THE ACCESS SETTINGS AVAILABLE WHEN SETTING ORGANIZATION WIDE DEFAULTS ARE: CHOOSE ALL THAT APPLY.   A. Private, Public Read Only, Public Read Write, Public Read Write transfer and Controlled by Parent   B. not used to control the ability to create or delete records   C. are used to control the ability to create or delete records   A,B

WHICH FUNCTION IS AVAILABLE IN THE REPORT BUILDER INTERFACE, PRIOR TO RUNNING THE REPORT? A. Save   B. Printable view   C. Schedule future runs   D. Show/hide details   E. Export details A,D

A SALES REP NEEDS TO CREATE A SCHEDULE FOR HIS OPPORTUNITY PRODUCTS. WHAT TYPES CAN HE CREATE?   A. Forecast   B. Quota   C. Revenue   D. Products   E. Quantity   F. Quality   C,E

WHICH STATEMENT ABOUT CUSTOM SUMMARY FORMULAS IN REPORTS IS TRUE?   A. Reports can be grouped by a custom summary formula result.,   B. Custom summary formulas can reference a formula field within a report.,   C. Custom summary formulas can reference another custom summary formula.,   D. Custom summary formulas can be used in a report built from a custom report type.   B,D

GAUGE AND METRIC DASHBOARD COMPONENT TYPES ARE BASED ON WHAT FROM A REPORT? A. Chart,   B. Grand Total,   C. Average,   D. Sum   B

WHY MIGHT TEAMS BE UTILIZED?   A. Lead Management,   B. Reporting,   C. Sharing, D. Campaign Management   B,C

THE FOLLOWING IS TRUE ABOUT SEARCHING FOR REPORTS: A. You can search for both custom and standard report,   B. You can search by the name of the Report,   C. You can search by last modified by,   D. You can search by description   B,D

WHICH OF THE FOLLOWING IS INLINE EDITING NOT SUPPORTED?   A. System Fields,   B. Case Stage,   C. Related Lists,   D. Contact Phone Number,   E. List Views,   F. Read–Only Fields, G. Calculated Fields   A,C,F,G

WHEN YOU TRANSFER OWNERSHIP OF AN ACCOUNT, THE NEW OWNER WILL ALSO GAIN OWNERSHIP OF THE FOLLOWING RECORDS RELATED TO THE TRANSFERRED ACCOUNT AUTOMATICALLY: A. Any notes that belong to the existing owner.,   B. All contacts that belong to the existing owner., C. All opportunities –open and closed,   D. All open activities assigned to the existing owner. Note that completed activities will not be transferred.   A,B,D

WHICH PROFILE IS A STANDARD PROFILE? SELECT ALL THAT APPLY.   A. Sales User,   B. Marketing User,   C. Invoice Manager,   D. Contract Manager   B,D

WHAT ARE TWO SOURCES FROM WHICH CASES CAN BE CREATED?   A. Web–to–Lead, B. Web–to–Web,   C. Email–to–Case,   D. Connect for OutlookC,D

SALESFORCE COMMUNITY ALLOWS EXPERTS THAT CAN SPEAK AUTHORITATIVELY FOR EACH COMMUNITY. WHAT SPECIAL PRIVILEGES DO THESE EXPERTS HAVE?   A. An Icon that

designates them as an Expert, B. They have the ability to delete posts, C. They are available in both Ideas and Answers, D. They are available for Ideas but not Answers, E. They are available for Answers but not Ideas   A,D

A SYSTEM ADMINISTRATOR NEEDS TO RESTRICT USERS ABILITY TO VIEW A DASHBOARD. HOW CAN THIS BE ACCOMPLISHED?   A. Restrict the access to the folder that the source report is located, B. Create a sharing rule to restrict the access   C. Edit the dashboard properties to save it in a folder that is accessible to only certain people, D. Restrict the access to the folder that the dashboard is located   C,D

WILL USERS HAVE TO USE THEIR SECURITY TOKEN WHEN LOGGING INTO CONNECT FOR OUTLOOK IF THEIR IP RANGE HAS ALREADY BEEN ADDED TO A TRUSTED IP RANGE?   A. Yes,   B. No   B

A SYSTEM ADMINISTRATOR WANTS TO PERFORM SOME MAINTENANCE TO DELETE OBSOLETE FIELDS. WHAT CONSIDERATIONS SHOULD BE MADE?   A. They cannot be deleted if they are referenced in a report, B. If enabled, the Field History will also be deleted., C. They can be restored from the custom field recycle bin for 45 days., D. Once deleted, it will have to be manually removed from the page layout.   B,C

WHICH ITEM CAN TRIGGER WORKFLOW RULES?   A. Chatter Posts, B. Custom Objects, C. User Records, D. Campaign Members   B,D

WHEN CONVERTING A LEAD, WHAT VALUES ARE TRANSFERRED TO THE OPPORTUNITY? (SELECT ALL THAT APPLY)   A. Amount = Lead Amount, B. Close Date = Today, C. Close Date = Last day in fiscal quarter, D. Stage = First stage in list   C,D

WHAT CAPABILITIES DOES A SYSTEM ADMINISTRATOR HAVE FOR TASKS?   A. Record Types can be created for tasks, B. Tasks can have multi day events and all day events, C. Sharing rules can be used to restrict access to Tasks, D. Field visibility can be restricted using FLS   A,B

WHICH TYPE OF FILE IS ACCESSIBLE THROUGH CONTENT? CHOOSE 2 ANSWERS   A. Files uploaded to the Documents tab, B. Files uploaded to Knowledge, C. Files attached to a Chatter profile post, D. Files attached to a Chatter group postC,D

WHEN A LEAD FAILS TO BE CREATED THROUGH WEB TO LEAD DUE TO A VALIDATION RULE THE ERROR MESSAGES GET SENT TO: A. It does not generate an error message, B. The lead assignment creator, C. The default lead creator.   C

TO TRACK REVENUE GAIN OR LOSS BASED ON CURRENCY FLUCTUATIONS, YOU MUST IMPLEMENT WHAT FEATURE?   A. Multi–Currency, B. Sandbox, C. Territory Management, D. Advanced Currency Management D

A SALES MANAGER WOULD LIKE TO VIEW A DASHBOARD FROM THE PERSPECTIVE OF DIFFERENT USERS AND SWITCH BETWEEN USERS WITHOUT EDITING THE DASHBOARD. HOW WOULD AN ADMINISTRATOR ENABLE THIS? CHOOSE 2 ANSWERS.   A. Grant the sales manager the "Drag–and–Drop

Dashboard Builder" permission., B. Create the dashboard as a dynamic dashboard., C. Grant the sales manager the "Manage Dynamic Dashboards" permission., D. Grant the sales manager the "View My Team's Dashboards" permission. B,D

TIME–DEPENDENT WORKFLOW WILL NOT WORK WITH WHICH TYPE OF WORKFLOW EVALUATION CRITERIA? A. Only when a Record is created, B. Every time a Record is created or edited, C. Every kind of workflow evaluation criteria, D. When a Record is edited and it didn't previously meet the rule criteriaB

WHAT IS THE CLICK PATH TO ENABLE ENHANCED PROFILE MANAGEMENT? A. Setup| Customize| Company Profile| User Interface, B. Your Name | Setup| Customize | User Interface, C. Your Name | Created | Develop| Apex, D. Setup| Create| User Interface B

WHICH IS A CONSIDERATION WHEN CREATING A DRILL–TO–DETAIL DASHBOARD COMPONENT? A. Enable the Chatter feed sync with Outlook., B. Select sync direction and conflict behavior., C. Assign users and profiles to a configuration., D. Select the appropriate configuration template. D

WHICH OF THE FOLLOWING ARE SETTING OPTIONS FOR THE USER INTERFACE? A. Enable Collapsible Sections, B. Show Quick Create, C. Show customer Sidebar Components on All Pages, D. Transfer all Open Opportunities., E. Enable Drag–and–drop scheduling on List Views, F. Enable Chatter A,B,C,E

WHICH STEP IS REQUIRED WHEN CONFIGURING THE NEW SALESFORCE FOR OUTLOOK? CHOOSE 2 ANSWERS A. Enable the Chatter feed sync with Outlook., B. Select sync direction and conflict behavior., C. Assign users and profiles to a configuration., D. Select the appropriate configuration template. B,C

HOW MANY CUSTOM SUMMARY FORMULAS CAN YOU HAVE PER REPORT? A. Unlimited, B. 5, C. 1, D. 10 B

A SYSTEM ADMINISTRATOR WANTS TO DO SOME MAINTENANCE ON THE SYSTEM AND BEGINS BY DELETING CUSTOM FIELDS THAT ARE OBSOLETE. IN WHICH SITUATION WOULD HE RUN INTO AN ISSUE? A. If the field is used in a validation rule, B. If the field is referenced in a report type, C. If the field is referenced in a workflow field update, D. If the field is used in a formula field C,D

IF A USER SELECTS THE MANAGE MEMBERS BUTTON ON A CAMPAIGN THEY WILL BE ABLE TO SELECT: A. Add Members –Search, B. Add Members– Import file, C. Edit Members– Search, D. Add Member – profile, E. Update and Add members via Import file A,B,C,E

ONCE SOLUTION CATEGORY BROWSING HAS BEEN ENABLED FOR AN ORG, A USER MUST HAVE WHAT PERMISSION TO ADD A CATEGORY? A. Create on Solution, B. Edit and Delete on Solution, C. Edit on Solution, D. Create and Edit on Solution C

WHAT IMPACT DOES AN AUTOMATED CASE USER HAVE? A. The automated case user will be listed in the case history when a case is created online, escalated or closed by another user., B. The automated case user will be listed in the case history when a case is created online, assigned using

the assignment rules and when a case is escalated,   C. The automated case user will never be listed in the case history.,   D. The automated case user will be listed in the case history when a case is assigned using the assignment rules, a workflow rule is triggered on the case, or escalated.   B

A SYSTEM ADMINISTRATOR WANTS TO SCHEDULE A WEEKLY DATA EXPORT. WHAT CAN THEY SELECT TO INCLUDE?   A. A specific objects data,   B. The folder you want it exported to,   C. The Organization's attachments,   D. All of the data for the organization,   E. Replace the Carriage Returns with Spaces,   F. You can specify who the export gets sent to   A,C,D,E

AN ADMINISTRATOR CREATED TWO PICKLIST FIELDS: CANDY MANUFACTURER (HERSHEY, MARS) AND CANDY TYPE (SNICKERS, MILKY WAY, REECES PIECES, M&MS). IS IT POSSIBLE TO RELATE THE FIELDS TOGETHER SO THAT THE CANDY MANUFACTURER FIELD COULD IMPACT THE CHOICES LISTED IN THE CANDY TYPE FIELD?   A. Yes, the Candy Manufacturer is a dependent picklist, and the Candy Type is a controlling picklist,   B. Yes, the Candy Manufacturer is a controlling picklist and the Candy Type is a dependent picklist,   C. Yes, the Candy Manufacturer is a Master and the Candy Type is the Detail,   D. No, because they are both custom fields   E. No, because they are both pick fields
           B

WHAT CAN AN EMAIL TEMPLATE CONTAIN? CHOOSE ALL THAT APPLY.   A. Attached File, B. Macro,   C. Text,   D. Merge Field A,C,D

HOW MANY OBJECTS MAY BE IMPORTED OR UPDATED USING THE DATA LOADER?   A. 1, B. 2,   C. 5,   D. 10   A

WHEN ARE DATA VALIDATION RULES ENFORCED?   A. Upon opening the record,   B. Upon closing the record,   C. Upon editing a field,   D. Upon saving a record   D

WHICH STATEMENT IS TRUE REGARDING CHATTER GROUPS?   A. Private groups are not displayed in the Groups tab.,   B. Private group posts are visible to the owner and anyone above in the role hierarchy.,   C. Users with the "Manage Chatter Groups" profile permission can create groups., D. Any Chatter user can create public or private groups. D

A SYSTEM ADMINISTRATOR WANTS TO RESTRICT THE ABILITY FOR SALES REP USERS TO CREATE NEW RECORDS WITH THE PLATINUM SALES RECORD TYPE. WHAT OPTIONS DOES HE HAVE?   A. Take away the ability for the Sales Rep users to create new records,   B. Update the profile to remove the Platinum Sales record type from the Sales Rep users,   C. Make the record type hidden to all Sales Rep users and then a sharing rule to share it to those that need it,   D. Update the Org Wide Defaults to Private B

WHAT ARE FEATURES OF MOBILE LITE?   A. It is a free version that does not require a license,   B. Mobile Lite is supported for partner portal users.,   C. A System Administrator must enable Mobile Lite in order for users to be able to use it.,   D. Mobile Lite users can view, create, edit, and delete accounts, assets, contacts, leads, opportunities, events, tasks, cases, and solutions., E. Administrators must assign users to a Mobile Configuration before it can be used to a user.   A,C,D

WHICH FEATURE DOES SALESFORCE CRM PROVIDE FOR RESTRICTING LOGIN ACCESS TO THE

APPLICATION? 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

WHICH TYPE OF FILE CAN BE ACCESSED FROM THE FILES TAB? CHOOSE 3 ANSWERS A. Files attached to a Chatter group post, B. Files in Content workspaces, C. Files attached to a Chatter profile post, D. Files uploaded to the Documents tab, E. Files uploaded to the Solutions tab A,B,C

A WORKFLOW RULE CONTAINS AN ACTION THAT SENDS A TASK TO A ROLE CALLED GLOBAL SALES MANAGERS, WHICH INCLUDES MULTIPLE USERS. WHEN THE WORKFLOW RULE IS TRIGGERED, TO WHOM WILL THE TASK BE ASSIGNED? A. All users in the Global Sales Managers role., B. The owner of the record that triggered the workflow rule., C. A single user in the Global Sales Managers role., D. The default workflow user. B

IF THE ORG WIDE DEFAULT IS PUBLIC READ/WRITE, WHAT FEATURE IN SALESFORCE IS NEEDED TO RESTRICT ACCESS TO THAT OBJECT? A. Profile, B. Role Hierarchy, C. Record Type, D. Page Layout A

AN ADMINISTRATOR WANTS TO SETUP IDEAS AND ANSWERS FOR THEIR ORGANIZATION. WHAT CAN THEY USE IN BOTH OF THESE? A. Status, B. Community Expert, C. Categories, D. Sharing Rules C

WHICH OF THE FOLLOWING IS AN EXAMPLE OF ONE–TO–MANY RELATIONSHIPS BETWEEN STANDARD OBJECTS? A. Opportunities to Opportunity Products, B. Accounts to Contacts, C. Contacts to Tickets, D. Contacts to Accounts B

LEADS CAN BE IMPORTED WITH WHAT KIND OF CURRENCY? A. Active or Inactive, B. Active Only, C. Inactive Only B

WHAT SHOULD A SYSTEM ADMINISTRATOR USE TO DISABLE ACCESS TO A CUSTOM APPLICATION FOR A GROUP OF USERS? A. Profiles, B. Sharing rules, C. Web tabs, D. Page layouts A

WHICH OF THE FOLLOWING ARE STANDARD SALESFORCE OBJECTS? A. Contract, B. Opportunity Product, C. Price Book, D. Ticket, E. Solution A,B,C,E

WHAT CAN USERS DO WHEN CHATTER FEED TRACKING IS ENABLED 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

AN ADMINISTRATOR CHANGED THE ORGANIZATION'S DEFAULT LANGUAGE FROM ENGLISH TO SPANISH. WHAT MUST END USERS DO TO SEE THIS CHANGE? A. Logout, then log in again., B. Nothing—they'll see the application in Spanish immediately., C. Change their language personal preference to Spanish., D. Refresh their browser. C

SALES MANAGEMENT WANTS TO STAY INFORMED WHEN BIG OPPORTUNITIES ARE BEING CLOSED. THEY

HAVE REQUESTED THAT THEY RECEIVE NOTIFICATION WHEN AN OPPORTUNITY WITH LARGE AMOUNTS ARE CLOSED. HOW CAN A SYSTEM ADMINISTRATOR ACCOMPLISH THIS?   A. Opportunity Update Reminders,   B. Validation Rule,   C. Big Deal Alerts,   D. Workflow Field Updates   A,C

WHAT IS THE MAXIMUM NUMBER OF RECORDS TO BE PRINTED IN THE PRINTABLE VIEW OF A LIST VIEW?   A. 2000,   B. 100,   C. 1000,   D. 200C