin is tasked to create a validation rule so that field will not accept a negative value

A. Hours_Worked != 0

B. NOT(Hours_Worked < 0) C. Hours_Worked__C <> 0

C. Hours_Worked < 0 E. NOT(Hours_Worked__C > 0)

D. Hours_Worked__C < 0

614. What are the Org Wide Default permission options?

A. Public, Read, Write (Transfer on Leads/Cases)

B. Public Read, Write

C. Public Read Only

D. Private

E. Controlled by Parent (on Master-Detail Relationships).

615. The number of calculated values per report:

A. 5

B. 10

C. 20

D. 2

E. 15

F. 6

616. Describe the methods to allow access to the application?

A. Web Browsers(UI)

B. Mobile application(blackberry)

C. API (Connect for outlook, Connect for Lotus notes, Office edition, online edition ,Data Loader)

617. When you delete a product, the opportunity associated with that product will be suspended until further action is taken.

A. True

B. False

618.Delegated Admins =>View All & Modify ALL Access by Object

619.Public Groups =>Sharing between Users, other Public Groups, Roles and Roles/Subordinates

620.Sales Team =>Focuses on Opportunity Records being shared to a specified group of users based on the Opportunity Owner.

621.Accounts Team =>Focuses on Account Records being shared to a specified group of users based on the Account Owner

622.The number of business hours that can be set for the organization to operate:

A. 10

B. 20

C. 30

D. Unlimited

623. As a system administrator you can create page layout in the console and assign it to profiles.

A. True

B. False

624. How does a Profile differ from a Role?

Ans: Profile controls what a user can do with records (read, create, edit, delete). The Role controls the level of visibility that users have to organizations data.

625. What is a roll-up summary field?

A. A roll-up summary fields lets you rollback the data that was changed last week.

B. The roll-up summary field is a custom field that aggregates child record information in to parent record

C. The roll up summary field is only accessible via API.

D. The roll up summary field gives you a summary of the data type and object relationship

626. Inline Editing updates the field when

A. The field is saved/updated

B. When the record is saved/updated

C. When the return key is pressed

D. None of the above

627. True or False, Final reject actions in a workflow approval process can include actions such as email alerts.

A. True

B. False

628. Record locking in a workflow approval process prevents users from editing a record only if they have a certain field-level security or sharing settings.

A. True

B. False

629. Data Validation Rules are formulas that evaluate, "True".

A. True

B. False

630. When are data validation rules executed?

A. A User Saves a Record

B. Before records are imported

C. Using the Data Loader and/or other API tools

631. According to Sales Force, console is not for occasional users of SalesForce. The console is best set up for users who view SalesForce for 3 or more hours a day.

A. True

B. False

632. When you define a Data Validation Rule, what must you also define?

Ans: Error Message

633. What does the default locale impact?

Ans: The format of date and number fields.

634. Which objects have built in import wizards?

A. Accounts

B. Contacts

C. Leads

D. Solutions

E. Custom Objects

635. Do opportunities or cases have import wizards?

A. Yes

B. No

636. Can the DataLoader access all objects?

A. Yes

B. No

637. Is the DataLoader Cloud based?

A. No

B. Yes

638. To log into the Data Loader, the IP address must be a trusted IP or the User must know their security token.

A. True

B. False

639. When is it appropriate to use the Import Wizard versus the Data Loader?

Ans: Need to prevent duplicates and when the Admin needs to choose whether to trigger Workflow rules (or not)

640. Standard Reports May be used as a starting point for Custom Reports

A. True

B. False

641. Standard Reports can be deleted?

A. True

B. False

642. Custom Summary Formulas are based on hard record values but used to create a temporary formula for custom reporting needs.

A. True

B. False

643. The Director of Sales wants a report that meets the following criteria:

All accounts in NY, MA, PA and NJ Account rating of "Hot" or Annual Rev over $8M .The report must meet the state criteria but can optionally meet the account rating or the annual revenue.

Which report format would you use to create this custom report?

A. The Tabular Report

B. The Summary Report

C. Matrix Report.

644. The Director of Sales wants a report that shows the Opportunity pipeline for the current and next fiscal quarters. This report should be grouped by Sales Rep and

Opportunity Stage. Which report format would you use to create this custom report?

A. The Summary Report

B. The Tabular Report

C. Matrix Report.

645. The Director of Sales wants a report that shows the trending performance of his sales reps. He would like to see the trend by month, with a review of the previous

6 months. Which report format would you use to create this custom report?

A. The Tabular Report

B. The Summary Report

C. Matrix Report.

646. Based on existing Master-Detail and Lookup relationships between objects, Sys Admins can create Custom Report Types to:

A. Choose which standard and custom objects to display

B. Select which fields can be used as columns

C. Define both inner and outer joins

647. The running user of a dashboard overrides the sharing model to see the high-level summary data for everyone at the level of the Running User and below.

A. True

B. False

648. There are many dashboard components from SF Labs including the Apex Dashboard Kit which can be installed:

A. True

B. False

649. How many app exchange apps can you install in PE?

A. 5

B. 10

C. 15

D. 20

650. How many app exchange apps can you install in EE?

A. 5

B. 10

C. 15

D. 20

651. How many app exchange apps can you install in UE?

A. 10

B. 20

C. 30

D. Unlimited

652. Can you uninstall an AppExchange application once it has been deployed?

A. Yes

B. No

653. The Self Service Portal and Customer Portal are the same technology?

A. Yes

B. No

654. Who can submit an idea to Salesforce.com IdeaExchange?

A. Salesforce.com partners

B. Sales force employees

C. Salesforce.com users

D. Anyone who has a login to Idea Exchange

655. Each workflow rule applies to a single object, such as leads, accounts, or opportunities.

A. True

B. False

656. Workflow rules can't be triggered by campaign statistic fields, including individual campaign statistics and campaign hierarchy statistics.

A. True

B. False

657. Workflow rules can be triggered any time a record is saved or created, depending on your rule criteria:

A. True

B. False

658. Workflow rules are triggered when a standard object in a master-detail relationship is re-parented, even if the object's evaluation criteria is set to When a record is created, or when a record is edited and did not previously meet the rule criteria.

A. True

B. False

659. Workflow rules never trigger on converted leads

A. True

B. False

660. Workflow rules on custom objects are automatically deleted if the custom object is deleted.

A. True

B. False

661. You can't package workflow rules with time triggers.

A. True

B. False

662. Workflow rules trigger automatically and are visible to the user.

A. True

B. False

663. You can create email alerts for workflow rules on activities.

A. True

B. False

664. Saving or creating records can trigger one rule.

A. True

B. False

665. Changes you make to records while using Connect Offline are lost.

A. True

B. False

666. There are no exceptions to the role heirarchy based sharing?

A. True

B. False

Data management: 10%

6 questions

701. You can enable Chatter in your organization without updating to the new look and feel?

A. True

B. False

702. What happens if chatter is enabled in an org with 15 or fewer users?

A. All users automatically follow each other.

B. Nothing Happens

703. Chatter is not available for Mobile Users?

A. True

B. False

704. Which fields cannot be followed in Chatter?

Ans:Auto-number, formula, and roll-up summary fields

Encrypted and read-only system fields

The Expected Revenue field on opportunities

705. What is the Cloud Scheduler?

Ans: Cloud Scheduler allows you to request meetings with your customers, and have your customers select when they can meet before you confirm the meeting.

706. Which object cannot use sharing rules to manage access?

A. Custom object

B. Standard object

C. Child to a parent object

D. Managed Package

707. What is the process to create a custom app?

A. Create new App, select logo, assign profile

B. Create new object, select logo, create profile

708. Which permission allows a user to create a new solution?

A. Edit

B. Read

C. Create

D. Delete

709. If you delete a case, which two also get deleted?

A. Account

B. Solution

C. Event

D. Attachments

710. When a user refreshes a dashboard, who does the dashboard get refreshed for?

A. The user and all those who have access to the dashboard

B. Only the user who refreshed the dashboard.

C. The running user only

D. The administrator.

711. Report charting is only available for:

A. Summary and Matrix reports

B. Tabular and Summary Reports

C. Tabular and Matrix reports.

D. Tabular, Summary and Matrix Reports

712. Which information not captured on user record in Salesforce?

A. Locale

B. Hire date

C. Employee number

D. Delegated approval

713. Create ads that display on search engines is possible in Salesforce using:

A. MSN

B. Yahoo

C. AOL

D. Google

714. How many Editions are there in Salesforce.com

A. 2

B. 3

C. 4

D. 5

715. Which of them is not a Standard Business Object?

A. Accounts

B. Contacts

C. Ideas

D. Leads

716. It is only necessary for Identity Confirmation if IP address is unknown and browser cookie does not exist:

A. True

B. False

717. In List View Enhancements, users can export list results to CSV file

A. True

B. False

718. Export to Excel is available for Printable Lists:

A. True

B. False

719. Users can search for Public Tags from the Sidebar and Advanced Search

A. True

B. False

720. Personal Tags can not be shared -

A. True

B. False

721. When you configure Search Settings for Your Organization, the new value must be between 5 and 50

A. True

B. False

722. Salesforce.com instance has Multiple Currencies as Activated. What is the maximum granularity available for tracking changes in Currency Rates

A. 1 Week

B. 1 Day

C. 1 Hour

D. 1 Minute

723. Customizable Forecasting cannot be enabled for use with Custom Fiscal Years

A. True

B. False

724. Custom Fiscal Year works on a define once and use everywhere Rule Select

A. True

B. False

725. Which of them is NOT a Profile Component? Select all which are applicable

A. Access to Applications

B. Tab Visibility

C. Page layouts

D. Field-Level Security

E. Record Types Access

F. Permissions

G. Manage Currencies

H. Hours and IP addresses

I. Tag Settings

J. UI Settings

726. If a Standard Object is Renamed, the Reports are Renamed based on the new label value

A. True

B. False

727. You can map a custom lead field to a Case

A. True

B. False

728. A custom multi-select picklist can be the controlling field for a dependent field

A. True

B. False

729. Picklist dependency rules are not enforced during Import

A. True

B. False

730. A Lookup Field Relationship Select the correct choice

A. Links two objects together

B. Links two formulas together

C. Links two page layouts together

D. Links two Salesforce.com instances together

731. What is the limit on the compiled size of the Formula Field Select the correct choice?

A. 1k

B. 2k

C. 3k

D. 4k

732. What is Not True About Formulas Select the correct choice?

A. Formulas cannot reference themselves

B. Fields that are used in formulas cannot be deleted

C. Can reference standard, custom, or other formula fields

D. You cannot use Case statement in a Formula Field

733. Select which is Not Applicable. What does a Page Layout control Select the choice which in NOT applicable

A. How detail and edit pages are organized

B. Page section customizations

C. Which fields, related lists, and Custom Links a user sees

D. Rollup summary

E. Field properties – visible, read-only and required

734. On the page layout, some standard fields have properties which cannot be changed (e.g. the Created By and Modified By fields)

A. True

B. False

735. Page layouts are assigned to users based on Select the correct choice

A. Layout Properties

B. Salesforce Golden Rules

C. Default settings

D. Assignment Settings

E. Profile Settings

736. History Tracking can be performed on the following Standard Objects Except Select the choice which is applicable.

A. Accounts

B. Forecasts

C. Contacts

D. Leads

E. Opportunities

737. What is a Record Type? Select the right choice

A. Allows you to define different sets of picklist values for both standard and custom picklist

B. Allows you to define different sets of picklist values only for standard picklist

C. Allows you to define different sets of picklist values only for custom picklist

D. Allows you to define different sets of picklist values only for new picklist

738. An account team can be added by all Except:

A. Owner

B. Anyone in the team

C. Anyone above owner in role hierarchy

D. Administrator

739. The Account Access, Contact Access and Opportunity Access options depend on your sharing model

A. True

B. False

740. The Documents tab does NOT contain version control capabilities

A. True

B. False

741. The Create New Folder link will only be visible to users with which permission

A. Manage Public Documents

B. Manage Documents

C. Edit Documents

D. Create Public Documents

742. The size limit for documents uploaded is:

A. 2 MB

B. 5 MB

C. 10 MB

D. 50 MB

743. You can set up Salesforce to automatically send email alerts, assign tasks, or update field values based on your organization's workflow

A. True

B. False

744. Workflow Field Updates specify the field you want updated and the new value for it. Depending on the type of field, you can do the following Except:

A. Choose to apply a specific value

B. Make the value blank

C. Delete the Field

D. Calculate a value based on a formula you create

745.Which of the following is true about salesforce?

A. Dozens of std reports are provided by SF

B. Std reports address to top needs of most users from sales to marketing

C. Std reports can be customized and saved under a new name

D. Std reports give you access to data you cant normally see

746.Identify the dashboard components from the list

A. Dates

B. Tables

C. Gauge

D. Filters

E. Summary

F. Matrix

747. A Workflow Alert can be tracked in Activity History

A. True

B. False

748. All of the following are true about Validation Rules EXCEPT:

A. All active validation rules are run each time at save

B. Validation rules are not enforced on existing data. They only run during subsequent record creation / updates

C. You can enter records through Data Loader bypassing the Validation Rules

D. Multiple error messages may be displayed at one time

E. Validation rules can be activated / deactivated by admin

749. Standard users can import a maximum of how many account records in a session

A. 500

B. 5000

C. 50000

D. 500000

750. How many records of a custom object can a System Admin import using the Salesforce Import Wizard?

A. 500

B. 5000

C. 50000

D. 500000

751. During a lead import, you can choose to enable active assignment rules as part of the import

A. True

B. False

752. You can map a single column from the CSV file to multiple fields in Salesforce SFA.

A. True

B. False

753. You can only import only one language at a time per CSV file

A. True

B. False

754. You can create parent/child relationships directly from the CSV import file

A. True

B. False

755. You are limited to _____ new picklist or multi-select picklist values for any field during a single import

A. 10

B. 100

C. 1000

D. No limit

756. As an Admin you can schedule regular data imports using the Data Loader

A. True

B. False

757. Your recycle bin record limit is _____ times the Megabytes (MBs) in your general storage

A. 20

B. 50

C. 250

D. 500

758. You cannot delete a product that is used on an opportunity

A. True

B. False

759. You can delete the Standard Price Book or a price book that is on an opportunity.

A. True

B. False

760. Account Teams are not available for Professional Edition

A. True

B. False

761. What are true for the data loader?

A. It deduplicates and inserts records

B. It comes installed with salesforce.com application

C. It can load all objects, including custom objects

D. It cannot load custom objects

E. It generates an error report after the loading

762. The user default login hours are 8:00 AM - 5:00 PM. The user logs in at 4:30 PM and stays on till 5:01 PM.

What happens?

A. The user continues with the session without any interruption

B. The user loses all unsaved data after terminating the session

C. The user terminates the session without losing any data

D. The user is able to work without issues but cannot start new sessions

E. The user is able to work without issues and can start new sessions

763. When is a custom object created?

A. When there is a need to create a custom field

B. To enhance the look of the application

C. To capture unique data of the business

D. When there is a need to add custom tabs

764. The organization wants users to view the details of the calendar of the accounts and the ability to add events. What should be the OWD for it?

A. Hide details

B. Show details and add events

C. Hide details and add events

D. Add events

765. A particular role needs edit on contacts, view, edit and delete on contracts and only view on accounts. Where can the administrator make the change?

A. User record

B. Profile

C. Organization wide default

D. Sharing role

E. Public group

766. A particular team needs to track individuals working on cases and the individual roles of the people working on cases. Which is the best way to do it?

A. Profiles

B. Roles

C. Public groups

D. Sharing rules

E. Permissions

767. An administrator has given access to all users to view the public folders in solution with categories. Which permission will enable the user to create more categories?

A. Edit on solution

B. Create on solution

C. Delete on solution

D. View on solution

768. Org wants to create a follow up task based on a field change. Which is the best way to do it?

A. Workflows

B. Rollup summary

C. Assignment rules

D. Record types

E. Workflow approvals

769. Which is not true about enhanced list views? (Choose 2)

A. Multiple records can be edited in list views

B. Dependent picklist can be edited with inline editing in list views

C. Inline editing is possible with list views

D. Record types can be changed in list views

770. The administrator wants to create 3 custom fields: an auto-number, a text field and a picklist. Is it possible?

A. Yes

B. No, because auto-number is a standard field

C. No, only multi select picklist can be custom created

D. No, only 1 custom field can be created per object

771. If the data validation at web-to-lead form fails, who will get error report?

A. The lead queue

B. The lead will get created with error report in description

C. The designated weblead owner gets an email

D. Salesforce.com support group

772. Which salesforce.com feature allows the org to capture ROI on online advertising?

A. Web-to-lead

B. Web-to-case

C. Google adwords

D. S-controls

E. Online campaig

773. Dated exchange rates can be set in the time range of

A. As short as a day and as long as a forever

B. As short as a minute and as long as a day

C. As short as an hour and as long as a month

D. As short as a month and as long as an year

E. As short as a month and as long as a quarter

774. Conditional formatting is available for:

A. Table & matrix

B. Summary and matrix

C. Summary and table

D. Matrix and tabular

775. What can stop a scheduled report-dashboard run?

A. The report is scheduled for every week

B. There is another report to be run 15 mins before that

C. The running user does not have access to the dashboard folder

D. The report is saved in a folder you do not have access to

776. Specifying a "running user" in dashboard means:

A. Any user above running user can edit and delete the dashboard

B. Any user below running user can view only their own records

C. Any user can view all records that the running user role can view

D. Only the running user can view the dashboard

777. What is true about look up relationships?

A. Object in look up relationship can link to self

B. Child in lookup gets deleted if parent gets deleted

C. The child object in lookup is a related list for the parent

D. The lookup is required always

778. Which of these are inherited from objects on homepage in a console layout?

A. Related lists

B. Custom objects

C. Field level security

D. Page layout

779. If a field on page layout is required and is read-only on FLS, what would the user experience on UI?

A. The user is able to enter value because it is required

B. The user is not able to edit it because it is read only

C. The user is not able to see it

D. The user is able to edit it but not able to save it

780. Which statement is true about custom summary formula?

A. It cannot reference other formula fields in an object

B. It cannot be used in graphs

C. It can only be used in Standard Reports

D. It can only be used in Custom Reports

781. How do you specify the following in a formula field : the year of the custom date field(date_c) should be the current year:

A. YEAR(date_c)=YEAR(today())

B. YEAR(date_c)<>YEAR(today())

C. DATE(date_c)=DATE(today())

D. DATE(date_c)=YEAR(today())

782. A person account is different from business account because: (any 2)

A. There is only one record type in person account

B. There is no contact related list in person account

C. There are no opportunities to a person account

D. There are no leads converted here

783. If territory management is enabled for your organization and a lead is converted, how does it get assigned?

A. Gets assigned to lead owner's territory

B. Based on assignment rule

C. Get assigned to the user's territory

D. Based on territory field

784. What can a user do an account record that has been manually shared read/write with him/her? (Select 2)

A. View the account

B. Edit the account

C. Transfer the account

D. Delete the account

E. Share it to other users

785. When a case is deleted, following are deleted except:

A. Case comments

B. Case activities

C. Solution

D. Case tasks

786. What is true about Managed Packages?

A. They are not upgradeable

B. They cannot be uninstalled

C. They are upgradeable

D. They cannot be deleted

787. Sharing rules can be formed on the following except:

A. Custom objects

B. Standard objects

C. Junction Objects

D. Objects on managed packages

788. Which one of these may be a controlling field and a dependant field?

A. Custom picklist

B. Standard picklist

C. Standard checkbox

D. Custom checkbox

789. What data can you request for in the weekly data export?

A. Only account data

B. Only report data

C. Accounts, opportunities, contacts, cases and solutions

D. All organization data

790. The administrator changes the organization time zone from "pacific daylight" to "central". Which users will be affected?

A. All users in pacific timezone

B. All users in central timezone

C. All users in the organization

D. None

791. Difference between workflow rule and workflow approval process is:

A. A workflow rule is based on assignment rule and workflow approval is not

B. A workflow rule is based on manual submission and workflow approval is not

C. A workflow rule has workflow actions where as workflow approval does not

D. A workflow approval triggers on manual submission whereas a workflow rule triggers on saving a record

792. With the "manage campaign" button on campaign selected, what all can you do with the integrated campaign builder? Select 2

A. Import new leads and add it to campaign

B. Associate opportunities to the campaign

C. Associate exisiting contacts to the campaign

D. Associate upto 50000 existing leads to the campaign

793. A custom lead field can be mapped to:

A. One case comment

B. Two contact fields

C. One account field

D. One solution field

794. What is the role of "Primary Object" when creating custom report types?

A. It lets us know if it can be the source of the dashboard

B. For reporting

C. To let the user select values in the view picklist

D. To ensure all are using the same set of business rules

795. What is the use of campaign influence feature on opportunities?

A. Help calculate ROI

B. Give a list of campaigns that influenced the user

C. To check if web to lead is working properly

D. To ensure duplicate records are not created

Topic 9

801. A lead has been converted. Where can we find the campaigns associated with it? Select 2.

A. Campaign history list

B. Opportunity campaign related list

C. Contact campaign related list

D. Campaign history report

E. Campaign related list on account

802. The company wants all opportunities associated with an account to be added in and displayed on the account record detail page. Is it possible?

A. Yes, workflow rule

B. Yes, custom summary field

C. Yes, roll up summary field

D. No, accounts cannot be edited

803. A sales user wants to have edit access to opportunity but should not be able to import leads and should also be able delete accounts. Is it possible?

A. Yes (customize a standard profile)

B. Yes(customize a custom profile)

C. No (as importing leads cannot be disabled)

D. No (accounts can never be deleted)

804. The administrator wants to track data over a period of time. Which graph would he use?

A. Line

B. Horizontal bar line

C. Pie

D. Table

805. Which graphs rely on grand total for dashboards?

A. Metric and table

B. Metric and gauge

C. Table and gauge

D. Table and line

806. Which of these has many-to-many relationship?

A. Each solution is associated with one case, one case associated with only one solution

B. Each solution is associated with one case, but a case can be associated with multiple solutions

C. Each solution can be associated with multiple cases, but a case can be associated with only one case

D. Each solution can be associated with multiple cases and a case can be associated with multiple solutions

807. Can you uninstall an AppExchange application once it has been deployed.

A. True

B. False

808. All existing custom objects that were previously deployed will still be deployed when you upgrade a managed application.

A. True

B. False

809. Users with which Permission can install or uninstall AppExchange packages from the AppExchange

A. Download AppExchange Packages

B. View AppExchange Packages

C. List AppExchange Packages

D. Visit AppExchange Packages

810. Custom Objects are reportable.

A. True

B. False

811. What is true about a Web-to-Lead?

A. An online form to capture lead information

B. Determines which Email Template to send to leads generated via Web-to-Lead

C. Contains Rule Entries that determine criteria for determining

D. Email Template response content published on your web site

812. What is true about Lead Assignment Rule?

A. Determines how Leads are automatically routed to User or Queue

B. Contains Rule Entries, pre-defined business rules, that determine lead routing

C. Virtual storage bin used to group leads based on criteria (e.g., industry, campaign)

D. Users have visibility into the Lead Queues to which they are members

813. Deleting a lead from a campaign does not delete the lead itself, but it is no longer a campaign member.

A. True

B. False

814. If your organization uses territory management, the new account is evaluated by account assignment rules and may be assigned to one or more territories.

A. True

B. False

815. If the lead has a record type, the default record type of the new owner is assigned to records created during lead conversion.

A. True

B. False

816. The system automatically maps standard lead fields to standard account, contact, and opportunity fields

A. True

B. False

817. Select all which are true about Contacts Objects

A. Can be associated with an Account

B. Has to be associated with an Account

C. One contact can belong to multiple Accounts

D. One Account can have multiple Contacts

818. Who can view a Campaign in Salesforce.com

A. Sales and Marketing User

B. Marketing User only

C. Campaign Manager only

D. All users of Salesforce.com who have access to Campaigns Object

819. Who can view campaigns?

A. Administrator

B. Administrator and Marketing Users only

C. Marketing User only

D. All users

820. You need which permission to specify a running user other than yourself.

A. View All Data

B. Modify All Data

C. See All Data

D. Change All Data

821. What is true regarding a Running User?

A. The Running User overrides the sharing model and will allow the users who see the dashboard to see high level sales data for everyone, not just their own

B. The Running User overrides the sharing model and will allow the users who see the dashboard to see high level sales data for everyone, except their own

C. The Running User follows the sharing model and will allow the users who see the dashboard to see high level sales data for just what they own

D. The Running User follows the sharing model and will allow the users who see the dashboard to see high level sales data for just what they own plus role

822. While Scheduling an email reports user specifies all except

A. Specify a running user

B. Link to report

C. Specify a frequency

D. Set start and end dates

823. Custom Summary Formulas are:

A. Formula Fields on Record Types

B. Formula Fields for Custom Objects

C. Formula Fields which cannot be deleted

D. Calculations on summary fields

824. Records in the recycle bin do NOT count against your organization's storage limits

A. True

B. False

825. Salesforce Console only displays views that were previously created.

A. True

B. False

826. The Console's center frame is the detail page view of any record selected from any of the console's other frame.

A. True

B. False

827. The mini view does not display if the record in the detail view does not have records associated with it.

A. True

B. False

828. Recent item and Lookup Hovers use the Record Mini Page.

A. True

B. False

829. Which statements are true about business processes?

A. Each business process is associated with one or more record types

B. Each record type is associated with one or more business processes

C. For opportunity objects records are created before business processes

D. Record types implement business processes through page layouts

E. Record types help track sales lifecycle s across divisions, groups and markets.

830. When using advanced currency management, can a past exchange rate be changes?

A. Yes

B. No

831. What happens when you delete a custom field?

A. Custom fields cannot be deleted

B. The field and its data are permanently deleted

C. The data in the field is saved and the field is permanently deleted

D. The field appears in deleted list from where it can be undeleted

832. Which of the following can NOT be edited on the Page Layout Editor?

A. Field positions

B. Buttons

C. Page sections

D. Related lists

E. Picklist values

833. Why would you create different Record Types?

A. To allow users to use different page layouts

B. To allow users to see different values in picklists depending on their job function

C. To allow users to use different Business Processes depending on their job function

D. All of the above

834. Which of the following are formats that you can use for creating a custom report?

(A)Hierarchical

(B) Matrix

(C) Summary

(D) Tabular

A. A, B, C

B. B, C, D

C. A, C, D

D. A, B, D

835. Which type of field could you use to create a relationship between a custom object and another object?

A. Master-Detail Relationship

B. One-to-Many Relationship

C. Many-to-Many Relationship

D. All of the above

836. Which of the following was NOT a new feature in Summer 09?

A. Workflow Visualizer

B. Enhanced Chart Analytics

C. List Views for Sales Teams

D. Enhanced Page Layout Editor

837. Data storage include the following: (check all that apply)

A. Salesforce Chatter

B. Files in attachments

C. Cases

D. Email Messages

E. Ideas

838. Select all that are custom field types. (check all that apply)

A. Phone

B. List Box

C. Number

D. Percent

E. Email

839. What objects may be imported or updated using the Import Wizard? (check all that apply)

A. Accounts

B. Opportunities

C. Leads

D. Contract

E. Contact

840. Advanced filter conditions can be applied to a roll-up summary field:

A. True

B. False

841. Can you include attachments in the Data Export.

A. True

B. False

842. Roll-up Summary fields and formula fields are always read only on detail pages and are available on edit pages.

A. True

B. False

843. Sales User is a standard profile.

A. True

B. False

844. Partner portal and customer portal users aren't required to activate computers to log in.

A. True

B. False

845. A solution can only belong to one category.

A. True

B. False

846. If the primary object on a custom report is a custom object, and the custom object is deleted, then the custom report type and any reports created from it will automatically be deleted.

A. True

B. False

847. Queues can be setup for which objects? (check all that apply)

A. Leads

B. Accounts

C. Opportunities

D. Custom Objects

E. Cases

848. When setting up an user, the first name of the user is not required.

A. True

B. False

849. When you delete a case:

A. All related events, tasks, case comments, attachments, and associated solutions are deleted

B. All related events, tasks , case comments, and attachments are deleted.

C. All related events, tasks, case comments, attachments, associated solutions, contacts, and accounts are deleted.

D. Cases can never be deleted

E. All related tasks and case comments are deleted

850. The standard object permissions are: (check all that apply)

A. Read

B. Update

C. Create

D. Edit

E. Delete

851. "#Error!" displays on report cells if your custom summary formula output is over 18 digits.

A. True

B. False

852. You can use the import wizard to erase existing field values.

Once a custom field is deleted, can it be restored?

A. Yes

B. No

853. Which is true about Salesforce Knowledge Sidebar for the Service Cloud Console?

A. After spring 11 release, console users automatically see a sidebar that displays titles of Salesforce Knowledge articles that may solve the case they're working on.

B. It automatically searches and returns articles from your knowledge base that match any of the words typed in the Subject of a case.

C. There is no such thing as Knowledge Sidebar.

854. To minimize the number of sharing rules, use "Roles and Subordinates" over "Roles" where possible.

A. True

B. False

855. A System Administrator followed the click path: Your Name ? Setup ? Customize ? Reports & Dashboards?

User Interface Settings but found no option to enable the Report Builder Upgrade. Which statements could explain this scenario?

A. Another System Administrator had already enabled it.

B. There is no Report Builder Upgrade spring 11 just made it available to all profiles.

C. That is not the right click path to do the upgrade.

D. They created their Salesforce Org after the Spring 11 release. Thus there is no need for the upgrade.

856. Which Sales Cloud Enhancements in Spring 11 are Automatically visible to all Administrators without any setup required?

B. Email Attachment Enhancements

C. Activity Attachment Enhancements

D. Email Association Enhancements.

F. Email to Salesforce Enhancements.

857. You have to enable the Report Builder Upgrade first to use Scatter Charts.

B. False

858. What is the new Chart type available after Spring 11?

A. Master Charts

B. Report Charts

C. Chatter Charts

859. What is the limit of Look-up Relationships per object?

B. 3

C. 4

D. 5

E. 6

F. 10

860. Joe imports records for Sara, a non-active user. Sara's records will be assigned to Joe.

B. False

861. What is the limit of Master-Detail Relationships per object?

A. 35

B. 25

C. 15

D. 3

E. 2

F. 8

862. If you delete a report and change your mind, you can retrieve it from the recycle bin.

A. True

B. False

863. Joe is attempting to import an invalid value into a picklist field. The import wizard will respond with an error message.

A. True

B. False

864. Existing records that meet the Workflow Rule criteria trigger the Rule.

A. True

B. False

865. You cannot mass remove records from an approval process; removal of records must be done one by one.

A. True

B. False

866. Which Service Cloud and Service Cloud Console Enhancements in Spring 11 are Automatically visible to all Administrators without any setup required?

A. Multiple Languages for Salesforce Knowledge

B. Salesforce Knowledge Article Number

C. Additional Case Article Fields Available for Reports and the Articles Related List

D. Salesforce Knowledge Sidebar for the Service Cloud Console (Contextual Knowledge)

E. Global Search for the Service Cloud Console

867. Formula fields can be converted from or to other field types.

A. True

B. False

868. If you change the data type from a Checkbox to a Picklist, it can cause data loss.

A. True

B. False

869. You delete the Custom Field Region. All data related to Region will also be deleted.

A. True

B. False

870. You have to enable the Report Builder Upgrade first to use Master Charts.

A. True

B. False

871. Which of the following statements are true about Import wizard?

A. You can import Accounts, contacts, leads, solutions and custom objects using the Import wizard

B. You can work with both records of data and metadata

C. When importing data file size cannot exceed 100 MB and each record in the file cannot be bigger than 400 KB

D. Standard users can import up to 50000 account or contact records per session

872. Formula cannot reference any field that is restricted by Field level security

A. True

B. False

873. Record types are used to implement custom business processes by associating them to specific

A. Objects

B. Page Layouts

C. Records

D. Campaigns

874. How many lead assignment rules can be active at one time?

A. One

B. Two

C. Eleven

D. Twenty-three

875. Which of the statements are true for Cases:

C. Can be assigned only automatically by rule assignment however it can be reassigned manually at later time

D. Associated to Contacts and Accounts

876. 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:

A. Case Queue

B. Case Assignment Rule

C. Solutions Queue

D. None of the above

877. How many External ID fields can you have per object?

External ID: When importing custom objects, solutions, or person accounts, you can use external IDs to prevent duplicate records from being created as a result of the import operation.

A. 1

B. 2

C. 3

D. 4

E. 5

F. 6

878. When creating a custom report type Making the status "In Development" hides the custom report type and any reports created from it from all users except those with the "Manage Custom Report Types" permission. Making the status "In Development" also prevents all users except those with the "Manage Custom Report

Types" permission from creating and running reports from the report type.

A. True

B. False

879. Select the user permissions which override field-level security (Select all that apply):

A. Modify All Data

B. View All Data

C. Configure UI

D. View Encrypted Data

880. Which of following is granted by the Manage Territories Permission (Select all that apply)?

A. Create and edit territories

B. Add and remove users from territories

C. Create and Edit Forecasts

D. Create and edit account assignment rules

E. Manually assign accounts to territories

F. Configure organization-wide territory management settings

881. You can enable field encryption by:

A. Selecting "Enable Field Encryption" under Organization Wide Defaults

B. Contacting Saleforce.com Customer Support

C. It is enabled by default

882. What is the maximum length of the alias field?

A. 12

B. 10

C. 8

883. If single sign-on is enabled for your organization, API and desktop client users cannot log in to Salesforce CRM unless their IP address is included on your organizations list of trusted IP addresses or on their profile, if their profile has IP address restrictions set.

A. True

B. False

884. When creating a recurring event what are the maximum occurrences by interval?

A. Daily: 100 Weekly: 52 Monthly: 60 Yearly: 10

B. Daily: 100 Weekly: 53 Monthly: 60 Yearly: 10

C. Daily: 100 Weekly: 52 Monthly: 60 Yearly: 5

D. Daily: 365 Weekly: 52 Monthly: 12 Yearly: 1

885. Which of the following special picklist fields are not available for record types because they're used exclusively for sales processes, lead processes, support processes, and solution processes

A. Opportunity Stage

B. Lead Status

C. Case Status

D. Solution Status

E. Case Origin

886. Can I change the location of Chatter feeds? How?

A. Yes. Using page layouts

B. Yes. But only for Admin users

C. No. But it can be hidden or shown depending on user preferrence

D. None of the Above

887. You have a custom object called "Widgets" which has a Master-Detail Relationship with Accounts. What happens when you delete an account with associated

Widgets?

A. You cannot delete the account without first deleting the associated "Widgets"

B. The Widgets are deleted

C. The account is deleted, but the Widgets remain in Salesforce CRM

888. What are the Start of Day and End of Day fields used for on the User Object?

A. Used to define the times that display in the user's calendar

B. Restricts log in access to those times

C. Sets an Out-Of-Office Message

889. Roll-up summary and formula fields are always read-only on detail pages.

A. True

B. False

890. If you relabel a Standard Object the standard list views on every Salesforce tab will automatically be renamed.

A. True

B. False

891. Which of the following is true if you remove the "Read" permission from a users profile for a standard object?

A. Tabs of that object type will be visible, Fields of that type will not be visible on other tabs, related lists of that type will be visible on other tabs, search results will not return records of that type, report data for records of that type will not be available, merge fields of that type will not be available, and custom links of that type will not be visible

B. Tabs of that object type will not be visible, Fields of that type will not be visible on other tabs, related lists of that type will not be visible on other tabs, search results will not return records of that type, report data for records of that type will not be available, merge fields of that type will not be available, and custom links of that type will not be visible

C. Tabs of that object type will not be visible, Fields of that type will be visible on other tabs, related lists of that type will not be visible on other tabs, search results will not return records of that type, report data for records of that type will not be available, merge fields of that type will not be available, and custom

892. How long does a backup data export remain on Salesforce CRM before it is automatically deleted?

A. 12 hours

B. 24 hours

C. 48 hours

893. If you give a user the "Weekly Data Export" permission, which is needed to export data, he or she has view access to all data that is exported and can see all custom objects and fields in the Weekly Export Service regardless of their other profile settings.

A. True

B. False

894. Which field on the user record controls the currency for quotas, forecasts, and reports?

A. Default Currency ISO code

B. Locale

C. Currency

D. Information Currency

895. When transferring leads to a queue open activities are also transferred?

A. True

B. False

896. When do scheduled dashboard refreshes occur?

A. Dashboards refresh in the time zone of the user who schedules the refresh.

B. Dashboards refresh in the Organization Default Time Zone.

897. When you transfer an Account which of the following objects are automatically transferred?

A. Contacts (on business accounts only), attachments, open opportunities owned by the current account owner

B. Contacts (on business accounts only), attachments, notes, open activities, open opportunities owned by the current account owner

C. Attachments, notes, open activities, open opportunities owned by the current account owner

D. Contacts (on business accounts only), attachments, notes, open activities

898. You have created a custom field of the type "Number" on the Account object called "Number of Golfers at Client". You enter the following data in the field: 073.

What is stored in Saleforce CRM?

A. 0073

B. 73

C. 7.3%

Topic 10

901. When creating a custom report type all objects display in the Primary Object drop-down list, including those you do not have permission to view. For example, even if you don't have permission to view leads, leads are available in the Primary Object drop-down list so that you can build lead report types for other users.

A. True

B. False

902. Which of the following are possible with a Master-Detail-Relationship (Multiple Correct Answers):

A. You can create a Master-Detail Relationship field on a Custom object that references as a Standard Object

B. You can create a Master-Detail Relationship between two standard objects?

C. You can created a Master-Detail Relationship between two Custom Objects?

903. Which of the following are true about the Default Division field on the User object?

A. Division that is applied, by default, to all new accounts and leads created by the user, unless he or she explicitly sets a different division. When users create records related to an account or other record that already has a division, the new record is assigned to the existing records division; the default division is not used. This setting restricts the user from viewing or creating records in other divisions. Users cannot change their division. Available only in organizations that use divisions to segment their data.

B. Division that is applied, by default, to all new accounts and leads created by the user, unless he or she explicitly sets a different division. When users create records related to an account or other record that already has a division, the new record is assigned to the existing records division; the default division is not used. This setting does not restrict the user from viewing or creating records in other divisions. Users cannot change their division. Available only in organizations that use divisions to segment their data.

C. Division that is applied, by default, to all new accounts and leads created by the user, unless he or she explicitly sets a different division. When users create records related to an account or other record that already has a division, the new record is assigned to the existing records division; the default division is not used. This setting does not restrict the user from viewing or creating records in other divisions. Users can change their division at any time. Available only in

904. What other permissions does the "Manage Analytic Snapshots" permission require (Select all that apply).

A. Schedule Dashboards

B. Run Reports

C. Manage All Data

D. View Setup and Configuration

905. Which of the following are options when transferring accounts (Multiple correct answers)

A. Transfer open opportunities

B. Transfer closed opportunities

C. Transfer closed cases

D. Transfer open cases

E. Keep Account Teams

F. Transfer custom objects

906. Which of the following statements is true about Dashboard Refreshes?

A. Your organization is limited to no more than 400 scheduled dashboard refreshes. Unlimited Edition users can schedule up to two dashboard refreshes per hour per day; Enterprise Edition users can schedule up to one dashboard refresh per hour per day.

B. Your organization is limited to no more than 200 scheduled dashboard refreshes. Unlimited Edition users can schedule up to two dashboard refreshes per hour per day; Enterprise Edition users can schedule up to one dashboard refresh per hour per day.

C. Your organization is limited to no more than 200 scheduled dashboard refreshes. Unlimited Edition users can schedule up to four dashboard refreshes per

907. You can create which of the following types of email templates (Multiple correct answers):

A. Text

B. HTML with letterhead

C. JavaScript

D. Custom HTML

E. Text with letterhead

F. Visualforce

908. What is the maximum length of any auto-number field?

A. 20

B. 30

C. 40

D. 50

E. 60

909. If your org is configured for data export, you can generate backup files manually how often?

A. Everyday

B. Once every 6 days

C. Once every 15 days

D. Once every 5 days

910. What is the max length of the field type "Text"?

A. 3200

B. 320

C. 255

911. What is the maximum length of the field type "Text Encrypted"?

A. 255

B. 191

C. 128

D. 256

912. Lookup relationship fields are available in Personal Edition

A. True

B. False

913. Which of the following utilize the "Automated Case User" (Select all that apply):

A. When a case is automatically assigned using assignment rules this user is listed in the case history

B. When a email notification is triggered via workflow this user is listed in the case history

C. When a case is escalated this user is listed in the case history

D. When a case is created via Web-To-Case this user is listed in the case history

E. When a case is created via Email-To-Case this user is assigned as the case owner.

914. If a user's profile contains log in hour restrictions which of the following time zones is used to calculate the hours they have access to Salesforce.com CRM?

A. Organization wide default time zone

B. User's time zone

C. Time zone set in the user's profile

915. Which of the following are true about the field type "Text Area(Long)" ?

A. 1) Maximum length of 32,000 chars. 2) Any length from 0 to 32,000 chars. is allowed 3) Line breaks do not count towards the max length of the field 4) This data type is not available for activities or products on opportunities

B. 1) Maximum length of 3200 chars. 2) Any length from 256 to 32,000 chars. is allowed 3) Line breaks do not count towards the max length of the field 4) This data type is not available for activities or products on opportunities

C. 1) Maximum length of 32,000 chars. 2) Any length from 256 to 32,000 chars. is allowed 3) Line breaks count towards the max length of the field 4) This data type is available for activities or products on opportunities

D. 1) Maximum length of 32,000 chars. 2) Any length from 256 to 32,000 chars. is allowed 3) Line breaks count towards the max length of the field

916. Roles are available in Personal and Group edition

A. True

B. False

917. If your organization has territory management, account and opportunity list views can be restricted by (Select all that apply)

A. My Territories

B. My Territory Teams.

C. My Accounts Territories

918. Which of the following are true about Web-to-Lead:

A. Salesforce CRM runs field validation rules before creating records

B. All required fields must have a value before a record can be created

C. The format for date and currency fields captured online is taken from the users browser settings

919. The relationship group wizard lets you create and edit relationship groups regardless of field-level security.

A. True

B. False

920. For each profile, you can set the hours when users can log in and the IP addresses from which they can log in.

A. True

B. False

921. Which of following is granted by the Manage Cases Permission (Select all that apply)?

A. Set support business hours

B. Edit the Support settings

C. Set up Email-to-Case

D. Mass Transfer Cases

E. Create,Edit, and Delete custom fields on the Case Object

922. You cannot delete all the record types for an object if the object is referenced in which of the following:

A. Apex Code script

B. Page layouts

C. Profiles

923. Which of the following are true about mapping fields for lead conversion (Multiple correct answers):

A. You can map between text and picklist fields

B. You can map Number, Currency, or Percentage fields of differing lengths.

C. You can map Text or Text Area to long text area fields

D. You cannot map auto-number fields to fields of type Text or Text Area

E. You can map auto-number fields to Picklists

F. If you change the data type of any custom field user for lead conversion, that lead field mapping will be deleted.

924. You convert a lead that is linked to multiple campaigns what is inserted into the opportunity Campaign Source field?

A. The campaign source field is left empty

B. The campaign with the most recently updated member status is mapped to the new opportunity

C. The first campaign linked to the lead, based on time stamp, is mapped to the new opportunity

925. If your org is configured for data export, you can schedule automatic backup files at what intervals?

A. Daily, Weekly, and Monthly

B. Daily and Weekly

C. Weekly and Monthly

926. Formula and roll-up summary fields are included in backup exports

A. True

B. False

927. Regardless of what language is selected on the user record, all online help is displayed in the organization default language.

A. True

B. False

928. You can map custom lead fields to standard fields on the Account, Contact, and Opportunity.

A. True

B. False

929. Which of the following statements is true about transferring leads?

A. You can transfer to users, but not to queues

B. You can transfer to queues, but not to users

C. You can transfer to both queues and users

930. Email templates used in all of the following features must be public and active EXCEPT

A. Web-to-Lead & Web-to-Case

B. Send Email to a Contact

C. Email-to-Case or On-Demand Email-to-Case

D. Assignment rules

E. Escalation rules

931. What is the purpose API Token field on the User object?

A. Displays the users API token

B. Indicates whether an API token has ever been reset.

C. Enables users to receive an API token

932. You cannot change the name of the default Person Account record type, and you cannot create additional record types for Person Accounts

A. True

B. False

933. What is the maximum length of a Text Area?

A. 32000

B. 255

C. 3200

934.The Marketing User checkbox on a user record allows users to do which of the follow actions (Multiple correct answers):

A. Create campaigns

B. Edit campaigns

C. Delete campaigns

D. Configure advanced campaign setup

E. Use the campaign import wizard

935. A default person account record type named "Person Account" is automatically created when person accounts are enabled for your organization.

A. True

B. False

936. When users log in to Salesforce, either via the user interface, the API, or a desktop client Salesforce CRM confirms the log in is authorized using all of the following EXCEPT:

A. Salesforce CRM then checks whether the users profile has IP address restrictions. If IP address restrictions are defined for the users profile, any login from an undesignated IP address is denied and any login from a specified IP address is allowed

B. If profile-based IP address restrictions arent set, then Salesforce CRM checks whether the user is logging in from an IP address she or he hasnt used to access Salesforce CRM before

C. Salesforce CRM checks whether the organization has login hour restrictions. If login hour restrictions are specified, any login outside the specified hours is denied.

D. Salesforce CRM checks whether the user's profile has login hour restrictions. If login hour restrictions are specified for the user's profile, any login outside the

937. Identify the statements that define Apex data loader?

A. Can be used to insert or extract SF records

B. Can be used to insert,update,delete or extract SF records

C. Can be used only to update and delete SF records

D. Can be used to read,extract and load data from CSV

E. Can be used to read,extract and load data from any MS office file

938. Roll-up summary fields are not visible to users if they reference fields the user can't see.

A. True

B. False

939. When creating a custom list view you can display fields that are not on your page layout for that object?

A. True

B. False

940. Which of the following statements is true about person accounts in backup exports?

A. If your organization uses person accounts and you're exporting contacts, person account records are included in the contact data. However, the contact data only includes the fields shared by contacts and person accounts.

B. If your organization uses person accounts and you're exporting contacts, person account records are not included in the contact data.

C. If your organization uses person accounts and you're exporting contacts, person account records are included in the contact data. The export includes all fields from person accounts.

941. If you schedule a dashboard refresh on the 31st day of every month, will the dashboard refresh in months without a 31st day?

A. True

B. False

942. You can create a custom report on solution categories and solution categories are available in list views.

A. True

B. False

943. Your System Administrator must reset your password for you if you lose it.

A. True

B. False

944. I can access a "list view" of records by clicking on the leads, opportunities, or accounts tabs. I can also filter my list views so I can see exactly what I need.

A. True

B. False

945. Which of these is NOT true of "list views" in SFDC:

A. I can choose different list formats from the drop-down menu at the top of any list.

B. List views can only be created or customized by my administrator

C. List views are customizable, and I can create and customize my own views

D. I can change my list view format for any record type by choosing a view type from the drop-down-menu

E. I can drag and drop columns within my list view to change the appearance or order of data

946. The "Open Calendar" link below any list view can be clicked to display a view of my calendar. But, can I drag records from the list to time slots on the calendar to create events (sales calls, etc) for these records?

A. Yes

B. No

947. Records & Record Detail Pages: I can edit data for multiple records at once by selecting each of them within a list view, Clicking on one of the records, and choosing the field to edit for all.

A. True

B. False

948. Records & Record Detail Pages: SFDC lets me print list views for Accounts, Campaigns, Cases, Contacts, Leads, or Opportunities.

A. True

B. False

949. Records & Record Detail Pages: What is NOT true of hover links in SFDC?

A. Hover links can be found on record detail pages (for leads, opportunities, etc)

B. Top of page hover links often provide a summary of information found on the bottom of a page so I dont have to scroll down to see important activity history, notes, etc

C. Just about every link in SFDC can be hovered over, and a summary window will pop-up.

D. When I hover over them, I begin to levitate in my chair

E. Hover links are cool and will save me some time when researching info about accounts, leads, opportunities, etc.

950. Adding Records: I must always search for a company or contact record BEFORE adding a new lead, opportunity, contact, or account into Salesforce.

A. True

B. False

951. Adding Records: If I add a duplicate record because I haven't searched before adding a new one, the following events will be likely to happen:

A. The data quality in Salesforce.com will start to suck, and head office reports will no longer be accurate

B. I will complain when I inevitably end up adding notes or events to the wrong record

C. I will feel so guilty that I will be compelled to sign over my commissions to Bill, who needs more money to save homeless cats in the city of Boston

D. I will need to delete the duplicate record I have added, or merge the 2 duplicate records together.

E. All of the above

952. Adding & Searching for Records: Which search option allows me to search across multiple fields including notes, descriptions, and comments?

A. Advanced Search

B. Sidebar Search

C. Both

953. Editing Records: If I see a magnifying glass icon next to any field in SFDC, this means I can start typing into the field and matches will automatically appear to choose from. Or, I can click on the magnifying glass icon and look up data to fill the field with.

A. True

B. False

954. Editing Records: Which of these is NOT true? I can edit fields by:

A. Clicking the "edit" button within a record detail page

B. Double clicking within a field to add or edit data

C. Selecting multiple records within a list view and editing them all at once

D. Calling Bill and making him edit my fields for me

955. Editing Records: Required fields are marked by which color?

A. Blue

B. Green

C. Red

D. Black

956. Personalizing SFDC: If I want to update my personal info, email settings, etc. I have to:

A. Contact head office

B. Click "set up" in salesforce.com and edit my info

957. Here are the salesforce.com definitions of a Lead, Account, Contact, & Opportunity. Which one is the definition for an opportunity?

A. Any person, organization or company that may be interested in your products and services, not yet customers. The Icon is a green Star Man.

B. An organization, individual or company involved with your business such as customers, competitors and partners that you wish to track in Salesforce. The Icon is a file folder.

C. Any individual or influencer associated with an account that you want to track in Salesforce. The Icon is a business card.

D. Any potential revenue-generating event ("sales deal") that you want to track in Salesforce. The Icon is a Coin.

958. When I qualify a lead, the lead then automatically becomes (select all that apply):

A. An opportunity

B. An account

C. A contact

D. A campaign

959. When I convert a lead to an Opportunity, I must give the opportunity a unique name so I know what it is (ex: Pacific Bank – Red Package).

A. True

B. False

960. You are about to enter a new lead from a cold call into SFDC. What do you do first?

A. Search to determine if the company record already exists in Salesforce because you NEVER want to add duplicate data.

B. Start entering the new lead

C. Import the lead into SFDC using your Outlook email account

961. Accounts can be created by converting a lead to an opportunity, or by manual entry.

A. True

B. False

962. Which will appear on your pipeline report?

A. Leads

B. Opportunities

C. Accounts

963. Which definition best describes "accounts" and their relationships with other record types in SFDC?

A. Accounts represent sales deals that your company is pursuing. An account may have only one opportunity associated with it.

B. Accounts are the backbone of information and represent prospective, existing, and former customers. An account may have multiple opportunities

C. Accounts are created after you have closed an opportunity or deal. An account must have a closed opportunity associated with it.

964. SFDC allows me to add a reporting hierarchy (or organization chart) to my contacts. This way I can better understand the structural dynamics within the businesses I am selling to, and remember who to contact for certain aspects of a sale.

A. True

B. False

965. Select the option that is NOT true of the "stay in touch" feature in SFDC:

A. I can send single emails, or mass emails, to all of my existing accounts or prospects.

B. I can use this feature to update contact information in one click via email – this keeps my customer data up to-date.

C. It rubs my feet before I go to bed each night.

966. Select the option that is NOT true of opportunities:

A. I should use consistent naming conventions when identifying my opportunities (ex: Account Name – Package offered)

B. Expected Revenue is automatically generated by multiplying the Amount field by the Probability Field (I do not need to add this figure)

C. Close Date should be the "best" guess as to when I will close a deal

D. The amount field is not for the estimated amount of the sale, but dollar amount I will pay Bill Nuttall for processing my order.

E. Probability is the confidence factor that I will win the Opportunity, and is typically based on the Stage Value

967. Task Records are "to-do" lists, are date sensitive, and must be completed before they move to my Activity History.

A. True

B. False

968. Which option is NOT true of events?

A. Events are scheduled events or meetings

B. Events are to-do lists

C. I can invite participants to an Event (like scheduling a demo, for example)

D. Events automatically move to Activity History when the time of the Event is past.

969. Which one of these is NOT a recorded "activity" in SFDC?

A. Emails

B. Dials

C. Events

D. Tasks

E. Log a Call (after call completion)

970. I can email opportunities, accounts, leads, or contacts directly from SFDC, and all of these communications will be automatically saved in my activity history.

A. True

B. False

971. I can merge 3 records at a time in SFDC to clean up dupe.

A. True

B. False

972. Which of these is NOT true: it is possible to import my existing contacts from Outlook by:

A. Clicking "set-up" and using the import wizard

B. Sending emails to myself

C. Connecting SFDC with Outlook and submitting contacts and leads to SFDC directly from my email

973. What steps are part of the process to enable Multi-Currency in an organization?

A. Create a Sandbox

B. Contact salesforce.com to enable multiple currencies

C. Enable Advanced Currency Management

D. Choose a default currency

974. You can only use standard fields when generating email and mail merge documents for leads or contacts.

A. True

B. False

975. Which of the following can be done on the Activity Settings page at Your Name | Setup | Customize | Activities | Activity Settings?

A. Enable Group Tasks.

B. Mass transfer activities.

C. Enable Email Tracking.

D. Show Event Details on Multi-User Calendar View.

E. Enable Email Attachements.

F. Change the Activities page layout.

976. A manager wants to pend all task assigned to his team so that the due date will be pushed a few days forward.

A. He needs to have Edit Tasks permission

B. He can go to Your Name > Setup > Customize > Activities > Tasks > Manage Task

C. Go to Tasks tab and find the Mass Reschedule link in the Tools section

D. There is no such standard functionality yet in Salesforce.

977. How many objects may be imported or updated using the Data Loader?

A. 1

B. 2

C. 3

D. 4

E. 5

F. 6

978. Which of the following is inline editing not supported?

A. System Fields

B. Case Stage

C. Related Lists

D. Contact Phone Number

E. List View

F. Read-Only Fields

979. What would you change if all of your online help was displayed in English and you wanted it to be German?

A. Default Language

B. Default Locale

C. Time Zone

D. Default Currency

980. What steps are part of the process to enable Multi-Currency in an organization?

A. Create a Sandbox

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C. Enable Advanced Currency Management

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981. To track revenue gain or loss based on currency fluctuations, you must implement

A. Multi-Currency

B. Sandbox

C. Territory Management

D. Advanced Currency Management

982. When importing Lead records you must use _____ Currency

A. An active or inactive

B. An active

C. An inactive

983. Once you define a custom fiscal year structure, your company can not return to the standard fiscal year calendar.

A. True

B. False

984. If you defined a custom fiscal year structure, your company can not revert to the Gregorian calendar for fiscal purposes.

A. True

B. False

985. You can rename standard Tabs and Objects. 9962077244

A. True

B. False

986. When a record is deleted it sits in the recycling bin for 30 days

A. True

B. False

987. When a field is deleted it sits in the recycling bin for 30 days

A. True

B. False

988. When controlling and dependent fields are available in Connect Offline...

A. You will be able to edit one, with it automatically updating the other

B. The logic between them is not available

C. You can only edit the controlling field

D. You can only edit the dependent field

989. What type of relationship should be built for a one-to-one?

A. Master-Detail Relationship

B. Look-up Relationship

C. Master-Detail Field

D. Look-up Field

990. When creating a Many-to-Many relationship you will need to use a

A. Junction Object

B. Lookup Field

C. Sharing Rules

D. Workflow Field update

991. A Look-up field can look up to what?

A. An Object

B. A field

C. A record

D. A report

992. When are custom fields removed from the recycle bin?

A. 45 days

B. 30 days

C. 60 days

D. 90 days

993. Which administrative permissions are necessary in order to edit profiles?

A. Manage Users and Customize Application

B. View Setup and Configuration, Manage Users and Customize Application

C. View Setup and Configuration, Manage Users and Manage Profiles

D. Manage Profiles and Manage Users

E. View User Configuration, and Manage Users

F. View setup and Configuration, View User Configuration, Manage Users and Manage Profiles

994. Report are available on the following tabs

A. Home tab

B. Report Tab

C. Opp Tab

D. Account tab

E. Contacts Tab

995. Which of the following records can not be mass transferred?

A. Open Cases

B. Closed Cases

C. Open Activities

D. Closed Activities

996. Through the Web-to-Case function, how is that case associated with a contact?

A. Contact name

B. Contact email

C. Account name

D. None of the above

997. Does access to folders respect the role hierarchy?

A. Yes

B. No

998. When creating users, does the alias need to be unique?

A. Yes

B. No

999. When using Territory Management, can an opportunity be associated with multiple territories?

A. Yes

B. No

1000. Do users have to display the jump page every time they create a new record?

A. Yes

B. No

Topic 10 Page 67-74 question 103. End