[2] Will data be lost in a Custom Field if Data Type is changed to Number from any other Data Type?
A) Yes   B) No   A) Yes

[3] On Lead Conversion a Lead Object Custom field cannot be mapped to Which Object custom field?
A) Account   B) Contacts   C) Case   D) Opportunity   C) Case

[4] Dashboards can be created by using Standard Reports as Source Reports?   A) True   B) False
        B) False

[5] Which tool should be used to Import more then 65000 records in Salesforce.com?   A) SFDC
Import Wizard   B) Data Loader   B) Data Loader

[6] 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   A) Email to Lead

[7] Which of the following is Not a Mandatory Field while creating a User Record?   A) Profile   B)
Role   C) Alias   D) Community Nickname B) Role

[8] 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.   D) User is logged out once he tries to do any DML (Data Manipulation)
Operation i.e. Save, Edit etc.

[9] 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   C) No Impact on the User as he keeps using his own default Locale

[10] API's are not available for use in which Salesforce.com edition?   A) Developer Edition   B)
Professional edition   C) Enterprise Edition   D) Unlimited edition B) Professional edition

[11] 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
        C. Organization based Login Hours

[12] For how many days deleted records are kept in the Recycle Bin?   A. 15   B. 30   C. 45   D.
60   B. 30

[13] 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 D. Field Level Security

[14] Which of the following is not a Standard Salesforce.com Application?   A. Service   B. Sales   C.
Call Center   D. Community   E. Marketing   A. Service

[15] 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   C. Picklist Field

[16] 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   D. Multi Select Picklist

[17] Do Validation rules get enforced on the Lead Conversion?   A. Yes   B. No   B. No (Not sure – Validation rule for account and opportunity get enforced)

[18] 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   C. Last Day of Current Quarter

[19] 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   D. Modify All Data

[20]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   B. No

[21] Queues cannot be created on which Object in salesforce.com?   A. Lead   B. Case   C. Account   D. Custom Object   C. Account

[22] 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   B. Marketing Process

[23] What is the significance of Primary Master – Detail Relationship in a Junction Object?   A. Look and Feel is inherited from Primary Master Object   B. Record Ownership is inherited from Primary Master Object   C. No such Significance   D. Both A & B Both A & B

[24] 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 B

[25] 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   B. No

[26] Which of the following objects cannot be imported via the Salesforce.com Import Wizard?   A. Leads   B. Accounts   C. Opportunities   D. Solutions   C. Opportunities

[27] 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   C. Production and Full Copy Sandbox

[28] 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 windowA. Read Only for the User

[29] Which of the following is not a Roll Up summary field operation?   A. SUM   B. MAX   C. MIN   D. Count   E. Average   E

[30] How many fields can be enabled for tracking on a custom Object?   A. 10   B. 20   C. 30   D. 40   E. None of the Above   B

[31] 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   E

[32] How many Custom Summary Formula Fields are allowed on a single Report?   A. 5   B. 10   C. 15   D. 20   E. No Limit A

[33] 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. NoA

[34] Which of the following is not an available function in the Formula Fields?   A. HyperLink   B. Substitute   C. RPad   D. Vlookup   D

[35] 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 C

[36] 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   A

[37] 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   A

[38] How many custom fields can be created on an object in an unlimited Edition?   A. 100   B. 200   C. 500   D. Unlimited Fields   C

[39] 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   A

[40] 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 A

[41] A sales team is a set of users that normally work together on _____ ?   A. Accounts   B. Leads   C. Opportunities   D. Contacts   E. Cases   C

[42] 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   C

[43] 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   C

[44] 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   B

[45] Account team is a set of users that normally work together on _____?   A. Accounts   B. Leads   C. Opportunities   D. Contacts   E. Cases   A

[46] Conditional highlighting can not be used for?   A. Tabular Reports   B. Summary Reports   C. Matrix Reports   D. None of the Above A

You can use conditional highlighting for summary and matrix report only   A. True   B. False   A

[47] 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   B

[48] Which of the following Email Template cannot be used to send a mass email?   A. Text   B. HTML with Letterhead   C. Custom HTML   D. Visualforce   D

[49] Which of the following object does not support the Business process?   A. Lead   B. Account   C. Opportunity   D. Case   E. Solution   B

Which of the following does not need business process?   a. Leads   b. Opportunities   c. Contacts   d. Cases   C

[50] 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 EditionC

[51] Can a user restrict access with the help of the sharing rules?   A. Yes   B. No   B

[52] Is it possible for users to override their own forecasts and forecasts for users below them in the forecast hierarchy?   A. Yes   B. No A

[53] With sharing rules one can make automatic exceptions to the organization–wide default for defined sets of users.   A. True   B. False   A

[54] 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   B

[55] 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   A

[56] 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   B

[57] Conditional Highlighting only applies to the first summary field column in the table?   A. True   B. False A

[58] Unmanaged packages do not include locked components but can be upgraded?   A. True   B. False   B

[59] Auto Response rules work on which objects?   A. Leads and Cases   B. Leads and Accounts   C. Accounts and Opportunity   D. Account and Cases   A

[60] Escalation rules only run during the business hours with which they are associated?   A. True   B. False A

[61] Customizable Forecasting is a prerequisite in order to enable territory management?   A. True   B. False A

[62] Running User concept in Dashboard allows users to view Data which normally they can not view?   A. True   B. False   A

[63] Can a user create his or her own Default Sales Team?   A. Yes   B. No   A

[64] How many ranges can be defined in the case of a Conditional Highlighting?   A. 2   B. 3   C. 4   D. 5   B

[65] 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   B

[66] 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   D

[67] 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   C

[68] Formatting of report is maintained when it is exported via Printable View?   A. True   B. False   A

[69] 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   A

[70] 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   A

[71] 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   C

[72] 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
        A. (1 OR 2 OR 3) AND 4

[73] 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   D

[74] 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   E. All of the Above   E

[75] 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   A

[76] When a field is deleted from the pagelayout, does it is also deleted from the Object?   A. Yes
B. No   B

[77] When you insert a record using the API, Do Validation rules are expected?   A. Yes   B. No
        A

[78] Scheduled reports run in the time zone of the user who schedules the report.   A. True   B. False   A

[79] Reports show only the information you can access where as Dashboards show information which you even cannot access.   A. True   B. False A

[80] 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   E

[81] 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   C

[82] 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   B

[83] 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   B

[84] 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   C

[85] Which of the following make a User record Unique?   A. Profile   B. Email Id   C. Username   D. Role C

[86] 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 E

[87] 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   D

[88] 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   D

[89] Though multiple campaigns can be influential, you can only designate one campaign as the primary campaign source on the opportunity?   A. True   B. False   A

[90] Customer Portal users can view the tags section of a page, if it is included in a page layout.   A. True   B. False B

[91] If Custom Fiscal Years are enabled then you cannot use Standard Forecasting?   A. True   B. False   A

[92] It is possible for an Account to be part of multiple Territories?   A. Yes   B. No   A

[93] 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   B

[94] Is it possible to have Sidebar search enabled with Global Search?   A. Yes   B. No   B

[95] Is it possible to report on the converted Leads?   A. Yes   B. No A

[96] 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

    A

[97] 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   B

[98] 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   A

[99] Will two different users get the same search results on searching for a common keyword?   A. Yes   B. No   B

[100] Are Tags searchable from standard Search component?   A. Yes   B. No   A

[102] Recent Items use the?   A. Edit Pagelayout   B. Detail Pagelayout   C. Sidebar   D. Related List

    C

[103] _____ 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   B

[104] 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   C

[105] _____ 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 D

[106] You can set the Tab as a Landing Tab while creating the Tab for the Object?   A. True   B. False

    B

[107] Which is the new type of Dashboard Chart to make entry in Spring'11 Release?   A. Waterfall Chart   B. Organization Chart   C. Scatter   D. Gauge   E. Metric   C

[108] Which of the following is used for automatically opening records by an administrator when they meet a data Trigger point?   A. Manual Sharing   B. Criteria based sharing Rules   C. OWD   D. None of the Above   B

[109] 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   C

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"
[110] 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   B

[111] 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 dashbaord   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   D

[112] Inline Editing is available in visual force pages?   A. True   B. False   A

[113] 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 B

[114] Which of the following are new features on Chatter tab?   A. Like   B. @Mention   C. Live Updates   D. All of the Above   D

[115] Which of the following is the new workflow feature of Spring'11 Release?   A. Workflow Rules B. Flows   C. Field Update   D. Outbound messages   B

[116] Field Sets works on both Standard as well as Custom Objects?   A. True   B. False   A

[117] Which combination of objects is available when creating a custom report type for Chatter reports? 0. Opportunities, Followers, User Feed   1. Accounts, User Feed, Comments   2. Users, User Feed, Comments   3. Chatter Groups, Members   2,3

[118] Which of the following settings directly affects Date fields to display as MM/DD/YYYY?   0. Local   1. Time Zone   2. Language   3. Default Currency

[119] Where do you go to create a List View so that you can see it on the Console, under the Accounts object?   0. Create a list view on the Console   1. Create a list view on Accounts   2. Create a list view on Contacts   3. Create a field on the Console   1

[120] Which of the following statements are true about Data Validation?   0. Validation rules apply to all new and updated records for an object.   1. Validation rules can update fields which are not included in a page layout.   2. Validation rules can referrence fields which are not included in a page layout.   3. If an error message is not set, a default message will be prompted instead.   4. All of the above.   5. None of the Above.   0 2

[121] Which type(s) of file(s) is accessible through Content?   1. Audio Files.   4. PPT and Video files only.   5. Salesforce CRM Content can include all file types.   2. Files attached to a Chatter profile post.   3. Video Files.   0. Microsoft® PowerPoint presentations.   5

[122] What is parallel approval Routing?   0. When you can mass assign your locked records to users in your same Role   1. The ability to send approval requests to yourself multiple times, so you can approve a record   2. The ability to take back approval requests once you have sent them   3. The ability to send approval requests to multiple approvers in a single step   3

[123] Chatter Desktop is not available in which Salesforce Edition?   0. Free Edition   1. Group
2. Professional   3. Developer   4. Enterprise,   5. Contact Manager

[124] The account owner, opportunity owners, and case owners may or may not be the same user.
        True

[125] Which file types can you use when exporting reports?   0. You can not export a report.
You can only email it.   1. Comma Delimited (.csv)   2. Excel (.xls)   3. PDF   1 2

[126] A Standard profile that has Standard User Permissions and can manage published solutions and
solution categories   0. Marketing Profile   1. Contract Manager   2. System Administrator
3. Marketing User   4. Solution Manager   4

[127] Which of the following are setting options for the User Interface?   0. Enable Collapsible
Sections   1. Show Quick Create   2. Show customer Sidebar Components on All Pages   3.
Transfer all Open Opportunities   4. Enable Drag–and–drop scheduling on List Views   0124

[128] The Report Builder is different from the Report Wizard.   True

[129] Salesforce.com archives older activities according to which of the following conditions: 0.
Closed Events 180 days old   1. Events with a due date greater than 365 days old   2. Open tasks
with a due date greater than 365 days old   3. Closed tasks with a due date greater than 365 days old
4. Closed tasks without a due date that were created more than 365 days ago   134

[130] IF(ISPICKVAL(picklist_field)) has the same output as: 0. VAL(picklist_field)   1.
CASE(picklist_field)   2. CASE("picklist_field")   3. Picklist_field(VALUE)   1

[131] 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.   True

[132] Is identity confirmation necessary if a user's IP address is known and browser cookie exists?
True / False   False

[133] What is the maximum number of records to be printed in the Printable View of a list view?
0. 2000   1. 100   2. 1000   3. 200   2

[134] Are custom object reports accessible when you add a custom object tab?   0. Yes   1. No
2. Only if the Object is not related to any other object   1

[135] What is not found on a Company Profile?   0. Language, Locale, and Time Zone   1.
Profiles   2. Licenses   3. Storage and Used Space   4. Manage Currencies   5. Fiscal Years
        1

[136] 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.   False

[137] 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. True

[138] When are data Validation Rules enforced?   0. Upon opening the record   1. Upon closing the record   2. Upon editing a field   3. Upon saving a record   3

[139] System Administrators have this permission by default.   0. None of these   1. Report Wizard   2. Report Builder   3. Both Report Wizard and Report builder   2

[140] The Salesforce Console is an example of what?   0. API   1. Third Party Web integration/Application   2.UI   3. Java Script   2

[141] What is the click path to enable Enhance Profile Management?   0. Setup | Customize | User Interface   1. Setup | Manage Users | Profiles   2. Setup | Profiles | Customize

[142] Custom formula fields can reference other custom formula fields including themselves.   False

[143] You must run the report before you can print or export it because the Printable View and Export details buttons are not availabe in the report builder.   True

[144] Which Salesforce editions provide option for customizing profiles?   0. All Editions   1. Unlimited, Developer and Enterprise Editions   2. Professional, Unlimited, and Developer Editions 3. Enterprise, Unlimited, and Developer Editions   4. All except Group Edition   5. All except Professional Edition   1 3

[145] How many profiles can load in a single list view with Enhanced Profile Management enabled? 0. 300   1. 500   2. 200   3. 1000   2

[146] What is the maximum number of condition higlighting per report? 3

[147] Which is a capability of the new Service Cloud console?   0. It provides data visibility by combining a list view and related records on one screen.   1. It allows agents to view key record information in the highlights panel.   2. It preserves the context of calls using primary tabs and subtabs.   3. It allows access to data by opening each record in a new window.   4. It allows agents to take notes in an interaction log while in a call.   0 1 4

[148] 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?   0. User A   1. The designated workflow user 2. The default workflow user   3. The last user to modify the record prior to User A

[149] How does Locale settings affect your exported CSV file?   0. It doesn't affect anything. 1. It determines the delimiter.   2. It determines the encoding.   3. It determines the encryption. 1

[150] What are two sources from which cases can be created.   0. Web–to–Lead   1. Web–to–Web   2. Email–to–Case   3. Connect for Outlook 2 3

[151] Which report format summarizes data in a grid against horizontal and vertical criteria and provides totals for both rows and columns?   0. Summary   1. Matrix   2. Tabular   1

[152] Every profile, including profiles associated with Customer Portal users must have at least one visible app.   False

[153] Which statements are true about Cloud Scheduler?   0. It is available in Group, Professional, Enterprise, Unlimited, and Developer Editions only.   1. Cloud Scheduler is now enabled by default for all organizations.   2. You can automatically see the New Meeting Request button on all eligible contact, lead, and person account detail pages.   ☹   3. Meeting organizers can not use Cloud Scheduler to request meetings with customers, and have customers select preferred times before confirming the meeting.   4. Administrators can add or remove the New Meeting Request button on multiple page layouts using the new Cloud Scheduler quick setup method.   1 2 4

[154] Clients do not have to enable Customizable forecasting before they can ask salesforce to activate Territory Management. False

[155] What happens when you convert a Lead and an existing account and contact have the same name as the one specified on the lead?   0. The account and contact will automatically be overwritten.   1. A new account and contact will be created with different Salesforce ID.   2. You can choose to update the existing account and contact.   3. The records will automattically update.   4. The conversion will fail.   2

[156] You can not use the browser's print function to print reports.   False

[157] 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. None of the Above   D. Sales Cloud   E. Service Cloud2   F. Sales Cloud2   E

[158] How many workflow rules can you create per entity?   25

[159] What is the default report format for new reports created in report builder?   0. Summary   1. Tabular   2. Matrix1

[160] Which of the following is part of the Sales Cloud 2.   0. Accounts and Contacts   1. Cases   2. Marketing and Leads   3. Solutions   4. Content Library   5. Opportunities and Quotes 0245

[161] Which of the following are standard Salesforce applications?   0. Ideas   1. Campaigns   2. Administration   3. Call Center   4. Sales Center 03

[162] What can an administrator customize for the Service Cloud console?   0. Whether the record opens as a primary tab or subtab   1. The fields displayed in the highlights panel   2. The interaction log fields displayed for objects without an Activity History related list   3. Whether the

SoftPhone displays in the footer or sidebar   4. The objects displayed in the navigation tab   014

[163] Which is a consideration when creating a drill–to–detail dashboard component?   0. The dashboard component type must be a gauge.   1. Drill–to–detail must be enabled on the custom report type.   2. The source report must be stored in the drill–to–detail folder.   3. The source report must be grouped by record name, record owner, or feed post.   3

[164] Which can be accessed by a Chatter Free user?   0. People   1. Content   2. Profiles   3. Groups   4. Files   5. Leads   0234

[165] 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.   0. Lookup Relationship   1. Master–Datail Relationship   2. Master–Detail–Sub detail Relationship

[166] When you delete a Contact, it's associated Campaign Member record is deleted as well.   True / False   True

[167] Data Validation rules is not supported in which Salesforce edition?   0. Contact Manager   1. Group   2. Professional   3. Developer   4. Unlimited   5. All Editions are supported   5

[168] 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   A,D

[169] Printable View does not Save all the report formatting.   False

[170] Which data can be synched using the new Salesforce for Outlook?   0. Custom objects   1. Events   2. Leads   3. Contacts   13

[171] Time–dependent workflow will not work with which type of workflow evaluation criteria?   0. Only when a Record is created   1. Every time a Record is created or edited   2. Every kind of workflow evaluation criteria   3. When a Record is edited and it didnt previously meet the rule criteria 1

[172] Up to 25 custom lookup fields can be defined per object.   True

[173] Spring \'11 includes a managed version of Chatter Desktop for enterprise deployments, and administration controls for   controlling access to Chatter Desktop in your organization.   True / false   True

[174] Record locking prevents users from editing a record only if they have certain field–level security or sharing settings.   False

Note: Record Locking is a process of preventing users from editing a record regardless of field level security / sharing settings   [175] Can a Standard User Profile import members into a campaign? 0. Yes.   1. No.   2. Only if they have "Import Campaign Members" permission checked.   3. Only if they have "Modify All Data" permission checked. 1

[176] The record owner is a user or a queue that has control or rights to a particular data record. True

[177] Standard reports are visible through the Reports search.   False

[178] A System Administrator can edit a profile to: 0. Prevent a user from viewing custom tabs 1. Prevent the use of Mass email   2. Deny a user access to other users leads   The correct answer is 01   [179] What is a Dashboard made of?   1. Tables   2. Summary Reports 3. Charts   0. Gauges 013

[179] What is one advantage of Salesforce CRM?   0. Companies can seamlessly integrate their servers to Salesforce database for faster performance.   1. Companies only need to maintain a compatible browser and a reliable internet connection.   2. In house Servers can be acquired cheaper than normal   3. None of the above   4. All of the above   1

[180] Mail Merge is available in which Salesforce Editions?   0. All except Professional   1. Professional and Enterprise   2. Professional, Developer and Enterprise   3. Enterprise and Developer only   4. Developer, Enterprise and Unlimited only   5. All editions   5

[181] 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.   False

[182] What is the maximum number of values you can have in a picklist?   0. 500   1. 250 2. 600   3. 1000   4. 2000

[183] When converting a lead, what values are transferred to the opportunity?   0. Amount = Lead Amount   1. Close Date = Today   2. Close Date = Last day in fiscal quarter   3. Stage = First stage in list   23

[184] What is the maximum of time triggers per Workflow Rule? 10

[185] Salesforce is which of the following   A. Salesforce Automation   B. Marketing Management   C. Customer Support Management   D. Campaign Management   A B C

[186] 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   b

[187] A Workflow Approval process may be used for all of the following objects EXCEPT: a. Opportunity   b. Users   c. Assets   d. Contracts   b

[188] Which of the following features is not available in Professional Edition?   a. Big Deal Alert
b. Workflow   c. Account Sharing Rules   d. Multi–Currency   b

[189] The formula editor may be used all of the following places EXCEPT   a. S–Control   b.
Formula Field   c. Default values on Standard Fields   c

[190] 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 b

[191] Steps to install an app in AppExcahnge?   Login —> Examine App —> Configure Security —>
Customize —> Deploy

[192] A Workflow rule can only be triggered when a record is created.   A. True   B. False B

[193] 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   C

[194] When you have exceeded your general storage limit, you can use your complimentary document
storage for additional space.   A. True   B. False   A

[195] 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
        A

[196] 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   B

[197] A new list view can be created from within the console   A. True   B. False   B

[198] 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   D

[199] You must be a user of salesforce.com in order to Receive an email notification in the case
escalation process   A. True   B. False   B

[200] If a lead is converted without a value in the company field, what happens?   A. A Business
Account is created   B. A Person Account is created   C. You will be prompted to decide whether
to create a Person or a Business Account   D. Nothing   B

[202] An Approval Process begins when a record is: A. Created   B. Saved   C. Edited   D.
Submitted for Approval D

[203] Time based workflow can be triggered every time a record is created Or edited   A. True
B. False B

[204] 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   D. Custom Object Reports D

[205] when you Delete a lead from a campaign, it deletes the lead record itself.   A. True   B. False   B

[206] 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 SF Automation

[207] All of the following objects may have a queue EXCEPT   A. Accounts   B. Cases   C. Leads   D. Custom Objects   Accounts

[208]You can use standard reports when creating Dashboards   A. True   B. False   B

[209] Case escalation rules triggered on the last modification will be reset each time a user does which of the following actions?   A. Reads the case   B. Adds a related comment to the case   C. Adds an activity or sends an email from the case record   D. Edits the case   E. All of the above   D

[210] 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   C

[211] Which of the following components is the central repository to manage all presentations, collateral and documents?   A. Accounts and contacts   B. Content library   C. Real–time analytics   D. Partner B

[212] 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 Expense Tracker?   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,   A

[213] what type of report cannot be used to run a dashboard report?   A. Tabular   B. Matrix   C. Summary   D. None of the above   A

[214] 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   A

[215] 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 D

[216] It is possible to share a custom object record manually   A. True   B. False   A

[217] you can customize the Opportunity Stage History related list on an Opportunity Page Layout.
A. True   B. False   B

[218] Is possible to view a forecast based on all of the following EXCEPT: A. Territory   B. Product Family   C. Date Range   D. Sales Team D

[219] 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   C

[220] 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   A

[221] When a manager overrides a subordinate's forecast,the subordinate can see the manager's override   A. True   B. False   A

[222] Related Lists display the many side of a one–to–many relationship   A. True   B. False   A

[223] Case Assignment Rules are based on elapsed time   A. True   B. False   A

[224] 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   A D

[225] 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 B

[226] Validation rules may evaluate an opportunity line item against the opportunity it's associated with
A. True   B. False   A

[227] An S–Control may be all of the following EXCEPT: A. HTML   B. XML   C. URL   D. Snippet   B

[228] 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   B

[229] Which type of field cannot have universal requiredness?   A. Lookup   B. Text   C. Email   D. Number   A

[230] 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
          B

[231] 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   B

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   A B D

[232] 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 D

[233] Is it possible to relate a person account to a contact on a business account.   A. True
B. False B

[234] Your customer is using Professional Edition. they want the ability to trigger an email every time an opportunity rYeaches 90% and the amount of the opportunity is one million dollars. What is the best way to accomplish this?   A. Big Deal Alert   B. Workflow Rule   C. Escalation Rule Entry
D. Assignment Rule Entry   A

[235] 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   C

[236] 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   A

[237]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   B

[238] 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   C

[239] 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   B

[240] 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   D

[241] All fields on the Approval page layout are available to view on the Approval History related list
A. True   B. False   B

[242] 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   C

[243] All of the following are types of AppExchange Applications EXCEPT: A. Composite   B. Client   C. Provisional   D. Native   C

[244] 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   A

[245] 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   A

[246] Users can be deleted from salesforce.com   A. True   B. False False

[247] 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   A

[248] 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   B

[249] Custom formula fields are recalculated: A. Nightly   B. Every twenty minutes   C. Once per user session   D. Each time a user views the record D

[250] 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   A

[251] What is the difference between the Marketing User Profile and the Marketing User checkbox at the User level?   A. They are the same thing   B. Marketing User Profile allows users to create

and edit Campaigns Marketing User checkbox allows users to import Leads.   C. Marketing User Profile allows users to import Leads. Marketing User checkbox allows users to create and edit Campaigns.   D. None of the Above   B

[252] 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   C

[253] 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   C

[254] Is it possible for a Page layout to be associated with a Record Type.   A. True   B. False   A

[255] 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   B

[256] 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   D

[257] 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   D

[258]Record Type may determine the default value of a picklist field.   A. True   B. False   A

[259] 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   A

[260] 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   D

[261]You can use standard reports when creating   A. True   B. False   B

[262]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 fieldsA

[263] 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   D

[264] 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 B

[265] 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   C

[266] 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 B

[267] Fields hidden using Field Level Security are subject to Data Validation Rules.   A. True   B. False   B

[268] You have Read Only access to an account, can you add a task or event to the account?   A. True   B. False B

[269] 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   C

[270] A service portal user may close their cases using Suggested Solutions in the self service portal.
A. True   B. False   A

[271] Default values are available for standard text fields   A. True   B. False B

[272] 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 A

[273] Recent Item and Look up Hover Views use the   A. Sidebar   B. Edit Page   C. List Views   D. Related Lists A

[274] 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   B,C

[275] Searches and Filters that take a long time may be cancelled ?   A. True   B. False   A (By Pressing Esc key)

[276] 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   A,B,C

[277] 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   A B C

[278] 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   A

[279] Custom Fiscal years are for companies that break down their fiscal years, quarters, and weeks in to custom   fiscal periods based on their financial planning requirements.   A. True   B. False   A

[280] Forecasting can be used with Custom Fiscal Years   A. True   B. False   B

[281] Customizable Forecasting must be enabled for use with Custom Fiscal years.   A. True B. False A

[282] Where are active currencies located?   A. Security Control   B. User record (Personal Setup)   C. Company Profile   D. None of the above   B,C

[283] All the following are Main Setup areas in Salesforce.com EXCEPT?   A. Personal Setup   B. App Setup   C. Data Setup   D. Administration Setup C

[284] What does a Profile Control?   A. Access to Application   B. Record Type Access   C. Permissions   D. Data Visibility   E. Hours of IP Address A B C E

[285] When are Formula Fields recalculated?   A. Calculated automatically   B. Every 15 Minutes C. Nightly   D. After Edits / Save A

[286] For which objects you have business processes?   A. Lead   B. Opportunity   C. Case D. Account / Contact   E. Solutions   A,B,C,E

[287] How many fields (columns) can be displayed on a Customizable Related List?   A. 50   B. 10 C. 25   D. 100   B

[288] A check box can be a controlling field in a field dependency: A. True   B. False   A

[289] You can use a Custom Lookup field to create a relationship between an opportunity and a contact. A. True   B. False   A

[290] What determines a unique User Record?   A. User Name   B. Standard Profile   C. Custom Profile   D. User Role   A

[291] 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   A

[292] 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   A , B

[293] 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.   D

[294] In order to Enable Territory Management you should have: A. Standard Profile   B. Customizable Forecasting   C. Enable Forecasting   D. All of the above   B

[295] 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   A B

[296] 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 B C

[297] To rename a Standard Field, where do you make the changes?   A. On Standard a Profile   B. On a Page Layout   C. Manually change on the Object   D. All of the above   C

[298] What needs to be specified to schedule a Report?   A. Objects   B. Date Range   C. Location   D. Frequency   C,D

[299] 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   A B C

[300] Which of the following is a standard Profile   A. Sales User   B. Marketing User   C. Invoice Manager   D. Contract Manager B D

[302] Who may be assigned a workflow task? There are 4 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   A C D E F

[303] 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   A B C E

[304] Universally required fields always display on edit pages regardless of field–level security.   A. True   B. False   A

[305] 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   A

[307] 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
A B C

[308] 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
B

[309] Both accounts and users can exist in multiple territories. A. True B. False A

[310] 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 A B

[311] 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 A,C,E

[312] 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 A,C,E

[313] 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 A,C

[314] 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 B

[315] A Profile can have many users, but a user can have only one profile. A. True B. False
A

[316] You CANNOT delete standard fields but you can remove non–required standard fields from a page layout A. True B. False A

[317] Reports and views are not renamed based on the new label value A. True B. False
A

[318] Custom Picklist fields can be either controlling or dependent fields A. True B. False

A

[319] Maximum number of values allowed in a controlling field is :   A. 500   B. 100   C. 300   D. 200   C

[320] Multiple record types may be created for every tab, with the exception of   A. Home   B. Accounts   C. Forecasting   D. Opportunity   E. Reports A,C,E

[321] 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   A,B,C

[322] You can use Sharing Rules to grant wider access to data. You cannot restrict access below your OWD levels.   A. True   B. False   A

[323] The SideBar search does not Search the following: Choose 3 answers   A. Custom Objects   B. Documents   C. Products   D. Reports   E. Solutions   B,C,E

[324] Workflow Tasks are NOT tracked in the Activity History and can be reported on MMM   A. True   B. False   B

[325] 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   A

[326] 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 compant 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   B

[327] 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 A

[328] 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   B C

[329] 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   A D E

[330] How can Chatter feed for content can be used?Choose 2 answers MMM   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   B D

[331] 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   A, B

[332] 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   C D

[333] 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   A B

[334] 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   A D E

[335] How can an Administrator customize campaign members?Choose 2 answers: MMM   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 A C

[336] What determines the suggested criteria for lookup filter?   A. Previously used filter criteria   B. Organization Wide Defautl settings   C. The current application schema   D. A survey taken when enabling this feature   A

[337] 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   A B

[338] 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   A D

[339] 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 B

[340] 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   D

[341] Which action can be performed on the Campaign Member object?Choose 3 answers MMM
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   A B D

[342] Which is a capability of a campaign ?Choose 2 answers MMM   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 A C

[343] What type of field can a lookup filter be applied to?Choose 3 answers mmm   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   A B D

[344] 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   C D

[345] 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   B D

[346] Which statement is true regarding High Volume Portal users?Choose 2 answers   A. Are not assigned to roles in the role hierarchy   B. Are alloted extra data storage usage   C. Can view documents from Content workspaces   D. Cannot own an Account record   A D

[347] 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()   C

[348] 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   A D

[349] What can be reviewed using the process visualizer?   A. Sales Processes   B. Approval Processes   C. Support Processes   D. Workflow Rules   B

[350] 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   D

[351] 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 D

[352] 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   B D E

[353] UI component for tag Access(Choose 2)   A. Edit tag links   B. view tags on header   C. sidebar widget   B

[354] 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   D

[355] Which of the following are standard Salesforce applications? (Select all that apply)   A. Ideas   B. Campaigns   C. Administration   D. Call Center   E. Sales Center A,D

[356] A role has many to many relationships with the user?   A. True   B. False   B

Is it true that campaigns and opportunities have many to many relationship?   A. True   B. False   A

[357] Which of the following are standard Salesforce objects? (Select all that apply)   A. Contract   B. Opportunity Product   C. Price Book   D. Ticket   E. Solution   A B C E

[358] 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. D

[359] 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. C

[360] When transferring an account from one user to another, which of the following options are

selectable? (select all that apply) mmm   A. Transfer closed cases   B. Transfer closed opportunities   C. Transfer open activities   D. Transfer closed activities   A B

[361] 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 • o o   A. None   B. Read Only   C. Read/Write   D. Read/Write/Transfer Explanation   Read/Write is granted through role hierarchy permissions from the sharing rule. If the sharing rule referenced a sharing   group then the Grant Access Using Hierarchies would not apply. This could also be true for a custom object; all standard objects   require Grant Access Using Hierarchies.
          C

[362] Documents count toward Data Storage.   A. True   B. False   B

File attachments, document tabs, and sales force content count towards Data Storage   A. True B. False B

[363] 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?

B. 1 on 1/8/2008   C. 1 on 1/12/2008   D. 2 on 1/8/2008 and 1/12/2008   Explanation   When the record is modified and no longer meets criteria on 1/4 the initial workflow action is dropped from the queue. The workflow   action created on 1/5 is scheduled for 7 days after rule execution (which is 1/5), therefore the only rule that would be executed is on 1/12. C

[364] 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
          C

[365] 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   A

[366] You must create the business process before creating record types for each of these objects Except MMM   A.Lead   B.Oppurtunity   C.Case   D.Campaign   E.Solutions D

[367] 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   B

[368] In order to implement more business process multiple record types must also be implemented

A. True   B. False   A

[369] 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   A B C E

[370] Field–level security can be used to make a field required   A. True   B.False   B

[371] You can customize to restrict users ability to log in to saleforce. mmm   A. Profile
B.Role   C.Page Layout   D. Record Type   E. Security Settings   A

[372] Is it possible for a user to own a record and not see it   A.True   B.False A

[373] The Account owner,Oppurtunity 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
        D

[374] 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   A D

[375] What is True about the Role Hierarchy   A. Controls data visibility   B. Controls record
roll–up forecating and reporting   C. Not necessarily the companys org. chart   D. Controls Read /
Write and Transfer Rules for each user   ABC

[376] 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   D.Mini
View

[377] 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   B.Mini Page Layout

[378] 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   B

[379] What objects are cases related to?   A.Accounts   B.Forecast   C.Contacts
D.Campaign   A, C

[380] 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   B

[381] If using Customizable forecasting there is a seperate forecast role hierarchy   A. True
B. False A

[382] How many roles can you create for your org.   A. 100   B. 300   C. 500   D. No

Limit   C

[383] What is Sharing Rule? mmm   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
D. Irrelevant for Public Read / Write Organizations   ABD

[384] 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 exisitng 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.   C

[385] A public group is a grouping of all Except   A. Users   B. Public Groups   C. Queue
D. Roles   E. Roles and Subordinates C

[386] 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   B

[387] 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   B C

[388] The size limit for documents uploaded is: A. 1 Megabyte   B. 3 Megabyte   C. 5 Megabyte
D. 25 Megabyte C

[389] Author and the owner have same access to the document   A. True   B. False   C.
Neither True nor False   B

[390] You can update licenses on the Company Profile.   True   False False

[391] A company that uses custom fiscal year: A standard forecast option is unavailable.   Administrator
will have to build a custom forecast for the same.   True or FalseTrue

[392] Where would you make a field required?   Page Layout   [393] Activities are both
Tasks and Calendars.   True / False   True

[395] Field Level Security cannot be used to make a field required.   A. True   B. False   A

[396] 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   A B C D

[397] 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   A B

[398] 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   A

[399] Workflow cannot be triggered upon import. MMM   A. True   B. False   B

[400] 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   B

[402] 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   A B C E

[403] 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.   A D

[404] Users with access to opportunities as sales team members cannot extend sharing for those records   A. True   B. False   A

[405] Which of the following are setting options for the User Interface?   0. Enable Collapsible Sections   1. Show Quick Create   2. Show customer Sidebar Components on All Pages   3. Transfer all Open Opportunities   4. Enable Drag–and–drop scheduling on List Views   0124

[406] Which are Activity Attachment Enhancements in Spring 11?   1. For existing organizations, the Attachments related list is now automatically added to task and event records.   3. Attachments are now searchable for tasks and events.   4. Unlike before, HTML attachments is always available and can no longer be disallowed.   0. For new organizations, the Attachments related list is now automatically added to task and event records.   2. Existing organizations need to manually add the related list to the activity page layout.   023

[407] Field Level Security options Visible Hidden Read Only [408] The first approval step in a process specifies the action to take if a record does not advance to that step. True

[409] Account Teams might be utilized for what? 0. Sharing 1. Reporting 2. Private Sharing Model 3. Activities 01

[410] You can only use standard fields when generating email and mail merge documents for leads or contacts. True /False True

[411] Which of the following chart types does not support Combination Chart? Line Horizontal Bar Vertical Bar Funnel Chart Donut Line Cumulative Donut, Funnel chart

[412] Custom Summary Formulas can run calculations on report calculations. True /False False

Custom summary formulas support calculations on custom formula fields Apply calculations only to summary rows can be used to calculate the summaries on numerical fields of summary and matrix reports 3900 chars per formula 5 per report Applies calc to only summary rows
Custom formula fields are Read only on record detail pages Not visible on edit pages Are supported on std and custom objects Do not update last modified field Can reference custom/std / other formula fields Cannot reference themselves Cannot be deleted if they are referred in formulas Not searchable via sidebar / advanced search Not included in data export Not available for lead conversion Not available in Offline edition / connect for outlook Are automatically calculated Cross object formula upto 5 levels [413] 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 objec A

[414] Which types of files can be accessed from the Files tab? 0. Files attached to a Chatter group post 1. Files in Content Workspaces 2. Files attached to a Chatter profile post 3. Files uploaded to the Documents tab 4. Files uploaded to the Solutions tab 012

[415] Which function is available in the report builder interface, prior to running the report? 0. Save 1. Printable view 2. Schedule future runs 3. Show/hide details 4. Export details 03

[416] A controlling picklist can have up to how many values? 399 500 400 350 450 300 300

[417] 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 A C

[418] What are the three core building blocks of Security and Access in Salesforce?   0. Profile Restriction   1. Organization–wide Defaults   2. Profiles   3. Role Hierarchy   4. Sharing   5. Chatter Groups   134

[419] Record type picklist filtering applies to dependent picklists.   True / False   True

[420] Which objects can be stored in a folder?   0. Emails   1. Documents   2. Dashboards   3. Reports   123

[421] Which Salesforce editions support Sandbox? mmm   0. Unlimited   1. Professional   2. Contact Manager   3. Group   4. Developer   5. Enterprise   0 5

[422] 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   b

[423] Which of the following Collaboration Cloud Enhancements Features are automatically visible to all users after Winter 11 and   no setup is required?   0. Free Chatter Users   1. Chatter Search   2. Chatter Invitations   3. Files Tab   4. Using Chatter Filters   5. View Chatter Feeds   134

[424] Opportunity products can be linked in a Lookup Relationship :   True / False   False

[425] Which of the following statements about a user record are true?   0. Each has its own unique username.   1. Each has its own username which is not necessarily unique.   2. Both active and inactive users use license.   3. Each user must be associated with a profile.   4. Some users are not associated with any Role.   034

[426] 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.   True / False   True

[427] Which of the following needs to be specified in order to schedule a report?   0. The Running User   1. Start Date   2. Email Report   3. Preferred Start Time   0123

[428]What is the maximum of actions per time trigger you can have in a Workflow Rule?   50   20   40   80   33   10   40 (10 of each type: email alerts, field updates, tasks and outbound messages.)

[429] 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   D. None of the above   B

Used for summary and matrix reports   Limited to three summaries per report   Is applied only to summary rows   [430] 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   B

[431] Which statements are true for the integrated campaign builder. mmm   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   A B C E

[432] 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   C) Case

[433] 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   C

[434] Standard Fiscal Years are for companies that break down their fiscal years,quarters and weeks in to fiscal periods.   True   False   True

[435] 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   C

[436] A Standard Fiscal Year can start on May 1st.   True   False   true

[437] Active Currencies live in Company Profile, user record (Personal Setup) and in Opportunity (Record).   True   False   True

[438] 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   B

[439] 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   A B D E

[440] Adding a user to the sales team group will give access to opportunity records that was previously a restricted account.   A. True   B. False   False

[441] 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   A

[442] 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   B

[443] Data Validation rules are also enforced using the API and Import Wizards.   A. True   B. False   A

[444] 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? True / False **True**

[445] 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   **B**

[446] 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   **C D**

[447] Final reject actions can include actions such as email alerts   True / False   **True**

[448] 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   **D**

[449] 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   **B**

[450] 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 **B**

[451] From the below …identify the WF action?   A.Create inbound messages   B.Create tasks
C.Create mobile alerts   D.Create section updates   **B**

[452] Match the WF steps to setup the requirement   Task : set up   Email Alert : Templates Field Update : Field   Rule : criteria   [453] 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 oppurtunities can Kathy VIEW and EDIT?   A. KAthy can edit and view her own oppurtunities B. Kathy can EDIT and VIEW her jennifers oppurtunities   C. Kathy can edit and view Phils oppurtunities   D. Kathy can view but cannot EDIT phils oppurtunities   E. Kathy can View but cannot edit Jennifers oppurtunities   **A C E**

[454] How would you allow colloborative access to accounts ,contacts,contracts, oppurtunities, and cases of a US Sales rep,   and asia sales rep, and an EMEA sales rep?   A. By Creating three sharinf rules between them   B. By creating a public group with all three Sales Reps   C. By changing the Org wide defaults **B**

[455] 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 oppurtunities associated with the accounts they own. Tim an EMEA sales rep owns an   oppurtunity associated with the ABC account.Identify the correct role access.   A. Phil can view but cannot edit Tims ABC oppurtunity   B. TIM cannot VIEW / EDIT phils account   C. Phil can EDIT and VIEW Tims ABC oppurtunity   D. Tim can VIEW and EDIT Phils account   E. Tim can VIEW but cannot EDIT phils

account.   C E

[456] Will WF evaluate rules retroactively?   NO. When a WF is created , SF will only evaluate the rule for records created / edited from that moment forward,it will not   evaluate workflow rules retroactively. That's taks/emails will not be created for existing records in the DB that already   meet the criteria necessary for the rule to trigger.

[457] What happens if a WF task is assigned to a role containing more than one person? The owner of the record that triggered the rule becomes the task assignee.

[458] Can WF update formula fields?   No Readonly fields like formula or auto number fields are not available for field updates.

[459] Limitation for an organization related to triggers? SF limits the number of time triggers an organization can execute per hour. The limits are as follows: Developer Edition : 50   Enterprise Edition : 500   Unlimited Edition : 1000

[460] 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.   True / FalseTrue

[461] Can you perform field updates on an object related to a rule. mmm   Yes, except for case comment and Email message records you can create a field update action that updates a field   on the related case record. For eg. You can create a rule to change the status of a case from " Awaiting Customer   Response " to "In Progress" when a customer adds a case comment.

[462] Match the workflow steps with the setup requirement   Task – Select the Subject,status and priority   Email Alert – Select a template   Field Update – Select a field   Rule – Select the subject status and priority

[463] Record Types are not available in Select the right choice mmm   a. Developer Edition   b. Enterprise Edition   c. Unlimited Edition   d. Professional Edition   d

[464] How many Solution records can be imported via Import Wizard?   50000

[465]How can users obtain a security token?   1. By changing their password   2. By resetting their security token via the Salesforce UI

[466] 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 oppurtunity.   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   A

[467] 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   D

[468] A security token is required for API access when connecting from an IP address within the list of trusted networks. mmm   True / False   False

[469] 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?   True / False   False

[470] Which of the following statements are true about trusted ranges? mmm   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.   B C

[471] 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.   A

[472] 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   D

[473] 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   A

[474] How can you ensure that a value is entered in a field? mmm   A. By Field level security B. By Setting property in page layout   C. By creating a lookup field   D. By defining pickup list values   B

[475] You can edit their user profiles and define Trusted IP ranges so that users dont have to activate new computers   within this range but without blocking those that are not   True / false   False

[476] Tab settings allow System Admin to customize which tabs are visible to users   True / false   True

[477] Can you make a standard field unique?   True / false   False

[478] Standard picklists can be the controlling field but not the dependent in a field dependency True / false   True

[479] Which step is required when configuring the new Salesforce for outlook?   A. Select sync direction and conflict behaviour   B. Select the appropriate config template   C. Assign users and profiles to a configuration   D. Enable the chatter feed sync with Outlook   A C

[480] 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.B C

[481] 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   B

[482] 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.
        A B C E

[484] 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.   A C

[485] 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.A C D

[486] What is the maximum number of actions you can have per Workflow Rule?   10   20   30   40   70   80   80

[487] Can logins on specific days be restricted?   Yes. By setting the start and end times on the profile login hours to the same value.

[488] You can create a Lookup Relationship to link an object with itself.   True / False   True

[489] 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. B D

[490] After Spring &39;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.   B

[491] How many Custom Summary Formulas can you have per report?   1   2   3   4   5   6   5

[492] What happens when a user is already logged in when restricted hours start?   The system immediately ends the user's session.

[493] 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 B D

[494] Even a user with "View all data" (VAD) permission can not view hidden folders as well as folders shared to no one.   True / False False

[495] The maximum number of values in contolling picklists is the same as in dependent picklists. True / false   False

[496] What is the maximum number of records that return in a report without exporting the results? 6500   5000   3000   2000   4000   3900   2000

[497] 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 A to F

[498]With Spring '11, a new version of Chatter Desktop is available with performance optimizations and enhancements that let you: mmm   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 A C D E

[499] Custom Summary Formulas can run calculations on custom formula fields.   True / False   True

[500] 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.   B D