[502]Enterprise, Developer and Unlimited System Administrators can create an unlimited number of Custom Profiles from scratch.   True / False   True

[503] When you define a Data Validation Rule, what else must you also define?   A.Whether or not the field is required   B.An Error Message   C.What email gets sent if the Rule triggers   D.Whether or not the record gets deleted   B

[504] You can set a default value for a custom field.   True   False   True

[505] Select the order in which the Workflow actions fire in Salesforce.   A. Field Updates, Outbound Messages, Email Alerts, Tasks   B. Field Updates, Tasks, Email Alerts, Outbound Messages   C. Apex before Triggers, Apex after Triggers, Workflow Rules   D. Email Alerts, Outbound Messages, Field updates   B

[505] 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

[506] A record owner has the privileges to: View and edit records, transfer or change ownership of records, and delete owned records.   A. True. All the time.   B. False. All the time.   C. True. If Object permission is enabled.   D. False. If Object permission is disabled.   E. True. If Object permission is disabled.   F. False. If Object permission is enabled.   C D

[507] Identify the maximum number of leads / contacts that you can add from a report at one time using Integrated Campaign Builder   A.25000   B.50000   C.75000   D. 100000   B

[508] When a lead is converted it becomes an Account,Contact and Oppurtunity (unless you opt out of creating an Oppurtunity)   True / False   True

[509] When you click Printable view , the report will display in a print ready format in Excel? True / false   True

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

[511] If your Marketing team needed to add 10,000 existing leads to a campaign at one time, what would be the   best way to do this? Create a report

[512] Can an end user import Members into a Campaign?   True / False False

[513] Only users with "Create and Customize" permission can access the Report?   True / False   True

[514] Data Validation Rules are executed for a field (vs. as record).   True   False   False

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

[516] What profile permission is required for editing and deleting public tags?   Tag Manager. Note: Tag Manager is enabled by default for the System Administrator profile.

[517] What type of relationship must exist if you would like the child record to remain if the parent is deleted?   1–1

[518] The number of formulas in a Custom summary formula is limited to   A. 5000   B. 3900 C. 4000   D. 3000   B

[519] You can create Custom Summary Formulas based on Custom Formula Fields.   True   False   True

[520] Which report format provides a tabular listing of data with sorting and subtotalling of said data. A. Matrix   B. Tabular   C. Summary   C

[521] Which report type must be used to create dashboard components?   Summary / matrix

[522] What is a Running User?   Determines the level of access to the dashboard data

[523] Why are Sharing Rules used?   To open up access to records you wouldn't naturally get through Organization Wide   Defaults and RoleHierarchy. They are the exceptions to the Organization Wide Defaults.

[524] How does a Profile differ from a Role   Profile controls what a user can do (read, create, edit, delete) with records

[525] What does the Role Hierarchy control?   Controls data visibility and record roll up

[526] List view can (Choose all that apply)   A.Show up to 2000 records in the record count display   B.Print up to 1000 records in print view   C.Be enabled and disabled by individual users D.Print list can be exported to excel   A B

[527] You cannot delete a standard report.   True / False   True

[528] If your company's fiscal year begins on February 1st and contains the 12 gregorian months, do you need to enable custom fiscal years?   No. As long as the fiscal year begins on the 1st of any month and follows the standard months, then custom fiscal years are not required.

[529] The User Interface Settings can be adjusted for individual users.   True   False   False

[530] Who can import data for all users?   System Admin and   Marketing User Profile can import Leads.

[531] How does the Import Wizard perform matching when updating records?   By Salesforce ID

[532] What are the three report types available when creating custom reports? Tabular, Summary and Matrix

[533] Standard Fields are?   Created by SF and comes in Org. Field properties not editable.

[534] Can standard fields be removed from the Page Layout? mmm   True / False   True

[535] Who can create Custom Fields?   Administrators.

[536] What are the field property options for Custom Fields?   Required,   Read–Only,   External ID, Unique

[537] What objects have standard business processes?   Leads   Sales (Opportunities)   Cases Solutions

[538] What do Business processes do?   Business Processes track sales,support,solution,cases

[539] Define the system Admin profile.   "Super User" – Can customize & administrate the Org

[540] Define the Standard User profile.   Can view, edit & delete their own records

[541] Define the Solution Manager Profile.   Standard user perm + can manager solutions & solution categories

[542] Define the Marketing User Profile. Standard user perm + can import leads for the Org

[543] Define the Contract Manager profile.   Standard user perm + edit, approve, activate, delete contracts

[544] Define the Read Only Profile.   Can only view records

[545] True or False: A checkbox can be a controlling field in a field   dependency?   True

[546] How many instances of personal tags can be applied to records?   5000

[547] What is required to create a new user?   Unique Username in email format.   Locale Settings Profile – Standard or Custom   Role

[548] A company has a custom field "Hours Worked" and the sys admin is tasked to create a validation rule so that field   will not accept a negative value   A. Hours_Worked != 0   B. NOT(Hours_Worked < 0) C. Hours_Worked__C <> 0   D. Hours_Worked < 0 E. NOT(Hours_Worked__C > 0)   F. Hours_Worked__C < 0   F

[549] What are the Org Wide Default permission options?   Public, Read, Write (Transfer on Leads/Cases)   Public Read, Write   Public Read Only   Controlled by Parent (on Master–Detail Relationships).   Private

[550] The number of calculated values per report.   5   10   20   2   15   6   5

[551] Describe the methods to allow access to the application?   Web Browsers(UI)   API (Connect for outlook,Connect for Lotus notes,Office edition,online edition ,Data Loader)   Mobile application(blackberry)

[552] When you delete a product, the opportunity associated with that product will be suspended until

further action is taken.   A. True   B. False   B

[553] What can Delegated Admins do?   View All & Modify ALL Access by Object

[554] What are Public Groups?   Sharing between Users, other Public Groups,Roles and Roles/Subordinates

[555] What do Sales Teams do? Focuses on Opportunity Records being shared to a specified group of users based on the Opportunity Owner.

[556] What do Account Teams do?   Focuses on Account Records being shared to a specified group of users based on the Account Owner

[557] The number of business hours that can be set for the organization to operate: A. 10   B. 20   C. 30   D. Unlimited   D

[558] As a system administrator you can create page layout in the console and assign it to profiles.
A. True   B. False   A

[559] How does a Profile differ from a Role?   Profile controls what a user can do with records (read, create, edit, delete. The Role controls the level of visibility that users have to organizations data.

[560] What is a roll–up summary field?   A. A roll–up summary fields lets you rollback the data that was changed last week.   B. The roll–up summary field is a custom field that aggregates child record information in to parent record   C. The roll up summary field is only accessible via API.   D. The roll up summary field gives you a summary of the data type and object relationship   B

[561] When would you choose to build a Public Group? To simplify the number of sharing rules built or when defining folder or list view access.

[562] Who can manually share records? Record Owner, Anyone above the Record Owner in Hierarchy & the System Admin

[563] How are Folders used?   To organize reports, dashboards,communication templates and documents

[564] Why utilize Account Teams and Sales Teams?   Teams are used for collaboration, sharing, and for reporting purposes.

[565] Where do images for email templates, Cloud Scheduler,etc. need to be stored?   In SF Documents

[566] What does a workflow approval process do?   It electronically captures a business approval on a SF data record.

[567] What elements are required for a workflow approval process?   Approval Action   Approval Process   Approval Request   Approval Steps   Assigned Approver(s)   Email Approval Request   Initial Submission Action   Final Approval Action   Final Rejection Action

Outbound Messages   Record Locking

[568] Inline Editing updates the field when   A. The field is saved/updated   B. When the record is saved/updated   C. When the return key is pressed   D. None of the above   B

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

[570] True or False. Record locking in a workflow approval process prevents users from editing a record only if   they have a certain field–level security or sharing settings.   False

[571] True or False. Data Validation Rules are forumulas that evaluate, "True".   True

[572] When are data validation rules executed? A User Saves a Record   Before records are imported Using the Data Loader and/or other API tools

[573] According to Sales Force, console is not for occasional users of SalesForce. The console is best set up for   users who view SalesForce for 3 or more hours a day.   A. True   B. False   A

[574] When you define a Data Validation Rule, what must you also define?   The error message.

[575] What does the default locale impact?   The format of date and number fields.

[576] Can you set Standard and Custom fields as unique or required using the Property feature? No, only custom fields.

[577] Which objects have built in import wizards? mmm Accounts   Contacts   Leads   Solutions Custom Objects

[578] Do opportunities or cases have import wizards?   No.

[579] Can the DataLoader access all objects?   Yes

[580] Is the DataLoader Cloud based?   No, it must be installed.

[581] What database actions can the DataLoader perform?   Insert, Extract, Update, upsert and Delete

[583]True or False. To log into the Data Loader, the IP address must be a trusted IP or the User must know their security token. mmm   True

[584]When is it appropriate to use the Import Wizard versus the Data Loader?   Need to prevent duplicates and when the Admin needs to choose whether to trigger Workflow rules (or not)

[585] What are Standard Reports?   Out of the box reports from SF

[586] True or False. Standard Reports May be used as a starting point for Custom Reports   True
[587] True or False. Standard Reports can be deleted?   Ans : False, May not be deleted or removed (folder can be hidden)

[588] Which takes precedence: User's language setting or Company profile default language?   User's language setting.

[589] True or False. Custom Summary Formulas are based on hard record values but used to create a temporary   formula for custom reporting needs.   True

[590] Define the Tabular Report.   Provides a simple listing of your data without subtotals. The only format that has a floating report header.   [591] Defind the Summary Report.   Provides a listing of data, plus sorting and subtotaling of data. May be used to support dashboard   components.

[592] Define the Matrix Report. Summarizes data in a grid against horizontal and vertical criteria. Matrix reports provide totals for both rows and   columns. Matrix reports may also be used to support dashboard components.

[593] The Director of Sales wants a report that meets the following criteria: All accounts in NY, MA, PA and NJ Account rating of "Hot" or Annual Rev over $8M .The report must meet the state criteria but can optionally meet the account rating or the annual revenue.   Which report format would you use to create this custom report?   The Tabular Report

[594] The Director of Sales wants a report that shows the Opportunity pipeline for the current and next fiscal quarters. This report   should be grouped by Sales Rep and Opportunity Stage.Which report format would you use to create this custom   report?The Summary Report

[595] The Director of Sales wants a report that shows the trending performance of his sales reps. He would like to see the trend by   month, with a review of the previous 6 months. Which report format would you use to create this custom   report?   Matrix Report.

[596] The new charting engine allows for greater customization and creation of charts including: Bar   Line   Funnel   Donut   Pie   Combo Charting

[597] Based on existing Master–Detail and Lookup relationships between objects, Sys Admins can create Custom Report Types to: Choose which standard and custom objects to display   Define both inner and outer joins   Select which fields can be used as columns

[598] True or False: The running user of a dashboard overrides the sharing model to see the high–level summary mmm   data for everyone at the level of the Running User and below.   True

[599] Dashboard components can consist of: Chart   Tables – As of Spring '10, Tables can have 4 columns   Metric   Gauge   Custom S–Control   Visualforce Page   Not graphs

[600] True or False; There are many dashboard components from SF Labs including the Apex Dashboard Kit which can be installed   True / False   True

[602] What are the three editions of Salesforce?PE Professional Edition   EE Enterprise Edition   UE UnlimitedEdition

[603]   How many app exchange apps can you install in PE?   5

How many app exchange apps can you install in EE   10

How many app exchange apps can you install in UE   Unlimited

[604] Can you uninstall an AppExchange application once it has been deployed? Yes

[605] Where are Cases created? On the Cases Object and Account or Contact Related Lists.

[606] How are Cases assigned?   Assignment Rule

[607] True or False: The Self Service Portal and Customer Portal are the same technology?   No.

[608] What are the steps to setup a console?   1. Create console layouts to define what objects are available   to users in the console's list vew frame.   2. Set up the Console mini view.   3. Define mini page layouts to customize the fields and related   lists of objects that display in the console's list view.   4. Assign Profiles to a console layout to provide users access   to specific objects in the console's list view.   5. Add the Console Tab – set to Default On. Will need to add   through Customize Tabs.

[609] Custom Objects can include?   Custom Tab   Field History Tracking   Sharing Rules   Queues   Used in Approval Processes   May have Master/Detail or Lookup to Parent Object records   May have Custom Object Permissions

[610]   Determine if the description is Master/Detail or Lookup: Child is deleted when parent is deleted.   Master/Detail

Determine if the description is Master/Detail or Lookup:Lookup field on child is always required.   Master/Detail

Determine if the description is Master/Detail or Lookup:For reporting parent and child fields available   Master/Detail

Determine if the description is Master/Detail or Lookup: Up to 25 such relationships   Lookup

Determine if the description is Master/Detail or Lookup: No inherited sharing   Lookup

[611] True or False: Each workflow rule applies to a single object, such as leads, accounts, or opportunities. mmm   True

[612] True or False: Workflow rules can't be triggered by campaign statistic fields, including individual campaign statistics and campaign   hierarchy statistics. True

[613] True or False: Workflow rules can be triggered any time a record is saved or created, depending on your rule criteria   True

[614] True or False: Workflow rules are triggered when a standard object in a master–detail relationship is re–parented, even mmm   if the object's evaluation criteria is set to When a record is created, or when a record is edited and did not previously meet the rule criteria.   True

[615]True or False: Workflow rules never trigger on converted leads mmm   False: Workflow rules only trigger on converted leads if validation and   triggers for lead convert are enabled in your organization.

[616] T or F: Workflow rules on custom objects are automatically deleted if the custom object is deleted.   True

[617] T or F: You can't package workflow rules with time triggers.   True

[618] T or F: Workflow rules trigger automatically and are visible to the user.   False: Workflow rules are invisible to the end user.

[619] T or F: You can create email alerts for workflow rules on activities. False: You can't create email alerts for workflow rules on activities.

[620] T or F: Saving or creating records can trigger one rule. mmm   False; Saving or creating records can trigger more than one rule.

[621] T or F: Changes you make to records while using Connect Offline are lost.   False: Changes you make to records while using Connect Offline are evaluated by workflow rules when you synchronize.

[622] Salesforce.com processes any rules in what order?1. Validation rules   2. Assignment rules 3. Auto–response rules   4. Workflow rules (with immediate actions)   5. Escalation rules

[623] T or F: There are no exceptions to the role heirarchy based sharing?   False Contact sharing rules do not apply to private contacts. Notes and attachments marked as private via   the Private checkbox are accessible only to the owner and administrators. n option on your organization–wide default allows you to ignore the hierarchies when determining access to data. Events marked as private via the Private checkbox are accessible only by the event owner. Managers in the role hierarchy cannot view or edit their subordinate's records   if they do not have the "Read" or "Edit" user permissions for the type of record. Object permissions are set on a user's profile.

[622] Who can delete records? The ability to delete individual records is controlled by administrators, the record owner, users in a role hierarchy   above the record owner, and any user that has been granted "Full Access."

[623] Where do Chatter Feeds Display? On the Home tab, where you can see your updates, status updates of people you follow, and updates to records you   follow and groups you're a member of • On profiles, where you can see updates made by the person whose profile you're viewing   • On records, where you can see updates to the record you're viewing   • On Chatter groups, where you can see updates to the group you're viewing

[624] What are Chatter Groups?Chatter groups let you share information with specific people. For example, if you're working on a project and want to   share information only with your team members, you can create a Chatter group for your team. Chatter groups include   a list of members, a Chatter feed, and a photo. You can create the following types of Chatter groups: • Public: Anyone can see the group's updates, but only members can post updates. Anyone can join a public group.   •

Private: Only members can see and post updates. The group's owner or managers must add members.

[625]T or F. You can enable Chatter in your organization without updating to the new look and feel?
        False. Enabling Salesforce Chatter also enables the new user interface theme, which updates the look and feel of Salesforce.com.

[626] What happens if chatter is enabled in an org with 15 or fewer users?   All users automatically follow each other.

[627] True or False? Chatter is not available for Mobile Users?   False. You can enable Salesforce Chatter for Salesforce Mobile users by including the News Feed object in your mobile configurations' data sets.

[628] Which fields cannot be followed in Chatter?   Auto–number, formula, and roll–up summary fields   – Encrypted and read–only system fields   – The Expected Revenue field on opportunities

[629] What is the Cloud Scheduler?   Cloud Scheduler allows you to request meetings with your customers, and have your customers select when they can meet   before you confirm the meeting.

[630] How does Cloud Scheduler Work? When you use Cloud Scheduler to request a meeting, Salesforce.com creates a unique Web page for your meeting that displays the proposed meeting times.When invitees visit the page, they select the times that work for them, and send you a reply. Salesforce.com tracks all the responses so you can pick the best time to meet when you confirm the meeting.

[631] T or F: You can use cloud scheduler to send meeting invites to contacts or leads or person accounts you don't have visibility to.   False. You must have at least read access to the contacts, leads and person accounts that you request a meeting with.

[632] How many people can you send an invite to at a time using Cloud Scheduler?   You can invite up to 50 people to a meeting.

[633] Which object cannot use sharing rules to manage access?   a. Custom object   b. Standard object   c. Child to a parent object   d. Managed Packaged. Managed Package

[634] What is the process to create a custom app?   a. Create new App, select logo, assign profile b. Create new object, select logo, create profile a. Create new App, select logo, assign profile

[635] Which is true about Storage Limits?   a. Salesforce will allow a user to enter data up to 5% over capacity,   b. Salesforce will not allow user to upload data   c. Document tabs count against overall storage b. Salesforce will not allow user to upload data

[636] Which permission allows a user to create a new solution? mmm   a. Edit   b. Read c. Create   d. Delete c. Create

[637] If you delete a case, which two also get deleted?   a. Account   b. Solution   c. Event d. Attachments c.Event d. Attachments

[638] When a user refreshes a dashboard, who does the dashboard get refreshed for?   a. The

user and all those who have access to the dashboard   b. Only the user who refreshed the dashboard. c. The running user only   d. The administrator.   a. The user and all those who have access to the dashboard

[639] Report charting is only available for: a. Summary and Matrix reports   b. Tabular and Summary Reports   c. Tabular and Matrix reports.   d. Tabular, Summary and Matrix Reports   a. Summary and Matrix reports

[640] Which information not captured on user record in Salesforce?   a. Locale   b. Hire date c. Employee number   d. Delegated approval b

[641] Create ads that display on search engines is possible in Salesforce using   A. MSN   B. Yahoo C. AOL   D. Google   D

[642]How many Editions are there in Salesforce.com   A. 2   B. 3   C. 4   D. 5   D

[643] Which of them is not a Standard Business Object   A. Accounts   B. Contacts   C. Ideas   D. Leads   C

[644] It is only necessary for Identity Confirmation if IP address is unknown and browser cookie does not exist   True / false   True

[645] In List View Enhancements, users can export list results to CSV file   True / False   False

[646] Export to Excel is available for Printable Lists mmm   True / False   False

[647] Users can search for Public Tags from the Sidebar and Advanced Search   True / False   True

[648] Personal Tags can not be shared   True / False True

[649] When you configure Search Settings for Your Organization, the new value must be between 5 and 50   True / False   A

[650]A Salesforce.com instance has Multiple Currencies as Activated. What is the maximum granularity available for tracking changes in Currency Rates   A.1 Week   B.1 Day   C.1 Hour   D.1 Minute   B

[651]Customizable Forecasting cannot be enabled for use with Custom Fiscal Years   True / False   False

[652] Custom Fiscal Year works on a define once and use everywhere Rule Select   True / False   True

[653] Which of them is NOT a Profile Component.Select all which are applicable   a. Access to Applications   b. Tab Visibility   c. Page layouts   d. Field–Level Security   e. Record Types Access   f. Permissions   g. Manage Currencies   h. Hours and IP addresses   i. Tag Settings   j. UI Settings g i j

[654] If a Standard Object is Renamed, the Reports are Renamed based on the new label value
True / False   True

[655] You can map a custom lead field to a Case   True / False   True

[656] A custom multi–select picklist can be the controlling field for a dependent field   True / False   False

[657] Picklist dependency rules are not enforced during Import   True / False   True

[658] A Lookup Field Relationship Select the correct choice   a. Links two objects together   b. Links two formulas together   c. Links two page layouts together   d. Links two Salesforce.com instances together   A

[659] What is the limit on the compiled size of the Formula Field Select the correct choice   A. 1K   B. 2K   C. 3K   D. 4K   D

[660] What is Not True About Formulas Select the correct choice   a. Formulas cannot reference themselves   b. Fields that are used in formulas cannot be deleted   c. Can reference standard, custom, or other formula fields   d. You cannot use Case statement in a Formula Field   d

[661] Select which is Not Applicable. What does a Page Layout control   Select the choice which in NOT applicable   a. How detail and edit pages are organized   b. Page section customizations   c. Which fields, related lists, and Custom Links a users sees   d. Rollup summary   e. Field properties – visible, read–only and required d

[662] On the page layout, some standard fields have properties which cannot be changed (e.g. the Created By and Modified By fields)   A.True   B.False   A

[663] Page layouts are assigned to users based on Select the correct choice   a. Layout Properties   b. Salesforce Golden Rules   c. Default settings   d. Assignment Settings   e. Profile Settings   E

[664] History Tracking can be performed on the following Standard Objects Except Select the choice which is applicable   a. Accounts   b. Forecasts   c. Contacts   d. Leads   e. Opportunities   b

[665] What is a Record Type? Select the right choice   a. Allows you to define different sets of picklist values for both standard and custom picklist   b. Allows you to define different sets of picklist values only for standard picklist   c. Allows you to define different sets of picklist values only for custom picklist   d. Allows you to define different sets of picklist values only for new picklist   A

[666] An account team can be added by all Except   a. Owner   b. Anyone in the team   c. Anyone above owner in role hierarchy   d. Administrator   B

[667] The Account Access, Contact Access and Opportunity Access options depend on your sharing model   a. True   b. False   a.True

[668] The Documents tab does NOT contain version control capabilities   a. True   b. False   a

[669] The Create New Folder link will only be visible to users with which permission   a. Manage Public Documents   b. Manage Documents   c. Edit Documents   d. Create Public Documents
     A

[670] The size limit for documents uploaded is: a. 2 MB   b. 5 MB   c. 10 MB   d. 50 MB   b

[671] You can set up Salesforce to automatically send email alerts, assign tasks, or update field values based on your organization's workflow   a. True   b. False   A

[672] Workflow Field Updates specify the field you want updated and the new value for it. Depending on the type of field, you can do the   following Except   a. choose to apply a specific value   b. make the value blank   c. Delete the Field   d. calculate a value based on a formula you create
     C

[672] Which of the following is true about salesforce?   A. Dozens of std reports are provided by SF   B. Std reports address to top needs of most users from sales to marketing   C. Std reports can be customized and saved under a new name   D. Std reports give you access to data you cant normally see
     A B C

[673] Identify the dashboard components from the list   A. Dates   B. Tables   C. Gauge   D. Filters   E. Summary   F. Matrix B, C

[674] A Workflow Alert can be tracked in Activity History   a. True   b. False   a

[675] All of the following are true about Validation Rules EXCEPT: a. All active validation rules are run each time at save   b. Validation rules are not enforced on existing data. They only run during subsequent record creation / updates   c. You can enter records through Data Loader bypassing the Validation Rules   d. Multiple error messages may be displayed at one time   e. Validation rules can be activated / deactivated by admin   C

[676]Standard users can import a maximum of how many account records in a session   a. 500   b. 5000   c. 50000   d. 500000   A

[677] How many records of a custom object can a System Admin import using the Salesforce Import Wizard   a. 500   b. 5000   c. 50000   d. 500000   C

[678]During a lead import, you can choose to enable active assignment rules as part of the import
a. True   b. False   a

[679] You can map a single column from the CSV file to multiple fields in Salesforce SFA.   True / False   True

[680] You can only import only one language at a time per CSV file   a. True   b. False a

[681] You can create parent/child relationships directly from the CSV import file   a. True   b. False   a

[682] You are limited to _____ new picklist or multi–select picklist values for any field during a single import   a. 10   b. 100   c. 1000   d. No Limit   c

[683] As an Admin you can schedule regular data imports using the Data Loader   a. True   b. False   a

[684] Your recycle bin record limit is ___ times the Megabytes (MBs) in your general storage   a. 20   b. 50   c. 250   d. 500   c

[685] You cannot delete a product that is used on an opportunity   a. True   b. False   a

[686] You can delete the Standard Price Book or a price book that is on an opportunity.   a. True   b. False   a

[687] Account Teams are not available for Professional Edition   a. True   b. False   a

[688] What are true for the data loader?   a. It deduplicates and inserts records   b. It comes installed with salesforce.com application   c. It can load all objects, including custom objects   d. It cannot load custom objects   e. It generates an error report after the loading c e

[689]The user default login hours are 8:00 AM – 5:00 PM. The user logs in at 4:30 PM and stays on till 5:01 PM. What happens ?   a. The user continues with the session without any interruption   b. The user loses all unsaved data after terminating the session   c. The user terminates the session without losing any data   d. The user is able to work without issues but cannot start new sessions   e. The user is able to work without issues and can start new sessions   b

[690] When is a custom object created?   a. When there is a need to create a custom field   b. To enhance the look of the application   c. To capture unique data of the business   d. When there is a need to add custom tabs   c

[691] The organization wants users to view the details of the calendar of the accounts and the ability to add events.   What should be the OWD for it?   a. Hide details   b. Show details and add events   c. Hide details and add events   d. Add events   b

[692] A particular role needs edit on contacts, view, edit and delete on contracts and only view on accounts. Where can the administrator make the change?   a. User record   b. Profile   c. Organization wide default   d. Sharing role   e. Public group   b

[693] A particular team needs to track individuals working on cases and the individual roles of the people working on cases.   Which is the best way to do it?   a. Profiles   b. Roles   c. Public groups   d. Sharing rules   e. Permissions   d

[694] An administrator has given access to all users to view the public folders in solution with categories. Which permission will enable the user to create more categories?   a. Edit on solution   b. Create on solution   c. Delete on solution   d. View on solution   a

[695] org wants to create a follow up task based on a field change. Which is the best way to do it?

a. Workflows   b. Rollup summary   c. Assignment rules   d. Record types   e. Workflow approvals   a

[696] Which is not true about enhanced list views? (choose 2)   a. Multiple records can be edited in list views   b. Dependent picklist can be edited with inline editing in list views   c. Inline editing is possible with list views   d. Record types can be changed in list views b d

[697] The administrator wants to create 3 custom fields: an auto–number, a text field and a picklist. Is it possible?   a. Yes   b. No, because auto–number is a standard field   c. No, only multi select picklist can be custom created   d. No, only 1 custom field can be created per object   a

[698] If the data validation at web–to–lead form fails, who will get error report?   a. The lead queue   b. The lead will get created with error report in description   c. The designated weblead owner gets an email   d. Salesforce.com support group   C

[699] Which salesforce.com feature allows the org to capture ROI on online advertising?   a. Web–to–lead   b. Web–to–case   c. Google adwords   d. S–controls   e. Online campaigns   C

[700] Dated exchange rates can be set in the time range of   a. As short as a day and as long as a forever   b. As short as a minute and as long as a day   c. As short as an hour and as long as a month   d. As short as a month and as long as an year   e. As short as a month and as long as a quarter a

[702] Conditional formatting is available for: a. Table & matrix   b. Summary and matrix   c. Summary and table   d. Matrix and tabular   B

[703] What can stop a scheduled report–dashboard run?   a. The report is scheduled for every week   b. There is another report to be run 15 mins before that   c. The running user does not have access to the dashboard folder   d. The report is saved in a folder you do not have access to   C

[704] Specifying a "running user" in dashboard means   a. Any user above running user can edit and delete the dashboard   b. Any user below running user can view only their own records   c. Any user can view all records that the running user role can view   d. Only the running user can view the dashboard   c

[705] What is true about look up relationships?   a. Object in look up relationship can link to self   b. Child in lookup gets deleted if parent gets deleted   c. The child object in lookup is a related list for the parent   d. The lookup is required always a c

[706] Which of these are inherited from objects on homepage in a console layout?   a. Related lists   b. Custom objects   c. Field level security   d. Page layout   b c

[707] If a field on page layout is required and is read–only on FLS, what would the user experience on UI?   a. The user is able to enter value because it is required   b. The user is not able to edit it because it is read only   c. The user is not able to see it   d. The user is able to edit it but not able to save it   b

[708] Which statement is true about custom summary formula: a. It cannot reference other formula fields in an object   b. It cannot be used in graphs   c. It can only be used in Standard Reports   d. It can only be used in Custom Reports   a

A summary formula can't reference another summary formula.   [709] How do you specify the following in a formula field : the year of the custom date field(date_c) should be the current year: a. YEAR(date_c)=YEAR(today())   b. YEAR(date_c)<>YEAR(today())   c. DATE(date_c)=DATE(today())   d. DATE(date_c)=YEAR(today())   a

[710] A person account is different from business account because: (any 2)   a. There is only one record type in person account   b. There is no contact related list in person account   c. There are no opportunities to a person account   d. There are no leads converted here a, b

[711] If territory management is enabled for your organization and a lead is converted, how does it get assigned?   a. Gets assigned to lead owner's territory   b. Based on assignment rule   c. Get assigned to the user's territory   d. Based on territory field   a

[712] What can a user do an account record that has been manually shared read/write with him/her? (Select 2)   a. View the account   b. Edit the account   c. Transfer the account   d. Delete the account   e. Share it to other users   a b

[713] When a case is deleted, following are deleted except: a. Case comments   b. Case activities   c. Solution   d. Case tasks   C

[714] What is true about Managed Packages?   a. They are not upgradeable   b. They cannot be uninstalled   c. They are upgradeable   d. They cannot be deleted   c

[715] Sharing rules can be formed on the following except: a. Custom objects   b. Standard objects   c. Junction Objects   d. Objects on managed packages   d

[716] Which one of these may be a controlling field and a dependant field?   a. Custom picklist b. Standard picklist   c. Standard checkbox   d. Custom checkbox a

[717] What data can you request for in the weekly data export?   a. Only account data   b. Only report data   c. Accounts, opportunities, contacts, cases and solutions   d. All organization data   d

[718] The administrator changes the organization time zone from "pacific daylight" to "central". Which users will be affected?   a. All users in pacific timezone   b. None   c. All users in central timezone   d. All users in the organization   b

[719] Difference between workflow rule and workflow approval process is   a. A workflow rule is based on assignment rule and workflow approval is not   b. A workflow rule is based on manual submission and workflow approval is not   c. A workflow rule has workflow actions where as workflow approval does not   d. A workflow approval triggers on manual submission whereas a workflow rule triggers on saving a record   d

[720] With the "manage campaign" button on campaign selected, what all can you do with the integrated campaign builder? Select 2   a. Import new leads and add it to campaign   b. Associate opportunities to the campaign   c. Associate exisiting contacts to the campaign   d. Associate upto 50000 existing leads to the campaign   a d

[721] A custom lead field can be mapped to   a. One case comment   b. Two contact fields   c. One account field   d. one solution field   C

[722] What is the role of "Primary Object" when creating custom report types?   a. It lets us know if it can be the source of the dashboard   b. For reporting   c. To let the user select values in the view picklist   d. To ensure all are using the same set of business rules   c

[723] What is the use of campaign influence feature on opportunities?   a. Help calculate ROI b. Give a list of campaigns that influenced the user   c. To check if web to lead is working properly d. To ensure duplicate records are not created   b

[724] A lead has been converted. Where can we find the campaigns associated with it? Select 2.   a. Campaign history list   b. Opportunity campaign related list   c. Contact campaign related list d. Campaign history report   e. Campaign related list on account   b c

[725] The company wants all opportunities associated with an account to be added in and displayed on the account record detail page. Is it possible?   a. Yes, workflow rule   b. Yes, custom summary field   c. Yes, roll up summary field   d. No, accounts cannot be edited   C

[726] A sales user wants to have edit access to opportunity but should not be able to import leads and should also be   able delete accounts. Is it possible?   a. Yes (customize a standard profile) b. Yes(customize a custom profile)   c. No (as importing leads cannot be disabled)   d. No (accounts can never be deleted)   a

[727] The administrator wants to track data over a period of time. Which graph would he use?
a. Line   b. Horizontal bar line   c. Pie   d. Table a

[728] Which graphs rely on grand total for dashboards?   a. Metric and table   b. Metric and gauge   c. Table and gauge   d. Table and line   b

[729] Which of these has many–to–many relationship?   a. Each solution is associated with one case, one case associated with only one solution   b. Each solution is associated with one case, but a case can be associated with multiple solutions   c. Each solution can be associated with multiple cases, but a case can be associated with only one case   d. Each solution can be associated with multiple cases and a case can be associated with multiple solutions   D

[730] Can you uninstall an AppExchange application once it has been deployed.   a. True   b. False   a

[731] All existing custom objects that were previously deployed will still be deployed when you upgrade a managed application..   a. True   b. False   a

[732] Users with which Permission can install or uninstall AppExchange packages from the AppExchange
a. Download AppExchange Packages   b. View AppExchange Packages   c. List AppExchange
Packages   d. Visit AppExchange Packages   a

[733] Custom Objects are reportable.   a. True   b. False   a

[734]What is true about a Web–to–Lead?   a. An online form to capture lead information   b.
Determines which Email Template to send to leads generated via Web–to–Lead   c. Contains Rule
Entries that determine criteria for determining   d. Email Template response content published on
your web site   a,d

[735]What is true about Lead Assignment Rule?   a. Determines how Leads are automatically routed
to User or Queue   b. Contains Rule Entries, pre–defined business rules, that determine lead routing
c. Virtual storage bin used to group leads based on criteria (e.g., industry, campaign)   d. Users have
visibility into the Lead Queues to which they are members   a,b

[736]Deleting a lead from a campaign does not delete the lead itself, but it is no longer a campaign
member.   a. True   b. False a

[737] If your organization uses territory management, the new account is evaluated by account
assignment rules and may be assigned to one or more territories.   a. True   b. False a

[738] If the lead has a record type, the default record type of the new owner is assigned to records
created during lead conversion.   a. True   b. False   a

[739] The system automatically maps standard lead fields to standard account, contact, and opportunity
fields   a. True   b. False a

[740] Select all which are true about Contacts Objects   a. Can be associated with an Account
b. Has to be associated with an Account   c. One contact can belong to multiple Accounts   d. One
Account can have multiple Contacts   b d

[741] Who can view a Campaign in Salesforce.com   a. Sales and Marketing User   b.
Marketing User only   c. Campaign Manager only   d. All users of Salesforce.com who have access
to Campaigns Object   d

Who can view campaigns?   A. Administrator   B. Administrator and Marketing Users only   C.
Marketing User only   D. All users   D

[742]You need which permission to specify a running user other than yourself.   a. View All Data
b. Modify All Data   c. See All Data   d. Change All Data   a

[743]What is true regarding a Running User   a. The Running User overrides the sharing model
and will allow the users who see the dashboard to see high level sales data for everyone, not just their
own   b. The Running User overrides the sharing model and will allow the users who see the
dashboard to see high level sales data for everyone, except their own   c. The Running User follows
the sharing model and will allow the users who see the dashboard to see high level sales data for just

what they own   d. The Running User follows the sharing model and will allow the users who see the dashboard to see high level sales data for just what they own plus role hierarchy.   a

[744] While Scheduling an email reports user specifies all except   a. Specify a running user   b. Link to report   c. Specify a frequency   d. Set start and end dates b

[745] Custom Summary Formulas are   a. Formula Fields on Record Types   b. Formula Fields for Custom Objects   c. Formula Fields which cannot be deleted   d. Calculations on summary fields   d

[746] Records in the recycle bin do NOT count against your organization's storage limits   a. True   b. False a

[747] Salesforce Console only displays views that were previously created.   True   False True

[748] The Console's center frame is the detail page view of any record selected from any of the console's other frame.   True   False   True

[749] The mini view does not display if the record in the detail view does not have records associated with it.   True   False   True

[750] Recent item and Lookup Hovers use the Record Mini Page.   True   False   True

[751] Which statements are true about business processes?   A. Each business process is associated with one or more record types   B. Each record type is associated with one or more business processes   C. For oppurtunity objects records are created before business processes   D. Record types implement business processes through page layouts   E. Record types help track sales lifecycle s across divisions,groups and markets.   A D

[752] When using advanced currency management, can a past exchange rate be changes?   Yes. The change will update all records for that period.

[753] What happens when you delete a custom field?   A. Custom fields cannot be deleted   B. The field and its data are permanently deleted   C. The data in the field is saved and the field is permanently deleted   D. The field appears in deleted list from where it can be undeleted   D

[754] Which of the following can NOT be edited on the Page Layout Editor?   A. Field positions   B. Buttons   C. Page sections   D. Related lists   E. Picklist values   E

[755] Why would you create different Record Types?   A. To allow users to use different page layouts   B. To allow users to see different values in picklists depending on their job function   C. To allow users to use different Business Processes depending on their job function   D. All of the above   D

[756] Which of the following are reasons for creating a Validation Rule?   A. To prevent users from entering bad data   B. To ensure users enter data only when it is required   C. To prevent bad data being imported   D. To hide fields from certain users   A. A, B, C & D   B. A, B, & D   C. A, B, & C

D. A, C & D   C

[757] Which of the following are formats that you can use for creating a custom report?   A. Hierarchical   B. Matrix   C. Summary   D. Tabular   A. A,B,C   B. B,C,D   C. A,C,D   D. A,B,D
     B

[758] Which type of field could you use to create a relationship between a custom object and another object?   A. Master–Detail Relationship   B. One–to–Many Relationship   C. Many–to–Many Relationship   D. All of the above   A

[759] Which of the following was NOT a new feature in Summer 09?   A. Workflow Visualizer   B. Enhanced Chart Analytics   C. List Views for Sales Teams   D. Enhanced Page Layout Editor   D

[760] Data storage include the following: (check all that apply)   A. Salesforce Chatter   B. Files in attachments   C. Cases   D. Email Messages   E. Ideas   C D E

[761] Select all that are custom field types. (check all that apply)   A. Phone   B. List Box   C. Number   D. Percent   E. Email A C D E

[762] What objects may be imported or updated using the Import Wizard? (check all that apply)   A. Accounts   B. Opportunities   C. Leads   D. Contract   E. Contact   A C E

[767] Advanced filter conditions can be applied to a roll–up summary field   A. True   B. False
     B

[768] Can you include attachments in the Data Export.   A. True   B. False   True

[769] Roll–up Summary fields and formula fields are always read only on detail pages and are available on edit pages.   A. True   B. False   B

[770] Sales User is a standard profile.   A. True   B. False B

[771] Partner portal and customer portal users aren't required to activate computers to log in.   A. True   B. False   A

[772] A solution can only belong to one category.   A. True   B. False   B

[773] If the primary object on a custom report is a custom object, and the custom object is deleted, then the custom report   type and any reports created from it will automatically be deleted.   A. True   B. False A

[774] Queues can be setup for which objects? (check all that apply)   A. Leads   B. Accounts   C. Opportunities   D. Custom Objects   E. Cases A D E

[775] When setting up an user, the first name of the user is not required.   A. True   B. False
     A

[776] When you delete a case: A. All related events, tasks, case comments, attachments, and

associated solutions are deleted   B. All related events, tasks , case comments, and attachments are deleted.   C. All related events, tasks, case comments, attachments, associated solutions, contacts, and accounts are deleted.   D. Cases can never be deleted   E. All related tasks and case comments are deleted.   B

[777] The standard object permissions are: (check all that apply)   A. Read   B. Update   C. Create   D. Edit   E. Delete   A C D E

[778] "#Error!" displays on report cells if your custom summary formula output is over 18 digits.   True   False   True

"#Too Big!" displays on report cells if your custom summary formula output is over 21 digits.When this happens, check your formula for calculations that could result in more than 18 digits.   The summary types Sum, Largest Value, Smallest Value, and Average are not available for use with the Record Count field.   [779] When would you choose to build a Public Group?   To simplify the number of sharing rules built or when defining folder or list view access

[780] You can use the import wizard to erase existing field values.   Once a custom field is deleted, can it be restored?   Yes. The "recycle bin for custom fields" feature gives the administrator 45 days to restore the field and its data.

[781]Which is true about Salesforce Knowledge Sidebar for the Service Cloud Console?   A.After spring 11 release, console users automatically see a sidebar that displays titles of Salesforce Knowledge articles that may   solve the case they're working on.   B.It automatically searches and returns articles from your knowledge base that match any of the words typed in the Subject of a case.   C.There is no such thing as Knowledge Sidebar.   B

[782] To minimize the number of sharing rules, use "Roles and Subordinates" over "Roles" where possible.   True   False   True

[783] A System Administrator followed the click path: Your Name ? Setup ? Customize ? Reports & Dashboards ? User Interface Settings but found no option to enable the Report Builder Upgrade. Which statements could explain this scenario?   A.Another System Administrator had already enabled it.   B.There is no Report Builder Upgrade spring 11 just made it available to all profiles.   C.That is not the right click path to do the upgrade.   D.They created their Salesforce Org after the Spring 11 release. Thus there is no need for the upgrade.   A D

[784] Which Sales Cloud Enhancements in Spring 11 are Automatically visible to all Administrators without any setup required?   A.Cloud Scheduler Enhancements.   B.Email Attachment Enhancements.   C.Activity Attachment Enhancements.   D.Email Association Enhancements.   E.Salesforce Mobile Usage Data in Custom Report Types.   F.Email to Salesforce Enhancements. A E

[785] You have to enable the Report Builder Upgrade first to use Scatter Charts.   True / False   True

[786] What is the new Chart type available after Spring 11?   Master Charts   Report Charts

Chatter Charts   Scatter charts   Scatter charts

[787] What is the limit of Look–up Relationships per object?   25   3   4   5   6   10   25

[788] Joe imports records for Sara, a non–active user. Sara's records will be assigned to Joe.
True   False True

[789] What is the limit of Master–Detail Relationships per object?   25   23   15   3   2   8
        2

[790]Joe is attempting to import an invalid value into a picklist field. The import wizard will respond with an error message.   True   False   False

[791]If you delete a report and change your mind, you can retrieve it from the recycle bin.   True
False   True

[792] Existing records that meet the Workflow Rule criteria trigger the Rule.   True   False
        False

[793] You cannot mass remove records from an approval process; removal of records must be done one by one.   True   False   False

[794] Which Service Cloud and Service Cloud Console Enhancements in Spring 11 are Automatically visible to all Administrators mmm   without any setup required?   A.Multiple Languages for Salesforce Knowledge   B.Salesforce Knowledge Article Number   C.Additional Case Article Fields Available for Reports and the Articles Related List   D.Salesforce Knowledge Sidebar for the Service Cloud Console (Contextual Knowledge)   E.Global Search for the Service Cloud Console   A C D

[795] Formula fields can be converted from or to other field types.   True / False False

[796] If you change the data type from a Checkbox to a Picklist, it can cause data loss.   True
False   True

[797]You delete the Custom Field Region. All data related to Region will also be deleted.   True
False   True

[798]   [799] You have to enable the Report Builder Upgrade first to use Master Charts.
True / False   False

[800] Which of the following statements are true about Import wizard?   A.You can import Accounts,contacts,leads, solutions and custom objects using the Import wizard   B.You can work with both records of data and metadata   C.When importing data file size cannot exceed 100 MB and each record in the file cannot be bigger than 400 KB   D.Standard users can import upto 50000 account or contact records per session   A C   std users – 500   Cant import metadata

[802] Formula cannot reference any field that is restricted by Field level security   A. True   B.
False   B

[803] Record types are used to implement custom business processes by associating them to specific
A. Objects   B. Page Layouts   C. Records   D. Campaigns   B

[804] How many lead assignment rules can be active at one time?   A. One   B. Two   C. Eleven
D. Twenty–three   A

[805] Which of the statements are true for Cases   A. Manually entering the case received from
an email   B. Automatically generated by an email or website form   C. Can be assigned only
automatically by rule assignment however it can be reassigned manually at later time   D. Associated to
Contacts and Accounts   A B D

[806] A virtual storage that can be used to group on criteria such as skill requirements, product
categories,   customer types or service levels is called a   A. Case Queue   B. Case Assignment Rule
C. Solutions Queue   D. None of the above   A

[807] How many External ID fields can you have per object?   External ID: When importing custom
objects, solutions, or person accounts, you can use external IDs to prevent duplicate records from
being created as a result of the import operation.   Not case sensitive   1   2   3   4   5
6   3

[808] When creating a custom report type Making the status "In Development" hides the custom report
type and any reports created   from it from all users except those with the "Manage Custom Report
Types" permission. Making the status "In Development" also prevents all users except those with the
"Manage Custom Report Types" permission from creating and running reports from the report type.
A. True   B. False   A

[809] Select the user permissions which override field–level security (Select all that apply):   A.
Modify All Data   B. View All Data   C. Configure UI   D. View Encrypted Data   A B D

[810] Which of following is granted by the Manage Territories Permission (Select all that apply)?   A.
Create and edit territories   B. Add and remove users from territories   C. Create and Edit Forecasts   D.
Create and edit account assignment rules   E. Manually assign accounts to territories   F. Configure
organization–wide territory management settings   ABDEF

[811] You can enable field encryption by: A. Selecting "Enable Field Encryption" under Organization
Wide Defaults   B. Contacting Saleforce.com Customer Support   C. It is enabled by default   B

[812] What is the maximum length of the alias field?   A. 12   B. 10   C. 8   C

[813] If single sign–on is enabled for your organization, API and desktop client users cannot log in to
Salesforce CRM unless their IP address is included on your organization's list of trusted IP addresses or
on their profile, if their profile has IP address restrictions set.   A. True   B. False A

[814] When creating a recurring event what are the maximum occurrences by interval?   A. Daily:
100 Weekly: 52 Monthly: 60 Yearly: 10   B. Daily: 100 Weekly: 53 Monthly: 60 Yearly: 10   C. Daily: 100
Weekly: 52 Monthly: 60 Yearly: 5   D. Daily: 365 Weekly: 52 Monthly: 12 Yearly: 1   B

[815] Which of the following special picklist fields are not available for record types because they're used exclusively for sales processes, lead processes, support processes, and solution processes   A. Opportunity Stage   B. Lead Status   C. Case Status   D. Solution Status   E. Case Origin ABCD

[816] Can I change the location of Chatter feeds? How?   A.Yes. Using page layouts.   B.Yes. But only for Admin users.   C.No. But it can be hidden or shown depending on user preferrence.   D.None of the Above.   C

[817]You have a custom object called "Widgits" which has a Master–Detail Relationship with Accounts. What happens when you delete an account with associated Widgits?   A. You cannot delete the account without first deleting the associated "Widgits"   B. The Widgits are deleted   C. The account is deleted, but the Widgits remain in Salesforce CRM   B

[818] What are the Start of Day and End of Day fields used for on the User Object?   A. Used to define the times that display in the user's calendar   B. Restricts log in access to those times   C. Sets an Out–Of–Office Message A

[819] Roll–up summary and formula fields are always read–only on detail pages.   A. True   B. False   A

[820] If you relabel a Standard Object the standard list views on every Salesforce tab will automatically be renamed   A. True   B. False   B

[821] Which of the following is true if you remove the "Read" permission from a users profile for a standard object?   A. Tabs of that object type will be visible, Fields of that type will not be visible on other tabs, related lists of that type   will be visible on other tabs, search results will not return records of that type, report data for records of that type will not   be available, merge fields of that type will not be available, and custom links of that type will not be visible   B. Tabs of that object type will not be visible, Fields of that type will not be visible on other tabs, related lists of that type   will not be visible on other tabs, search results will not return records of that type, report data for records of that type will   not be available, merge fields of that type will not be available, and custom links of that type will not be visible   C. Tabs of that object type will not be visible, Fields of that type will be visible on other tabs, related lists of that type will not be   visible on other tabs, search results will not return records of that type, report data for records of that type will not be available,   merge fields of that type will not be available, and custom links of that type will not be visible   B

[822] How long does a backup data export remain on Salesforce CRM before it is automatically deleted? A. 12 hours   B. 24 hours   C. 48 hours C

[823] If you give a user the "Weekly Data Export" permission, which is needed to export data, he or she has view access to all data   that is exported and can see all custom objects and fields in the Weekly Export Service regardless of their other profile settings.   A. True   B. False   A

[824] Which field on the user record controls the currency for quotas, forecasts, and reports?   A. Default Currency ISO code   B. Locale   C. Currency   D. Information Currency   C

[825] When transferring leads to a queue open activities are also transferred.   A. True   B. False
        B

[826] When do scheduled dashboard refreshes occur?   A. Dashboards refresh in the time zone of the user who schedules the refresh.   B. Dashboards refresh in the Organization Default Time Zone.
        A

[827] When you transfer an Account which of the following objects are automatically transferred?
A. Contacts (on business accounts only), attachments, open opportunities owned by the current account owner   B. Contacts (on business accounts only), attachments, notes, open activities, open opportunities owned by the current account owner   C. Attachments, notes, open activities, open opportunities owned by the current account owner   D. Contacts (on business accounts only), attachments, notes, open activities   B

[828] You have created a custom field of the type "Number" on the Account object called "Number of Golfers at Client". You enter the   following data in the field: 073. What is stored in Saleforce CRM?
A. 0073   B. 73   C. 7.3%   B

[829] When creating a custom report type all objects display in the Primary Object drop–down list, including those you do not have permission to view. For example, even if you don't have permission to view leads, leads are available in the Primary Object drop–down list so that you can build lead report types for other users.   A. True   B. False   A

[830] Which of the following are possible with a Master–Detail–Relationship (Multiple Correct Answers):
A. You can create a Master–Detail Relationship field on a Custom object that references as a Standard Object   B. You can create a Master–Detail Relationship between two standard objects?   C. You can created a Master–Detail Relationship between two Custom Objects?   A C

[831] Which of the following are true about the Default Division field on the User object   A. Division that is applied, by default, to all new accounts and leads created by the user, unless he or she explicitly sets a different division. When users create records related to an account or other   record that already has a division, the new record is assigned to the existing record's division; the default division is not used.   This setting restricts the user from viewing or creating records in other divisions. Users cannot change their division. Available only in organizations that use divisions to segment their data.
B. Division that is applied, by default, to all new accounts and leads created by the user, unless he or she explicitly sets a different division. When users create records related to an account or other   record that already has a division, the new record is assigned to the existing record's division; the default division is not used.   This setting does not restrict the user from viewing or creating records in other divisions. Users cannot change their division.   Available only in organizations that use divisions to segment their data.   C. Division that is applied, by default, to all new accounts and leads created by the user, unless he or she explicitly sets a different division. When users create records related to an account or other   record that already has a division, the new record is assigned to the existing record's division; the default division is not used.   This setting does not restrict the user from viewing or creating records in other divisions. Users can change their division at any time.   Available only in organizations that use divisions to segment their data.   B (does not restrict.... at any time missing)

[832] What other permissions does the "Manage Analytic Snapshots" permission require (Select all that apply). A. Schedule Dashboards B. Run Reports C. Manage All Data D. View Setup and Configuration   A B D

[833] Which of the following are options when transferring accounts (Multiple correct answers) A. Transfer open opportunities B. Transfer closed opportunities C. Transfer closed cases D. Transfer open cases E. Keep Account Teams F. Transfer custom objects   ABCDE

[834] Which of the following statements is true about Dashboard Refreshes? A. Your organization is limited to no more than 400 scheduled dashboard refreshes. Unlimited Edition users can schedule up to two dashboard refreshes per hour per day; Enterprise Edition users can schedule up to one dashboard refresh per hour per day. B. Your organization is limited to no more than 200 scheduled dashboard refreshes. Unlimited Edition users can schedule up to two dashboard refreshes per hour per day; Enterprise Edition users can schedule up to one dashboard refresh per hour per day. C. Your organization is limited to no more than 200 scheduled dashboard refreshes. Unlimited Edition users can schedule up to four dashboard refreshes per hour per day; Enterprise Edition users can schedule up to two dashboard refresh per hour per day.   B

[835] You can create which of the following types of email templates (Multiple correct answers): A. Text B. HTML with letterhead C. JavaScript D. Custom HTML E. Text with letterhead F. Visualforce   A B D F

[836] What is the maximum length of any auto–number field? A. 20 B. 30 C. 40 D. 50 E. 60   B

[837] If your org is configured for data export, you can generate backup files manually how often? A. Everyday B. Once every 6 days C. Once every 15 days D. Once every 5 days   B

[838] What is the max length of the field type "Text" ? A. 3200 B. 320 C. 255   C

[839] What is the maximum length of the field type "Text Encrypted"? A. 255 B. 191 C. 128 D. 256   B

[840] Lookup relationship fields are available in Personal Edition A. True B. False B

[841] Which of the following utilize the "Automated Case User" (Select all that apply): A. When a case is automatically assigned using assignment rules this user is listed in the case history B. When a email notification is triggered via workflow this user is listed in the case history C. When a case is escalated this user is listed in the case history D. When a case is created via Web–To–Case this user is listed in the case history E. When a case is created via Email–To–Case this user is assigned as the case owner. A C D

[842] If a user's profile contains log in hour restrictions which of the following time zones is used to calculate the hours they have access to Salesforce.com CRM? A. Organization wide default time zone B. User's time zone C. Time zone set in the user's profile   A

[843] Roles are available in Personal and Group edition A. True B. False   B

[844] Which of the following are true about the field type "Text Area(Long)" ?   A. 1) Maximum length of 32,000 chars. 2) Any length from 0 to 32,000 chars. is allowed   3) Line breaks do not count towards the max length of the field 4) This data type is not available for activities or products on opportunities   B. 1) Maximum length of 3200 chars. 2) Any length from 256 to 32,000 chars. is allowed 3) Line breaks do not count towards the max length of the field   4) This data type is not available for activities or products on opportunities   C. 1) Maximum length of 32,000 chars. 2) Any length from 256 to 32,000 chars. is allowed 3) Line breaks count towards the max length of the field   4) This data type is available for activities or products on opportunities   D. 1) Maximum length of 32,000 chars. 2) Any length from 256 to 32,000 chars. is allowed 3) Line breaks count towards the max length of the field   4) This data type is not available for activities or products on opportunities D

[845] If your organization has territory management, account and opportunity list views can be restricted by(Select all that apply)   A. My Territories   B. My Territory Teams.   C. My Accounts Territories
        AB

[846] Which of the following are true about Web–to–Lead   A. Salesforce CRM runs field validation rules before creating records   B. All required fields must have a value before a record can be created C. The format for date and currency fields captured online is taken from the users browser settings
        A B

[847] The relationship group wizard lets you create and edit relationship groups regardless of field–level security.   A. True   B. False   A

[848] For each profile, you can set the hours when users can log in and the IP addresses from which they can log in.   A. True   B. False   A

[849] Which of following is granted by the Manage Cases Permission (Select all that apply)?   A. Set support business hours   B. Edit the Support settings   C. Set up Email–to–Case   D. Mass Transfer Cases   E. Create,Edit, and Delete custom fields on the Case Object   ABCD

[850] You cannot delete all the record types for an object if the object is referenced in which of the following: A. Apex Code script   B. Page layouts   C. Profiles   A

[851] Which of the following are true about mapping fields for lead conversion (Multiple correct answers):   A. You can map between text and picklist fields   B. You can map Number, Currency, or Percentage fields of differing lengths.   C. You can map Text or Text Area to long text area fields   D. You cannot map auto–number fields to fields of type Text or Text Area   E. You can map auto–number fields to Picklists   F. If you change the data type of any custom field user for lead conversion, that lead field mapping will be deleted.   ACEF

[852] You convert a lead that is linked to multiple campaigns what is inserted into the opportunity Campaign Source field?   A. The campaign source field is left empty   B. The campaign with the most recently updated member status is mapped to the new opportunity   C. The first campaign linked to the lead, based on time stamp, is mapped to the new opportunity   B

[853] If your org is configured for data export, you can schedule automatic backup files at what intervals?

A. Daily, Weekly, and Monthly   B. Daily and Weekly   C. Weekly and Monthly   C

[854] Formula and roll–up summary fields are included in backup exports   A. True   B. False
          B

[855] Regardless of what language is selected on the user record, all online help is displayed in the organization default language.   A. True   B. False   B

[856] You can map custom lead fields to standard fields on the Account, Contact, and Opportunity.
A. True   B. False   B

[857] Which of the following statements is true about transferring leads?   A. You can transfer to users, but not to queues   B. You can transfer to queues, but not to users   C. You can transfer to both queues and users   C

[858] Email templates used in all of the following features must be public and active EXCEPT   A. Web–to–Lead & Web–to–Case   B. Send Email to a Contact   C. Email–to–Case or On–Demand Email–to–Case   D. Assignment rules   E. Escalation rules   B

[859] What is the purpose API Token field on the User object?   A. Displays the users API token   B. Indicates whether an API token has ever been reset.   C. Enables users to receive an API token   B

[860] You cannot change the name of the default Person Account record type, and you cannot create additional record types for Person Accounts   A. True   B. False   B

[861] What is the maximum length of a Text Area?   A. 32000   B. 255   C. 3200   B

[862] The Marketing User checkbox on a user record allows users to do which of the follow actions(Multiple correct answers):   A. Create campaigns   B. Edit campaigns   C. Delete campaigns   D. Configure advanced campaign setup   E. Use the campaign import wizard   ABCD

[863] A default person account record type named "Person Account" is automatically created when person accounts are enabled for your organization.   A. True   B. False   A

[864] When users log in to Salesforce, either via the user interface, the API, or a desktop client Salesforce CRM confirms the log   in is authorized using all of the following EXCEPT: A. Salesforce CRM then checks whether the user's profile has IP address restrictions. If IP address restrictions are defined for the user's profile, any login from an undesignated IP address is denied and   any login from a specified IP address is allowed.   B. If profile–based IP address restrictions aren't set, then Salesforce CRM checks whether the user is logging in from an IP address she or he hasn't used to access Salesforce CRM before   C. Salesforce CRM checks whether the organization has login hour restrictions. If login hour restrictions are specified, any login outside the specified hours is denied.   D. Salesforce CRM checks whether the user's profile has login hour restrictions. If login hour restrictions are specified for the user's profile, any login outside the specified hours is denied.   C

[865] Identify the statements that define Apex data loader?   A. Can be used to insert or extract SF records   B. Can be used to insert,update,delete or extract SF records   C. Can be used only to

update and delete SF records   D. Can be used to read,extract and load data from CSV   E. Can be used to read,extract and load data from any MS office file   B D

[866] Roll–up summary fields are not visible to users if they reference fields the user can't see.   A. True   B. False B

[867] When creating a custom list view you can display fields that are not on your pagelayout for that object?   A. True   B. False B

[868] Which of the following statements is true about person accounts in backup exports?   A. If your organization uses person accounts and you're exporting contacts, person account records are included in the contact data. However, the contact data only includes the fields shared by contacts and person accounts.   B. If your organization uses person accounts and you're exporting contacts, person account records are not included in the contact data.   C. If your organization uses person accounts and you're exporting contacts, person account records are included in the contact data. The export includes all fields from person accounts. A

[869] If you schedule a dashboard refresh on the 31st day of every month, will the dashboard refresh in months without a 31st day?   A. Yes   B. NoB

[870] You can create a custom report on solution categories and solution categories are available in list views.   A. True   B. False   B

[871] Your System Administrator must reset your password for you if you lose it.   A. True   B. False   B

[872] I can access a "list view" of records by clicking on the leads, opportunities, or accounts tabs. I can also filter my list views so   I can see exactly what I need.   A. True   B. False   A

[873] Which of these is NOT true of "list views" in SFDC: A. I can choose different list formats from the drop–down menu at the top of any list.   B. List views can only be created or customized by my administrator   C. List views are customizable, and I can create and customize my own views   D. I can change my list view format for any record type by choosing a view type from the drop–down–menu   E. I can drag and drop columns within my list view to change the appearance or order of data   B

[874] The "Open Calendar" link below any list view can be clicked to display a view of my calendar.   But, can I drag records from the list to time slots on the calendar to create events (sales calls, etc) for these records?   A. Yes   B. No   A

[875] Records & Record Detail Pages: I can edit data for multiple records at once by selecting each of them within a list view,   clicking on one of the records, and choosing the field to edit for all.   A. True   B. False   A

[876] Records & Record Detail Pages: SFDC lets me print list views for Accounts, Campaigns, Cases, Contacts, Leads, or Opportunities.   A. True   B. False   A

[877] Records & Record Detail Pages: What is NOT true of hover links in SFDC?   A. Hover links can

be found on record detail pages (for leads, opportunities, etc)   B. Top of page hover links often provide a summary of information found on the bottom of a page so I don't   have to scroll down to see important activity history, notes, etc   C. Just about every link in SFDC can be hovered over, and a summary window will pop–up.   D. When I hover over them, I begin to levitate in my chair   E. Hover links are cool and will save me some time when researching info about accounts, leads, opportunities, etc.   D

[878] Adding Records: I must always search for a company or contact record BEFORE adding a new lead, opportunity, contact, or account into Salesforce.   A. True   B. False A

[879] Adding Records: If I add a duplicate record because I haven't searched before adding a new one, the following events will be likely to happen: A. The data quality in Salesforce.com will start to suck, and head office reports will no longer be accurate   B. I will complain when I inevitably end up adding notes or events to the wrong record   C. I will feel so guilty that I will be compelled to sign over my commissions to Bill, who needs more money to save homeless cats in the city of Boston   D. I will need to delete the duplicate record I have added, or merge the 2 duplicate records together.   E. All of the above   ADE

[880] Adding & Searching for Records: Which search option allows me to search across multiple fields including notes, descriptions, and comments?   A. Advanced Search   B. Sidebar Search   C. Both
        A

[881] Editing Records: If I see a magnifying glass icon next to any field in SFDC, this means I can start typing into the field   and matches will automatically appear to choose from. Or, I can click on the magnifying glass icon and look up data to fill the field with.   A. True   B. False   A

[882] Editing Records: Which of these is NOT true? I can edit fields by: A. Clicking the "edit" button within a record detail page   B. Double clicking within a field to add or edit data   C. Selecting multiple records within a list view and editing them all at once   D. Calling Bill and making him edit my fields for me   D

[883] Editing Records: Required fields are marked by which color?   A. Blue   B. Green   C. Red
        C

[884] Personalizing SFDC: If I want to update my personal info, email settings, etc. I have to: A. Contact head office   B. Click "set up" in salesforce.com and edit my info   B

[885] Here are the salesforce.com definitions of a Lead, Account, Contact, & Opportunity. Which one is the definition for an opportunity?   A. Any person, organization or company that may be interested in your products and services, not yet customers. The Icon is a green Star Man.   B. An organization, individual or company involved with your business such as customers, competitors and partners that you wish to track in   Salesforce. The Icon is a file folder.   C. Any individual or influencer associated with an account that you want to track in Salesforce. The Icon is a business card.   D. Any potential revenue–generating event ("sales deal") that you want to track in Salesforce. The Icon is a Coin.   D

[886] When I qualify a lead, the lead then automatically becomes (select all that apply):   A. An opportunity   B. An account   C. A contact   D. A campaign   ABC

[887] When I convert a lead to an Opportunity, I must give the opportunity a unique name so I know what it is (ex: Pacific Bank – Red Package).   A. True   B. False   A

[888] You are about to enter a new lead from a cold call into SFDC. What do you do first?   A. Search to determine if the company record already exists in Salesforce because you NEVER want to add duplicate data.   B. Start entering the new lead   C. Import the lead into SFDC using your Outlook email accountA

[889] Accounts can be created by converting a lead to an opportunity, or by manual entry.   A. True B. False A

[890] Which will appear on your pipeline report?   A. Leads   B. Opportunities   C. AccountsB

[891] Which definition best describes "accounts" and their relationships with other record types in SFDC?   A. Accounts represent sales deals that your company is pursuing. An account may have only one opportunity associated with it.   B. Accounts are the backbone of information and represent prospective, existing, and former customers. An account may have multiple opportunities   C. Accounts are created after you have closed an opportunity or deal. An account must have a closed opportunity associated with it.   B

[892] SFDC allows me to add a reporting hierarchy (or organization chart) to my contacts. This way I can better understand the   structural dynamics within the businesses I am selling to, and remember who to contact for certain aspects of a sale.   A. True   B. False   A

[893] Select the option that is NOT true of the "stay in touch" feature in SFDC: A. I can use this feature to update contact information in one click via email – this keeps my customer data up–to–date. B. I can send single emails, or mass emails, to all of my existing accounts or prospects.   C. It rubs my feet before I go to bed each night.   C

[894] Select the option that is NOT true of opportunities: A. I should use consistent naming conventions when identifying my opportunities (ex: Account Name – Package offered)   B. Expected Revenue is automatically generated by multiplying the Amount field by the Probability Field (I do not need to add this figure)   C. Close Date should be the "best" guess as to when I will close a deal   D. The amount field is not for the estimated amount of the sale, but dollar amount I will pay Bill Nuttall for processing my order.   E. Probability is the confidence factor that I will win the Opportunity, and is typically based on the Stage Value   D

[895] Task Records are "to–do" lists, are date sensitive, and must be completed before they move to my Activity History.   A. True   B. False A

[896] Which option is NOT true of events?   A. Events are scheduled events or meetings   B. Events are to–do lists   C. I can invite participants to an Event (like scheduling a demo, for example)   D. Events automatically move to Activity History when the time of the Event is past.   B

[897] Which one of these is NOT a recorded "activity" in SFDC?   A. Emails   B. Dials   C. Events   D. Tasks   E. Log a Call (after call completion)   B

[898] I can email opportunities, accounts, leads, or contacts directly from SFDC, and all of these communications will be automatically saved in my activity history.   A. True   B. False   A

[899] I can merge 3 records at a time in SFDC to clean up dupe.   A. True   B. False   A

[900] Which of these is NOT true: it is possible to import my existing contacts from Outlook by: A. Clicking "set–up" and using the import wizard   B. Sending emails to myself   C. Connecting SFDC with Outlook and submitting contacts and leads to SFDC directly from my email   B

[908]What steps are part of the process to enable Multi–Currency in an organization?   A.Create a Sandbox   B.Contact salesforce.com to enable multiple currencies   C.Enable Advanced Currency Management   D.Choose a default currency   B D

B and c correct   [902]You can only use standard fields when generating email and mail merge documents for leads or contacts.   True / False   False

[903] Which of the following can be done on the Activity Settings page at Your Name | Setup | Customize | Activities | Activity Settings?   A.Enable Group Tasks.   B.Mass transfer activities.   C.Enable Email Tracking.   D.Show Event Details on Multi–User Calendar View.   E.Enable Email Attachements.   F.Change the Activities page layout.   A C D

[904] A manager wants to pend all task assigned to his team so that the due date will be pushed a few days forward.   A.He needs to have Edit Tasks permission   B.He can go to Your Name > Setup > Customize > Activities > Tasks > Manage Task   C.Go to Tasks tab and find the Mass Reschedule link in the Tools section   D.There is no such standard functionality yet in Salesforce.   D

[905]How many objects may be imported or updated using the Data Loader?   1   2   3   4   5   6 1

[906]Which of the following is inline editing not supported?   A. System Fields   B. Case Stage   C. Related Lists   D. Contact Phone Number   E. List View   F. Read–Only Fields   A C F

[907]What would you change if all of your online help was displayed in English and you wanted it to be German?   A.Default Language   B.Default Locale   C.Time Zone   D.Default Currency   A

[908]What steps are part of the process to enable Multi–Currency in an organization?   A.Create a Sandbox   B.Contact salesforce.com to enable multiple currencies   C.Enable Advanced Currency Management   D.Choose a default currency   B D

[909]To track revenue gain or loss based on currency fluctuations, you must implement A.Multi–Currency   B.Sandbox   C.Territory Management   D.Advanced Currency Management D

[910]When importing Lead records you must use _____ Currency   A.An active or inactive B.An active   C.An inactive   B

[911]Once you define a custom fiscal year structure, your company can not return to the standard fiscal year calendar.   True/False   True

[912]If you defined a custom fiscal year structure, your company can not revert to the Gregorian calendar for fiscal purposes.   True / False   True

[913]You can rename standard Tabs and Objects.   True / False True

[914]When a record is deleted it sits in the recycling bin for 30 days   True / False   True

[915] When a field is deleted it sits in the recycling bin for 30 days   True / False False

[916] When controlling and dependent fields are available in Connect Offline...   A.You will be able to edit one, with it automatically updating the other   B.The logic between them is not available C.You can only edit the controlling field   D.You can only edit the dependent field   B

[917] What type of relationship should be built for a one–to–one? mmm   A.Master–Detail Relationship   B.Look–up Relationship   C.Master–Detail Field   D.Look–up Field   B D

[918] When creating a Many–to–Many relationship you will need to use a   A.Junction Object B.Lookup Field   C.Sharing Rules   D.Workflow Field update   A

[919] A Look–up field can look up to what?   A. An Object   B.A field   C.A record   D.A report   C

[920] When are custom fields removed from the recycle bin?   45 days

[921] Which administrative permissions are necessary in order to edit profiles?   A.Manage Users and Customize Application   B.View Setup and Configuration, Manage Users and Customize Application   C.View Setup and Configuration, Manage Users and Manage Profiles   D.Manage Profiles and Manage Users   E,View User Configuration, and Manage Users   F.View setup and Configuration, View User Configuration, Manage Users and Manage Profiles   B

[922] Methods to automate leads?   Web–To–Lead   Email Templates   Auto response rules

[923] Relative Dates in Report   Today   Tomorrow   Yesterday   Last week

[924] Report are available on the following tabs   A.Home tab   B.Report Tab   C.Opp Tab D.Account tab   E.Contacts Tab   B   Users can access reports from the Report Tab, an objects home page, a reports URL, a scheduled mail and custom links

[925]Which of the following records can not be mass transferred?   A) Open Cases   B) Closed Cases   C) Open Activities   D) Closed Activities   D

[927]You can use inline editing to maintain all detail pages in the application except for....?   Documents and Forecasts

[927] Environments: Production : Raltime   SandBox : Developers and testers   Three

types:		Developer Sandbox: Free 10 MB	Config only Sandbox: Paid. 500 MB		Full Copy sandbox: Paid . 15–20% of prod environment. refreshed for every 29 days

[928] Through the Web–to–Case function, how is that case associated with a contact?		A. Contact name	B. Contact email	C. Account name	D. None of the above	B

[929] Data validation rules impact all supported objects except for...	Forecasts and Territories

[929] List the objects that may have Sharing Rules		• Lead	• Account	• Contact	• Opportunity • Case	• Campaign	• Custom Objects		Sharing rules can be established between:	• Public Groups	• Queues	• Roles	• Roles and Subordinates

[930] Does access to folders respect the role hierarchy? No. Access to folders is explicit.

[931] When creating users, does the alias need to be unique?	No

[932] When using Territory Management, can an opportunity be associated with multiple territories?		No. Accounts and Users can be associated with multiple opportunities but Opportunities can only be in one territory.

[934] Do users have to display the jump page every time they create a new record?	No, users can choose to accept the their profile's default record type. To do this, users may navigate to Setup–My Personal Information– Record Type Selection

[935] If I'm looking at a detail page, how do I know what record type it is?	For tabs that have multiple record types defined, you can look at the Record Type field on the page. However,	this field must be added to the page layout.

[936] What happens if you add a picklist value to a field when there are multiple record types?	You will be promted to select the record type that should include the new value.

[937] Which tabs are restricted from multiple record types?	Home, Forecasts, Documents, Reports, Consoles and Web tabs

[938]Before creating record types for Leads, Opportunities, Cases or Solutions, you need to create what?	Business processes

[939] What objects in the Org Wide Defaults allow you to do a public read/write/transfer?	Leads and cases

[940] List the differences between the Jumpstart Wizard and the Standard Approval Process Wizard:	Jump Start Wizard only allows for a single approver.

[941] Describe the components of the Console tab:	Frames, list view, detail view, mini view, sidebar, related objects, mini page layouts, console layout

[942] When can inactive assignment rules be run on leads?	During lead import

[943] Who can submit an idea to Salesforce.com IdeaExchange?   A) salesforce.com partners   B) salesforce employees   C) salesforce.com users   D) anyone who has a login to IdeaExchange

D